

North Carolina 911 Board Meeting
MINUTES
WebEx and Conference Bridge
Friday, March 22, 2019
10:00 AM – 12:30 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County - <i>Via Phone</i>	Richard Bradford (DOJ)	Josh Briggs, AT&T - <i>Via Phone</i>
Heather Campbell (CMRS) Sprint - <i>Via Phone</i>	Ronnie Cashwell (DIT)	Greg Dotson, Rutherford Co 911 - <i>Via Phone</i>
Eric Cramer (LEC) Wilkes Communication - <i>Via Phone</i>	Tina Gardner (DIT) - <i>Via Phone</i>	Kylie Felton, Pasquotank 911 - <i>Via Phone</i>
Bo Ferguson (Deputy City Manager) Durham County - <i>Via Phone</i>	Pokey Harris (DIT)	Brad Fraiser - <i>Via Phone</i>
Chuck Greene (LEC) AT&T - <i>Via Phone</i>	Jesus Lopez (DIT)	Del Hall, Stokes Co. 911 - <i>Via Phone</i>
Greg Foster (Director, Comm.) NC Association of Rescue EMS - <i>Via Phone</i>	Gerry Means (DIT) - <i>Via Phone</i>	Tim Johnson, DIT CGIA
J.D. Hartman (Sheriff) Davie County - <i>Via Phone</i>	Marsha Tapler (DIT) - <i>Via Phone</i>	Matthew McLamb, DIT CGIA
Jeff Ledford (NCACP) City of Shelby PD - <i>Via Phone</i>	Angie Turbeville (DIT) - <i>Via Phone</i>	Melanie Neal, Guilford Metro 911 - <i>Via Phone</i>
Buddy Martinette (Fire Chief, Wilmington) NCSFA - <i>Via Phone</i>		Phillip Penny, MCP - <i>Via Phone</i>
John Moore (VoIP) Spectrum Communications - <i>Via Phone</i>	<u>Staff Absent</u>	Craig Schulz, MCP - <i>Via Phone</i>
Niraj Patel (CMRS) Verizon - <i>Via Phone</i>	Don Rice (DIT)	
Jude O'Sullivan (CMRS) Carolina West - <i>Via Phone</i>		
Jeff Shipp (LEC) Star Telephone - <i>Via Phone</i>		
Amy Ward (LEC) CenturyLink - <i>Via Phone</i>		
Donna Wright (NENA) Richmond Co Emergency Services - <i>Via Phone</i>		
<u>Members Absent</u>		
Secretary Eric Boyette (NC CIO) Board Chair		
Mike Reitz (APCO) Chatham Co 911		

Call to order — Vice Chair Donna Wright called the meeting via WebEx and conference call to order at 10:00 AM and asked Pokey Harris to call the roll of attendees.

1. Chairman's opening remarks — Vice Chair Wright welcomed everyone to the meeting and thanked them for taking the time to join.

2. Ethics Awareness/Conflict of Interest Statement — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement as printed in the agenda. David Bone advised he had a conflict with agenda item 5b) so he would be abstaining from that vote.

3. Public Comment — Vice Chair Wright read the invitation to public comment as printed in the agenda, but no one had pre-registered to speak and no one present or on the phone asked to.

4. Consent Agenda — Vice Chair Wright asked Ms. Harris to proceed with the consent agenda.

a) Minutes of Previous Meeting – February 22, 2019

b) NG 911 Fund

February 2019 Fund Balance	\$42,106,002
February 2019 Disbursement	-\$0

c) CMRS Fund

February 2019 Fund Balance	\$ 6,706,144
February 2019 Disbursement	-\$0

d) PSAP Fund

February 2019 Fund Balance	\$12,577,270
February 2019 Disbursement	-\$4,273,829

e) Grant Fund

February 2019 Fund Balance	\$33,161,273
February Grant Funds Encumbered	-\$28,640,063

f) Grant Project Updates per Reports

David Bone put forth the motion to accept the consent agenda as presented. Bo Ferguson seconded the motion and it carried unanimously.

5. Executive Director Report

a) Winston Salem 911 ESInet Migration – On Wednesday, March 13 Winston Salem 911 became the second PSAP in NC to migrate to AT&T managed service ESInet. Ms. Harris congratulated them on their successful migration.

b) Martin County 911 Grant Extension – Martin County 911 requested a 9-month extension on their grant until March 31, 2020. Ms. Harris stated she does recommend the extension. Greg Foster motioned to extend the grant. John Moore seconded the motion and it carried unanimously.

c) Pasquotank 911 Grant Extension – Pasquotank 911 requested a 9-month extension on their grant until March 31, 2020. David Bone asked to recuse himself from this vote. Greg Foster motioned to extend the grant as recommended by Ms. Harris. Amy Ward seconded the motion and it carried unanimously.

Added Item - Franklin County 911 Grant Extension – Franklin County 911 requested a 30-day extension on their grant until June 30, 2019. J.D. Hartman motioned to extend the grant as recommended by Ms. Harris. Eric Cramer seconded the motion and it carried unanimously, (*Note this was not previously identified as an agenda item. However, the request was presented in the monthly grant report for Franklin County that was presented and approved in the consent items. Ms. Harris requested to have the item added to the agenda as an action item for continuity.)

d) Staffing Update – Ms. Harris reported that Danette Jernigan has accepted a position at the NC Office of Recovery and Resiliency and wished her well in that new position. Ms. Harris stated she is in the process of working with DIT HR to reclassify the Financial Review Specialist positions to better define the duties and responsibilities. She hopes to get those positions posted in the near future. In the meantime, contractor employees with PSAP experience may be engaged to help wrap up the FY2017 reports.

e) Federal 911 Grant Program Status – The deadline for submission of the Federal 911 grant is April Ms. Harris indicated there are no foreseen issues to preclude meeting the deadline though it is a short turnaround. There are three elements and key components that will be identified in the grant plan to utilize the \$3.6 million that has been allocated to North Carolina. They are GIS call routing (\$381,166), ESInet cybersecurity element (\$1,058,570) and diverse routing installation (\$2,197,696). Jeff Shipp made the motion approve the fund distribution as presented and to proceed with submission of the grant application. Heather Campbell seconded the motion and it carried unanimously.

f) FY 2018 Biennial Audit – The audit is still in process and progressing as expected. It as anticipated it will be completed by the end of April.

g) Legislative Update – Ms. Harris and Nate Denny, the DIT Legislative Liaison, recently met with several Legislators about the NC911 Legislative agenda. She has received positive feedback from them about NextGen 911 and the other 911 legislative agenda items. Richard Bradford spoke about other bills of relevance to the 911 Board and their status.

6. Education Committee Report

a) TC Training and Standards Stakeholder Summit – Angie Turbeville spoke about the summit, where attendees received information to help create a training standard for the state. Stakeholders were presented the national model of Telecommunicator Training Guidelines, and Mr. Bradford presented the Legislative agenda regarding training. Ms. Turbeville will be scheduling meetings with stakeholders to discuss the topics brought up during the summit and to help decide what should be the next steps.

b) General Report – Ms. Turbeville had no other items to report on behalf of the Committee Chair.

7. Funding Committee Report

a) Surry County Reconsideration – Surry County 911 submitted a request for \$449,063 which entails phone and console furniture. This reconsideration was recommended by Staff and a motion to approve was brought forward by the Funding Committee. Vice Chair Wright entertained a motion to accept the Funding Committee's recommendation and the motion passed unanimously.

b) Funding Position Policy (Base Seat Count) – David Bone stated this item is a policy recommendation to the Board coming from the Funding Committee. They ask the 30-day review period to begin so the Board can consider the recommendation at the April 26th meeting. Subcommittee Chair Chuck Green presented the policy as stated below and reported that the committee is continuing to work on the overflow position policy.

Funding Position Policy

G.S. 143B-1406 requires distributions to primary PSAPs on a monthly basis to fund eligible operations and expenses of such operations. PSAP staffing, and work duty assignments, are made by local governments. It is the policy of the 911 Board to provide funding to primary PSAPs for achieving call taking metrics established by applicable rules and standards. Primary PSAPs may, from time to time, need to increase the number of personnel assigned, the number of call taking positions, or other changes impacting positions within the primary PSAP. Non call taking duties shall not be considered when determining staffing or positions. It is the further policy of the 911 Board to enable necessary changes by allocating funds as permitted by law for such necessary position changes.

A "position" refers to the workstation and other associated workspace attributes.

A primary PSAP may request funding associated with changes in the number of positions.

Prioritization of factors identified shall be determined by the Funding Committee and identified

Factors for consideration of such requests include:

- a) demonstration of staffing needs and the PSAP's analysis of the staffing needs as shown by industry recognized methods (e.g. as published by APCO, NENA, etc.), see e.g. 9 NCAC 06C.0208.*
- b) comparison of similar PSAPs' staffing, operations, levels of service, see e.g. 9 NCAC 06C.0211(a)(5).*
- c) only call taking duties shall be considered when determining positions, see e.g. 9 NCAC 06C.0208(c), 06C.0208(e).*
- d) PSAPs must demonstrate that staffing changes are necessary to meet the call taking rule; e.g. 09 NCAC 06C.0209(a) requires answering 90% of calls within ten seconds or less.*
- e) other factors consistent with G.S. 143B-1406, 911 Board rules, and applicable laws.*

c) Pamlico County Approved Use of Funds Discussion – Ms. Harris explained that at the review of Pamlico County's FY2017 revenue and expenditure report it was found that \$42,766.64 was expended from their 911 fund (ETSF) for the purchase of equipment of the backup center, which is ineligible. Therefore, it is necessary for them to repay the fund. Ms. Harris believes the ineligible expenditures were not deliberate, but simply a mistake on the part of the County. Ms. Harris recommends the County be advised of the need to repay their 911 fund and do so by end of FY2019, June 30, 2019. Bo Ferguson made the motion to accept the recommendation. David Bone seconded the motion and it carried unanimously.

d) General Report – David Bone mentioned that a subcommittee is working on the overflow seats policy and that the Funding Committee continues to work on the NextGen PSAP funding model as well as the review of eligible expenditures.

8. Finance Team Report — Marsha Tapler noted that she was still working on the audit, and the FY2018 Revenue Expenditure Reports are still in progress. The shortage in staff has affected the completion of these reports, but she hopes the temporary help will be in place soon to assist.

9. Grant Committee Report

a) 2020 Grant Workshop – Heather Campbell thanked everyone that attended the Grant Workshop, and also thanked Randy Beeman, Tonya Evans and all the staff of Durham County 911 for hosting the event. She also thanked Brent Renfrow for working with her to improve and streamline the Grant Application. The Grant Application will be posted online on April 1st and will be due by midnight on May 31, 2019. No extensions will be allowed. Once the application is submitted the PSAPs will receive a confirmation email within 24 hours. The committee will review applications at the end of June and presentations will occur on July 9, 2019. David Bone suggested the Grant Application information have a dedicated place website that would be easily found and available year-round. Ms. Harris advised work would be coordinated with DIT staff managing the website to accomplish this as soon as staffing levels allowed for such tasks. Vice Chair Wright asked about working with NENA and APCO to create breakout sessions for grant information. Ms. Harris noted she would reach out to the presidents of both organizations for discussion.

b) General Report – Ms. Campbell advised there were no other items to report.

10. Standards Committee Report — Donna Wright said the next committee meeting is scheduled for May and there were no other items to report.

11. Technology Committee Report

a) ESInet/HCH Migration/Deployment – Gerry Means gave an update, stating that 108 PSAPs were onboard for the ESInet with a large majority participating in the hosted call handling solution. The NextGen project is on target to meet the yearly objective with 40 PSAPs migrated to the ESInet.

b) NMAC Status – Mr. Means said the build-out of the facility is complete and quotes should be arriving soon for console furniture. Stanley Meeks has been hired as the NMAC Manager and will start on April 1. He will be introduced to Committees held after his arrival and to the full Board at the April meeting.

c) GIS Contract Award Status – GeoComm, Inc. was awarded the GIS contract at the last Board meeting and Mr. Means plans to meet with them in the coming weeks to discuss further steps, particularly to schedule a kick off meeting.

d) General Report – Mr. Means provided additional comments about the Federal 911 grant and how beneficial it will be to the overall NextGen 911 project.

12. 911 Regional Coordinator Reports — Tina Gardner reported she and Angie Turbeville had a meeting with Forsyth County about ESInet. They also met with Greene County about ESInet and the review process. Tina completed the Currituck County and Pasquotank County reviews, who had only minor deficiencies to address. To date, 33 PSAPs have completed the peer review process. Ms. Harris said additional PSAP reviewers are needed and anyone interested should contact Tina Gardner. Future tasks for the RCs include meeting with PSAPs to work on their call answer times, scheduling additional PSAP peer reviews and reviewer training. Ms. Turbeville has been working on the Microsoft Dynamic 365 CRM project and a meeting is planned for April 9 with developers and project managers from Planet Technologies to discuss requirements with staff. This is the first stage of the six-week project.

13. Other — Vice Chair Wright mentioned the third PSAP Managers Certification course has begun with 71 students in two sections. Students will be required to listen to the Board Meeting and report Board action items and discussion.

The next Board Meeting will be held on April 26 10:00 AM, at 3514 Bush Street, Raleigh

Adjourn — Vice Chair Wright adjourned the meeting at 11:07 AM.