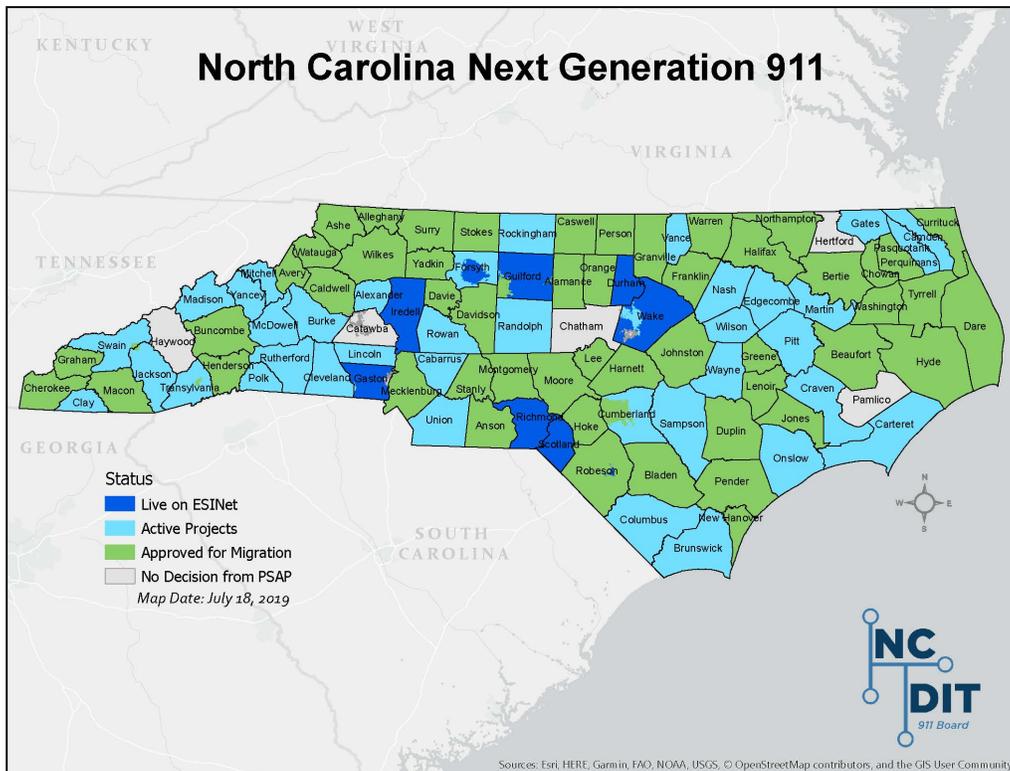




**NORTH CAROLINA 911 BOARD MEETING**  
**Friday, July 26, 2019**  
**3514 Bush Street, Raleigh, NC**  
**10:00 AM – 12:00 PM**



**#NexGen911isNowGen911inNC**

***Call to Order*** (1 Minute)

**Eric Boyette**

***Roll Call*** (1 Minute)

**Pokey Harris**

***Tab 1*** (5 Minutes)

**Chair's Opening Remarks**

**Eric Boyette**

***1 a)***

**General Opening Comments**

***1 b)***

**Board Member Status**

## **Tab 2 (1 Minute)**

### **Ethics Awareness/Conflict of Interest Statement**

**Eric Boyette**

*In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.*

## **Tab 3 (3 Minutes)**

### **Public Comment**

**Eric Boyette**

*The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the NC 911 Board members. When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.*

***Tab 4 (10 Minutes)***

# **Telecommunicator Recognition**

**Tobin Wright**

**Martin County 911**

**Tina Gardner**

**PSAP: Martin County Central Communications**

**Recipient: Tobin Wright, Telecommunicator**

**Summary: On January 27<sup>th</sup> at approximately 1730 Hours, Telecommunicator Tobin Wright answered a 911 call from a resident in the Robersonville Community of Martin County. The caller advised that her 8-week-old son was not breathing. While EMS was sent to the scene by the other Telecommunicator working, Telecommunicator Wright kept the caller calm and guided her on infant CPR for her son. He continued for several minutes until EMS arrived on scene and took over. The child, at last contact, was in good health.**

# **Tab 5 (3 Minutes)**

## **Consent Agenda**

### **Pokey Harris**

### **(Consent Vote Required)**

#### **4 a)**

**Minutes of Meeting – June 28, 2019**

#### **4 b – e)**

##### **b) NG 911 Fund**

June 2019 Fund Balance	\$44,749,222
June 2019 Disbursement	-\$ 21,114

##### **c) CMRS Fund**

June 2019 Fund Balance	\$ 7,170,087
June 2019 Disbursement	-\$ 614,512

##### **d) PSAP Fund**

June 2019 Fund Balance	\$20,324,987
June 2019 Disbursement	-\$ 4,948,582

##### **e) Grant Fund**

June 2019 Fund Balance	\$23,414,561
June 2019 Encumbered	-\$20,722,754

#### **4 f)**

**Grant Project Updates per Reports**

**North Carolina 911 Board Meeting**  
**MINUTES**  
**WebEx and Conference Bridge**  
**Friday, June 28, 2019**  
**10:00 AM – 11:45 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone, (NCACC) Martin County Manager	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Greg Dotson, Rutherford County 911
Heather Campbell, (CMRS) Sprint	Ronnie Cashwell, NC DIT/NC 911 Board Staff	Bill Gibson, Lincoln County 911
Bo Ferguson, (NCLM) City of Durham <i>via phone</i>	Tina Gardner, DIT/NC 911 Board Staff	Greg Hauser, NCDEM
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Pokey Harris, DIT/NC 911 Board Staff	Christine Makris, Sandy Hook Promise
Chuck Greene, (LEC) AT&T	Jesus Lopez, NC DIT/NC 911 Board PM	David McNally, Office of the State Auditor
J.D. Hartman, (NC Sheriff's Association ) Davie County	Gerry Means, NC DIT/NC 911 Board Staff	Melanie Neal, Guilford Metro 911
Buddy Martinette, (NCSFA) Fire Chief, Wilmington	Stanley Meeks, NC DIT/NC 911 Board Staff	Mark Newsome, NC DIT Finance
John Moore, (VoIP) Spectrum Communications	Marsha Tapler, NC DIT/NC 911 Board Staff	Phillip Penny, MCP
Mike Reitz, (APCO) Chatham Co 911	Angie Turbeville, NC DIT/NC 911 Board Staff	Rick Thomas, Apex PD
Jeff Shipp, (LEC) Star Telephone v		
Amy Ward, (LEC) CenturyLink	<b>Staff Absent</b>	
Donna Wright, (NENA) Richmond Co Emergency Services	Don Rice, NC DIT/NC 911 Board Contract Staff	
<b><u>Members Absent</u></b>		
Secretary Eric Boyette, (NC CIO) Board Chair		
Jeff Ledford, (NCACP) City of Shelby PD		
Jude O'Sullivan, (CMRS) Carolina West		

\*Not all guests that called in identified themselves and thus were not included as attendees.

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

### 1. Chair's Opening Remarks

a) General Opening Comments – Vice Chair Wright welcomed everyone to the meeting and thanked them for calling in. She noted that Secretary Boyette had been attending a cabinet level function today, sending his regrets for not his absence. She also mentioned that the Grant Committee Report would be moved up the agenda as item #5 due to Heather Campbell needing to leave the meeting early.

b) Board Member Status – Vice Chair Wright advised that Niraj Patel was no longer on the 911 Board, and that Eric Cramer had resigned from the Board and the Grant Committee due to health concerns. She also announced Heather Campbell will be leaving the Board and that a qualified replacement is being vetted. Chairman Boyette has requested Ms. Campbell stay as a non-Board member of the Grant Committee until the end of the current grant cycle. He has appointed Jeff Shipp as the Chair of the Grant Committee. Vice Chair Wright thanked Mr. Patel, Mr. Cramer, and Ms. Campbell for their service to the 911 Board.

**2. Ethics Awareness/Conflict of Interest Statement** — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement printed in the agenda. Chuck Green advised he had a conflict with agenda item 7a so he would be recusing himself of that item.

**3. Public Comment** — Vice Chair Wright read the invitation to public comment printed in the agenda. No one had pre-registered to speak. No one present or on the phone asked to provide comment.

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

a) Minutes of Previous Meeting – May 17, 2019

b) NG 911 Fund

May 2019 Fund Balance \$43,924,210

May 2019 Disbursement -\$670,291

c) CMRS Fund

May 2019 Fund Balance \$ 7,196,704

May 2019 Disbursement -\$13,547

d) PSAP Fund

May 2019 Fund Balance \$18,967,803

May 2019 Disbursement -\$4,377,683

e) Grant Fund

May 2019 Fund Balance \$26,504,375

May Grant Funds Encumbered -\$23,030,960

f) Grant Project Updates per Reports

Bo Ferguson put forward the motion to accept the consent agenda as presented, with the motion being seconded by Jeff Shipp and passing unanimously.

### 5. Grant Committee Report

a) 2020 Grant Program Status – Heather Campbell reported eight (8) applications for grants were submitted for a total project cost of \$44 million. The grant requested amount is \$22.2 million, with \$2.1 million identified in the applications for potential reconsideration. The Committee will have a presentation day on July 9 and will meet afterward to review and score each application. They will be discussing funding the portions that are not eligible for reconsideration and expecting that applicants will return to request a reconsideration for the portion of projects that are eligible. The Committee will make recommendations to the Board at their July meeting.

b) General Report – Ms. Campbell said it has been a pleasure to be part of the Grand Committee and to serve as Chair since January. She is excited to continue as a member and is proud to have helped

improve the process of grant requests. Ms. Harris thanked Ms. Campbell for all her work on the Committee and on the Board.

## **6. Executive Director Report**

**a)** Financial Statement Audit Report Year Ended June 30, 2018 – Pokey Harris introduced David McNally from the Office of the State Auditor who gave a report on the recent financial state audit of the NC 911 Fund for the year ended June 30, 2018. The audit found no deficiencies and the NC 911 fund received a clean report. Mr. McNally commended Marsha Tapler for her work on the audit process.

**b)** NextGen 911 Migration Status – Pokey Harris shared the live status map of PSAPs that have migrated to the ESInet, those in active status, those having committed to migration, and those remaining to make a decision. Ms. Harris thanked CGIA for keeping the map updated.

**c)** Richmond County 911 ESInet Migration, June 5, 2019 – On June 5, Richmond County 911 migrated to the NC 911 ESInet and hosted Viper call handling solution. It was a successful cutover.

**d)** Guilford Metro 911 ESInet Migration, June 27, 2019 – On June 27, Guilford Metro 911 migrated to the NC 911 ESInet and hosted Viper call handling solution. Melanie Neal reported there have been some issues with their administrative lines and configurations with their previous CPE, but these should be resolved quickly.

**e)** Wayne County 911 Groundbreaking, June 11, 2019 – Wayne County 911 celebrated the groundbreaking for their PSAP and emergency operations center on June 11. Ms. Harris thanked Jeff Shipp for representing the 911 Board at the event.

**f)** NG911 GIS Roadshow General Overview Meetings/Data Input Work Sessions – Four (4) regional meetings were held across the state to provide a general overview to PSAP managers and GIS staff about geospatial call routing, the workflow and the process of mapping GIS data. Those close to migrations were invited to an afternoon work session where they had the chance to input data into the GeoComm Data Hub. The Western region meeting had 57 participants for the morning session, and 26 for the afternoon session. The Central region had 115 participants for the morning session, and 42 for the afternoon session. The Southeast region had 59 participants for the morning session, and 21 for the afternoon session. The Northwest region had 63 participants for the morning session, and 25 for the afternoon session. Totals were 294 for the morning, and 114 for the afternoon session. Ms. Harris thanked the staff, GeoComm, and CGIA for making the meetings so successful.

**g)** Franklin County Grant Extension – Franklin County requested an extension on their grant through August 30, 2019. Ms. Harris noted that it was not filed within the 60-day required period, however circumstances beyond the County's control put them behind schedule on the project. Ms. Harris found no reason to not grant the extension. John Moore put forward the motion to approve the Franklin County grant extension, with the motion being seconded by Jeff Shipp and passing unanimously.

**h)** Staffing Update – Ms. Harris advised the Financial Review Specialist (FRS) positions have been posted. Interviews are tentatively scheduled for July 19. Ms. Harris is hopeful that by August those positions will be filled. She is still in the process of receiving the position numbers for the 911 Regional Coordinators from OSHR and may be able to post those positions in late August.

**i)** Federal 911 Grant Program Status – Ms. Harris said notification has yet to be received.

**j)** Website Enhancements – Staff has discussed having a NG911 page separate from the 911 Board page. Erin Lesh of the GIS unit with NC DOT had previously offered to help with this endeavor. Ms. Harris, Erin, CGIA staff, and Board staff met with DIT Communications to consider what information would be offered on the site. Ms. Harris also noted this is a good opportunity to return to efforts of enhancing the 911 Board website that was begun last fall. Ms. Harris asked that Mike Reitz and Greg Foster work in collaboration with Tina Gardner and John Strange with DIT Communications to look at general content, design, and layout of the website for 911 Board information for areas of possible enhancement. Mr. Reitz and Mr. Foster both agreed to assist.

**k)** Say Something Anonymous Reporting System (SS-ARS) Program – SS-ARS was recently introduced by NC State Superintendent, Mark Johnson, to support and deliver on NC General Statute § 115C-105.51 which mandates that the governing body of each public secondary school (serving at least one class of grade six or higher) shall make an anonymous safety tip line application available to students, school staff, parents, in coordination with local law enforcement and social services agencies, that receive anonymous information on internal or external risks to the school population, school buildings, and school-related activities. This program will launch in fall 2019. PSAPs will receive triaged "life-safety tips" from the SS-ARS crisis center for impacted schools or the youth and/or adults who attend

those schools that require local law enforcement support and assistance. The SS-ARS crisis center, led by former law enforcement, qualifies all life-safety tips before contacting PSAPs to ensure local police are only involved in issues designated for law enforcement. Though SS-ARS is not an initiative of the NC 911 Board nor one aligned with the approved use of funds list, the NC 911 Board has been asked to provide messaging and feedback assistance to North Carolina Department of Public Instruction (DPI) and its program partner, Sandy Hook Promise (SHP), on how they may accomplish the state wide roll out of this program. Vice Chair Wright suggested the using a format similar to regional approach often used to roll out information to the PSAP community. Ms. Harris asked each Board member to share the SS-ARS information with their respective organizations to determine the most appropriate way to disseminate to their consistency. Ms. Harris also remarked she advised Christine Makris of Sandy Hook Promise that she would be sending a follow-up email with any ideas and suggestions garnered from the Board on the roll out or other comments from the Board

l) Legislative Update – Richard Bradford reported the notes for House Bill 217 have not been updated on the General Assembly’s website. DIT’s Legislative Liaison Nate Denny said it was approved by the Senate Rules Committee and is expected to be on the floor of the Senate on Monday. Mr. Bradford said some changes had occurred but the portions of the bill including the Board’s priorities have been maintained. Ms. Harris thanked the Executive Committee for making time for meetings/calls pertaining to the bill.

## **7. Education Committee Report**

a) NC APCO Class Sponsorship for NC NENA/APCO Conference – Mike Reitz reported the NC chapter of APCO has requested the Board sponsor a pre-conference class in the fall. The Board has funded this in the past and such funding is currently in the budget. A motion to approve was put forth by the Education Committee to sponsor the class for a cost of \$4,975, and the motion passed unanimously. Ms. Harris commented that the Funding Committee requested APCO/NENA waive the fee for any Staff member that wishes to attend the conference.

b) General Report – Mr. Reitz had no other report for the Committee.

## **8. Funding Committee Report**

a) Boone PD FY2019 Reconsideration - David Bone explained Boone PD was recently made aware of expenses being eligible, however Boone PD did not have funds to cover these cost because the PSAP had spent down its fund balance in the procurement of a phone system and voice logger. Mr. Bone noted this reconsideration of \$79,627.36 comes to the Board as a motion from the Funding Committee. Donna Wright moved the motion forward and it passed unanimously.

b) General Report – Mr. Bone reported at their last meeting the Committee reviewed funding reconsiderations for two secondary PSAPs, Charlotte Fire and Charlotte Medic. These reconsiderations were not approved by the committee. Any questions about these reconsiderations should be directed to Staff. A funding reconsideration for Raleigh Wake Emergency Communications is pending. This request is expected to come back to the Funding Committee in July. A funding reconsideration for a secondary PSAP, Mooresville PD, is also pending.

The Committee reviewed an Overflow Exception request from Randolph County and noted information provided could not validate the request. Randolph County’s request was denied by the Funding Committee. Iredell County submitted documentation requesting an increase to their base seat count by three (3). The information provided did not substantiate the need so additional information was requested from the County for subsequent Staff review and consideration by the Funding Committee. Discussion about a Seat County Overflow Policy continues, and Staff is working on additional reconsideration requests. Staff is working on funding recommendations for base mobile message switch server software license, implemental functions, and CAD servers. Committee discussion about PSAP funding model is ongoing.

**9. Finance Team Report** — Marsha Tapler met with several PSAPs this month to review revenue-expenditure reports and assist in completing funding reconsiderations. Reconsiderations are planned to be brought forward in July or August when the fiscal year is closed. Ms. Tapler noted some of the projects she has completed and currently working on. Ms. Tapler noted she was working to close several revenue-

expenditure reports, completed what was needed for the FCC report, has been working with Angie Turbeville and Tina Gardner to set up mini regional meetings, and working on the financials of the Board to close the fiscal year. She noted other items are on-going for the Funding Committee.

**10. Standards Committee Report** — Vice Chair Donna Wright said the committee is waiting for updates to standards following the outcome of proposed legislation. Tina Gardner reminded everyone that future meetings of the committee will be bi-monthly, however this could change back to monthly as the ESInet and hosted call handling roll out.

**11. Technology Committee Report** – Jeff Shipp commended Staff and everyone who worked on the GIS Roadshow and the success of those meetings. Gerry Means mentioned Guilford Metro 911 migrating to the ESInet and hosted platform, bringing the total PSAPs online to eight (8). There are currently 43 active projects, with three going live in Iredell, Mooresville, and Statesville on July 17 with the first hosted Vesta platform. He expects to have 23 PSAPs completed by the end of the third quarter and looks to have eight in the fourth quarter. Mr. Means mentioned he and Ms. Harris were able to see new technology at NENA and are looking at new alternatives to improve data analytics that would integrate better with AT&T's network. The console build out of the NMAC is complete and Stanley Meeks is in the process of hiring Tier 2 staff and interviews are on-going. The final draft of the NMAC Operations Procedure is under review by the Technology Committee and Mr. Means looks forward to input by members. The CRM project may be delayed a few weeks due to necessary development modifications, and Angie Turbeville reported they are on track for Phase 1 to be completed in the next few weeks. Vice Chair Wright discussed forming a user group of the eight PSAPs currently live on the ESInet to prepare those who will migrate in the future. There is consensus this will be extremely valuable.

**12. 911 Regional Coordinator Reports** — Over the last few weeks both Tina Gardner and Angie Turbeville have met with PSAPs to discuss the ESInet and call handling solution. Those that committed to migration are High Point and Montgomery County. They are awaiting a decision by the primary PSAP of Catawba County and their secondary PSAPs. They hope to schedule a meeting with Holly Springs 911 in the near future. Ms. Turbeville plans to have regional meetings for the western part of the state in August and peer reviews starting in the third quarter into the fourth quarter. She is working with APCO/NENA to schedule a GIS training at the upcoming conference. Ms. Gardner mentioned that PSAPs need to update their backup plans due to the changes brought about by the ESInet. She is also still working on ECATs issues.

**13. Other** — Reading a thank you card for the flowers that were sent, Ms. Harris asked the Board to continue to keep former staff member Danette Jernigan in their thoughts and prayers with the recent unexpected loss of her daughter.

The next Board Meeting will be held on Friday, July 26, at 3514 Bush Street, Raleigh.

**Adjourn** — Vice Chair Wright adjourned the meeting at 11:17 AM.

**NG 911 FUND**

FY2019 begining Fund Balance: \$23,982,041.12

	July 2018	August 2018	Sept. 2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019
<b>Revenue 10%</b>	\$742,198.28	\$770,273.57	\$759,742.49	\$721,143.23	\$795,804.48	\$766,266.11	\$804,652.25	\$717,760.34	\$810,940.27	\$795,902.05	\$758,954.17	\$768,510.35
<b>Interest allocation</b>	\$31,728.53	\$33,344.74	\$35,395.85	\$36,585.89	\$40,170.25	\$44,167.47	\$65,257.05	\$64,428.60	\$62,024.51	\$76,663.76	\$71,164.99	\$77,615.26
<b>Grant Fund Transfer</b>						\$11,800,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>NG 911 Disbursement</b>	<b>-\$20,521.77</b>	<b>-\$10,496.00</b>	<b>-\$14,521.50</b>	<b>-\$19,943.00</b>	<b>-\$15,088.00</b>	<b>-\$13,699.00</b>	<b>-\$10,688.70</b>	<b>\$0.00</b>	<b>-\$87,151.02</b>	<b>\$0.00</b>	<b>-\$670,290.66</b>	<b>-\$21,114.14</b>
<b>NG 911 Fund Balance</b>	<b>\$24,735,446.16</b>	<b>\$25,528,568.47</b>	<b>\$26,309,185.31</b>	<b>\$27,046,971.43</b>	<b>\$27,867,858.16</b>	<b>\$40,464,592.74</b>	<b>\$41,323,813.34</b>	<b>\$42,106,002.28</b>	<b>\$42,891,816.04</b>	<b>\$43,764,381.85</b>	<b>\$43,924,210.35</b>	<b>\$44,749,221.82</b>

**CMRS FUND**

FY2019 begining Fund Balance: \$6,246,558.26

	July 2018	August 2018	Sept. 2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019
<b>CMRS Revenue 15%</b>	\$559,586.10	\$582,703.11	\$597,782.52	\$528,732.47	\$601,956.80	\$580,775.17	\$643,777.96	\$554,998.85	\$620,845.27	\$624,684.67	\$590,928.89	\$575,178.31
<b>Interest allocation</b>	\$8,264.27	\$9,186.20	\$10,268.97	\$6,412.15	\$7,643.11	\$8,569.08	\$8,944.13	\$9,575.42	\$9,878.53	\$11,773.11	\$10,746.16	\$12,716.77
<b>Grant Fund Transfer</b>			<b>-\$3,000,000.00</b>									
<b>CMRS Disbursement</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>-\$403,322.40</b>	<b>\$0.00</b>	<b>-\$349,034.18</b>	<b>-\$450,007.58</b>	<b>-\$57,226.75</b>	<b>\$0.00</b>	<b>-\$750,049.02</b>	<b>-\$614,700.20</b>	<b>-\$13,546.67</b>	<b>-\$614,512.07</b>
<b>CMRS Fund Balance</b>	<b>\$6,814,408.63</b>	<b>\$7,406,297.94</b>	<b>\$4,611,027.03</b>	<b>\$5,146,171.65</b>	<b>\$5,406,737.38</b>	<b>\$5,546,074.05</b>	<b>\$6,141,569.39</b>	<b>\$6,706,143.66</b>	<b>\$6,586,818.44</b>	<b>\$6,608,576.02</b>	<b>\$7,196,704.40</b>	<b>\$7,170,087.41</b>

**PSAP FUND**

FY2019 begining Fund Balance: \$15,115,621.09

	July 2018	August 2018	Sept. 2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019
<b>PSAP Revenue 85%</b>	\$3,170,987.91	\$3,301,984.25	\$3,387,434.27	\$2,996,150.63	\$3,411,088.59	\$3,291,059.29	\$3,648,075.11	\$3,144,993.48	\$3,518,123.15	\$3,539,879.74	\$3,348,596.96	\$3,259,343.69
<b>Wireline Revenue</b>	\$781,929.85	\$922,998.00	\$637,676.78	\$810,918.75	\$1,600,486.15	\$790,361.46	\$777,408.64	\$1,384,185.14	\$832,807.23	-\$604,704.03	\$741,630.07	\$898,718.16
<b>VOIP Revenue</b>	\$968,260.32	\$1,057,440.06	\$1,100,957.88	\$1,024,156.56	\$401,726.78	\$1,023,334.84	\$1,048,765.39	\$397,435.28	\$999,523.85	\$2,471,886.69	\$1,039,361.04	\$1,020,438.17
<b>Prepaid Wireless Revenue</b>	\$1,132,222.27	\$998,011.93	\$1,045,454.09	\$1,065,427.55	\$1,075,359.55	\$1,141,900.22	\$1,051,424.05	\$913,631.92	\$1,254,178.06	\$1,059,740.06	\$1,041,764.65	\$1,093,749.09
<b>Interest allocation</b>	\$19,998.15	\$22,854.79	\$26,336.34	\$4,011.47	\$6,717.17	\$10,688.94	\$14,075.27	\$17,140.47	\$18,527.03	\$26,679.43	\$27,881.42	\$33,516.62
<b>Subtotal</b>	<b>\$6,073,398.50</b>	<b>\$6,303,289.03</b>	<b>\$6,197,859.36</b>	<b>\$5,900,664.96</b>	<b>\$6,495,378.24</b>	<b>\$6,257,344.75</b>	<b>\$6,539,748.46</b>	<b>\$5,857,386.29</b>	<b>\$6,623,159.32</b>	<b>\$6,493,481.89</b>	<b>\$6,199,234.14</b>	<b>\$6,305,765.73</b>
<b>Grant Fund Transfer Out</b>			<b>-\$18,045,136.00</b>									
<b>PSAP Distribution</b>	<b>-\$4,235,116.50</b>	<b>-\$4,262,617.06</b>	<b>-\$4,262,617.06</b>	<b>-\$4,262,617.06</b>	<b>-\$4,273,829.24</b>	<b>-\$4,273,829.24</b>	<b>-\$4,273,829.24</b>	<b>-\$4,273,829.24</b>	<b>-\$4,273,829.24</b>	<b>-\$4,273,829.24</b>	<b>-\$4,377,683.74</b>	<b>-\$4,948,581.84</b>
<b>PSAP Fund Balance</b>	<b>\$16,953,903.09</b>	<b>\$18,994,575.06</b>	<b>\$2,884,681.36</b>	<b>\$4,522,729.26</b>	<b>\$6,744,278.26</b>	<b>\$8,727,793.77</b>	<b>\$10,993,712.99</b>	<b>\$12,577,270.04</b>	<b>\$14,926,600.12</b>	<b>\$17,146,252.77</b>	<b>\$18,967,803.17</b>	<b>\$20,324,987.06</b>

PSAP Grant-Statewide 911 Projects Fund

		Total Disbursed												Remaining	
		YTD	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Expenditures
			\$30,028,840.94	\$29,003,750.23	\$28,391,979.78	\$48,743,802.60	\$47,703,698.65	\$46,994,633.31	\$34,343,094.96	\$34,078,858.08	\$33,161,273.46	\$31,471,496.14	\$29,800,846.37	\$26,504,375.23	Grant Balance
<b>FY2016</b>	<b>Award Amount</b>														
Graham County G2016-01	3,401,528.00	-1,663,440.31	-294,534.90				-146,614.50			-75,961.85	-358,447.72	-80,531.57			781,997.15
Hyde County G2016-02	1,266,887.00	-1,059,862.39			-130,999.61										0.00
Richmond County G2016-03	6,357,537.00	-4,717,991.65			-361,750.73									-1,277,741.82	0.00
<b>FY2017</b>	<b>Award Amount</b>														
Catawba G2017-1A	296,827.00	-240,058.32													0.00
Forsyth G2017-3	1,085,000.00	-408,843.84			-131,613.29										0.00
Lincoln G2017-6	2,000,000.00	-545,158.62		-233,437.92							-40,756.48				1,180,646.98
Martin G2017-7	5,196,315.00	-268,249.59		-136,984.98				-244,509.34	-261,171.96	-638,986.45	-585,874.95	-973,716.48	-512,277.32		1,574,543.93
Mitchell G2017-9	3,163,000.00	-249,251.47	-11,625.63		-339,700.27	-111,499.93	-246,896.17	-39,346.77		-325,573.63	-460,060.48	-311,462.79	-385,518.23		682,064.63
Moore G2017-10	586,404.00	-546,169.09													0.00
Pasquotank G2017-11	1,010,779.00	-531,580.33								-164,425.00		-160,562.50			154,211.17
Perquimans G2017-12A	176,206.00	-145,352.51	-30,853.00												0.00
Rocky Mount G2017-13A	166,749.00	-19,275.00													0.00
Washington G2017-16	344,524.00	0.00													0.00
<b>FY2018</b>	<b>Award Amount</b>														
Franklin G2018B-4	1,204,482.00	0.00	-542,025.00		-81,167.75		-323,915.65	-40,709.25		-9,290.75	-29,641.50				177,732.10
Robeson G2018B-1	339,065.00	0.00						-288,398.66							0.00
Wilson G2018B-2	157,913.00	0.00												-157,913.00	0.00
Iredell G2018B-3	2,361,230.00	0.00					-156,275.81		-297,843.79			-1,447,027.89	-36,133.00		423,949.51
<b>FY2019</b>	<b>Award Amount</b>														
Wilson G2019-01	4,670.00	0.00												-4,670.00	0.00
Pender G2019-02	361,760.00	0.00													361,760.00
Greene G2019-03	841,964.00	0.00													841,964.00
Wayne G2019-04	1,530,693.00	0.00													1,530,693.00
Rutherford G2019-05	1,161,548.00	0.00													1,161,548.00
Halifax G2019-06	4,067,780.00	0.00													4,067,780.00
<b>STATEWIDE PROJECTS:</b>	<b>Award Amount</b>														
E-CATS II	2,974,002.00	-845,161.71	-66,600.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-632,240.00	-252,120.00			1,177,880.29
Interpretive Services	785,646.00	-239,637.56	-51,822.00	-18,766.50	-17,504.25	-19,597.50	-17,403.00	-17,856.75		-33,887.25	-14,171.25		-35,885.25	-20,574.75	298,539.94
Ortho Project III Image 17	3,815,129.00	-3,466,793.24	-1,698.05												
Ortho Project III Image 18	3,508,433.00	-1,572,924.74	-65,660.65	-261,679.70	-634,007.20	-124,226.30	-24,206.13	-87,122.64	-14,497.41		-188,917.66		-84,291.23	-1,599.12	1,975,094.18
Ortho Project III Image 19	3,273,555.00	0.00						-526.64	-4,605.68		-328,045.60		-251,452.40	-713,830.50	4,108,739.00
Ortho Project III Image 20	4,108,739.00	0.00													4,108,739.00
CRM Statewide One-time Development	250,000.00	0.00												-26,390.00	223,610.00
Approved Transfer from PSAP Fund & Transfer Out to NG 911					21,045,136.00			-11,800,000.00							
Interest			39,728.52	39,098.65	39,366.02	67,783.75	70,849.68	74,481.30	55,384.94	53,132.87	48,848.42	56,251.36	48,458.97	46,833.94	
<b>Total Ending Fund Balance</b>		\$30,028,840.94	\$29,003,750.23	\$28,391,979.78	\$48,743,802.60	\$47,703,698.65	\$46,994,633.31	\$34,343,094.96	\$34,078,858.08	\$33,161,273.46	\$31,471,496.14	\$29,800,846.37	\$26,504,375.23	\$23,414,561.43	

CASH BASIS REPORTING  
 UNCERTIFIED Report June 2019

Encumbered: \$20,722,753.88  
 Grant Fund Total \$2,691,807.55



**Emergency Communications**



287 T-Kemp Road  
Louisburg, NC 27549

Phone: 919.496.2511

Fax: 919.496.5370

[www.franklincountync.us](http://www.franklincountync.us)

July 12, 2019

L.V. Pokey Harris, MPA, ENP  
Executive Director  
North Carolina 911 Board  
NC Department of Information Technology

Franklin County 2018B Grant Update – July 2019

Ms. Harris,

On June 20, 2019, an extension request was submitted after issues were encountered during the cutover process. In order to address these, as well as ongoing issues, outside resources have been brought into Franklin County. These resources are working to investigate, diagnose, and resolve the issues to ensure the system is functioning correctly. This work will continue until all issues have been resolved satisfactorily. Additionally, an audit of the system was completed to verify the software versions utilized throughout the system.

TUSA Consulting is scheduled to return the week of July 22, 2019 to perform final site inspections to verify proper installation.

Respectfully,

A handwritten signature in black ink, which appears to read 'Christy Shearin'.

Christy B. Shearin  
Director

## Graham County, NC

E911 Enhancement/Replacement  
 Monthly Progress Report – June, 2019

MCP Project Number 15-111

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Construction complete</li> </ul>	<ul style="list-style-type: none"> <li>Construction complete</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>Construction complete</li> </ul>	<ul style="list-style-type: none"> <li>Construction complete</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Construction complete</li> </ul>	<ul style="list-style-type: none"> <li>Construction complete</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Final funding reimbursement sent</li> <li>Review grant for final deliverables</li> <li>Prepare for project close-out</li> </ul>	<ul style="list-style-type: none"> <li>Initiate project close-out</li> <li>Complete any remaining documentation</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP held routine project calls with the County</li> </ul>	<ul style="list-style-type: none"> <li>MCP will continue routine check-in with the County</li> </ul>

## Greene County, NC

911 Facility Relocation

MCP Project Number 18-128

Monthly Progress Report – June, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Review historical documents related to the facility</li> <li>Receive proposal from design firm</li> <li>Review all options for project design</li> </ul>	<ul style="list-style-type: none"> <li>Finalize path forward for design team</li> <li>Begin programming efforts</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>None in this period</li> </ul>	<ul style="list-style-type: none"> <li>None expected in this period</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>None in this period</li> </ul>	<ul style="list-style-type: none"> <li>None expected in this period</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>None expected in this period</li> </ul>	<ul style="list-style-type: none"> <li>None expected in this period</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>Held routine project planning meetings with MCP</li> </ul>	<ul style="list-style-type: none"> <li>Continue to participate in routine project planning and working meetings to facilitate the next steps of the project.</li> </ul>



## Halifax County, NC Grant Report – June 2019

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### Activities – June 2019

- Submitted revised budget to NC 911 Board per contract agreement
- Received Board approval for architect selection
- Received proposal from selected architect
- Began negotiations with selected architect

### Anticipated Activities – July 2019

- Enter into contract for architectural and engineering services
- Conduct programming meeting with architect
- Begin design process
- Track project budget expenditures (on-going)
- Communicate regularly with project team (on-going)

## Iredell County PSAP Enhancement and Regional Backup Initiative

PSAP Grant Project

MCP Project Number 16-114

Monthly Progress Report – June, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>No actions required</li> </ul>	<ul style="list-style-type: none"> <li>No actions expected</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No actions required</li> </ul>	<ul style="list-style-type: none"> <li>No actions expected</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>No actions expected</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Continued biweekly meetings with AT&amp;T on call handling</li> <li>Begin admin training on call handling equipment</li> <li>Finalize installation of VHF radio system and antennas on the tower</li> <li>Continue migration planning for radio console system</li> <li>Continue installation of compute / storage equipment</li> <li>Continue installation of network switching and security appliances</li> <li>Begin installation / setup of security applications on CAD workstations</li> <li>Continue work with CAD vendor to plan migration; await receipt of plan</li> <li>Continued installation of audio-visual system including tacking source workstations</li> </ul>	<ul style="list-style-type: none"> <li>Continue biweekly meetings with AT&amp;T on call handling</li> <li>Finalize network configuration, including security appliances</li> <li>Continue progress with CAD migration</li> <li>Review and evaluate status of CAD interfaces</li> <li>Finalize Audio-Visual source PC installation</li> <li>Continue radio system / console system installation</li> <li>Continued coordination with other entities utilizing the facility for backup</li> <li>Prepare testing plans for installed systems</li> <li>Setup remote access for vendors</li> <li>Finalize installation of building amplifier</li> <li>Prepare for project go-live on July 17, 2019</li> </ul>

Activity	This Period	Next Period
	<ul style="list-style-type: none"> <li>• Internal coordination meetings on technology procurement and installation</li> <li>• Finalize fiber testing</li> <li>• Install Netclock and displays</li> <li>• Begin Recording System installation</li> </ul>	
5. Other Activity	<ul style="list-style-type: none"> <li>• MCP continued biweekly project meetings with the client</li> </ul>	<ul style="list-style-type: none"> <li>• MCP will continue biweekly project meetings with the client</li> </ul>

## Lincoln County PSAP, NC

PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – June, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>• No actions required</li> </ul>	<ul style="list-style-type: none"> <li>• No actions expected</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>• No actions required</li> </ul>	<ul style="list-style-type: none"> <li>• No actions expected</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>• Completed overhead rough-in</li> <li>• Continued fencing &amp; bollards</li> <li>• Continued painting</li> <li>• Completed ceiling grid</li> <li>• Completed lights and grills</li> <li>• Continued ceramic tile</li> <li>• Completed access flooring</li> <li>• Completed acoustical wall panels</li> <li>• Completed metal soffits</li> <li>• Completed fire pump installation</li> <li>• Continued landscaping</li> <li>• Began ceiling tile</li> <li>• Began casework</li> <li>• Began carpet</li> <li>• Began toilet fixtures &amp; partitions</li> </ul>	<ul style="list-style-type: none"> <li>• Complete perimeter fencing</li> <li>• Complete landscaping</li> <li>• Complete paving &amp; striping</li> <li>• Complete painting</li> <li>• Complete doors &amp; hardware</li> <li>• Complete ceramic tile</li> <li>• Complete toilet fixtures</li> <li>• Complete toilet partitions</li> <li>• Complete ceiling tile</li> <li>• Complete casework</li> <li>• Complete window sills</li> <li>• Complete window treatments</li> <li>• Complete floor covering</li> <li>• Complete interior signage</li> <li>• Complete final cleaning</li> <li>• Obtain certificate of occupancy</li> <li>• Complete punch list</li> <li>• Begin close out documents</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>• Participate in AT&amp;T project status calls</li> <li>• Radio vendor site walk</li> <li>• Continue installation of exterior telecommunications cabling</li> <li>• Install dispatch furniture</li> <li>• Continue radio console migration planning</li> <li>• Review quotes for facility signal amplifier</li> <li>• Install data center cabinets</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to participate in biweekly AT&amp;T project meetings</li> <li>• Finalize procurement of IT needs</li> <li>• Schedule kickoff and next steps for the CAD system</li> <li>• Align equipment for DukeNet</li> <li>• Verify 10-digit telephone needs</li> <li>• Begin setup of datacenter, racks and wallboards</li> </ul>

Activity	This Period	Next Period
	<ul style="list-style-type: none"> <li>• Formalize plans for build-out of data center cabinets</li> <li>• Install network equipment</li> <li>• Finalize structured cabling</li> <li>• Finalize installation of access control and security</li> <li>• Continued technology planning and timeline meetings</li> <li>• Continue to track fiber construction project</li> </ul>	<ul style="list-style-type: none"> <li>• Begin installation of radio equipment</li> <li>• Begin installation of recording system</li> <li>• Begin installation of PC's and monitors at dispatch workstations</li> <li>• Begin development of testing plans</li> <li>• Continue technology planning and timeline meetings</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>• MCP held biweekly project meetings with the client</li> <li>• Lincoln County staff and MCP participated in monthly construction meeting</li> </ul>	<ul style="list-style-type: none"> <li>• MCP will continue biweekly project meetings with the client</li> <li>• Lincoln County staff and MCP will participate in the monthly construction meeting</li> </ul>





## Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project  
 Monthly Progress Report – June 2019

MCP Project Number 16-184

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Continued submittal review</li> </ul>	<ul style="list-style-type: none"> <li>Finalize submittals</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No additional permits required</li> </ul>	<ul style="list-style-type: none"> <li>No additional permits required</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Continue site work</li> <li>Continue ceiling</li> <li>Continue painting</li> <li>Continue cabling installation</li> <li>Install carpeting</li> <li>Installed dispatch furniture</li> <li>Finish grouting</li> <li>Finish electrical</li> <li>Begin landscaping</li> <li>Turn-up and train on UPS</li> <li>Turn-up and train on generator</li> </ul>	<ul style="list-style-type: none"> <li>Finish painting</li> <li>Finalize cabling</li> <li>Finish raised floors</li> <li>Finish landscaping</li> <li>Continue datacenter including cable trays and racks</li> <li>Install remaining tower parts</li> <li>Finish parking lot</li> <li>Begin punch list</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Continue biweekly meetings with AT&amp;T on hosted call handling</li> <li>Review recording quote with NC 911 Board staff</li> <li>Continue review of AV needs</li> <li>Continue technology coordination meetings</li> <li>Continue design of Bertie County technology needs</li> <li>Begin receiving and setting up technology items</li> </ul>	<ul style="list-style-type: none"> <li>Continue biweekly coordination calls with AT&amp;T</li> <li>Issue order for audio-visual system</li> <li>Issue order for recording system</li> <li>Begin installation of PC's and monitors</li> <li>Begin installation of data center equipment</li> <li>Plan install of security cameras</li> <li>Continue coordination with Bertie and Pasquotank on facility / technology needs</li> <li>Issue remaining orders and begin scheduling installations</li> <li>Schedule install of cable TV service</li> <li>Verify 10-digit admin lines</li> </ul>

Activity	This Period	Next Period
5. Other Activity	<ul style="list-style-type: none"> <li>• MCP conducted periodic conference calls with the clients</li> <li>• Participated in on-site construction meeting</li> </ul>	<ul style="list-style-type: none"> <li>• MCP will participate in project team meetings with the clients</li> <li>• Continued participation in construction meetings</li> </ul>



## Mitchell County, NC

PSAP Construction and Regional Backup  
 Monthly Progress Report – June 2019

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>No further activity</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>No further activity</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Complete electrical runs under raised flooring</li> <li>Began fencing</li> <li>Paved drive</li> <li>Conducted grounding review</li> <li>Installed lockers</li> <li>Commissioned generator</li> <li>Commissioned uninterruptible power supply (UPS)</li> <li>Conducted site review(s) (ongoing)</li> <li>Conducted civil engineering review</li> <li>Reviewed contractor submittals</li> <li>Maintained photographic progress</li> </ul>	<ul style="list-style-type: none"> <li>Complete casework</li> <li>Relocate grounding from roof to attic space</li> <li>Complete security and access control</li> <li>Add recessed lighting in hallways</li> <li>Complete fencing</li> <li>Attend monthly construction meeting</li> <li>Conduct site review(s) (ongoing)</li> <li>Review contractor submittals</li> <li>Maintain photographic progress</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Sought and received Board approval to proceed with radio console vendor, workstation vendor, and logging recorder vendor</li> <li>Entered into contract for workstation furniture</li> <li>Held technology review meetings</li> <li>Held calls with AT&amp;T regarding hosted solution</li> </ul>	<ul style="list-style-type: none"> <li>Enter into contract for radio consoles</li> <li>Enter into contract for logging recorder</li> <li>Refine technology plan</li> <li>Refine technology procurement timelines</li> <li>Hold technology meetings</li> </ul>

Activity	This Period	Next Period
5. Other Activity	<ul style="list-style-type: none"> <li>• Continued to track grant spending</li> <li>• Updated budget tracking spreadsheet</li> <li>• Held status meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Regular communications with project team, as needed</li> <li>• Track grant budget (ongoing)</li> <li>• Hold status meeting between County and MCP</li> </ul>

## Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – June, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Continued submittal review</li> </ul>	<ul style="list-style-type: none"> <li>Finalize submittals</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Continue site work</li> <li>Continue ceiling</li> <li>Continue painting</li> <li>Continue cabling installation</li> <li>Installed carpeting</li> <li>Installed dispatch furniture</li> <li>Finished grouting</li> <li>Finished electrical</li> <li>Began landscaping</li> <li>Turn-up and train on UPS</li> <li>Turn-up and train on generator</li> </ul>	<ul style="list-style-type: none"> <li>Finish painting</li> <li>Finalize cabling</li> <li>Finish raised floors</li> <li>Finish landscaping</li> <li>Continue datacenter including cable trays and racks</li> <li>Install remaining tower parts</li> <li>Finish parking lot</li> <li>Begin punch list</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Continue biweekly meetings with AT&amp;T on hosted call handling</li> <li>Continue coordination of data circuits</li> <li>Continue discussions on migration of equipment to new backup site</li> <li>Continue to track radio tower structural work</li> <li>Prepare for radio paging upgrade</li> </ul>	<ul style="list-style-type: none"> <li>Continue biweekly coordination calls with AT&amp;T</li> <li>Continue to participate in equipment migration planning and documentation</li> <li>Continue main site tower modifications</li> <li>Participate in planning meetings with Martin County</li> <li>Begin the installation of the local paging system upgrade</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP conducted periodic project communications with the stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>MCP will conduct periodic communications with the stakeholders</li> </ul>

# Rutherford 911

Monthly Progress Report

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## Current Activity

July 2019

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### Rutherford PSAP Relocation / Enhancement

- *County* completed the closing for **153 Sparks Drive**, Forest City.
- Continue meetings with Brady Trakas Architects and *electrical engineer*.
- Continue meetings with **Information Technology** to discuss access control, audio/video and security.
- Begin planning meetings with **Mobile Communications** for the relocation of the Vesta911 system and other radio equipment.
- Reviewing audio visual design.

## Next Month's Activity

August 2019

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### Rutherford PSAP Relocation / Enhancement

- Expect final drawings from **Architectural Engineer**.
- Brady Trakas to proceed with construction documents.
- Brady Trakas to provide cost estimates.
- Interior design planning continues.

## Wayne County, NC

911 New Facility

MCP Project Number 18-117

Monthly Progress Report – June 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Complete</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>Vendor Obtained Building Permit</li> </ul>	<ul style="list-style-type: none"> <li>None Expected</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Groundbreaking</li> <li>Site Grading</li> </ul>	<ul style="list-style-type: none"> <li>Site Grading</li> <li>Preparing and Submitting Shop Drawings</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>None expected in this period</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP Participated with the County at the Groundbreaking Ceremony</li> </ul>	<ul style="list-style-type: none"> <li>Continue routine project planning</li> <li>Communicate with project team as needed (on-going)</li> <li>Hold monthly meeting for report data (on-going)</li> <li>Track grant budget</li> </ul>

# Tab 6 (5 Minutes)

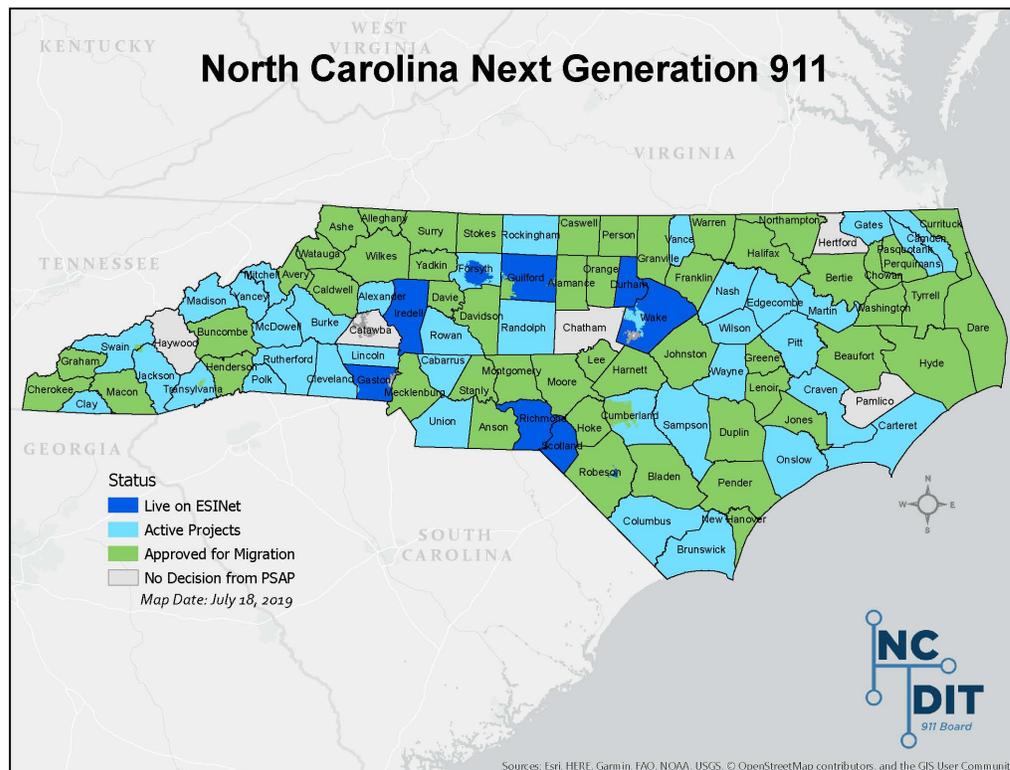
# Executive Director Report

# Pokey Harris

## 6 a)

# NextGen 911 Migration Status

## NC NG911 Migration Status

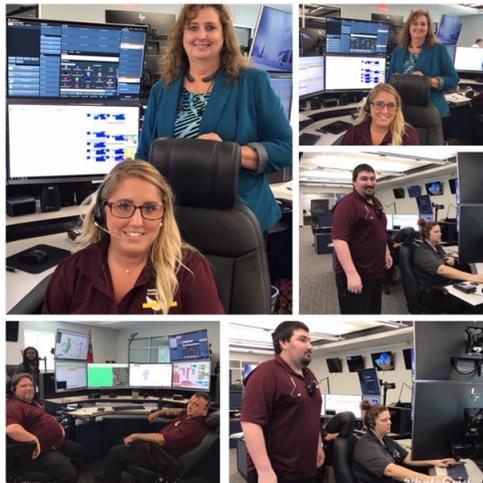


# 6 b) Iredell County 911 ESInet Migration July 17, 2019

As of 13:38 EST, July 17, all three PSAPs in Iredell County were successfully cutover to the AT&T managed service ESInet and NC hosted Vesta call handling solution. Iredell is the Primary PSAP, with Mooresville PD and Statesville PD serving as approved Secondary PSAPs. The first live 911 calls were handled as follows: Mooresville PD at 1029 EST, Statesville PD at 1141 EST, and Iredell Co at 1338 EST. These are the first PSAPs live on the NC hosted Vesta platform.

Thanks to the entire project team from AT&T, NC 911 Board staff, Iredell County 911, Mooresville PD, and Statesville PD for adapting and overcoming many unforeseeable challenges in keeping this project on track.

As of this migration, the total number of PSAPs on the ESInet in North Carolina is 11 agencies and 19 physical PSAPs.



*After the cut, Iredell County 911 Director Candy Strezinski shared her thoughts saying, “we are excited in Iredell County to now provide for our citizens and responders these advanced capabilities. Having the technology to support transmissions of larger bandwidth data files prepare us to receive video and images shared by our citizens and responders during an emergency. Additionally, the simplicity of call flow between other PSAPs across the state, will allow 911 calls to cross jurisdictional boundaries as necessary in a disaster situation.”*

Kudos to Candy, her staff, Iredell County, Mooresville PD, and Statesville PD not only on the NG911 migration, but to the transition to their new state-of-the-art PSAP! Congratulations!!!

**6 c)**  
**Staffing Update**

**6 d)**  
**Federal 911 Grant Program  
Status**

**6 e)**  
**Legislative Update**  
**Richard Bradford**

***Tab 7 (4 Minutes)***  
**Executive Committee Report**  
***Eric Boyette/Donna Wright***

***Tab 8 (5 Minutes)***

**Education Committee Report**

**Mike Reitz/Angie Turbeville**

***Tab 9 (5 Minutes)***

**Funding Committee Report**

**David Bone/Marsha Tapler**

***Tab 10 (5 Minutes)***

**Finance Team Report**

**Marsha Tapler**

***Tab 11 (20 Minutes)***

**Grant Committee Report**

**Jeff Shipp/Pokey Harris**

***11 a)***

**2020 Grant Program**

**Committee Recommendations**

***11 b)***

**General Report**

***Tab 12 (5 Minutes)***

**Standards Committee Report**

**Donna Wright/Tina Gardner**

***Tab 13*** (15 Minutes)

**Technology Committee Report**

**Jeff Shipp/Gerry Means**

***Tab 14*** (10 Minutes)

**911 Regional Coordinator**

**Reports**

**Tina Gardner/Angie Turbeville**

***Tab 15*** (20 Minutes)

**Chatham County**

**Eligible Expenditures Appeal**

**Pokey Harris/Richard**

**Bradford/Marsha Tapler/**

**Chatham County**

**Representatives**



June 26, 2019

To: Eric Boyette, Chair, NC 911 Board  
Donna Wright, Vice Chair, NC 911 Board  
Pokey Harris, Executive Director, NC 911 Board

Re: Chatham County appeal of NC 911 Board staff decision regarding FY2018 A911 expenses

Please accept this as Chatham County's appeal and request for a hearing on the decision by the NC 911 Board staff regarding our eligible expenses during the FY2018 expenditure report review (Attachment 1). Marsha Tapler of the Board staff determined two (2) line items on our report were ineligible, or eligible at a lower rate than requested by Chatham County (Attachment 2). Based on the explanation and documentation provided in this appeal we contend that both of these line items should have been approved and the FY2018 expenditure report closed.

Please see line item 47 on Attachment 2. This request was for Motorola Solutions hardware maintenance in the amount of \$49,292.76 for our radio consoles, which has been an approved item in the past. We believe Ms. Tapler was incorrect in determining that only the amount of \$866.96 per approved seat is eligible. This implies it is for the A911 network expenses and not maintenance. Attached is a copy of the invoice for this radio maintenance (Attachment 3). We request that this expense be marked as approved.

Next, line item 20 (Attachment 2) in the amount of \$72,121.75, is the charge Motorola made for the A911 network in Chatham County (Attachment 4). Ms. Tapler states that only the amount of \$866.96 per seat, per month, is eligible. We believe this is incorrect, both with regard to Board policy on A911 networks, and the application of the per seat cost to network charges.

Chatham County entered into a legally binding contract with Motorola Solutions for the A911 network effective December 1, 2014 (Attachment 5). From and after December 1, 2014 Chatham was legally obligated to pay Motorola for the A911 Network Charges, the obligations of both parties under the contract were fixed as of that date. According to documents provided by Ms. Tapler or located on the Board website, Chatham County should be eligible for the full costs of the A911 network charges from Motorola. The Board adopted its policy on September 22, 2017 placing a moratorium on new A911 contracts as of the date of the policy (Attachment 6). The policy states in part:

*"PSAP A911 expenses shall not be eligible for reimbursement if contracted after the effective date of this policy. A911 reimbursements from the 911 Fund will not be reduced or increased, during the term of a contract for A911 service provided that such contract was made prior to 1 July 2017 and ends on or before the date ESInet services are made available to the PSAP..."*

Chatham County entered into its contract with Motorola for A911 more than two (2) years prior to "the effective date of this policy." The Motorola contract was clearly "made prior to 1 July 2017" and was in effect as of that date. Further, the policy states reimbursements will not be reduced or increased during the term of the contract.



While it is true Chatham County was not obligated to commence making payments under the contract until February 2018 (when service went live), the contract itself and the obligations of the parties were in effect and fixed as of December 1, 2014. The term of the contract began December 1, 2014. During the September 2017 Board meeting when this policy was adopted, there was discussion surrounding this issue (Attachment 7). Richard Taylor, Executive Director of the 911 Board at the time, states in part:

*"... that any contracts already in effect will not be affected by this recommendation [A911 moratorium]..."*

During the same meeting, there was discussion from Attorney Richard Bradford, commenting that:

*"... there was also discussion at that committee meeting to revisit this in about six months, observing that part of the reasoning for that is directly related to anticipating moving forward quickly with the ESInet, but if that doesn't happen, we don't want PSAP's to be harmed..."*

Chatham County's 2014 A911 contract with Motorola falls squarely within these discussions and Board policy on the A911 moratorium. Chatham County had a signed contract and was legally obligated to Motorola even though it had not yet gone live with the network prior to the Board's adoption of this policy. The policy wisely speaks in terms of the date the contract was made, not the date of payment/performance under the contract begins. The reason for this seems obvious.

As for seat cost (\$866.96), Ms. Tapler states this is the amount Chatham County is eligible for the A911 network charges. We believe this is also an incorrect application of Board policy and discussion. In addition, Board policy (Attachment 6), discussion during the September 2017 Board meeting (Attachment 7), and a newsletter dated September 29, 2017 (Attachment 8), all speak to the fact that the per seat cost cap (\$866.96) is for the CPE only, not network charges.

Chatham County began the process of migrating to a next generation 9-1-1 network in December 2014 when it entered into the contract with Motorola. Due to normal network build time and other unanticipated delays beyond Chatham County's reasonable control, Chatham County was prevented from going live on the system until February 2018. Attached is a timeline of this project (Attachment 9). Even with these delays, Chatham County falls squarely within 911 Board policy and discussion concerning the expenses related to the A911 network charges. Chatham County was in discussions with Ms. Tapler throughout the contract period and we believe she was fully aware of the issues with the project (Attachment 10). Further emails explain some of the delays for this project (Attachment 11).

Chatham County had a legally executed contract with Motorola for a term commencing December 1, 2014 for the A911 network. Per board policy and discussion, these charges, incurred under this contract, are an eligible expense for 911 funds. The FY2018 report should be approved and closed.

#### Chatham County Appeal Supporting Documents

Attachment 1 - Email from Marsha Tapler dated 5/30/2019 12:42 pm (reason for appeal)

Attachment 2 – Chatham County FY2018 Final Markup (last edited by Marsha Tapler, reason for appeal)

Attachment 3 – Motorola Solutions radio maintenance contract

Attachment 4 – Motorola Solutions A911 Network monthly invoice (February 2018)



# Chatham County Communications

PO Box 613 • 297 West St • Pittsboro, NC 27312

Office 919.545.8163  
24-hour Warning Point 919.542.2911  
[www.chathamnc.org](http://www.chathamnc.org)

Attachment 5 – Motorola Solutions A911 contract with Chatham County

Attachment 6 – 911 Board eligible 911 fee expenditures list (Board policy on A911 is inserted on page 2)

Attachment 7 – 911 Board meeting minutes September 2017

Attachment 8 – 911 Board newsletter dated September 29, 2017

Attachment 9 – Chatham County A911 project timeline

Attachment 10 – Emails with Board staff concerning this project

Attachment 11 – Emails with Board staff concerning this project and highlighting delays

Attachment 12 – NC Certification of Award to AT&T for the ESInet

Respectively submitted,

Mike Reitz

9-1-1 Director

Emergency Communications

Chatham County, NC

# ATTACHMENT 1

Mike Reitz

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**From:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Sent:** Thursday, May 30, 2019 12:42 PM  
**To:** Mike Reitz; Harris, Pokey  
**Cc:** Bradford, Richard  
**Subject:** RE: [External] RE: [Ext] A911 Contract Chatham  
**Attachments:** Chatham County A911 Final signed Contract condensed version.pdf; 09072018 Approved Use of Funds List.pdf; 05302019 Chatham FY2018 Final Markup.xlsx

Hello Mike,

Please find the answers to your questions below in red.

I have also attached the approved funding list and marked the contract noting contract terms for your review.

All that remains is for you to submit the FY2018 revised report to finalize the reporting period. A final markup is attached for assistance.

Thanks,

*Marsha*

Marsha Tapler  
Financial Analyst  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)



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**From:** Mike Reitz <mike.reitz@chathamnc.org>  
**Sent:** Wednesday, May 29, 2019 7:48 PM  
**To:** Harris, Pokey <pokey.harris@nc.gov>; Tapler, Marsha <marsha.tapler@nc.gov>  
**Cc:** Bradford, Richard <richard.bradford@nc.gov>  
**Subject:** RE: [External] RE: [Ext] A911 Contract Chatham

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Yes, question 1 under General Information on the grant application reads:

Has the Revenue/Expenditure Report for FY18 been submitted and approved by the NC 911 Board Fiscal Staff for the applicant PSAP?

Chatham's FY18 report has been submitted, but not approved. I'm meeting with the county attorney, finance director and other staff on Monday to review Marsha's last email and decide what our next steps will be (appeal, etc.).

I also won't have a fund balance amount to put in the table, but I can leave it zero. The report approval is the issue.

**From:** Harris, Pokey [<mailto:pokey.harris@nc.gov>]  
**Sent:** Wednesday, May 29, 2019 6:16 PM  
**To:** Mike Reitz <[mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)>; Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Cc:** Bradford, Richard <[richard.bradford@nc.gov](mailto:richard.bradford@nc.gov)>  
**Subject:** RE: [External] RE: [Ext] A911 Contract Chatham

Mike –

Marsha will follow up to provide your requested information.

In regard to your question about the grant application, I am not sure exactly what you are asking. Can you be a bit more specific please?

Thanks,

p

(Ms.) L.V. Pokey Harris, MPA, ENP  
Executive Director  
North Carolina 911 Board  
NC Department of Information Technology

Office: 919-754-6621  
Cell: 276-759-6419  
[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)



[NC 911 Board Website](#)

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**From:** Mike Reitz <[mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)>  
**Sent:** Wednesday, May 29, 2019 8:31 AM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Cc:** Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>; Bradford, Richard <[richard.bradford@nc.gov](mailto:richard.bradford@nc.gov)>  
**Subject:** RE: [External] RE: [Ext] A911 Contract Chatham

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Marsha,

Thank you for the update. I would like to make sure I have the correct documents – can you send me the Board policy concerning A911? I will need to forward this policy to the county attorney for review. In addition to the policy, please send the document which describes the \$866.96 cost referenced below. **This is the Boards contract price with ATT.**

Also, so that I'm clear, you're saying the \$866.96 cost reimbursement begins February 2018 until the end of the contract (January 2023) or until the Board and/or legislation determines that everyone must go to the ESInet? We're currently paying \$14,424.35 a month with Motorola (Intrado). At the \$866.96 cost for 12 seats, we would be allowed \$10,403.52 a month – for a difference of \$4,020.83. Is this what you are saying we are allowed? **Yes.**

Pokey – how will this affect my grant application?

Thanks,  
Mike

**From:** Tapler, Marsha [<mailto:marsha.tapler@nc.gov>]  
**Sent:** Wednesday, May 29, 2019 1:50 AM  
**To:** Mike Reitz <[mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)>  
**Cc:** Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>; Bradford, Richard <[richard.bradford@nc.gov](mailto:richard.bradford@nc.gov)>  
**Subject:** Re: [External] RE: [Ext] A911 Contract Chatham

Hello Mike,

The phone charges for CenturyLink will be left “as is” for FY2018, but I would like to know the outcome of the credit. As for the Intrado charges, I have checked with Richard Bradford to insure I'm correct In stating that those charges will be 866.96 per seat per month until the end of the contract or until the Board and or legislation determines that everyone must go to the ESInet. The reason being is that although you have signed a contract in 2014, the actual contract did not take affect until February 2018 as noted in the 2014 contract. February 1, 2018 is after the Board instituted a new policy regarding A911.

Please submit a signed revised report to finalize the reporting period. If you disagree about the contract date, please submit an appeal to put before the funding committee. The appeals process is located out on our website.

Thank you for your patience while working through the final issues.

Marsha Tapler

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---

**From:** Mike Reitz <[mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)>  
**Sent:** Tuesday, May 28, 2019 1:30:37 PM  
**To:** Tapler, Marsha  
**Cc:** Harris, Pokey  
**Subject:** RE: [External] RE: [Ext] A911 Contract Chatham

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Thanks. I'll let you know what Rob says when he gets back to me. I know in the past he's said he can only go back so far and remove charges; I don't think he'll be able to do anything with the FY18 report. And maybe only the past few months of this current FY19 – when we get to that report.

I'm not sure how long it'll take Rob to get back to me. Is there a way to approve the FY18 report, since those charges are eligible anyways? And I'll continue to work with CenturyLink to clean up the billing?

Sorry for all of the headaches. I came into this as a new director, trying to get my feet under me and also dealing with this project after it had already been designed and approved.

---

**From:** Tapler, Marsha [<mailto:marsha.tapler@nc.gov>]  
**Sent:** Tuesday, May 28, 2019 2:10 PM  
**To:** Mike Reitz <[mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)>  
**Cc:** Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Subject:** RE: [External] RE: [Ext] A911 Contract Chatham

Mike,

If you are on Intrado, all routing/trunk charges should go away because you are using circuits for Intrado and nothing to do with the ESInet. This is how other PSAPs are billed using A911, so I may need to have Rob Robinson provide more detail as to why your set up is different.

Thanks,

*Marsha*

Marsha Tapler  
Financial Analyst  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)





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**From:** Mike Reitz <[mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)>  
**Sent:** Tuesday, May 28, 2019 12:36 PM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Cc:** Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Subject:** [External] RE: [Ext] A911 Contract Chatham

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Hi Marsha,

Attached is the updated contract. I do not have an amendment for the contract; section 3 of the contract states the 60 month period will commence once all services are live – which was February 2018.

I'm still working with CenturyLink to update our invoice and billing. I've asked for charges on account number 426791213 to be taken off. Same for the other account number, some of those lines can be eliminated. However, speaking with CenturyLink some months ago, they said some of the charges will remain until we switch to the state's ESnet. I've reached out to CenturyLink again for confirmation.

I'm not sure why there is a discrepancy between FY17 and FY18, because looking at the monthly invoices not much has changed between those years.

Let me know if you have any questions.

Thanks,

Mike Reitz  
Communications Director  
Chatham County  
297 West St PO Box 613  
Pittsboro, NC 27312  
Office 919-545-8160  
Mobile 919-316-8469

In keeping with NC Public Records Law, e-mails, including attachments, may be released to others upon request for inspection and copying.

**From:** Tapler, Marsha [<mailto:marsha.tapler@nc.gov>]

**Sent:** Tuesday, May 28, 2019 11:23 AM

**To:** Mike Reitz <[mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)>

**Cc:** Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>

**Subject:** [Ext] A911 Contract Chatham

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Good morning Mike,

Since the audit stamp was not on the other contract, please send the full contract that goes with the attached page. This is so we have the full document and not pieces of a couple. Also, based on information sent and information on revenue expenditure reports, it appears Intrado billing did not start until February 2018 and reflects contract ends 2023. Do you have the amendment for the February 2018-January 2023?

Remaining items on FY2018 report:

CenturyLink 426791213 \$: Multiplying the bill by 12 gives \$4,990.20. Why billed for full 12 months if Intrado was in place in February?

CenturyLink 307664587 \$119,416.55: Last year's billing was approximately \$80K which is approximately \$30K less than this year. Please mark on bill what charges you are claiming and if it's a circuit the use. Also, why billed full 12 months if on Intrado?

Thanks,

*Marsha*

Marsha Tapler  
Financial Analyst  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)





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<b>PSAP NAME</b>	<b>Chatham County</b>
<b>EXPENSE REPORT</b>	

PSAP Manager: MIKE REITZ

Email Address: [mike.reitz@chathamnc.org](mailto:mike.reitz@chathamnc.org)

Address: PO Box 613

City: Pittsboro NC 27312

Signature: \_\_\_\_\_

PHONE & FURNITURE	Invoice or Account Number (LIST INVOICES SEPARATELY ) LIST ONE PHONE INVOICE ONLY	Lease	Recurring	Non-Recurring	Maintenance Contractual	COMMENTS (Include) PURCHASE 911 USE AND NOTES PERTAINING TO EXPENSE IF THE SAME AS PRIOR YEAR.
Vendor Name:						
FRONTIER	704-082-4308-051006-5		\$1,694.76			911 SELECTIVE ROUTING
MILLER AT WORK	4194			\$3,602.00		CHAIRS FOR TELECOMMUNICATORS
ELITE ERGONOMICS	15-02-1004			\$2,136.86		CHAIRS FOR TELECOMMUNICATORS
MOBILE COMMUNICATIONS	444000043-1			\$1,595.00		CHAIRS FOR TELECOMMUNICATORS
MOBILE COMMUNICATIONS	W205429				\$60,303.48	MAINTENANCE 911 PHONE SYSTEM
CENTURYLINK (426791213)	426791213		\$5,428.60			TRUNK LINES
CENTURYLINK (307644587)	307644587		\$119,416.55			TRUNK LINES
ITS	T180204168		\$6,332.20			METRO CONNECTION
MOTOROLA	1000264995		\$72,121.75			MONTHLY CHARGE
<b>TOTAL</b>		\$0.00	\$204,993.86	\$7,333.86	\$60,303.48	

Scroll over this cell to see the Approved Use of Funds Guideline

increased 30,000

SOFTWARE	Invoice or Account Number (LIST INVOICES SEPARATELY)	Lease	Recurring	Non-Recurring	Maintenance Contractual	COMMENTS (Include) PURCHASE 911 USE AND NOTES PERTAINING TO EXPENSE IF THE SAME AS PRIOR YEAR.
Vendor Name:						
CAROLINA RECORDING	153451				\$14,025.00	ANNUAL MAINTENANCE

Scroll over this cell to see the Approved Use of Funds Guideline



AMAZON	111-4652398-0619425			\$365.34		UPS FOR 911 CENTER
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<b>TOTAL</b>		\$0.00	\$0.00	\$178,686.61	\$49,292.76	
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<b>HOSTED SOLUTIONS</b>	<b>Invoice or Account Number (LIST INVOICES SEPARATELY)</b>	<b>Lease</b>	<b>Recurring</b>	<b>Non-Recurring</b>	<b>Maintenace Contractual</b>	<b>COMMENTS (Include) PURCHASE 911 USE AND NOTES PERTAINING TO EXPENSE IF THE SAME AS PRIOR YEAR.</b>
Vendor Name:						
<b>TOTAL</b>		\$0.00	\$0.00	\$0.00	\$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

<b>TRAINING</b>	<b>Invoice or Account Number (LIST INVOICES SEPARATELY)</b>	<b>Amount</b>	<b>Per Diem</b>	<b>Out-of-State</b>	<b>COMMENTS (Include) PURCHASE 911 USE AND NOTES PERTAINING TO EXPENSE IF THE SAME AS PRIOR YEAR.</b>
Vendor Name:					
MEDICAL PRIORITY CONSULTANT	SIN052583	\$730.00			EMD- 2 TELECOMMUNICATORS
MEDICAL PRIORITY CONSULTANT	SIN052561	\$730.00			EFD- 2 TELECOMMUNICATORS
MEDICAL PRIORITY CONSULTANT	SIN078609	\$1,500.00			EMD-Q- QA TECH, TELECOMMUNICATOR,DIRECTOR
MEDICAL PRIORITY CONSULTANT	SIN064277	\$365.00			EMD- DIRECTOR
MEDICAL PRIORITY CONSULTANT	SIN064668	\$365.00			EFD- DIRECTOR
MEDICAL PRIORITY CONSULTANT	SIN078628	\$1,500.00			EFD-Q- QA TECH, TELECOMMUNICATOR, DIRECTOR
NATIONAL ACADEMIES	SIN080244	\$990.00			EFD/EMD RECERTS FOR TELECOMMUNICATORS
NATIONAL ACADEMIES	SIN055241	\$0.00			ACE FEE FOR 25 MORE CASE REVIEWS FOR ACCREDITATION
HOLIDAY INN	63482012		\$524.30		LODGING FOR EMD/EFD CLASS
MICHAEL REITZ			\$230.00		MEALS FOR EMD/EFD CLASS
NATIONAL ACADEMIES	SIN107431	\$85.00			EMD/EFD RECERT FOR 1 TELECOMMUNICATOR
<b>TOTAL</b>		\$6,265.00	\$754.30	\$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

<b>FUNCTIONS</b>	<b>Invoice or Account Number</b>	<b>ADDRESSING CONTRACTUAL</b>	<b>DATABASE PROVISIONING CONTRACTUAL</b>	<b>ADDRESSING In-house</b>	<b>DATABASE PROVISIONING In-house</b>	<b>911 Telephone System In-house</b>	<b>CAD support to include hardware and software In-house</b>
<b>Vendor Name:</b>							
Lesa Chavis		\$24,081.25					
Lesa Chavis			\$21,800.00				
<b>TOTAL</b>		\$24,081.25	\$21,800.00	\$0.00	\$0.00	\$0.00	\$0.00

<b>EXPENSE TOTALS</b>	
PHONE	\$272,631.20
SOFTWARE	\$132,560.44
HARDWARE	\$227,979.37
HOSTED SOLUTIONS	\$0.00
TRAINING	\$7,019.30
FUNCTIONS	\$45,881.25
<b>GRAND TOTAL</b>	<b>\$686,071.56</b>

[STATUS!A1](#)

**FIBER NOTES NC 911 BOARD**

Chatham County Backup 911 (CL)	<b>Ordered 3/6/17</b> Vicky - SR 323127 RT 3856395 PNMS 32722 WO 376295 - <b>CDDD</b> <b>5/1/17</b>		10MB	P2P, CLK	\$754.00		03032017 Approved for processing : sent DIT
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Server support to include hardware and software In-house	GIS Support to include hardware and software In-house	Radio Support to include hardware and software In-house	COMMENTS (Include) PURCHASE 911 USE AND NOTES PERTAINING TO EXPENSE IF THE SAME AS PRIOR YEAR.
\$0.00	\$0.00	\$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

02072017 All PSAPs were notified via PSAP Managers list serve of requirment 02142017 Notified again via list serve 03072017 Via list serve PSAPs were asked to contact MTapler if they had not heard anything re: submission of T04.	Chris Johnson	3670 Alston Bridge Rd. Siler City, NC 27344	Siler City		<a href="mailto:chris.johnson@chat-hamnc.org">chris.johnson@chat-hamnc.org</a>		297 West Street Pittsboro, NC 27312		
--	---------------	---	------------	--	--	--	-------------------------------------	--	--



**Motorola Solutions, Inc.**  
 500 West Monroe  
 Chicago IL 60661  
 United States  
 Federal Tax ID: 36-1115800

## ORIGINAL INVOICE

Transaction Number 8230139981	Transaction Date 15-AUG-2017	Total <b>51,652.21 USD</b>
P.O. Number 20180855-00	P.O. Date	Customer Account No 1000264995
Payment Terms Net Due in 20 Days		Payment Due Date 04-SEP-2017

Visit our website at [www.motorolasolutions.com](http://www.motorolasolutions.com)

**Bill To Address**  
 CHATHAM COUNTY  
 ATTN: Accounts Payable  
 PO BOX 608  
 PITTSBORO NC 27312  
 United States

**IMPORTANT INFORMATION**

Contract Number USC000002875	Invoiced From 01-JUL-2017 Invoiced To 30-JUN-2018	For all invoice payment inquiries contact Grzegorz Gruca (DWCR84@motorolasolutions.com) Telephone: +1(631)729-2493 Fax: +1(631)883-4238
---------------------------------	--	--

Sales Order(s): USC000002875

**SPECIAL INSTRUCTIONS / COMMENTS**

General Comment: Regular Invoice

Line Item #	Item Number	Description	Qty.	Unit Price (USD)	Amount (USD)
		Contract Start Date: 01-JUL-2017 Contract End Date: 30-JUN-2018			
		Equipment at Site: 0005 1000264995 CHATHAM COUNTY EMERGENCY OPERATIONS 297 W ST PITTSBORO NC 27312 United States			
1	SVC01SVC1101C	ASTRO INFRASTRUCTURE REPAIR WADV REPL	1	7,491.12	7,491.12
3	SVC01SVC1104C	ASTRO TECHNICAL SUPPORT	1	2,804.88	2,804.88
6	SVC01SVC1426C	ONSITE RESPONSE-LOCAL DISPATCH-PREMIER	1	13,227.84	13,227.84
		Site NC Tax at 6.75%			505.65
		Site Total			24,029.49
		Equipment at Site: 0010 1000264995 3670 ALSTON RIDGE SILER CITY NC 27344 United States			
2	SVC01SVC1101C	ASTRO INFRASTRUCTURE REPAIR WADV REPL	1	5,561.40	5,561.40

Please Detach Here and Return the Bottom Portion With Your Payment

**Payment Coupon**

Transaction Number 8230139981	Customer Account No 1000264995	Payment Due Date 04-SEP-2017	Transaction Total <b>51,652.21 USD</b>	Amount Paid
----------------------------------	-----------------------------------	---------------------------------	---	-------------

Please put your Transaction Number and your Customer Account Number on your payment for prompt processing.

CHATHAM COUNTY  
 ATTN: Accounts Payable  
 PO BOX 608  
 PITTSBORO NC 27312  
 United States

Send Payments To:



Motorola Solutions, Inc.  
 13096 Collections Center Drive  
 Chicago IL 60693  
 United States

Wire Transfer Details

CHICAGO  
 SWIFT: BOFAUS3N  
 Bank Account No: 3756319822



Motorola Solutions, Inc.  
 500 West Monroe  
 Chicago IL 60661  
 United States  
 Federal Tax ID: 36-1115800

# ORIGINAL INVOICE

Transaction Number 8230139981	Transaction Date 15-AUG-2017	Total 51,652.21 USD
P.O. Number 20180855-00	P.O. Date	Customer Account No 1000264995
Payment Terms Net Due in 20 Days		Payment Due Date 04-SEP-2017

Visit our website at [www.motorolasolutions.com](http://www.motorolasolutions.com)

Line Item #	Item Number	Description	Qty.	Unit Price (USD)	Amount (USD)	
4	SVC01SVC1104C	ASTRO TECHNICAL SUPPORT	1	835.56	835.56	
5	SVC01SVC1405C	NETWORK PREVENTATIVE MAINTENANCE-LEGACY	1	1,478.40	1,478.40	
7	SVC01SVC1426C	ONSITE RESPONSE-LOCAL DISPATCH-PREMIER	1	19,371.96	19,371.96	
		Site NC Tax at 6.75%			375.40	
		Site Total			27,622.72	
Total Tax NC 881.05					USD Subtotal	50,771.16
					USD Total Tax	881.05
					USD Total	51,652.21

49,292.76

Date: 3-12-18  
 PO: 20180855  
 Auth: AB

# ATTACHMENT 4



## ORIGINAL INVOICE

**Motorola Solutions, Inc.**  
 500 West Monroe  
 Chicago IL 60661  
 United States  
**Federal Tax ID: 36-1115800**

<b>Transaction Number</b> 8230166170	<b>Transaction Date</b> 27-FEB-2018	<b>Total</b> <b>15,389.98 USD</b>	
<b>P.O. Number</b> Intrado/West		<b>P.O. Date</b>	<b>Customer Account No</b> 1000264995
<b>Payment Terms</b> Net Due in 20 Days			<b>Payment Due Date</b> 19-MAR-2018

Visit our website at [www.motorolasolutions.com](http://www.motorolasolutions.com)

**Bill To Address**

CHATHAM COUNTY  
 ATTN: Accounts Payable  
 PO BOX 608  
 PITTSBORO NC 27312  
 United States

**Ship To Address**

TELECOMMUNICATIONS  
 297 WEST ST  
 PITTSBORO NC 27312  
 United States

**IMPORTANT INFORMATION**

**Contract Number**  
 USC000051612

**For all invoice payment inquiries contact**  
 Wioletta Lesniak (FBWD76@motorolasolutions.com)  
 Telephone: +1(631)729-2493  
 Fax: +1(631)883-4238

**Sales Order(s):** USC000051612

**SPECIAL INSTRUCTIONS / COMMENTS**

**General Comment:** Regular Invoice

Line Item #	Item Number	Description	Qty.	Unit Price (USD)	Amount (USD)
		Equipment at Site: 0011 1000264995 297 WEST ST PITTSBORO NC 27312 United States			
1	SVC01SVC1102C	ASTRO DISPATCH SERVICE:01-FEB-2018:31-JAN-2023 Invoiced From: 01-FEB-2018 Invoiced To: 28-FEB-2018	1	118.77	118.77
2	SVC01SVC1410C	ONSITE INFRASTRUCTURE RESPONSE-STANDARD:01-FEB-2018:31-JAN-2023 Invoiced From: 01-FEB-2018 Invoiced To: 28-FEB-2018	1	1,694.20	1,694.20
3	SVC02SVC0362A	SP-911 LOCATION DATA MGMT-INTRADO:01-FEB-2018:31-JAN-2023 Invoiced From: 01-FEB-2018 Invoiced To: 28-FEB-2018	1	6,477.28	6,477.28
4	SVC02SVC0363A	SP-911 ROUTING SVC-INTRADO:01-FEB-2018:31-JAN-2023 Invoiced From: 01-FEB-2018 Invoiced To: 28-FEB-2018	1	6,134.10	6,134.10
		Site NC Tax at 6.75%			965.63
		Site Total			15,389.98

Please Detach Here and Return the Bottom Portion With Your Payment

<b>Payment Coupon</b>		
<b>Transaction Number</b> 8230166170	<b>Customer Account No</b> 1000264995	<b>Payment Due Date</b> 19-MAR-2018
<b>Transaction Total</b> <b>15,389.98 USD</b>		<b>Amount Paid</b>

Please put your Transaction Number and your Customer Account Number on your payment for prompt processing.

CHATHAM COUNTY  
 ATTN: Accounts Payable  
 PO BOX 608  
 PITTSBORO NC 27312  
 United States

Send Payments To:



Motorola Solutions, Inc.  
 13104 Collections Center Drive  
 Chicago IL 60693  
 United States

Wire Transfer Details

CHICAGO  
 Routing Transit Number: 026009593  
 SWIFT: BOFAUS3N  
 Bank Account No: 3756319819



**Motorola Solutions, Inc.**  
 500 West Monroe  
 Chicago IL 60661  
 United States  
**Federal Tax ID: 36-1115800**

## ORIGINAL INVOICE

<b>Transaction Number</b> 8230166170	<b>Transaction Date</b> 27-FEB-2018	<b>Total</b> <b>15,389.98 USD</b>	
<b>P.O. Number</b> Intrado/West		<b>P.O. Date</b>	<b>Customer Account No</b> 1000264995
<b>Payment Terms</b> Net Due in 20 Days			<b>Payment Due Date</b> 19-MAR-2018

Visit our website at [www.motorolasolutions.com](http://www.motorolasolutions.com)

	Total Tax	NC	965.63		<b>USD Subtotal</b>	<b>14,424.35</b>
					<b>USD Total Tax</b>	<b>965.63</b>
					<b>USD Total</b>	<b>15,389.98</b>
					<b>USD Amount Due</b>	<b>15,389.98</b>

# ATTACHMENT 5

This instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act.

Vicki McConnell  
Vicki McConnell, Finance Director

## PROFESSIONAL SERVICES AGREEMENT

Motorola Solutions, Inc. ("Motorola") and Chatham County ("Customer") enter into this "Agreement," pursuant to which Customer will purchase and Motorola will sell the Services, as described below. Motorola and Customer may be referred to individually as a "party" and collectively as the "parties."

For good and valuable consideration, the parties agree as follows:

### 1. DEFINITIONS.

Capitalized terms used in this Agreement have the following meanings:

"Confidential Information" means all information consistent with the fulfillment of this Agreement that is (i) disclosed under this Agreement in oral, written, graphic, machine recognizable, and/or sample form, being clearly designated, labeled or marked as confidential or its equivalent or (ii) obtained by examination, testing or analysis of any hardware, software or any component part thereof provided by discloser to recipient. The nature and existence of this Agreement are considered Confidential Information. Confidential information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by the discloser by submitting a written document to the recipient within ten (10) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.

"Contract Price" means the price for the Services and Deliverables, excluding any applicable sales or similar taxes, as set forth in Section 3.1.

"Deliverables" means all written information (such as reports, specifications, designs, plans, drawings, or other technical or business information) that Motorola prepares for Customer in the performance of the

Services and is obligated to provide to Customer under this Agreement. The Deliverables, if any, are more fully described in the Statement of Work.

"Derivative Proprietary Materials" means derivatives of the Proprietary Materials that Motorola may from time to time, including during the course of providing the Services, develop and/or use and/or to which Motorola provides Customer access.

"Effective Date" means that date upon which the last party executes this Agreement.

"Force Majeure" which means an event, circumstance, or act that is beyond a party's reasonable control, such as an act of God, an act of the public enemy, an act of a government entity, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, riots, or any other similar cause.

"Proprietary Materials" means certain software tools and/or other technical materials, including, but not limited to, data, modules, components, designs, utilities, subsets, objects, program listings, models, methodologies, programs, systems, analysis frameworks, leading practices and specifications which Motorola has developed prior to, or independently from, the provision of the Services and/or which Motorola licenses from third parties.

"Proprietary Rights" means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, ideas and concepts, processes, methodologies, tools, techniques, and other intellectual property rights.

"Services" means those professional services to be provided by Motorola to Customer under this Agreement, the nature and scope of which are more fully described in the Statement of Work.

"Statement of Work" means the statement of work attached hereto as Exhibit A and incorporated herein by this reference. The Statement of Work describes the Services and Deliverables (if any) that Motorola will provide to Customer under this Agreement, and the other work-related responsibilities that the parties owe to each other. The Statement of Work may contain a performance schedule.

## **2. SCOPE OF AGREEMENT; TERM.**

2.1 Motorola will provide to Customer the Services and Deliverables (if any) set forth in the Statement of Work. Customer has designated Motorola, Intrado, Inc., and Intrado Communications, Inc., as its 911 service providers to provide 911 services, including those services contemplated in the Next Generation 9-1-1 Advancement Act of 2012. In order to enable delivery of these 911 services, Customer must sign the Letter of Authorization attached as Exhibit B and provide this letter to any of its current telecommunications or other applicable service providers. Any regulated services will be provided by Intrado Communications, Inc. Further, in order to enable Intrado Communications, Inc. to perform the regulated services, if any, Customer agrees to the terms and conditions set forth in the Service Order Agreement attached as Exhibit C.

2.2 Motorola and Customer will perform their respective responsibilities as described in this Agreement. To enable Motorola to perform the Services, Customer will provide to Motorola and Intrado reasonable access to relevant Customer information, personnel, systems, and office space when Motorola and Intrado employees are working on Customer's premises, and other general assistance. Further, if any equipment is installed or stored at Customer's location in order to provide the Services, Customer will provide, at no charge, a non-hazardous environment with adequate shelter, heat, light, and power and full and free access to the equipment. Risk of loss to any such equipment on Customer premises will reside with Customer until removed by Motorola or its agent. If the Statement of Work contains assumptions that affect the Services or Deliverables, Customer will verify that they are accurate and complete. Any information that one party provides to the other party concerning the Services or Deliverables will be accurate and complete in all material respects. Each party will make timely decisions and obtain any required management approvals that are reasonably necessary for each party to perform the Services and its other duties under this Agreement. Unless the Statement of Work states the contrary, each party may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions and Customer-provided information, decisions and approvals described in this paragraph provided by the other party.

2.3 Motorola will assign qualified employees who have the requisite experience and competencies to perform the Services with reasonable skill and care. Motorola will provide and furnish all material, labor, supervision, tools, apparatus, equipment and incidental expenses for accomplishing the Services with the exception of those items required by this Agreement to be provided by Customer.

2.4 If, as a result of the Services performed under this Agreement, Motorola recommends that Customer purchase products or other services, nothing in this Agreement precludes Motorola from offering or selling the recommended products or other services to Customer. If Customer is a governmental body or agency, it represents that this paragraph does not violate its procurement or other laws, regulations, or policies provided Customer complies with North Carolina public bidding laws in the acquiring of such products or other services.

2.5 Customer may request changes to the Services. If Motorola agrees to a requested change, the change must be confirmed in writing and signed by authorized representatives of both parties. A reasonable price adjustment will be made if any change affects the time of performance or the cost to perform the Services.

2.6 Unless terminated in accordance with other provisions of this Agreement, the term of this Agreement begins on the Effective Date and continues for five (5) years, or until completion of the Services, whichever is later.

2.7 During the term of this Agreement and for twelve (12) months thereafter, Customer will not actively solicit the employment of any Motorola personnel who is involved directly with providing any of the Services.

### **3. CONTRACT PRICE AND PAYMENT.**

3.1 The Contract Price in U.S. dollars is \$ 966,387 which will be payable over a 60 month period. MSI will invoice Customer for an upfront payment of \$24,926.00. A combined monthly recurring charge of \$16,007.68 for ALI Management service, Voice and Routing service, and Text2 911 service. The monthly recurring charge of \$16,007.68 is based on a quantity of 28,799 wirelined telephone numbers (TN's).

Should the quantity of wirelined TN's exceed 28,799, the monthly charge will be recalculated at a rate of \$.225 per TN.

During implementation, the monthly recurring charges will be invoiced in three phases. Phase one will begin upon activation of the ALI Management service; the associated monthly recurring charge is \$ 10,584.48. Phase two will begin upon activation of Voice and Routing services; the associated monthly recurring charge will increase to \$14,424.35. Phase 3 will begin one year after activation of the Text2 911 service; the associated monthly recurring charge will increase to \$16,007.68. The 60 month period will commence once all services are live. ALI Management and Voice and Routing services may be active for one or more months prior to all services going live. A change order will be used to amend the Contract Price to include any additional months of ALI Management and Voice and Routing services.

3.2 Any services performed by Motorola outside the scope of this Agreement at the direction of Customer will be considered to be additional Services which are subject to additional charges. Any agreement to perform additional Services will be reflected in a written and executed change order or amendment to this Agreement.

3.3 Motorola will submit invoices to Customer according to a mutually agreed payment schedule or, if there is no payment schedule, on a monthly basis as the Services are performed. Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within twenty (20) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For Customer's reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1115800.

3.4 Customer will reimburse Motorola for all documented reasonable travel and other expenses (over and above the normal daily expenses of working and commuting) provided by Motorola in connection with Services furnished under this Agreement.

#### **4. TIME SCHEDULE; FORCE MAJEURE**

4.1 All Services will be performed in accordance with the performance schedule included in the Statement of Work, or if there is no performance schedule, within a reasonable time period.

4.2 Neither party will be liable for its non-performance or delayed performance if caused by a Force Majeure. Each party will notify the other in writing if it becomes aware of any Force Majeure that will significantly delay performance. The notifying party will give the notice promptly (but in no event later than fifteen (15) days) after it discovers the Force Majeure.

## **5. CONFIDENTIAL INFORMATION AND PROPRIETARY RIGHTS.**

### **5.1 CONFIDENTIAL INFORMATION.**

5.1.1 Each party is a disclosing party ("Discloser") and a receiving party ("Recipient") under this agreement. All Deliverables will be deemed to be Motorola's Confidential Information. During the term of this agreement and for a period of three (3) years from the expiration or termination of this agreement, Recipient will (i) not disclose Confidential Information to any third party; (ii) restrict disclosure of Confidential Information to only those employees (including, but not limited to, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must be directly involved with the Confidential Information for the purpose and who are bound by confidentiality terms substantially similar to those in this Agreement; (iii) not copy, reproduce, reverse engineer, de-compile or disassemble any Confidential Information; (iv) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential information; (v) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (vi) only use the Confidential Information as needed to fulfill this agreement.

5.1.2 Recipient is not obligated to maintain as confidential, Confidential Information that Recipient can demonstrate by documentation (i) is now available or becomes available to the public without breach of this agreement; (ii) is explicitly approved for release by written authorization of Discloser; (iii) is lawfully obtained from a third party or parties without a duty of confidentiality; (iv) is known to the Recipient prior to

such disclosure; or (v) is independently developed by Recipient without the use of any of Discloser's Confidential Information or any breach of this agreement.

5.1.3 All Confidential Information remains the property of the Discloser and will not be copied or reproduced without the express written permission of the Discloser, except for copies that are absolutely necessary in order to fulfill this Agreement. Within ten (10) days of receipt of Discloser's written request, Recipient will return all Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain one (1) archival copy of the Confidential Information that it may use only in case of a dispute concerning this Agreement. No license, express or implied, in the Confidential Information is granted other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. The Discloser warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

## 5.2 PRESERVATION OF PROPRIETARY RIGHTS.

5.2.1 Each party owns and retains all of its Proprietary Rights that exist on the Effective Date. Motorola owns and retains all Proprietary Rights that are developed, originated, or prepared in connection with providing the Deliverables or Services to Customer, and this Agreement does not grant to Customer any shared development rights. At Motorola's request and expense, Customer will execute all papers and provide reasonable assistance to Motorola to enable Motorola to establish the Proprietary Rights. Unless otherwise explicitly stated herein, this Agreement does not restrict a party concerning its own Proprietary Rights and is not a grant (either directly or by implication, estoppel, or otherwise) of a party's Proprietary Rights to the other party.

5.2.2 Customer acknowledges that Motorola may use and/or provide Customer with access to Proprietary Materials and Derivative Proprietary Materials. The Proprietary Materials and the Derivative Proprietary Materials are the sole and exclusive property of Motorola and Motorola retains all right, title and interest in and to the Proprietary Materials and Derivative Proprietary Materials.

## 6. WARRANTY

Chatham County, North Carolina  
Next Generation 911 Solution  
Professional Services Agreement

*Motorola Solutions Confidential Restricted*

Motorola warrants that the Services will be performed in a good and workmanlike manner and will conform in all material respects to the Statement of Work. This warranty will be for a period of ninety (90) days following completion of the Services. If Motorola breaches this warranty, Customer's sole and exclusive remedy is to require Motorola to re-perform the non-conforming Services or to refund, on a pro-rata basis, the fees paid for the non-conforming Services. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. Customer acknowledges that the Deliverables may contain recommendations, suggestions or advice from Motorola to Customer (collectively, "recommendations"). Motorola makes no warranties concerning those recommendations, and Customer alone accepts responsibility for choosing whether and how to implement the recommendations and the results to be realized from implementing them.

#### **7. LIMITATION OF LIABILITY.**

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of 36 months of service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF THE SERVICES BY MOTOROLA. This limitation of liability provision survives the expiration or termination of this Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than two (2) years after the accrual of the cause of action, except for money due upon an open account.

#### **8. SECTION 8 DEFAULT AND TERMINATION**

**8.1 DEFAULT BY A PARTY.** If either party fails to perform a material obligation under this Agreement, the other party may consider the non-performing party to be in default (unless a Force

Majeure causes the failure) and may assert a default claim by giving the non-performing party a written, detailed notice of default. Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting party will begin implementing the cure plan immediately after receipt of notice by the other party that it approves the plan. If Customer is the defaulting party, Motorola may stop work on the project until it approves the Customer's cure plan. If Motorola is the defaulting party, Customer may withhold further payment until it approves Motorola's cure plan. Notwithstanding the foregoing, if Customer elects to continue using the System, Customer will continue to pay monthly fees for all periods after default claim, during which the Customer receives beneficial use of the System.

8.2 **FAILURE TO CURE.** If a defaulting party fails to cure the default as provided above in Section 8.1, unless otherwise agreed in writing, the non-defaulting party may terminate any unfulfilled portion of this Agreement. In the event of a termination for default, the defaulting party will promptly return to the non-defaulting party any of its Confidential Information. If Customer is the non-defaulting party, terminates this Agreement as permitted by this Section, and procures the Services through a third party, Customer may as its exclusive remedy recover from Motorola reasonable costs incurred to procure the Services (but not additional or out of scope services) less the unpaid portion of the Contract Price shall be deducted from Customer's recovery. Customer agrees to mitigate damages and provide Motorola with detailed invoices substantiating the charges.

## **9. DISPUTES.**

The Parties will use the following procedure to address any dispute arising under this Agreement (a "Dispute").

9.1 **GOVERNING LAW.** This Agreement will be governed by and construed in accordance with the laws of the State of North Carolina.

9.2 NEGOTIATION. Either Party may initiate the Dispute resolution procedures by sending a notice of Dispute ("Notice of Dispute"). The Parties will attempt to resolve the Dispute promptly through good faith negotiations including 1) timely escalation of the Dispute to executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for the matter and 2) direct communication between the executives. If the Dispute has not been resolved within ten (10) days from the Notice of Dispute, the Parties will proceed to mediation.

9.3 MEDIATION. The Parties will choose an independent mediator within thirty (30) days of a notice to mediate from either Party ("Notice of Mediation"). Neither Party may unreasonably withhold consent to the selection of a mediator. If the Parties are unable to agree upon a mediator, either Party may request that American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute.

9.4 LITIGATION, VENUE and JURISDICTION. If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent jurisdiction in the State of North Carolina. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

9.5 CONFIDENTIALITY. All communications pursuant to subsections 9.2 and 9.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.

## 10. GENERAL

10.1 TAXES. The Contract Price does not include any North Carolina excise, sales, lease, use, property, or other similar taxes, assessments or duties on the equipment or Services, all of which will be

paid by Customer except as exempt by law. If Motorola is required to pay any of those taxes, it will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties resulting from a delay in payment after Customer receives notice that the taxes are due) within twenty (20) days after the date of the invoice. Motorola will be solely responsible for reporting and paying taxes on its income or net worth and all other taxes related to this Agreement, except those set forth in the first sentence of this subsection 10.1.

10.2 ASSIGNABILITY. Except as otherwise provided in this Section, neither Party may assign, delegate or transfer this Agreement or any of its rights or obligations under this Agreement without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void.

10.3 SUBCONTRACTING. Motorola may not subcontract any portion of the Services without the prior written consent of Customer, which will not be unreasonably withheld or delayed.

10.4 WAIVER. Failure or delay by either party to exercise a right or power will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

10.5 SEVERABILITY. If a court of competent jurisdiction renders any part of this Agreement invalid or otherwise unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

10.6 INDEPENDENT CONTRACTORS. Each party will perform its duties under this Agreement as an independent contractor. The parties and their personnel will not be considered to be employees or agents of the other party. Nothing in this Agreement will be interpreted as granting either party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

10.7 HEADINGS AND SECTION REFERENCES. The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either party.

10.8 NOTICES. Notices required under this Agreement to be given by one party to the other must be in writing and either delivered personally or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt:

Motorola Solutions, Inc.	Customer
Attn: Law Department	Attn: _____
1303 E. Algonquin Road, IL01, 8th Floor Schaumburg, IL	_____
60196	_____
Fax: 847-576-0721	Fax: _____

10.9 COMPLIANCE WITH APPLICABLE LAWS. Each party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement.

10.10 AUTHORITY TO EXECUTE AGREEMENT. Each party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; Customer represents the individual executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the parties, it is a valid and binding contract, enforceable in the State of North Carolina in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the party.

10.11 RETURN OF EQUIPMENT. Upon termination of this Agreement for any reason by Customer, Customer shall return to Motorola all equipment delivered to Customer.

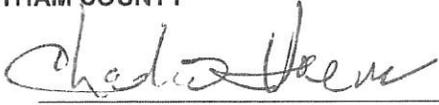
10.12 Without the express written consent by an authorized representative of Motorola, Customer agrees not to use, publicize, advertise or otherwise disclose to any third party the existence or terms of this Agreement, Motorola's name, trademarks or trade names, except as required by law.

10.13 SURVIVAL OF TERMS. The following provisions survives the expiration or termination of this Agreement for any reason: if any payment obligations exist, Section 3 (Contract Price and Payment); Section 5 (Confidential Information and Proprietary Rights); Section 7 (Limitation of Liability); Section 8 (Default and Termination); Section 9 (Disputes); and all General provisions in Section 10.

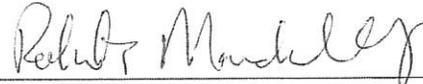
10.14 ENTIRE AGREEMENT. This Agreement, including Exhibits, constitutes the entire agreement of the parties regarding the subject matter of this Agreement and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to the subject matter. This Agreement may be executed in multiple counterparts, each of which shall be an original and all of which shall constitute one and the same instrument. A facsimile copy or computer image, such as a PDF or tiff image, or a signature shall be treated as and shall have the same effect as an original signature. In addition, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document. This Agreement may be amended or modified only by a written instrument signed by authorized representatives of both parties. The preprinted terms and conditions found on any Customer purchase order, acknowledgment or other form will not amend or modify this Agreement.

In witness whereof, the parties hereto have executed this Agreement as of the Effective Date.

**CHATHAM COUNTY**

By:   
NAME: Charlie Horne  
TITLE: County Manager  
DATE: 12/2/14

**MOTOROLA SOLUTIONS, INC.**

By:   
NAME: Robert E. Marshall, Jr.  
TITLE: MSSSJ VICE PRESIDENT  
DATE: 12/4/2014

**BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE  
FOLLOWING COSTS ARE 911 FUND  
ELIGIBLE (as approved by the North Carolina 911 Board on  
2/08/2008):**

***IF YOU HAVE QUESTIONS ABOUT EXPENDITURES NOT  
LISTED, PLEASE CONTACT THE 911  
BOARD STAFF***

**ELIGIBLE 9-1-1 FEE EXPENDITURES**

Revised April 11, 2008  
Revised September 26, 2008  
Revised November 20, 2009  
Revised September 24, 2010  
Revised January 27, 2012  
Revised August 24, 2012  
Revised March 22, 2013  
Revised June 19, 2015  
Revised June 24, 2016  
Revised September 22, 2017

Revised May 9, 2008  
Revised November 21, 2008  
Revised September 10, 2010  
Revised February 25, 2011  
Revised February 24, 2012  
Revised October 26, 2012  
Revised January 24, 2014  
Revised May 20, 2016  
Revised March 31, 2017  
**Revised June 19, 2018**

**Phone Systems:**

911 trunks and one administrative line per answering position in a primary PSAP.

For the one administrative line per answering position in a primary PSAP, the features of caller identification (call ID), three-way calling, call forwarding, multi-line hunt and the cost of long distance charges necessary for reestablishing contact with a 911 caller. Funding for each administrative line will not exceed \$75.00 unless prior approval is received from 911 Board Staff. (January 24, 2014); (June 19, 2015)

Telephones sets used to answer 911 calls, including CPE equipment, headsets, monitors, keyboards, mouse and servers used exclusively for telephone sets; when servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server representing the 911 eligible use is allowable.

PSAP A911 expenses shall not be eligible for reimbursement if contracted after the effective date of this policy. A911 reimbursements from the 911 Fund will not be reduced or increased, during the term of a contract for A911 service provided that such contract was made prior to 1 July 2017 and ends on or before the date ESInet services are made available to the PSAP. A911 services provided on a month-to-month basis for purposes of continuity of service as a PSAP migrates to the ESInet may be eligible for reimbursement upon request of the PSAP subject to the approval of the Executive Director for a period (not to exceed six months) following the end date of the A911 contract. (September 22, 2017)

The procurement of hosted CPE must be purchased through the contract between AT&T and the North Carolina 911 Board or a PSAP will only be reimbursed at an amount not to exceed the cost of the Board contracted CPE if purchased outside of the contract. This contract offers Viper CPE from West or Vesta CPE from Airbus. Selecting either CPE through the state contract means the PSAP will no longer be invoiced for CPE and the cost will be paid directly by the 911 Board. (September 22, 2017)

~~Call Detail Record Printer or Call Detail Recorder (CDR) which automatically captures incoming 911 telephone call data. This is not a CAD printer. (Moved to "Hardware" September 10, 2010)~~

TDD/TTY (Telecommunications Device for the Deaf/Telephone Typewriter).  
Automatic Call Distributions Systems (ACD) whether facilities based, or premise based.

Interpretive Services (e.g. Language Line or Omni Lingual) Interpretive services are available at no cost to PSAPs through a Statewide contract provided by the 911 Board. For services no provided by the 911 Board contract, the maximum allowable expense is capped at \$0.75 per minute. (May 20, 2016)

Service provider selective routing and ALL provisioning charges.

Data connection for the sole purpose of collecting call information for analysis. If connection is shared with non-eligible 911 devices, then only a percentage of the eligible 911 cost is eligible. (August 24, 2012)

Fiber (point-to-point connection) Agency shall seek a quote for any fiber connections from the North Carolina Dept. of Information Technology before seeking a quote from a private vendor. Justification and approval from the 911 Board must be provided if a private vendor is utilized rather than NC DIT. (June 24, 2016)

**Furniture:**

Cabinets, tables, or desks that hold eligible 911 equipment; Telecommunicator Chairs--cap \$1,800.00. (September 10, 2010) (June 19, 2018)

**Overflow Position Funding**

**Overflow position definition:**

An operational telecommunicator position located within the primary PSAP that: i) is not staffed with full time telecommunicators on a 24-hour basis, ii) that is staffed on demand when events or call volumes require staffing in addition to the normal full time equivalent telecommunicator positions, and iii) an overflow position is fully functional within the PSAP operations.

Funding overflow positions are permitted in a manner consistent with applicable laws, the Board's Rules, and the eligible expense list as follows:

- 1) A Primary PSAP may seek and receive funding for at least one overflow position.
- 2) Overflow positions may be funded based upon full time employees (FTE) telecommunicator positions in the Primary PSAP pursuant to the following formula and illustration:
  - a.  $(\text{FTE Telecommunicator position}) \times (4.3 \text{ FTE/position}) \times (1/4) =$   
(overflow positions, rounded)
  - b. Illustration: For a Primary PSAP with 10 FTE Telecommunicator Positions,  $(10) \times (4.3) \times (1/4) = 10.75$ , rounding up yields one overflow position.

- 3) Overflow positions may be funded for Primary PSAP operations when the Primary PSAP has sufficient physical facilities for those positions.
- 4) For Primary PSAPs operating "A" and "B" call delivery, an overflow position may be physically located at either the "A" or "B" location. (March 31,2017)  
(A sample matrix is attached to the last page)

**Software:**

Computer Aided Dispatch (CAD) system modules that are part of the call taking process only. Some CAD systems will include many additional modules that are not a part of the 911 process and are not eligible.

Geographic Information Systems (GIS) software that are used to create and display the base map showing street centerlines.

GIS layers developed specifically for 911 addressing functions (February 25,2011)

~~Photo Imagery used for maintaining mapping systems such as Ortho or Oblique images. Either imagery solution is acceptable but only one is permissible in a four-year cycle. (deleted January 27, 2012)~~

Voice logging recorder software.

Management Information System (MIS) software for 911 phone systems. (after November 20, 2009)

Time synchronization device software. (after November 20, 2009)

Law enforcement, fire and medical call taking protocols including software & flip-cards.

Quality assurance software used for the training program of law enforcement, fire and medical call taking protocols.

ALI database software.

Software licensing costs.

Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible. (September 10, 2010)

Console Audio Box (CAB) software. (September 10, 2010)

Paging software including licensing costs to interface or integrate with CAD (to send call from CAD to first responder pager or mobile phone), or a PSAP's licensing cost to establish a web-based paging function in substitution for paging through CAD; but excluding costs for use of such software or functions by first responders. (September 10, 2010; October 26, 2012)

Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch). (September 10, 2010)

Automated digital voice dispatching software. (February 25, 2011)

Message switch software that allows for voiceless dispatch, status updates, and mobile to Computer Aided Dispatch (CAD) messaging. This will include CAD licensing costs for mobile computer terminals, smartphones and tablets. Some message switch software may include many additional modules, i.e. access to records management systems (RMS, Firehouse), access to local, state and national databases (warrants, DCI, NCIC), jail management systems (JMS), that are not a part of the 911 process and are not eligible. (January 24, 2014)

#### **Hardware:**

Servers used exclusively for Telephone, CAD, voice logging recorder, GIS, paging, Console/Alias Database Management, Radio Console Network Switching, and Radio Console software systems, including monitor, keyboard, and mouse. (September 10, 2010)

When servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server representing the 911 eligible use is allowable.

Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems, including monitor, keyboard, mouse, microphones, speakers, headset jacks, footswitches, and console audio box (CAB). When Funding for computer work stations without monitors will not exceed \$1,700.00, and such work stations will not be subject to a percentage allocation. ~~Funding for computer workstations without monitors exceeding \$1,000 and that are used for 911 eligible and ineligible applications will be eligible for the percentage of the cost of the work station representing the 911 eligible use.~~ (September 10, 2010; June 19, 2015) (May 20,2016)

Time synchronization devices (e.g. Spectracom Net Clock). (after November 20, 2009)

Uninterrupted Power Supply (UPS) for 911 only related equipment. If a UPS serves more than 911 equipment, then only a percentage of the total cost that serves 911 equipment is allowable.

Emergency Power Generator that serves the 911 center. If a generator serves more than the 911 center, then only a percentage of the total cost that serves the 911 center is allowable.

Eligible dispatch equipment must meet the requirements of SL 2010-158, as codified in § 143-1406(d)(1)d. (September 10, 2010)

Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch

Consoles (i.e.: CEB, IMC, NSS). (September 10, 2010)

Fax Modem (for rip & run). (September 10, 2010)

Printers (CAD, CDR, Reports, etc.). (September 10, 2010)

Radio Console Ethernet Switch. (September 10, 2010)

Radio Console Access Router. (September 10, 2010)

Back Up Storage Equipment for 911 Data Base Systems. (September 10, 2010)

Mobile Message Switch. (September 10, 2010)

Paging Interface with Computer Aided Dispatch (CAD) system. (September 10, 2010)

Alpha / Numeric Pager Tone Generator. (September 10, 2010)

Radio Console (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation). (September 10, 2010) (February 25, 2011)

Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System (GPS) Data Collection and Documentation Standards established by the North Carolina Geographic Information Coordinating Council. (August 24, 2012)

~~Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center. Deleted June 19, 2015 and replaced with the following language:~~

All monitors used within the PSAP for call taking of 911 calls as defined in N.C.G.S. § 143-1400(7). Funding for an individual monitor will not exceed \$1,500 unless prior approval is received from 911 Board Staff. (March 22, 2013; June 19, 2015)

**Training:**

911 funding is allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff. (September 24, 2010) Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates.

Out of state training will be considered permissible if the class is not offered in North Carolina six months prior to, or six months after the scheduled out of state class.

**Supporting functions (implemental functions):**

- The costs for maintenance, database provisioning, and addressing functions implemental to receiving and utilizing voice and data at the appropriate PSAP and the maintenance of dispatch equipment located exclusively within a building where a PSAP is located. Any PSAP must provide adequate documentation: upon request indicating the appropriate statutory authority supporting the cost of providing those functions
- for in-house functions by invoicing or chargeback as consistent with accounting practices (a sample invoice is available from 911 Board staff),
- that the rate provided has been compared with third party vendors for reasonableness,
- If the rate is higher than comparable costs, the PSAP must provide additional documentation justifying the higher charge, and
- that the work is performed by qualified personnel.
- (September 10, 2010; June 19, 2015)

**Hosted (Shared) Services:**

PSAPs may desire to replace or substitute eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. Hosting service expenses may be eligible for 911 Funding upon review and approval by the 911 Board, or by Staff if so delegated by the Board. (January 27, 2012)

## Sample Overflow Position Matrix

Telecommunicator Positions (Seats)	FTE ratio	Overflow ratio	A*B*C	Overflow positions
1	4.3	25.00%	1.1	0
2	4.3	25.00%	2.2	0
3	4.3	25.00%	3.2	0
4	4.3	25.00%	4.3	0
5	4.3	25.00%	5.4	0
6	4.3	25.00%	6.5	0
7	4.3	25.00%	7.5	1
8	4.3	25.00%	8.6	1
9	4.3	25.00%	9.7	1
10	4.3	25.00%	10.8	1
11	4.3	25.00%	11.8	1
12	4.3	25.00%	12.9	1
13	4.3	25.00%	14	1
14	4.3	25.00%	15.1	1
15	4.3	25.00%	16.1	1
16	4.3	25.00%	17.2	1
17	4.3	25.00%	18.3	1
18	4.3	25.00%	19.4	1
19	4.3	25.00%	20.4	1
20	4.3	25.00%	21.5	2
21	4.3	25.00%	22.6	2
22	4.3	25.00%	23.7	2
23	4.3	25.00%	24.7	2
24	4.3	25.00%	25.8	2
25	4.3	25.00%	26.9	2
26	4.3	25.00%	28.0	2
27	4.3	25.00%	29.0	2
28	4.3	25.00%	30.1	2
29	4.3	25.00%	31.2	2
30	4.3	25.00%	32.3	2
31	4.3	25.00%	33.3	2
32	4.3	25.00%	34.4	2
33	4.3	25.00%	35.5	2
34	4.3	25.00%	36.6	3
35	4.3	25.00%	37.6	3

36	4.3	25.00%	38.7	3
37	4.3	25.00%	39.8	3
38	4.3	25.00%	40.9	3
39	4.3	25.00%	41.9	3
40	4.3	25.00%	43.0	3

# ATTACHMENT 7

**North Carolina 911 Board Meeting  
MINUTES  
Banner Elk Room  
3514 Bush Street, Raleigh, NC  
September 22, 2017  
10:00 AM – 12:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Heather Campbell (CMRS) Sprint	Tina Bone (DIT)	Randy Beaman, CCES
Eric Cramer (LEC) Wilkes Communication	Ronnie Cashwell (DIT)	Rodney Cates, Rockingham Co 911
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	Danette Jernigan (DIT)	Chris Champagne, Guilford Metro 911
Chuck Greene (LEC) AT&T	Marsha Tapler (DIT)	Lewis Cheatham, Guilford Metro 911
Greg Hauser (NCSFA) Charlotte Fire Department (WebEx and phone)	Richard Taylor (DIT)	Justin Davis, Guilford Metro 911
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)		Christi Derreberry, AT&T
John Moore (VoIP) Spectrum Communications (WebEx and phone)		Breanna Edwards, Guilford Metro 911
Jeff Shipp (LEC) Star Telephone		Glenn Lamb, Guilford Metro 911
Jimmy Stewart (NCAREMS) Hoke Co 911		Jesus Lopez, DIT
Slayton Stewart (CMRS) Carolina West Wireless		Clay Kennedy, Guilford Metro 911
Amy Ward (LEC) CenturyLink		Christine Moore, Guilford Metro 911
Donna Wright (NENA) Richmond Co Emergency Services		Melanie Neal, Guilford Metro 911
		Corky Over, AT&T
		David Poston, CMPD
		Mike Reitz, Chatham Co 911
		Bryce Russell, Guilford Metro 911
		Chris Spencer, Pitney Bowes
<u>Members Absent</u>	<u>Staff Absent</u>	<u>WebEx Guests</u>
Secretary Eric Boyette (NC CIO) Board Chair		Cliff Brown, Federal Engineering
Len Hagaman (Sheriff) Watauga County		Kristin Cook, Carteret Emergency Comm
Niraj Patel (CMRS) Verizon		Greg Dotson, Rutherford Co Comm
		Mike Edge, Scotland Co 911
		Beth Jones, Iredell County
		Christine Moore, Guilford Metro 911
		Glen Parnell, Wilson Co 911

		David Saleeby, Iredell County
		Roman Scruggs, Rutherford Co Comm
		Ron Smith, Iredell County
		James Soukup, City of Durham
		Corrine Walsler, MEDIC
		Bruce Williams, Wireless Comm, Inc.
		Victor Williams, Beaufort Co Sheriff 911
		Wendy Williams, Alleghany County
		Doug Workman, Town of Cary 911

**Call to Order**—At approximately 10:03 Vice Chair Bone called the meeting to order and asked Executive Director Richard Taylor to proceed with the roll call.

**Roll Call**—Observing there was a “large crowd” on the phone today, Mr. Taylor extended Chairman Boyette’s apologies for not being able to attend today. Noting that Andrew Grant had notified him that he would not be able to join the meeting until ~10:30, Mr. Taylor polled Greg Hauser, Jeff Ledford, John Moore, and Niraj Patel. All but Mr. Patel verbally responded to the roll call, with Mr. Taylor noting that Mr. Patel had checked into WebEx despite his lack of response to the telephone poll. Vice Chair Bone asked if Sheriff Hagaman would be joining online, and Mr. Taylor responded he would not be.

**1. Chairman’s Opening Remarks**—Vice Chair Bone observed that he was happy to start the meeting with one of the things we truly enjoy and which brings tremendous focus to the work the Board does: recognition of telecommunicators, today from Guilford Metro 911. Explaining that normally we have audio of a call to play when recognizing such efforts, he advised that today’s recognition does not include a telephone call—and that Mr. Taylor has chosen instead to play a song he heard yesterday about 911 telecommunicators. It is written and performed by a telecommunicator from Massachusetts, Shanna Jackman, who is also a country singer, and is entitled *Answer the Call*. As Ronnie Cashwell brought up the audio, Mr. Taylor encouraged everyone to listen to the words, which praise 911 telecommunicators for always being available to help someone in their time of great need—to answer the call.

Mr. Taylor said he felt the song fit today’s recognition, which involves a 911 center experiencing an emergency and having to “call 911”. He called on Rodney Cates, the Director of Rockingham County 911, to share the events which led to his having to turn to Guilford Metro 911 (GM911) for help when his 911 PSAP was knocked out due to its UPS system catching fire. Mr. Cates observed that this incident solidified the fact that back-up plans are not a luxury, but a necessity. He intimated that it matters not how old the equipment in a PSAP may be, whether twenty years or only twenty-two months, sharing that the UPS system which burned up at Rockingham County 911 was only twenty-two months old, so this type of failure certainly was not anticipated.

Melanie Neal, the Director of GM911, related that Mr. Cates’ staff reached out to GM911 when their center went down and their 911 calls automatically redirected to GM911. Her staff fielded Rockingham County’s 911 calls until, in less than an hour, her IT staff, her radio shop, and her operations staff had Rockingham County’s TCs set up in the GM911 back-up center handling calls seamlessly, as if nothing whatever had happened. She thanked her staff for the great team effort they put into that. Mr. Cates also commended her staff for having everything ready for the CAD to CAD transfer they were going through. He added that fortunately, through prior conversations involving backing each other up, GM911’s radio shop already had Rockingham County’s frequencies programmed, though they had not, as yet, been officially tested. Ms. Neal added that the back-up agreement had actually just been signed the week before the incident happened. She noted that three of her TCs that fielded those calls that night were with her today, and she also praised her IT staff for creating code on the fly to identify incoming calls from Rockingham County and a sign-in on the phone system for the Rockingham County staff to use to receive only their 911 calls.

Mr. Taylor displayed onscreen the text of the inscription on the plaque he presented to the GM911 staff as he read it aloud, once again commending them for their great work. He also took a moment to refute claims that a neighboring county can't answer its neighbor's 911 call, offering this as proof positive that yes, indeed, it can be done, and a good plan put in place does work.

Mr. Taylor then diverged from the printed agenda in order to recognize a former 911 Board member in attendance today. He advised that Christi Derreberry spent eight years on the Board and is now with AT&T working on the FirstNet project, welcoming her to the meeting and thanking her for all her years of service to the Board.

Returning to the recognition of the folks from Guilford Metro 911, Vice Chair Bone observed that he thinks it really shows the sense of community and teamwork and really provides a tremendous narrative for the back-up implementations, thanking them once again.

**2. Ethics Awareness/Conflict of Interest Statement**—Vice Chair Bone read the Ethics Awareness / Conflict of Interest statement printed in the agenda. No Board members indicated they had any conflicts or potential conflicts with matters coming before the Board today.

**3 Consent Agenda**—Mr. Taylor advised that no one had offered any additions or corrections to the draft minutes he circulated yesterday, so unless someone wished to offer any now, they would be accepted as presented. He then turned to the financials, providing account information for each of the accounts within the 911 Fund (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> page 1). He noted that, as expected, the first disbursement from the NG911 account took place this month.

Jeff Shipp made a motion to accept the Consent Agenda as presented, Eric Cramer seconded, and the motion carried unanimously.

**4. Public Comment**—Observing that this is something extremely important to, not only this Board, but any public body, Vice Chair Bone read the invitation for public comment printed in the agenda. No one present indicated they wished to speak, so Vice Chair Bone asked Mr. Taylor to move ahead with the Executive Director Report.

**5. Executive Director Report**

**a) 911 Board Staff Update**—Mr. Taylor said he was hoping to be able to announce our new PSAP Liaison staff member, filling the position vacated by David Dodd when he retired, but unfortunately things are moving at the proverbial "speed of government", and although he had hoped that HR would have notified the applicant yesterday so he could make the announcement today, such was not the case. He stressed that there are no problems with the appointment, just a slow process. He offered that three extremely qualified applicants were interviewed, making the selection process a difficult one, and he is confident the one selected will be an excellent addition to the staff. He added that he advised all of the applicants that there will be opportunities in the near future to apply for additional new positions in the technical arena and encouraged them to consider applying for one of those slots. Regarding the financial position, Mr. Taylor advised that we have not yet been able to find a good fit, so that position has been reposted.

**b) Chairman's PSAP Visit**—Recalling the strong commitment Chairman Boyette has made to this Board, Mr. Taylor reflected on how he has embraced that leadership role, participating in as many things as his schedule will allow. Mr. Taylor reminded everyone of the announcement last month that Chairman Boyette wanted to visit PSAPs, and reported on a visit both of them made to the Raleigh-Wake Emergency Communication Center last week. He related that Chairman Boyette was blown away with the data center portion of the PSAP, as well as everything else, commenting on how Dominick Nutter has done a great job there. Mr. Taylor said the visit lasted nearly two and a half hours, not just touring the center, but also discussing other issues, such as staffing, training, and back-up issues. He added that Mr. Nutter has offered to be a back-up center to any PSAP in the state, although he's yet to have had any takers on the offer. Mr. Taylor announced they will be going to visit the Wilson County PSAP next Friday afternoon, offering to provide the particulars to anyone who might wish to join them, while adding that Johnston County will be next on the list.

**c) Statewide PSAP Manager Meeting**—Mr. Taylor reminded everyone that the annual PSAP Manager conference will be coming up the week after next, October 4-6, at the Embassy Suites in Greensboro. He encouraged any Board members who can attend to “please, please, please” do so, saying it’s a great opportunity for Board members to interact with and get to know PSAP managers on a one-to-one basis and hear some very good comments. He explained staff tries to get as much information *from* the PSAP managers as they give *to* them in the way the meetings are formatted, in order to help us understand what our goals might be for next year. He also added that, as he’s mentioned before, a couple of speakers have been scheduled to address topics of concern to all of us: Jay English from the Department of Homeland Security to speak on cybersecurity, and Kim Clark from Arizona speaking on training and staff retention. Mr. Taylor mentioned that in addition, AT&T will have several people there to provide an in-depth look at the ESINet and the plan of what is going to be happening over the next couple of years regarding deployment of NextGen in NC.

**d) Grant Extension Requests**

**i) Catawba County**—Displaying onscreen a letter from Brian Drum, Catawba County 911 Communications Director, Mr. Taylor provided a little review of the grant the county received from the 911 Board last year, explaining that they have been delayed by radio system problems and are seeking an extension on the grant until December 31, 2017. Noting he had been staying abreast of their efforts, he offered the staff recommendation was to grant the extension request. Donna Wright made a motion to approve the extension, Slayton Stewart seconded, and the motion carried unanimously.

**ii) City of Rocky Mount**—Turning next to the request from City of Rocky Mount, Mr. Taylor displayed onscreen a letter from Allen Moore, the Communications Supervisor there. Mr. Taylor advised that this request concerns him a little bit, explaining that they, too, had received a grant last year, but they have been plagued with coordination problems and “get off the ground” problems—the result being that they’ve not gotten a lot accomplished in a year. He reported they have finally ordered the phone system, but as far as getting a building ready and all, they are not there.

Mr. Taylor reminded everyone that a couple of years ago the Board was roundly criticized by City of Rocky Mount for not awarding them a grant, and ultimately a funding reconsideration request was approved for them to address their concerns. Ironically, Mr. Taylor added, they didn’t spend that money during the year in which it was allotted to them, so they have now submitted another funding reconsideration request for this fiscal year, which staff just received on September 1<sup>st</sup>. He reflected that this is particularly disappointing because staff has worked so much on this particular effort, and now the city is asking for a grant extension until August 1, 2018 when the original contract set August 1, 2017 as the completion date.

Mr. Taylor offered that he doesn’t want to “say no to them”, but he wants to be sure that progress will be made; we’ve already lost a lot of time and virtually nothing has happened. He postulated that he doesn’t want to be sitting here next August looking at another extension request with no progress having been made, and asked if perhaps a closer deadline, maybe June 30<sup>th</sup>, would be more appropriate. He asserted that if he had to make a recommendation in the positive, that would be the longest he would recommend. He concluded, however, that is just his opinion, and he would welcome advice from the Board.

Vice Chair Bone observed he thinks the request does warrant some additional discussion. He acknowledged that he knows things come up when you’re dealing with a project, but we certainly need to hold grant recipients accountable and definitely not appear as if we’re just rubber stamping every request; it needs to be warranted and the issues need to be documented. Amy Ward agreed, observing that the letter itself doesn’t explain why there is a delay; it ends with the fact that they’ve made a purchase, so a commitment has been made, but why is it going to take until August of 2018? Mr. Taylor called attention to the second paragraph of the letter, noting it sounds to him like it is saying there is nobody committed to this project. He reiterated that it just concerns him that this particular project has taken so long and has gone nowhere, while we’ve encumbered money for quite a while that could be going to somebody else who would love to make good use of it.

Jeff Shipp interjected that he thinks June 30<sup>th</sup> is too long an extension; he’d like to see an update by the end of the year. Slayton Stewart asked, just for clarification, what happens to those funds if the deadline is not met, or whatever revised deadline we allow them? Mr. Taylor replied it reverts back to the Grant Fund, adding that

depending upon the situation, they might have to refund some of the funds they have spent. Donna Wright asked Mr. Taylor if they can reasonably be expected to get this done by June 30<sup>th</sup>, observing that he better understands the scope and details of the project than she. Mr. Taylor opined "Yes", explaining that he has seen folks make a commitment to projects similar to this and be successful, while adding "You just have to get up and do it."

Vice Chair Bone asked Mr. Taylor if the Board has ever denied any grant extension requests in the past. Mr. Taylor responded that to the best of his recollection the answer is "No," none have ever been denied. He hastened to add, however, they have always shown due diligence, shown that they are working on it and moving forward. He again stated that it concerns him that so little progress has been made on this project for the length of time that has passed, hypothesizing that it shouldn't take a year to hire a consultant. Heather Campbell asked if they have provided any updated project plans, spelling out what they plan to do now? Mr. Taylor replied they have provided a new timeline, observing at the same time, however, that they had an original timeline that they did not stick to. He added that the monthly updates he has received are basically carbon copies of one another simply stating "We're working on it," which Eric Cramer characterized as kicking the can down the road. Mr. Taylor agreed, observing there appears to be no sense of urgency to complete this project.

Chuck Greene asked for more information about the funding reconsideration request mentioned earlier in the discussion, saying it concerns him that they have not expended those funds, either, which doesn't incline him to want to grant them an extension, quite frankly. Ms. Wright asked if we could give them a deadline contingent upon certain parameters having to be met along the way, which generated a murmur of consensus among the Board members. She suggested we clearly state that we support their project, support their effort, want them to be successful, but we must be fiscally responsible, so they must demonstrate that progress is being made by meeting specific milestones as part of the process; if they are unable to do that, then no matter how much we want them to be successful, we will have no choice but to be done with them. John Moore asked if we could require them to provide additional reports between now and whatever deadline we decide upon, showing that they are tracking toward completion, perhaps at every other Board meeting. Ms. Wright said she would prefer requiring a report monthly and hold them accountable here, in front of this Board. She continued by observing we have given them what they need, we've given them the tool, now they need to stand up and be responsible. Ms. Campbell concurred, observing there are several other PSAPs that would love to have that money, that opportunity.

Mr. Taylor asked Tina Bone to confirm if they have a back-up plan in place, which she did, leading him to point out that this project, then, is not impeding their ability to be backed up. Ms. Bone affirmed that, relating that Nash County can receive, answer, and dispatch City of Rocky Mount 911 calls if needed. Mr. Taylor postulated he thinks it is very reasonable to ask them to appear before the Board monthly to provide progress reports on the project. Ms. Campbell asked if we could grant a short extension, then receive a report, and based upon what progress has been made, grant another extension, etc., so it's kind of like a two-stage approach. Mr. Taylor said he would be more inclined to recommend that we grant an extension until December 31<sup>st</sup>, with the caveat that they must report at the October and December Board meetings showing progress. He also noted that progress is not "We're thinking about it..." or "We're fixin' to...", progress is actually doing something. He offered that if they are making progress, then we could consider offering a further extension for maybe another ninety days. Mr. Shipp said that he agreed; that the extension issue *is* an issue!

Mr. Taylor related that when we first began accepting and awarding funding reconsideration requests, the funds awarded were distributed to the PSAPs as a portion of their monthly 911 fund disbursement, but about two years ago we changed that to where we now provide those funds only after the PSAP has actually expended money in accordance with the stated need within the request, adding that the funds are also only available for use during the fiscal year in which the reconsideration request is awarded. He stated that was perhaps the most disconcerting thing of all for him, because staff and the funding committee and the Board went through so much work in trying to help Rocky Mount with that reconsideration request, only to find out it wasn't used, and now they're applying for another. Mr. Greene observed that creates a snowball effect because the reconsideration request affects their five-year rolling average going forward, which Mr. Taylor affirmed.

Vice Chair Bone asked Marsha Tapler if, considering what they *have* spent some of their reconsideration request funds upon, she feels any level of confidence that they are moving forward. Ms. Tapler replied that the reconsideration request award was for \$127,573.00, but they only spent \$33,000 of it. She added that through the

last three months of the fiscal year she repeatedly reminded them that she hadn't received any invoices related to those funds, but she never received any response to those reminders. Vice Chair Bone then asked, "What is the pleasure of the Board?" Mr. Shipp suggested we could deny the extension and ask for them to report to the Funding Committee at its next committee meeting. Vice Chair Bone questioned whether that would be the appropriate avenue to utilize, since the Funding Committee is not the Grant Committee, etc. Observing that they have already missed the original deadline of August 1<sup>st</sup>, 2017, Ms. Campbell asked if we deny an extension, what happens? Mr. Taylor speculated that if the extension is denied, then the grant is ended.

Mr. Bradford interjected that the Board needs to do *something* today, to make some decision. He pointed out that the decision might be to table the request but not terminate the grant at this time, and then take it up either with a combination of committees or a single committee or some other action. He observed it is clear from the discussion that more information is desired, so at a minimum it seems necessary to provide that kind of direction to the grantee and give them the opportunity to reply and to demonstrate that they can meet those conditions. He postulated that that, in and of itself, is a tacit extension of the grant, so doing something along the lines of what has come up in the discussion today, whichever direction the Board decides to go, does constitute an extension and should be memorialized through an amendment to the grant contract itself. Vice Chair Bone opined that tabling it seemed like a good option.

Mr. Shipp made a motion to table the recommendation until it warrants enough importance for a City of Rocky Mount representative to appear before the Board. Mr. Bradford observed that although he is not allowed to amend the motion, he thinks that it is necessary to include in the motion and the record that the Board's understanding is that it does extend the term until such time as the representatives appear, make their presentation, and the Board takes further action. Vice Chair Bone asked if it would be helpful to have a date certain, and Ms. Campbell said she would like to specify the October meeting. Mr. Taylor advised that meeting will be on October 20<sup>th</sup>. Mr. Greene asked if the next Grant Committee meeting might be more appropriate than the next Board meeting. Mr. Taylor submitted that the entire Board should be involved, saying we're at the point now where it's a full Board issue, not a committee issue. Several other Board members around the table simultaneously concurred. Vice Chair Bone asked Mr. Shipp if he would be amenable to either rescind or adjust his motion to reflect these comments, and Mr. Shipp replied he would. Vice Chair Bone then asked if he would be amenable to tabling the motion until a date certain of the October Board meeting, and extending the grant until that time, pending further consideration and pending a presentation by representatives of Rocky Mount to document their due diligence to the Board. Mr. Shipp agreed, Mr. Greene seconded the amended motion, and without further discussion the motion was called and carried unanimously.

Mr. Shipp asked if he could make one further comment; he said that he feels sure the question of the reconsideration request will come up as well, so perhaps we should contact them to allow them to prepare answers to that question as well as the grant extension. Mr. Taylor offered that he thinks Ms. Tapler is trying to prepare their latest reconsideration request for review at the Funding Committee's October 10<sup>th</sup> meeting, and Vice Chair Bone said that he thought Mr. Shipp was referencing the reconsideration request that had already been approved. Mr. Taylor responded that that one was over; it ended at the close of last fiscal year. Vice Chair Bone then asked Mr. Taylor if, since they spent \$33K of that reconsideration towards a goal they did not meet, how are they accountable from a state standpoint on that expenditure? Before that was answered, Ms. Tapler interjected that the reconsideration request that will be coming before the Funding Committee for this year is going to be for \$267,944.00. Ms. Campbell hypothesized that there will be questions at the next Board meeting regarding both of those requests. Vice Chair Bone asked staff to relay those concerns to City of Rocky Mount.

Mr. Bradford offered the observation that it would be helpful to the Board to have more specific information about what the reconsideration requests included, both the former one and the new one, in order to understand whether there were things related to the grant project or not, what they were, and so on, so Board members will be better able to determine what accountability or questions they might want to follow up on. Vice Chair Bone asked Mr. Taylor to provide any such information he can to the Board ahead of time in preparation for that Board meeting.

**6. 911 Funding Committee**—Speaking in his capacity as Funding Committee Chair, Vice Chair Bone prefaced his detailed reports by observing the Funding Committee has had a busy month, but a very productive one.

**a) PSAP Funding Model Discussion and Statement**—Vice Chair Bone reported that the work session about the new funding model was very productive, with very good discussion. He said he very much appreciated the participation of all the Board members who attended who are not committee members, as well as the committee members themselves. Regarding the outcome of those deliberations, Vice Chair Bone advised the committee recommendation is to continue to use the current funding model, but focus on efficiency and procurement, and in conjunction with the Standards Committee and Education Committee, explore opportunities to train PSAP staff to develop a technology plan and refresh interval. He reflected that as Jeff Shipp said at the last Board meeting, we have the same amount of revenue coming in, and as Donna Wright stated at the work session, we do not need to make a big adjustment in the formula—we just need to focus on efficiency and keep it simple. He surmised we need to focus on the PSAP funding management rather than a new funding model, observing there is no “silver bullet.” He speculated that if we make sure we have the things in place for the best practices for procurement, that’s the ideal situation. He added that, as reported at the last Board meeting, the Funding Committee would like to pursue additional opportunities to establish caps and migrate purchasing to state procurement.

Vice Chair Bone offered that, in regards to trying to bring this discussion to closure and bring a recommendation to the Board, the Funding Committee developed a statement at the August 29<sup>th</sup> work session and approved at the September 19<sup>th</sup> Funding Committee meeting. Mr. Taylor then displayed the text of the recommendation onscreen (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf>, page 64). Referring to the displayed statement, Vice Chair Bone related that it is coming from the Funding Committee to the full Board as a recommendation, then read it aloud. He explained the committee offers this as a guiding principle concerning the new funding model; that we are not necessarily going to try to “reinvent the wheel”, but rather try to find efficiencies wherever we can. With that, he opened the floor to questions, and hearing none, asked Mr. Taylor if he wished to add any further narrative.

Mr. Taylor replied he did not—he’s just elated with the progress and the conversation during the discussion at the work session and with the participation at that work session, while observing it all underscores that this is not a bad funding model, if it’s just managed properly. He reflected that he thinks that is something that both Mr. Shipp and Mr. Greene have pointed out; it really is a good model, it’s just the management side that needs attention, the key to its success. He observed that looking at the back-up plan process and grant applications and technology replacement schedules, especially over the last couple of years, we have found room for management improvement at the local level, and that this Board in a leadership role can really strengthen that by helping local PSAPs. Mr. Taylor also pointed out that a good thing about the “five-year rolling average” is that it is simple to understand—it’s not complicated.

Chuck Greene interjected that he thought, sort of echoing Mr. Taylor’s comment, that the work session was very productive, giving us an opportunity to hash out a lot of issues, and personally he’s very pleased with where we ended up. He speculated that the key to all this, and one of the reasons we were even looking at the funding model, was that the “five-year rolling average” *as it was* really didn’t encourage cost savings or efficiencies, and he thinks that by adding in the factor that PSAPs are going to be measured now on a per-call cost is a big step forward. He intimated that we will soon be having those PSAP per-call costs reported at future meetings to hold PSAPs accountable for increasing their efficiencies. He concluded his remarks by stating, “I’m very pleased.”

Slayton Stewart asked, related to key performance indicators and best practices, what measures do we as a Board have at our disposal, or what actions can we take, if there are multiple PSAPs that seem to be well outside of an average performance level. Mr. Taylor said he would gladly refer that to Mr. Bradford, and Mr. Stewart added that the reason he asks is, that as we put these in place, if we don’t have any actionable steps to take, then we can talk a lot yet not be able to do anything.

Mr. Bradford responded that there are several directions that question can take, from the one extreme of mathematical algorithms (his personal view, but one which Mr. Taylor does not favor) to any number of other variables at the opposite extreme. He related that he and Mr. Taylor have been talking about this very topic for more that fifteen years, speculating upon what is the “perfect PSAP” or what is the image of a PSAP. He observed that from an IT perspective, that’s an easy discussion most of the time, but from a 911 center perspective, it is not so simple. He speculated that he thinks the bottom line answer is that the further consideration that the Board gives and the committees work on will derive what those key performance indicators

(KPIs) are. He added that those are yet to be determined, and he thinks the direction the Board is taking is going down that path to determine what KPIs should be used—which ones are reasonable, and do they differ based upon the PSAP's operation—noting that a PSAP which operates in one area may be different than a PSAP that operates in another, both serving their public. Mr. Bradford reflected that one of the themes we've "heard from everyone" is that service should be the same—regardless of where you are—the citizen should receive the same level of service. He advised that as the Board moves forward, looking at those KPIs, he thinks that determining how you actually measure that level of service will become more refined and the per-call cost will be a part of that. He offered that that is what he expects, but he thinks there is much more to be learned and quantified to the extent that it can be, while allowing for variability.

Asking Mr. Bradford to correct him if he's wrong, Mr. Greene observed he would see, for example, in the discussion we've just had about Rocky Mount, those types of measures, including per-call costs, are things we can look at to see if a PSAP should be awarded a grant extension or a reconsideration request. Mr. Bradford conceded that, while noting that the Board talks about a funding formula pursuant to the statute, and the statute identifies many factors that must be considered, followed by what lawyers call the "Savings Clause" at the end: "...and anything else the Board thinks is relevant." He explained that the Board has a lot of latitude here, but the decision has to be a rational one based on facts; as long as you do that, you're fine, but you can actually run afoul of that rule pretty easily, sometimes. Mr. Bradford opined this has been a long time coming, and there is probably a lot of discussion yet to be had.

Vice Chair Bone said, in trying to further answer Mr. Greene's question, that one of the things we are focusing on is the concept of caps, so in pursuing statewide contracts, and again not making anything mandatory, a statewide contract would establish a base amount, so if a PSAP chose to procure things through their own means, that baseline would limit (cap) our financial liability to the statewide contract amount.

Mr. Taylor took a moment to check with Andrew Grant to see if he had joined the meeting on the phone bridge. Mr. Grant advised he had, and began offering comments as the phone connection began breaking up. Vice Chair Bone and Mr. Taylor advised him of that, and Mr. Grant changed something on his end that cleared up the problem. Summarizing what he had said when the connection broke up, Mr. Grant offered that he appreciates everyone's comments and agrees with what everyone said about the data. Referring to the Funding Committee work session, he commented that he thinks we did some good work, and as Vice Chair Bone alluded to earlier, there really is not a "silver bullet", although he was really hoping and very optimistic that we would find one. He observed that what he saw from his perspective is that every model we looked at inherently, though not intentionally, had winners and losers, and achieving equity was going to be very difficult. Saying "to make a long story short," he affirmed that he supports the direction we are moving in.

Vice Chair Bone thanked him for his comments, and hearing no further, called the vote on the committee recommendation, which carried unanimously.

**b) Approval of Funds Transfer to PSAP Grant and Statewide 911 Projects Account—Vice**

Chair Bone explained the statutory requirement for remaining funds at the end of a fiscal to either be distributed to PSAPs or transferred to the grant fund. Mr. Taylor displayed onscreen the Funding Committee's recommendation for this year's transfer (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> page 66) as Vice Chair Bone read it aloud. Vice Chair Bone asked Mr. Taylor if he had further information to offer. Mr. Taylor replied that he wished he could give the Board a more exact number today, but the fiscal group at DIT is, like us, shorthanded and running behind. He noted he anticipates having the final exact amounts by next Friday, however, if not sooner. He offered that the other thing we will have to do, since we will be transferring more than \$3M, is *consider* lowering the 911 fee. He emphasized it is not a requirement that we *must lower* the fee, but it is a requirement that we *must consider* it. Mr. Taylor added that we can also change the percentage distributions between the CMRS and PSAP funds, as we did last year, rather than reduce the fee.

Hearing no further questions or comments, Vice Chair Bone called the vote on the committee recommendation, which carried unanimously.

**c) A911 Purchase Moratorium—**Stating that due to the current ESINet contract, executed on September 15<sup>th</sup>, funding new A911 contracts would be counter-intuitive, and that we do plan to begin adding

PSAPs to the ESINet in the first quarter of 2018, Vice Chair Bone reported that the Funding Committee recommends a moratorium on any future A911 contracts. He asked Mr. Taylor if he would add any further explanation to this recommendation, and Mr. Taylor replied the only thing he would add is that any contracts already in effect will not be affected by this recommendation; what we're looking at is not adding any additional systems. He explained that if PSAPs are at an end-of-life situation with their equipment right now, in need of an upgrade, then they would be considered prime choices for early connection to the ESINet and migration to hosted CPE, so entering into a five-year contract independent of connection to the ESINet would indeed be counter-intuitive. He added that upgrading those PSAPs to the ESINet would also assist in accelerating NG911 deployment across the state.

Donna Wright asked for confirmation that this vote is about "...the A911 part, not the CPE part," as Mr. Taylor has spoken before about hosted CPE not becoming available until 3-5 years from now. Mr. Taylor responded that's all intertwined, since A911 systems do usually include hosted CPE. Vice Chair Bone confirmed this vote is just on the A911 purchase moratorium. He then offered to entertain any further questions or comments, including those from folks on the phone, and hearing none, called a vote on the committee recommendation, which passed unanimously.

Reflecting that he probably should have done it prior to the vote, Mr. Taylor displayed onscreen a policy drafted by Mr. Bradford which offers a bit more detail, including principles the moratorium embraces, statutory directives supporting those principles, and a proposed policy (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> pages 69-70), and asked Mr. Bradford to elaborate upon it. Mr. Bradford related that some months ago he had drafted an A911 policy, and then as the ESINet contract rolled forward, revised it to become what is onscreen today. Stressing that this is just a draft, and has not been considered by committee, he offered that it is presented here more for information; to explain how the staff, himself included, looked at the moratorium voted upon at the last Funding Committee meeting. He added that there was also discussion at that committee meeting to revisit this in about six months, observing that part of the reasoning for that is directly related to anticipating moving forward quickly with the ESINet, but if that doesn't happen, we don't want PSAPs to be harmed. He further explained each of the bullet points in the proposed policy, stressing that he wrote this—Mr. Taylor didn't ask him to—so that it would provide Mr. Taylor authority to continue existing A911 service on a month-to-month basis for PSAPs making the transition to the ESINet without having to bring each instance before the Funding Committee for determination. Mr. Taylor reiterated this is not brought before the Board for any action—just for information—and that he suspects any feedback would be welcomed by the committee.

Referring to the portion of the second bullet point stating "A911 reimbursements from the 911 Fund will not be reduced, or increased, during the term of a [existing] contract for A911 service;" Chuck Greene asked how that might impact funding reconsideration requests from PSAPs that currently operate under an A911 contract. Mr. Bradford replied it means those costs are fixed, adding that they should be fixed because the contract is already in place.

**d) CPE Purchase Cap**—Vice Chair Bone reported that the Funding Committee is recommending a cap on hosted CPE purchase, insofar as, "...PSAPs be required to procure hosted CPE off of state contract or be reimbursed an amount not to exceed the cost of the state contracted CPE." Noting that CPE used to be an acronym for "Customer Premise Equipment," Mr. Taylor observed that it has morphed into meaning "Call Processing Equipment" instead, principally because of the advent of hosted solutions. He pointed out that the contract with AT&T is for "ESINet/hosted CPE", which means that they will offer hosted CPE solutions from two different vendors—Airbus and West—at the contracted price. He likened this to how the 911 Board encourages PSAPs to purchase fiber connectivity from DIT at the state contract price, but will pay up to the same amount if they elect to use an alternate provider; a PSAP will still have the option to purchase CPE from an alternate provider, but will only receive reimbursement up to the cost of the state contracted solutions. Mr. Taylor added that the hosted CPE will be paid for directly by the 911 Board from the NG911 Fund, so PSAPs will not have to contend with that billing or worry about maintenance expenses, etc. from local funds—it will all be handled by the Board through the contract with AT&T.

Vice Chair Bone asked for any further comments or questions, and hearing none, called the vote on the committee recommendation, which passed unanimously. Donna Wright asked that letters be sent to the PSAPs

regarding both the A911 purchase moratorium and the CPE purchase caps. Vice Chair Bone thanked her for that suggestion, adding that both announcements will be made in the weekly PSAP Manager newsletter as well.

## 7. 911 Grant Committee

a) **Request from Iredell County**—Grant Committee Chair Slayton Stewart reported that the 911 Board had received a request from Iredell County to reconsider its grant application, and advised that in response to that request, the Funding Committee met on Friday, September 15<sup>th</sup>, to discuss it and determine how to proceed. He offered that after the discussion, the committee crafted the recommendation being displayed onscreen, then read it aloud:

The Grant Committee recommends that the 911 Board deny Iredell County's request to reconsider its grant application for the following reasons: 1) the Board previously approved a second grant period for 2017 with awards to be made in early 2018; 2) grant applications are considered competitively and collectively, so reconsidering the application could set a precedent that is inconsistent with the competitive nature of the grant program; and 3) although the total grant funds available for the upcoming grants has been determined, the grant amounts requested by applicants are as yet unknown and therefore any award based on the previously rejected grant application prejudices the awards anticipated to new applicants.

Mr. Stewart then encouraged other Grant Committee members and Mr. Taylor, who also attended the committee meeting, to add any comments or observations they might have. Mr. Taylor advised he had included the complete email from Iredell County Manager Ron Smith in the agenda book, adding that he and Mr. Smith had spoken about it previously, as had Vice Chair Bone and Mr. Smith. Mr. Taylor related that as he explained to both Mr. Smith and to the Grant Committee, the request was to consider reconsideration of the grant application, not to review the application itself yet another time. He added that he did offer to both Mr. Smith and Candy Strezinski, as well as their consultant, Mission Critical Partners (MCP), that anything he or the 911 Board staff can do to assist them in tweaking their application they will be more than happy to do. Mr. Taylor related that Mr. Smith had said there was nothing they could do to improve the application. Mr. Taylor's response to that allegation was that there are, indeed, several things that could be improved upon to make the application stronger. Mr. Stewart added, just as a point of fact, that Mr. Smith had participated in the committee meeting over the telephone.

Vice Chair Bone opened the floor to further comment or discussion, and hearing none, called the vote on the committee recommendation, which carried unanimously.

8. **Education Committee Telecommunicator Certification Discussion**—Education Committee Chair Jimmy Stewart shared that the committee has been examining the charge it was given to investigate the possibility of requiring mandatory certification of telecommunicators in North Carolina. Prior to moving beyond the committee discussion, he said they thought it was a good idea to share their determinations with the Board to get its permission before going any further. Observing that he can speak from experience based upon his background in EMS, he stated that in making a certification mandatory, we have to specify the outline and the content of the educational material; we have to qualify instructors; we have to qualify delivery agencies; we have to decide upon what that certification will be, e.g. whether it will be purely a North Carolina certification or a hybrid in conjunction with already established certifications; what we may want; etc. He speculated we may have to form partnerships with some other agencies, such as community colleges for curriculum delivery, as well as qualify instructors who deliver other certifications, if we go that route. Mr. Stewart added we will also need to have a way to know who is certified; a way to maintain those records and keep track of those who are certified; to know who's responsible for monitoring to ensure compliance; to have a disciplinary process, as OEMS already does, in the event certifications must be revoked. He summarized that these are but some of the types of things we must be looking at if we're going to get into certification.

Mr. Stewart observed that statutory changes will definitely be required, both to make it mandatory and to spell out the attendant duties and responsibilities of the Board, but he doesn't believe it will be any different from any other states' experiences in enacting certifications, which many have done. He added that Mr. Bradford has discovered,

in performing extensive research on states that have done so, that there are myriad ways of enacting certifications—everything from basic 40-hour courses to 200-odd hour courses. Mr. Stewart reiterated that before stepping into that arena, the Education Committee wanted the Board to know what will be involved, and then get the Board's permission before pressing on to do it.

Vice Chair Bone asked how many states have any type of certification programs, and Mr. Bradford replied well over half the states have some form of what we're talking about here as certification, probably 70%. Vice Chair Bone asked if it is inherent to the concept of certification that it be mandatory, or could it be optional? Several members spoke up at once saying it's already optional now, to which he acquiesced. Mr. Bradford observed he thinks there is an important distinction to be understood, and that is that we are not talking about creating a licensing issue; there's a huge difference between licensing and certification. He added that, as Mr. Stewart indicated, the issues are understood widely by the committee in terms of what exists out there, the things that are necessary to create a program, the fact that statutory changes would be needed, etc. He pointed out that he noted in section 4 of the outline he provided for this agenda item in the agenda book, under Administrative Code, (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> pages 80-82), there is an italicized phrase about requesting legal counsel about what the administrative process is, noting that is something he would take on. He observed this would certainly necessitate rule-making which would follow the statutory changes, so there's a good bit of work ahead of us to undertake these things. Mr. Bradford further explained that certifications vary; in most places they are considered as a prerequisite to having a job, but not in all. He offered that in some settings, as long as a person is certified within a certain period of time, frequently a year, then that's fine, and there are also grandfather provisions in many state statutes, such as people who are currently employed not being subject to the certification requirement—it's encouraged, but not required. In sum, he said those are policy driven questions that will come up.

Vice Chair Bone thanked Mr. Bradford for his explanation, noting that he is concerned about how this will be implemented, particularly in a small, rural PSAP, if they were going through some personnel changes and lost several at one time; how would they train people and bring three or four people on at one time if they didn't have certification ahead of time? Addressing Mr. Taylor, he said he thinks the challenge in that scenario is that if you're sending people to be trained you still have to have people in the seats, performing the job. Mr. Taylor concurred, noting that about one third of our PSAPs are under the direction and control of a Sheriff, so that is already a requirement for them, observing that training in general, regardless of certification, presents that problem; somebody is out and you have to fill the seat and usually the person filling the seat is doing it in an overtime situation, and overtime funds are very limited. Noting we've had a lot of discussion over the years with this, he speculated that using the community college system to deliver the training prior to the person starting work would be the ideal goal; that way, the certification is in hand prior to them starting in their position. He acknowledged there are a whole lot of these kinds of issues that we've got to look at, but he doesn't want to spend a whole lot of time on nothing but a lot of talking, and adding that this kind of certification is going to raise the professionalism and the recognition of telecommunicators, something way past due. He surmised that the committee is looking for direction, because this will take a lot of time.

Chuck Greene interjected that having some experience with opening up the 911 statute over at the General Assembly (GA), that can be a troubling exercise causing unintended consequences. Acknowledging he doesn't know all the history behind this, he noted we are talking about regulating individuals rather than regulating PSAPs, and wondered if, short of statutory changes, we could do something with the standards, such as, for example, requiring that in their standards reviews PSAPs would be required to have, say, 50% of their staff with less than a year's service trained, escalating to 100% for those with five or more years' experience, or something like that, placing the onus on the PSAP rather than the individual. Mr. Bradford demurred that, no, it would still take a statutory change, adding that is one of the reasons he thinks the committee, which has put a lot of time in this, wanted to come to the Board and sort of forecast the direction it sees based upon its understanding, to make sure it's going in the right direction. Saying he didn't want to speak for anyone on the committee, he asserted he thinks it is fair to recognize that it's usually not a good idea to have a committee meeting and talk about making changes when its governing body hasn't really taken that position.

Donna Wright asserted it is going to be controversial—there will be a lot of fighting, nasty comments made to the Board and the Education Committee—because that is just unfortunately what happens when you change peoples' worlds from what they know and are accustomed to. She added that even as rural as her center is, she starts

training new employees on day one with a national certification program; they do not hit her communications floor without being certified as an emergency telecommunicator, an EMD, and an EFD. She acknowledged that's rare for a small PSAP, but she also understands we can't afford to put people in these positions without the proper knowledge base; it's no longer just sitting somebody down in a seat and saying "monkey-see, monkey-do"—it doesn't work like that anymore. She revealed that's the way she was trained—she knows what it was like—and that's why she's so passionate about the way she trains today. She further asserted, however, that it is a value she thinks we must invest on the front end before we ever put them on the floor today.

Vice Chair Bone interjected that although he agrees with Mr. Taylor that precertification prior to employment is the ideal solution, and while he applauds Nash County for going out and doing that, we all know that the ideal is not always realistic, so there will need to be other mechanisms; backfilling empty seats because people are away in training is an issue. He reflected that is something he has advocated for in the past—that we need to have some type of consideration for that overtime. While admitting he knows that would require a statutory change, he posited that if we are requiring that certification, and someone must work for the person receiving the training, if we don't provide some mechanism to allow for that overtime for that backfill, it's an unfunded mandate, and as a county manager he does not like unfunded mandates.

Mr. Taylor observed these are areas we are very much aware of, and as Ms. Wright has already stated, it will be controversial—just having a conversation about it can become very controversial! Addressing Mr. Greene, he admitted he does *not* want to touch the statute, but at the same time, if we're going to move forward, we've got to find a mechanism that does make certification a requirement. He mentioned that Jeff Shipp has speculated to him on many occasions that perhaps some sort of funding mechanism could be established through the grant process, although that would obviously require much more thought and discussion. He pointed out that such a use would qualify as enhancing the 911 system, but we'd definitely have to sit down and do some work on that with Mr. Bradford; it's just an idea, a possibility. Ms. Wright speculated that considering every aspect of this in detail will likely evolve into a minimum of a five or six-year project—a long process.

Mr. Taylor shared an anecdote about recently coming across a piece of memorabilia during his move from New Bern to Raleigh: a saved New Bern newspaper clipping from 1998 or 1999, when the annual NC APCO/NENA conference was held there, and the big topic was telecommunicator certification and training. He observed that's how long this has been going on, and we're probably nowhere closer today than we were then.

Noting that he thinks this is a great idea and a good way to move forward, Mr. Greene observed that if we look at requesting statutory change, we need to get in front of legislators about it now, citing how much furor arose over adopting the standards at the tail end of that process: "The Board's considering these standards—you gotta stop 'em!", even though it had been in the works, and public, for years. He contended that communicating with the people at the General Assembly now versus later is going to be vital to the success of the effort. Mr. Taylor observed that's part of the reason the recommendation from staff to the committee and from the committee to this Board, so we can do that with the knowledge and the blessing, if you will, of the 911 Board, so we can get out there and be proactive. He reflected that it's going to take time, we're going to have to build some alliances, and it will probably be one of the hardest things the Board has ever accomplished. He said the main thing he and the committee are looking for is, let's not spend more time *talking* about it, let's start *doing* something about it.

Vice Chair Bone asked Mr. Taylor if what was displayed onscreen is the recommendation coming from the education committee (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> page 83), and Mr. Taylor replied it was. Vice Chair Bone then read it aloud, noting it doesn't establish a timetable per se but just to give general blessing to move forward toward that goal. Mr. Stewart agreed, saying it gives the committee permission to start those conversations and collaborations. Vice Chair Bone then asked if there were any further questions or comments. Greg Hauser, participating over the phone, spoke up to say the Fire Service supports this 100%, and is willing to assist in any way possible as we move forward.

Vice Chair Bone rhetorically asked how we will roll this out, knowing it will be controversial and contentious—is there any way to soften the blow a little bit? Mr. Taylor replied the committee has already done a lot of work reviewing nationally recommended standards with different private companies as well as the Sheriffs' Training and Standards to see who has what, where there is duplication, that type of thing—which he thinks is a good first step—but now we need to take those differences and sit down with those particular stakeholders and see what

common ground we can find. He continued by saying he doesn't want to exclude any agency or company, relating that he was part of the national effort to create the national minimum training standards, which took six years, and assuring everyone there were many bloodbaths in the process. He surmised that after going through that process in this case, having those stakeholder conversations and hammering out the problems, *then* we could possibly take it to the GA, but to try to do that before having those conversations would be shooting ourselves in the foot and doing nothing but setting ourselves up for failure.

Jeff Shipp said he supports the initiative, and he thinks it would be great if the Education Committee could begin developing a set of talking points, both positive and combative or defensive to any negative comments so we would all be on the same page and talking the same language in advance of any proposed statutory changes. Vice Chair Bone agreed, saying he thinks we would need to be proactive, and asked if we are prepared to formally discuss this at the upcoming PSAP Manager conference. Mr. Taylor demurred, saying he didn't think so, but Mr. Stewart said he thinks we could informally address it, telling them we're starting the process and if they have any comments we can go ahead and start collating them. Vice Chair Bone opined he's pretty sure it will come up, so the more we can do to help frame it on the front end will be helpful. Mr. Shipp offered that he does agree with Vice Chair Bone's comments and concerns, however, he does look forward to one network with collaborative efforts where we can work with one another to help with staffing issues and so forth.

Vice Chair Bone asked if there were further comments or questions, and hearing none, called the vote on the committee recommendation, which carried unanimously.

**9. NG911 Project Discussion**—Technology Committee Chair Jeff Shipp opened his comments by reassuring the Board and the PSAP community that we are on schedule, and he feels confident with where we stand, are aware of some of the challenges that are ahead of us, and are on track, with staff doing a great job of keeping us so. He added he looks forward to the committee's meeting next week.

**a) GIS RFP**—Mr. Shipp advised the GIS RFP is with procurement right now, and is expected to be released within a matter of days. He reported a team of subject matter experts for this RFP, just as with the previous RFP, has been assembled, including representatives of NC DOT and CGIA, and all are looking forward to moving ahead.

**b) ESINet / Hosted CPE Timeline**—Mr. Shipp reported that staff has met with AT&T, that the effective date of the contract was Friday, September 15<sup>th</sup>, and that a project manager has been assigned who will, along with Mr. Taylor, make a presentation at the NC APCO/NENA Annual Conference this Sunday and at the PSAP Manager conference coming up in Greensboro as well. He said he again wishes to reassure the Board and the PSAP community of the team's commitment and dedication and its plans for moving ahead with these projects. He offered that one of the priorities at the upcoming Technology Committee meeting will be to discuss the vetting or implementation schedule as it relates to the ESINet, and maybe the deployment schedule—who will be considered first and how we're going to direct those issues as well. He then invited Mr. Taylor to offer any additional comments he might have.

Mr. Taylor expressed appreciation for the words of reassurance that the project is continuing to move at a very rapid pace, as well as for all the work Jesus Lopez, DIT's project manager (as well as the point of contact with AT&T at this time), has put into it. Mr. Taylor further assured everyone that we are still looking at deployment of PSAPs in the first quarter of 2018, and encouraged any PSAPs that are approaching end-of-life to let the Board know about it, as one of the discussions at next week's Technology Committee meeting is going to be about scheduling PSAPs to deploy. He added that AT&T is very excited about it, is looking forward to getting things moving, and is looking forward to receiving the deployment schedule so they can go ahead and start planning. He noted that several likely candidates for early deployment are outside of the AT&T footprint, but AT&T is eager to demonstrate that will be a non-issue; PSAPs need not worry about being located in a different provider's service area—the only qualifications we will be looking at are, "Who needs it right now, who can we help, and who will benefit the most."

Mr. Shipp asked if Mr. Taylor had expected the furor which followed the recent news release regarding this project, and Mr. Taylor replied it had come as a complete surprise to him, partly because it had been in the pipeline for a long time. He reflected, however, that it shouldn't have been a surprise, since it impacts not only

state government, but every municipal and county government in the state as well. He said that the questions he hears most frequently are, "How much is it gonna cost? What's it gonna do, i.e. what is the benefit?" and "How quick is our county (city, locality) going to be deployed?"

## 10. Standards Committee

**a) Update on PSAP Reviews**—Standards Committee Chair Donna Wright reported that since the last Board meeting peer review teams have completed three additional PSAP peer reviews: Vance County, Charlotte-Mecklenburg, and Surry County. She advised several more are coming up within the next month, and later in October they will actually be reviewing her PSAP, as well as offering a second round of peer review training on that occasion. Ms. Wright observed the reception from PSAPs has been very welcoming. Tina Bone concurred, observing that when the teams first arrive on site the PSAP personnel are, understandably, a bit nervous, but once they learn that the team is there to help, not harm, the atmosphere become more relaxed. Ms. Bone added that although several more reviews have been scheduled, she has not necessarily been able to find available peer reviewers for all of them, so it is an ongoing process. Mr. Taylor interjected that fourteen PSAP reviews have been completed, with eleven scheduled, postulating that having twenty-five either done or near to being done is an unbelievable amount of progress since July 1<sup>st</sup>. He expressed his appreciation to Ms. Bone for having fit all of this scheduling and these reviews into her already overburdened list of responsibilities. Ms. Wright noted that the biggest concern is recruiting reviewers—she needs more reviewers among whom to "spread the wealth" of reviews, to balance reviewers with their everyday jobs. Ms. Bone added that most of the currently trained/approved reviewers are from the central part of the state, and she has used them a lot outside of their home territory, which she would prefer not to do, so she's trying to recruit from other parts of the state as well. She also noted that a couple of reviewers who attended the initial training sessions have yet to perform any reviews. She pointed out that the two new reviewers whom the committee hopes the Board will approve later in today's meeting are from more western counties. Ms. Wright took advantage of that comment to segue into that approval process, asking Ms. Bone to proceed with that.

### b) Approval of Peer Reviewers

**i) Caleb Dispenza (Madison County)**—Ms. Bone explained that Mr. Dispenza, the assistant director of the Madison County PSAP, worked in Charleston, SC, for a while before moving to Madison County. She advised he is fluent in technology and PSAP operations, among many other strong suits, and the Standards Committee voted and approved of his becoming a peer reviewer, pending Board approval.

**ii) Del Hall (Stokes County)**—Ms. Bone also gave Del Hall, the PSAP director for Stokes County, high marks for his twenty-six years of service dedicated to 911, noting he has a wealth of certifications earned during those years, too. She admitted, somewhat tongue-in-cheek, actually soliciting him to become a peer reviewer at the same time she was asking him if he would let his PSAP be reviewed without a ninety-day notice! He replied he would, provided his county manager gave his blessing, which he did. Ms. Bone also noted that Mr. Hall currently serves on the NC NENA Executive Committee as well. She advised the Standards Committee is recommending him to the Board for approval along with Mr. Dispenza. Vice Chair Bone added that Mr. Hall also serves on the 911 Board Funding Committee as well.

Vice Chair Bone opened the floor to discussion about the committee recommendation, and hearing none, called the vote, which carried unanimously. He asked Ms. Wright if she had anything else to report, and she replied yes, the committee had reviewed the list for refresh of PSAP equipment that was discussed at the Funding Committee work session, and hopefully will be able to present a recommendation to the Board at its next meeting. Vice Chair Bone expressed his thanks to both the Standards Committee and all the peer reviewers for having completed so much work in such a short period of time, acknowledging it has taken PSAP managers out of their PSAPs, out of their counties, and how much he appreciates all those efforts. He also noted how gratifying it is to see the various committees of the Board collaborating with one another.

**Other Items**—Jimmy Stewart took a moment to reflect on the Duke Life Flight helicopter crash in Perquimans County on September 8<sup>th</sup>, which killed flight nurses Kris Harrison and Crystal Sollinger, as well as pilot Jeff Burke and patient Mary Bartlett. He reported the crew members and pilot were transported back to Durham escorted by two dozen units of Duke Life Flight ground crews, the North Carolina Highway Patrol, and

various Law Enforcement and EMS agencies. At each overpass EMS, Rescue, Fire, and Law Enforcement units were posted, rendering honors and respect to those who have fallen, and acknowledging the loss we all feel. Mr. Stewart added that the NC Association of Rescue and EMS (NCAREMS) also salutes those who have fallen, and he asked everyone to remember these responders, the patient, their families, and those in the public safety community who grieve for them, in their thoughts and prayers.

Mr. Taylor said he wanted to add one personal note, observing that Danette Jernigan's boyfriend is also a nurse with Duke Life Flight, and Mr. Taylor's very first thought when he learned of the crash was to determine if her boyfriend had been involved. Although safe, both he and Danette have been through a lot in contending with this tragic loss, and Mr. Taylor thanked Mr. Stewart for this recognition.

**Adjourn**—Vice Chair Bone adjourned the meeting at 12:18 PM.

DRAFT



# ATTACHMENT 8

Mike Reitz

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**From:** ncpsapmanagers@googlegroups.com on behalf of Taylor, Richard  
<richard.taylor@nc.gov>  
**Sent:** Friday, September 29, 2017 8:57 AM  
**To:** ncpsapmanagers@googlegroups.com  
**Subject:** 911 Board Newsletter

## NC 911 Board Newsletter

### Moratorium On A911 Purchases

At the September 22, 2017 911 Board meeting, the Board voted to institute a moratorium on any new purchases of "A911 Systems" effective immediately. The reasoning behind their decision was the fact that AT&T has started building the NG911 ESINet, and A911 with related expenses limit the potential use of the Board's NG 911 network, contract, and therefore success of the Board's enhancement of NG 911 capabilities. Also, realizing and achieving goals of funding NG 911 and other statewide initiatives. If you have questions, please contact Richard Taylor at Richard.taylor@nc.gov.

### Purchasing Cap On Hosted CPE

At the same meeting the Board voted to require the procurement of hosted CPE through state contract or be reimbursed at an amount not to exceed the cost of the state contracted CPE if purchased outside of the contract. This again is part of the AT&T contract that offers Viper CPE from West or Vesta CPE from Airbus. Selecting either CPE through the state contract means the PSAP will no longer be invoiced for CPE and the cost will be paid directly by the 911 Board.

Both of these decisions will be discussed in greater detail next week at the PSAP Manager's meeting in Greensboro. Also, the AT&T team will be at the meeting Wednesday, Thursday & Friday to present the ESINet implementation strategy and to have one-on-one discussions with PSAP managers. The 911 Board staff is currently seeking PSAPs who would like to sign-up to be on the ESINet and/or sign-up for hosted CPE. You can do one or the other individually or you can opt to do both. Again, more details will be available at the PSAP Managers Meeting.

### PSAP Managers Meeting

The annual statewide PSAP Managers Meeting begins Wednesday, 10/4 in Greensboro. This year extra time has been added so we will begin at 1:00pm on Wednesday and end at 12:00noon on Friday. One of the highlights for this year's

conference is Kimberly Clark with the Maricopa, AZ. Police Department who will do a 4 hour session on Staffing & Scheduling. This class has gotten great reviews and we're excited for her to bring it to North Carolina. I just got word this morning from Jay English with the Department of Homeland Security, that he is being deployed to Puerto Rico next week for Hurricane Maria support and will not be able to do his presentation on 911 Cyber Security. Hopefully we can reschedule him for some time next year since his presentation is really awesome. And as mentioned above, there will be lots of discussion on the statewide NG-911 network and all things NG. It should be 3 days packed with information and networking.

Thanks,  
**Richard Taylor**  
Executive Director, North Carolina 911 Board  
NC Department of Information Technology

919-754-6624  
[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)

[it.nc.gov/nc911board](http://it.nc.gov/nc911board)



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You received this message because you are subscribed to the Google Groups "NC 911 PSAP Managers Group" group.

To unsubscribe from this group and stop receiving emails from it, send an email to [ncsapmanagers+unsubscribe@googlegroups.com](mailto:ncsapmanagers+unsubscribe@googlegroups.com).

To post to this group, send email to [ncsapmanagers@googlegroups.com](mailto:ncsapmanagers@googlegroups.com).

Visit this group at <https://groups.google.com/group/ncsapmanagers>.

To view this discussion on the web visit

<https://groups.google.com/d/msgid/ncsapmanagers/CY1PR09MB10346D345371E6FFD48E3FCAF37E0%40CY1PR09MB1034.namprd09.prod.outlook.com>.

For more options, visit <https://groups.google.com/d/optout>.

# ATTACHMENT 9

## Chatham County A911 Project Timeline

December 4, 2014 – A911 Motorola contract signed

January 28, 2015 – project kickoff meeting

February 18, 2016 – Vesta CPE / Wireless Communications Inc. contract signed

Summer 2016 – discussions with Marsha Tapler regarding Vesta equipment, Intrado contract and fiber connections through DIT for this A911 phone system upgrade

August 2016 – CPE equipment delivered to Wireless Communications and is ready for install

Summer / fall 2016 – delays and issues getting quotes on fiber connections

Late October 2016 – conference call to re-start this project

December 7, 2016 – request to Marsha Tapler for quote for fiber connection through DIT

December 14, 2016 – request to Marsha Tapler for an update on the quote

January 19, 2017 – request to Marsha Tapler for an update on the quote

January 30, 2017 – request to Marsha Tapler for an update on the quote

February 17, 2017 – request to Marsha Tapler for an update on the quote

February 20, 2017 – response from Marsha Tapler regarding quote

March 6, 2017 – fiber circuit through DIT is ordered

April 2017 – back-up PSAP is flooded

May 1, 2017 – fiber circuit through DIT is installed

Spring / summer 2017 – water remediation at the back-up PSAP

Fall 2017 – new 911 Director hired (August), project is re-started after back-up PSAP flood

November / December 2017 – Vesta training for staff

December 2017 – delays with CenturyLink, unable to cutover

February 1, 2018 – cutover to A911 network

# ATTACHMENT 10

## Denise Suits

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**From:** Gwen Snowden  
**Sent:** Tuesday, July 12, 2016 3:01 PM  
**To:** Denise Suits  
**Subject:** FW: Next Gen

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**From:** Tapler, Marsha [mailto:marsha.tapler@nc.gov]  
**Sent:** Tuesday, July 12, 2016 12:15 PM  
**To:** Gwen Snowden  
**Cc:** Mason, Karen  
**Subject:** RE: Next Gen

Hello Gwen,

The since the Vesta is phone equipment, it would be listed as such on the budget: equipment and/or maintenance

Let me know if this is not answering your questions.

Thanks,

*Marsha*

*Marsha Tapler  
Financial Analyst, North Carolina 911 Board  
NC Department of Information Technology  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
[www.nc911.nc.gov](http://www.nc911.nc.gov)*



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**From:** Gwen Snowden [mailto:gwen.snowden@chathamnc.org]  
**Sent:** Tuesday, July 12, 2016 9:26 AM  
**To:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Cc:** Mason, Karen <karen.mason@nc.gov>  
**Subject:** RE: Next Gen

Marsha and Karen,

I have a better understanding what she is asking – we are upgrading to the Vesta phone system. The cost is a little over 221,000. Where does that get coded for the budget we turn into you all.

Gwen

---

**From:** Gwen Snowden  
**Sent:** Monday, July 11, 2016 4:16 PM  
**To:** 'Tapler, Marsha'  
**Subject:** Next Gen

Marsha,

Can you help with a question my director has asked of me.  
Next Gen – how is that to be coded in the budget and where would it go?

I hope this question makes sense!

Thanks,

Gwen B. Snowden  
Chatham County Emergency Operations  
Interim Communications Director  
P.O. Box 613 / 297 West Street  
Pittsboro, NC 27312  
Contact information: Work - 919-545-8160  
Fax - 919-542-2498  
Email - [gwen.snowden@chathamnc.org](mailto:gwen.snowden@chathamnc.org)

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## Denise Suits

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**From:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Sent:** Wednesday, July 20, 2016 11:48 AM  
**To:** Gwen Snowden  
**Cc:** Denise Suits  
**Subject:** RE: Fiber Connection

Hello Gwen,

In order to be funded, you must get a quote from Dept. Information Technology first. Please review the approved use of funds list for more details. If you have questions, let me know.

Thanks,

Marsha

Marsha Tapler  
Financial Analyst, North Carolina 911 Board NC Department of Information Technology  
919.754.6344 office  
marsha.tapler@nc.gov  
www.nc911.nc.gov

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-----Original Message-----

From: Gwen Snowden [mailto:gwen.snowden@chathamnc.org]  
Sent: Wednesday, July 20, 2016 11:23 AM  
To: Tapler, Marsha <marsha.tapler@nc.gov>  
Cc: Denise Suits <denise.suits@chathamnc.org>  
Subject: Fiber Connection

Marsha,

We are getting Vesta equipment installed and will need a second network connection put in from our primary center to the backup center.

Can we use 911 money to cover the cost?

Thanks,  
Gwen

---

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## Denise Suits

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**From:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Sent:** Friday, July 22, 2016 12:18 PM  
**To:** Denise Suits  
**Subject:** RE: CHATHAM RE: Question

Have you already signed with Intrado? I've reviewed so many invoices and contracts lately, I cannot remember.

*Marsha*

*Marsha Tapler  
Financial Analyst, North Carolina 911 Board  
NC Department of Information Technology  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
[www.nc911.nc.gov](http://www.nc911.nc.gov)*



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**From:** Denise Suits [mailto:denise.suits@chathamnc.org]  
**Sent:** Friday, July 22, 2016 12:10 PM  
**To:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Subject:** RE: CHATHAM RE: Question

They are in the process I think. I know they are going to go through DIT

---

**From:** Tapler, Marsha [mailto:marsha.tapler@nc.gov]  
**Sent:** Friday, July 22, 2016 8:53 AM  
**To:** Denise Suits  
**Subject:** CHATHAM RE: Question

Good morning Denise,

In order for fiber to be eligible, you need to go through DIT to get a quote. Has this been done?

Thanks,

*Marsha*

Marsha Tapler  
Financial Analyst, North Carolina 911 Board  
NC Department of Information Technology  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
[www.nc911.nc.gov](http://www.nc911.nc.gov)



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**From:** Denise Suits [<mailto:denise.suits@chathamnc.org>]  
**Sent:** Thursday, July 21, 2016 2:14 PM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Subject:** Question

Hey Marsha,

I have a question about the Fiber point to point connection that is new on the list of eligible expenditures. We currently have an Ethernet connection between our main EOC and our backup center. We are in the process of getting VESTA (Next Gen) and intrado requires us to have two lines. Will 911 pay for both of the lines.

Thanks for your assistance!!

Denise

Denise Suits  
Chatham County Emergency Operations  
Admin Support II  
297 West St/PO Box 613  
Pittsboro NC 27312  
919-545-8163 Phone  
919-542-2498 Fax

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## Denise Suits

---

**From:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Sent:** Friday, July 22, 2016 8:53 AM  
**To:** Denise Suits  
**Subject:** CHATHAM RE: Question

Good morning Denise,

In order for fiber to be eligible, you need to go through DIT to get a quote. Has this been done?

Thanks,

*Marsha*

*Marsha Tapler  
Financial Analyst, North Carolina 911 Board  
NC Department of Information Technology  
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[www.nc911.nc.gov](http://www.nc911.nc.gov)*



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**From:** Denise Suits [mailto:denise.suits@chathamnc.org]  
**Sent:** Thursday, July 21, 2016 2:14 PM  
**To:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Subject:** Question

Hey Marsha,

I have a question about the Fiber point to point connection that is new on the list of eligible expenditures. We currently have an Ethernet connection between our main EOC and our backup center. We are in the process of getting VESTA (Next Gen) and intrado requires us to have two lines. Will 911 pay for both of the lines.

Thanks for your assistance!!

Denise

Denise Suits  
Chatham County Emergency Operations

Admin Support II  
297 West St/PO Box 613  
Pittsboro NC 27312  
919-545-8163 Phone  
919-542-2498 Fax

---

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# ATTACHMENT 11

Mike Reitz

---

**From:** Chris Johnson  
**Sent:** Tuesday, March 07, 2017 8:15 AM  
**To:** Janet Scott  
**Subject:** FW: Chatham RE: T04  
**Attachments:** 02212017 Chatham Co Emergency Operations P2P.docx; UPDATED DIT PSAPs Site Demographics CUSTOMER (003).xlsx

**Importance:** Low

Chris Johnson  
Chatham County MIS  
Network Engineer  
[Chris.johnson@chathamnc.org](mailto:Chris.johnson@chathamnc.org)  
919-545-8383 work  
919-548-2174 mobile

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**From:** Tapler, Marsha [mailto:[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)]  
**Sent:** Wednesday, February 29, 2017 12:35 PM  
**To:** Chris Johnson  
**Cc:** Darlene Yudell  
**Subject:** [BULK] RE: Chatham RE: T04  
**Importance:** Low

Hello Mr. Johnson,

Please find letter and spreadsheet attached reflecting the quoted price for the backup P2P connection. The spreadsheet from DIT is used as my "quote" for each PSAP. Let me know if you need anything further.

Thank you,

*Marsha*

*Marsha Tapler*  
*Financial Analyst, North Carolina 911 Board*  
*NC Department of Information Technology*  
*919.754.6344 office*  
*[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)*  
*[www.nc911.nc.gov](http://www.nc911.nc.gov)*



Nothing Compares

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**From:** Chris Johnson [mailto:chris.johnson@chathamnc.org]  
**Sent:** Wednesday, February 22, 2017 8:13 AM  
**To:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Cc:** Darlene Yudell <darlene.yudell@chathamnc.org>  
**Subject:** RE: Chatham RE: T04

Please send me the letter. I will try to pass that along to finance and hope that it is sufficient. I need to try something asap. This vendor has been trying to install the current system for over 6 months now.

Thank You,

Chris

Chris Johnson  
Chatham County MIS  
Network Engineer  
[Chris.johnson@chathamnc.org](mailto:Chris.johnson@chathamnc.org)  
919-545-8383 work  
919-548-2174 mobile

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---

**From:** Tapler, Marsha [mailto:marsha.tapler@nc.gov]  
**Sent:** Tuesday, February 21, 2017 4:22 PM  
**To:** Chris Johnson  
**Cc:** Darlene Yudell  
**Subject:** RE: Chatham RE: T04

Mr. Johnson,

We do not get quotes since we have a contract with the vendor. Let me know if you can use a letter from the Board as documentation.

Thank you,

*Marsha*

*Marsha Tapler  
Financial Analyst, North Carolina 911 Board  
NC Department of Information Technology  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
[www.nc911.nc.gov](http://www.nc911.nc.gov)*



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**From:** Chris Johnson [<mailto:chris.johnson@chathamnc.org>]  
**Sent:** Tuesday, February 21, 2017 10:03 AM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Cc:** Darlene Yudell <[darlene.yudell@chathamnc.org](mailto:darlene.yudell@chathamnc.org)>  
**Subject:** RE: Chatham RE: T04

Thanks for the update Marsha, but for our finance department, we need an official quote. Do I need to resend the T-04?

Thank You,

Chris

Chris Johnson  
Chatham County MIS  
Network Engineer  
[Chris.johnson@chathamnc.org](mailto:Chris.johnson@chathamnc.org)  
919-545-8383 work  
919-548-2174 mobile

"In keeping with the NC Public Records Law, e-mails, including attachments, may be released to others upon request for inspection and copying"

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**From:** Tapler, Marsha [<mailto:marsha.tapler@nc.gov>]  
**Sent:** Monday, February 20, 2017 5:34 PM  
**To:** Chris Johnson  
**Cc:** Darlene Yudell  
**Subject:** Chatham RE: T04

Hello Mr. Johnson,

I apologize, but I thought you were given the quoted information. Are you referring to the connection? The quote was \$754 monthly.

Respectfully,

*Marsha*

*Marsha Tapler  
Financial Analyst, North Carolina 911 Board  
NC Department of Information Technology  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)*



Nothing Compares

*Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.*

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**From:** Chris Johnson [<mailto:chris.johnson@chathamnc.org>]  
**Sent:** Friday, February 17, 2017 3:27 PM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Cc:** Darlene Yudell <[darlene.yudell@chathamnc.org](mailto:darlene.yudell@chathamnc.org)>  
**Subject:** RE: T04

Marsha,

I received an email today from our vendor regarding an installation that is still pending due to this connection being delayed. Can you contact me at your convenience so we can discuss this? I understand that 911 funds "have" to be diverted through this path now, but it is creating a huge bottleneck.

Best Regards,

Chris

Chris Johnson  
Chatham County MIS  
Network Engineer  
[Chris.johnson@chathamnc.org](mailto:Chris.johnson@chathamnc.org)  
919-545-8383 work  
919-548-2174 mobile

"In keeping with the NC Public Records Law, e-mails, including attachments, may be released to others upon request for inspection and copying"

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**From:** Chris Johnson  
**Sent:** Monday, January 30, 2017 8:18 AM  
**To:** [marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
**Cc:** Darlene Yudell  
**Subject:** RE: T04  
**Importance:** High

Marsha,

Can you please email or call me ASAP with an update on this? This is URGENT.

Best Regards,

Chris

Chris Johnson

Chatham County MIS  
Network Engineer  
[Chris.johnson@chathamnc.org](mailto:Chris.johnson@chathamnc.org)  
919-545-8383 work  
919-548-2174 mobile

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**From:** Chris Johnson  
**Sent:** Thursday, January 19, 2017 1:02 PM  
**To:** [marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
**Subject:** RE: T04

Marsha,

Any update on the T04 that I sent in?

I checked my spam and junk folder hoping that I had just missed it... and its possible that our spam firewall caught something and I haven't received it yet...

Thank you in advance.

Best Regards,

Chris

Chris Johnson  
Chatham County MIS  
Network Engineer  
[Chris.johnson@chathamnc.org](mailto:Chris.johnson@chathamnc.org)  
919-545-8383 work  
919-548-2174 mobile

"In keeping with the NC Public Records Law, e-mails, including attachments, may be released to others upon request for inspection and copying"

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**From:** Chris Johnson  
**Sent:** Wednesday, December 14, 2016 11:40 AM  
**To:** [marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
**Cc:** Darlene Yudell  
**Subject:** T04

Marsha,

I would like to check on the T04 that I entered on the 7<sup>th</sup>. Can you offer a status on the quote please?

Thank You,

Chris

Chris Johnson  
Chatham County MIS  
Network Engineer

Chris.johnson@chathamnc.org

919-545-8383 work

919-548-2174 mobile

"In keeping with the NC Public Records Law, e-mails, including attachments, may be released to others upon request for inspection and copying"

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ATTACHMENT 12



## STATE OF NORTH CAROLINA

Department of Information Technology  
Statewide IT Procurement Office

### Certification of Award

THIS IS NOT A PURCHASE ORDER

**BID/FILE NUMBER: 100086**

Please reference this Bid Number for any Purchase Order, Invoice or Correspondence

TO: Macon Grissom  
AT&T Corp

DATE: August 29, 2017  
REQUISITION NO.: RQ19606173  
DELIVERY: FOB Destination

In accordance with the requirements of N.C.G.S. §143B-1350, we certify a contract of the items listed below to be ordered by you. Issue the order immediately and directly to the vendor listed, giving complete shipping instructions. Order only the item(s) listed and the quantity(ies) as shown in the contract document. Price(s) includes delivery to destination. Read the contract in its entirety including the attached Terms and Conditions to be aware of any action necessary on your part.

Commodity Number: 920-37

Commodity Description: Networking Services

Award Total: \$98,955,344.00 (over the first seven (7) years)

Discussions and clarifications of RFP specifications, design and implementation of the ESInet may be utilized to develop formalized deliverables pursuant to the RFP and AT&T's response. Such discussions and clarifications comprise illustrative documentation of roles and responsibilities of the 911 Board and AT&T. Deliverables discussed include, but are not limited to, interfacing with the NMAC together with network operation reporting, creation of project planning documents together with identification of project management teams and contacts, creation and operation of a change management board, development and implementation of PSAP data collection together with schedules for testing, acceptance and migrating PSAPs to the ESInet, implementation of GIS addressing, and establishing procedures for security reviews. All such deliverables are subject to the RFP and AT&T's response, and not in substitution of deliverables identified in the RFP.

RFP, Cost Proposal, and BAFO comprise the entire agreement.

Contract Term: Seven (7) Years from approximately September 15, 2017 – September 14, 2024

Renewal Options: Yes, One (1) Three (3) years renewal option

#### INSTRUCTIONS TO VENDORS:

1. **THIS IS NOT A PURCHASE ORDER.** Do not make shipment until you have received an official order from the using agency.
2. Invoices should be made out to the using agency and forwarded directly to them for payment
3. The exact items certified and ordered must be shipped. No substitutions shall be made without prior approval of the using agency.
4. Applicable North Carolina sales and use tax shall be added to invoices as a separate item.
5. Please note the contract award description above: the contract awarded to you may be a portion of the contract rather than the complete contract.

**Estimated Breakdown**

Year	1	2	3	4	5	6	7	Total
Complete	10%	45%	80%	100%	100%	100%	100%	
ESInet	\$1,548,738	\$6,969,320	\$12,389,902	\$18,028,646	\$18,028,646	\$18,028,646	\$18,028,646	\$93,022,544
Hosted CPE	\$98,880	\$444,960	\$791,040	\$1,149,480	\$1,149,480	\$1,149,480	\$1,149,480	\$5,932,800
<b>TOTAL</b>	<b>\$1,647,618</b>	<b>\$7,414,280</b>	<b>\$13,180,942</b>	<b>\$19,178126</b>	<b>\$19,178126</b>	<b>\$19,178126</b>	<b>\$19,178126</b>	<b>\$98,955,344</b>

**DIT Contacts:**

Finance – Marsha Tapler – 919-754-6344 – (marsha.tapler@nc.gov)

Executive – Richard Taylor – 919-7546624 - (richard.taylor@nc.gov)

Vendor: AT&T

1600 Williams St

Columbia, SC 29201

*Linda Waterman*

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Linda Waterman  
 Statewide IT Procurement Office  
 Department of Information Technology

**INSTRUCTIONS TO VENDORS:**

1. **THIS IS NOT A PURCHASE ORDER.** Do not make shipment until you have received an official order from the using agency.
2. Invoices should be made out to the using agency and forwarded directly to them for payment
3. The exact items certified and ordered must be shipped. No substitutions shall be made without prior approval of the using agency.
4. Applicable North Carolina sales and use tax shall be added to invoices as a separate item.
5. Please note the contract award description above: the contract awarded to you may be a portion of the contract rather than the complete contract.

# ***Tab 16*** (2 Minutes) **Other**

## ***Adjourn***

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### **AUGUST 2019 COMMITTEE MEETINGS**

Phillips Building Training Room, 109 East North Street, Raleigh  
(Unless otherwise noted.)

- ❖ August 08 – Education Committee
- ❖ August 13 – Technology Committee (WebEx)
- ❖ August 15 – Funding Committee
- ❖ August TBD – Standards Committee

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### **AUGUST 2019 BOARD MEETING**

Friday, August 23, 2019 – TBD as 3514 Bush Street or WebEx

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\*\*\*LOGISTICS FOR FUTURE BOARD MEETINGS ARE UNDERWAY - WATCH INBOX AND/OR WEBSITE FOR DETAILS\*\*\*

