

**North Carolina 911 Board Meeting  
MINUTES  
3514 Bush Street, Raleigh NC  
Friday, July 26, 2019  
10:00 AM – 12:30 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	Randy Beeman, DECC <i>via phone</i>
Secretary Eric Boyette, (NC CIO) Board Chair	Ronnie Cashwell, NC DIT/NC 911 Board Staff	Gene Booth, COES <i>via phone</i>
Bo Ferguson, (NCLM) City of Durham <i>via phone</i>	Tina Gardner, DIT/NC 911 Board Staff	Josh Briggs, AT&T
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Pokey Harris, DIT/NC 911 Board Staff	Donna Carter, NCSHP
Chuck Greene, (LEC) AT&T	Gerry Means, NC DIT/NC 911 Board Staff	Stephanie Conner, Surry Co 911
J.D. Hartman, (NC Sheriff's Association) Davie County <i>via phone</i>	Stanley Meeks, NC DIT/NC 911 Board Staff	Allen Cress, Rowan Co 911 Director <i>via phone</i>
Jeff Ledford, (NCACP) City of Shelby PD <i>via phone</i>	Don Rice, NC DIT/NC 911 Board Contract Staff	Michael Hodgson, NCSHP
Buddy Martinette, (NCSFA) Fire Chief, Wilmington <i>via phone</i>	Marsha Tapler, NC DIT/NC 911 Board Staff	Tracy Jackson, CCES
John Moore, (VoIP) Spectrum Communications	Angie Turbeville, NC DIT/NC 911 Board Staff	Adam Johnson, CCES
Jude O'Sullivan, (CMRS) Carolina West <i>via phone</i>		Daniel Little, Cornelius PD
Mike Reitz, (APCO) Chatham Co 911	<b><u>Staff Absent</u></b>	James McGuinn, Polk Co 911 <i>via phone</i>
Jeff Shipp, (LEC) Star Telephone	Jesus Lopez, NC DIT/NC 911 Board PM	Dominik Nutter, Wake Co 911
Donna Wright, (NENA) Richmond Co Emergency Services		Phillip Penny, MCP
		Christie Shearin, Franklin Co 911 <i>via phone</i>
<b><u>Members Absent</u></b>		Brian Smith, AT&T
Amy Ward, (LEC) CenturyLink		Jason Stewart, Martin Co 911
		Jennifer Thompson, Cornelius PD
		Michael Warren, NCSHP
		Renee Wright, Martin Co 911
		Tobin Wright, Martin Co 911
		Mr. & Mrs. Wright, Martin Co 911

\*Not all guests that called in identified themselves or could clearly be understood when announcing name, and thus were not included as attendees.

**Call to order** — Vice-Chair Wright called the meeting to order at 10:00 AM, advising that Chairman Boyette had been detained regarding a cybersecurity matter but was in route to the meeting. She proceeded to advise Ms. Harris to conduct the roll call.

**1. Chair's Opening Remarks**

a) General Opening Comments – Vice Chair Wright welcomed everyone to the meeting and thanked them for attending.

b) Board Member Status – Ms. Harris advised of the status of new Board members. Stacey Gonyer of Guilford County is appointed to the 911 Board for a term expiring on December 31, 2022, to fill the unexpired term of Heather Campbell. Earl W. Struble of Wake County is appointed to the 911 Board for a term expiring on December 31, 2020, to fill the unexpired term of Niraj G. Patel. Gregory S. Coltrane of Beaufort County is appointed to the 911 Board for a term expiring on December 31, 2020, to fill the unexpired term of Eric S. Cramer. Ms. Harris has been in touch with Ms. Gonyer and Mr. Coltrane who advised they have yet to receive their appointment letters or to complete their ethics training. Both were extended invitations to today's meeting but due to prior obligations are unable to join. Ms. Harris reached out to Mr. Struble but learned he is away on vacation until July 29.

**2. Ethics Awareness/Conflict of Interest Statement** — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement printed in the agenda. Both Mr. Greene and Sheriff Hartman advised they had a conflict with agenda item 11a. Mr. Greene recused himself from the matter regarding the State Highway Patrol grant request. Sheriff Hartman recused himself from the matter of the grant request for Davie County. Mr. Reitz recused himself from item 11a regarding the grant request for Chatham County and also from agenda item 15 regarding the Chatham County eligible expenditures appeal.

**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. Telecommunicator Recognition** — Tobin Wright, Martin County 911 – On January 27<sup>th</sup> 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. Ms. Gardner, Ms. Harris, and Vice Chair Wright presented a plaque to Mr. Wright, which was followed by a round of applause. Chairman Boyette arrived in time to thank Tobin Wright on behalf of the 911 Board. It was a pleasure to also have Mr. Wright's wife and parents present today for this recognition.

**5. Consent Agenda** — Chairman Boyette asked Ms. Harris to proceed with the consent agenda.

a) Minutes of Previous Meeting – June 28, 2019

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 Grant Funds Encumbered -\$20,722,754

f) Grant Project Updates per Reports

Vice Chair Wright put forward the motion to accept the consent agenda as presented, with the motion being seconded by Mr. Greene and passing unanimously.

## **6. Executive Director Report**

a) NextGen 911 Migration Status – Live Status Map – Ms. 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. Chairman Boyette mentioned that as Secretary/Treasurer of NASCIO he recently attended a meeting in Texas where there was interest among the CIOs in our progress towards NextGen 911 for the entire state. He thanked everyone involved with the process.

b) Iredell County 911 ESInet Migration, July 17, 2019 – As of July 17<sup>th</sup> 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. These are the first PSAPs live on the NC hosted Vesta platform. Appreciation was offered 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.

c) Staffing Update – Ms. Harris reported interviews occurred for the Financial Review Specialist (FRS) positions. She and Ms. Tapler are currently reviewing the applicants. A contract employee is currently assisting with review of the revenue expenditure reports. Ms. Harris continues to work with DIT HR for position numbers for two new Regional Coordinator positions and anticipates authorization to move forward very soon. She also has plans for an admin position.

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

e) Legislative Update – Mr. Bradford reported House Bill 217 is still in conference committee due to changes. Once completed it will go back to both chambers to be voted on. Other bills of note include House Bill 100 which covered required training for police telecommunicators, that has been merged into House Bill 217. Mr. Bradford also mentioned Senate Bill 5, the School Safety bill, which includes cooperation between the 911 Board and state entities relative to school safety. Mike Reitz had questions about the implementation of parts of Senate Bill 5 and Chairman Boyette said they could discuss it in more detail later if he would like to do so.

**7. Executive Committee Report** — Vice Chair Wright said the Executive Committee had met via conference call several times over the past month to discuss House Bill 217 and to work on the language pertaining to training for telecommunicators. Chairman Boyette said a final signature was needed, then the agency Bill could go forward for a vote in both chambers. He also thanked everyone for making themselves available to take calls to discuss the subject.

**8. Education Committee Report** — Mr. Reitz advised the committee had not meet this past month, thus there was no report.

**9. Funding Committee Report** — David Bone reported the committee did not meet this month, however a funding reconsideration for Raleigh-Wake Emergency Communications (a primary PSAP) is pending. The request is expected to come back to the Funding Committee in August. A Funding Reconsideration for a secondary PSAP, Mooresville PD, is also pending. The Funding Committee did not approve a funding reconsideration for Charlotte Medic in June. Charlotte Medic has submitted an appeal to the Board, which will be heard at a future Board meeting. The Committee reviewed a seat count increase request from Iredell County. This request was denied by the Funding Committee. Iredell County requested to increase their base seat count by three (3). Additional information is being requested from the County for subsequent staff review and consideration by the Funding Committee. The Committee will review a cap on the base mobile message switch serve software license at the August Meeting. Discussion about a seat count overflow policy continues. Staff is working on additional reconsideration requests. Staff also continues to work on funding recommendations for implemental functions and CAD servers. Committee discussion about PSAP funding model is ongoing.

**10. Finance Team Report** — Ms. Tapler attended the Grant Committee meetings and assisted with the grants. She also has meetings scheduled with AT&T and with PSAPs to discuss their financials. She plans to meet with Scotland County to discuss their billing as it relates to the ESInet. Recently she, Mr. Bradford and Ms. Harris met with the Local Government Commission to further the Commission's understanding of how funding works for PSAPs. She also participated in the Technology Committee's meeting with Martin County about their grant, and assisted Durham County in completing their FY18/19 report. She traveled to Ashe County to assist them with completing their FY18/19 report and reconsideration, which will be brought to Funding Committee in August. In the coming weeks Ms. Tapler will travel to the central, southeast and western regions to meet with twelve PSAPs about their FY18/19 report.

### **11. Grant Committee Report**

**a) 2020 Grant Program Committee Recommendations** – The NC 911 Board Grant Committee met on July 9th for Grant Presentation day. Eight (8) grant applicants appeared at separately scheduled times and presented their projects: Chatham County, Cumberland County, Currituck County, Davie County, Franklin County, North Carolina State Highway Patrol, Pender County, and Surry County. On July 11th the Grant Committee reconvened to review and score each grant submitted during this competitive grant cycle. The Committee also convened a call on July 16th for final review.

The Committee recommends funding grantees' applications receiving a matrix score of 100 or above at 100% of the funding amount as determined by the Committee. The Committee recommends funding grantees' applications receiving a matrix score below 100 at 50% of the funding amount as determined by the Committee. The Committee also recommends funding one grantee's application as a statewide grant. The total recommended grant award dollar amount is \$10,516,096. The recommended grant awards also present the potential of approximately \$1.5M in PSAP reconsideration requests.

- 1) Chatham County – The committee brought forth a motion to recommend funding for the Chatham County Radio System Upgrade grant project in the amount of \$2,339,608. Requested funding for eight (8) shelters and associated equipment, and tower site preparation was removed from consideration. Requested funding for microwave equipment was reduced to match the projected cost as entered in the grant application. The motion passed with Mr. Reitz recusing himself from the matter.
- 2) Davie County – The committee brought forth a motion to recommend funding for the Davie County CAD System Replacement grant project in the amount of \$232,767, contingent upon final review of identified components in which eligibility must be determined. The motion passed, with Sheriff Hartman recusing himself from this matter.
- 3) Surry County – The committee brought forth a motion to reject the Surry County Radio Replacement grant project as the submission was incomplete, lacking a quote from the vendor to provide an accurate dollar amount for consideration. No vote was taken for award of this grant application.
- 4) Cumberland County – The committee brought forth a motion to recommend funding for the Cumberland County 911 Center Relocation grant project in the amount of \$2,251,387, representing 4,004 square feet (22% of the total project building) that will house the PSAP and ancillary space, to be described in the grant agreement. The motion passed unanimously.
- 5) Currituck County – The committee brought forth a motion to recommend funding for the Currituck County Public Safety Building Construction grant project in the amount of \$583,655, representing only the square footage that will house the PSAP and ancillary space, and to be described in the grant agreement. The motion passed unanimously.
- 6) Franklin County — The committee brought forth a motion to recommend funding for the Franklin County New PSAP grant project in the amount of \$3,958,873. The motion passed unanimously.
- 7) Pender County – The committee brought forth a motion to recommend funding for the Pender County CAD Upgrade grant project in the amount of \$45,873. The motion passed unanimously.
- 8) NC State Highway Patrol – The committee brought forth a motion to recommend funding for the North Carolina Highway Patrol NG911/ESInet grant project as a statewide grant in the amount of \$1,102,933. The application and presenter expressed a need and desire to migrate to the statewide ESInet and hosted call handling solution. The application also identifies future

goals that were not presented for funding including implementation of an interoperable CAD solution. This NG911 project will benefit every citizen of North Carolina and measurably enhance operations at the PSAP level. The motion passed with Mr. Greene recusing himself from the matter.

b) General Report – No general report.

**12. Standards Committee Report** — Vice Chair Wright said the committee is waiting for House Bill 217 to pass, which will direct standards changes for them to consider. Peer Reviews are still on-going.

**13. Technology Committee Report** – Mr. Shipp reported the committee met via conference call earlier in the week. Staff and PSAPs have been busy with ESInet implementations over the past weeks. Mr. Means said the acceptance rate of NextGen 911 is at around 94%, encompassing 119 out of 127 PSAPs. Outreach continues outliers who have not yet committed in hopes to reach 100% by the end of this year. Currently there are 45 active projects, the goal had been 40 live by the end of the year and he expects to reach that number. There are 14 scheduled for completion in the third calendar quarter and 25 by the end of the fourth quarter. There are four CenturyLink sites scheduled for August. He mentioned that Iredell was their most complex migration so far, where they switched the secondary PSAPs first and then the primary PSAP in addition to moving to a new facility. He commended AT&T for their work there. Mr. Means spoke about the annual meeting with AT&T about their planning horizon for new capabilities that ESInet will afford PSAPs such as the ability to take hosted cloud perspective on ancillary applications and make moving between the two platforms easier. They are also interested in the analytics associated with this traffic on an IP network in terms of what vendors can plug in to provide more graphically-oriented dashboard type output that PSAP managers would find useful. He hopes to schedule those meetings twice a year instead of annually.

Mr. Means reported the NMAC build out is complete. All the contracts have been awarded. The consoles are in and the video wall request is going through approvals in Procurement. They have interviewed potential hires for the Tier 2 positions and there are active requisitions out for those positions. The draft of the Operations Policy has been completed and has been reviewed by the Committee along with a detailed procedures document, both of which are under review with AT&T to sync their terminology, processes and procedures to what they outlined in their NMAC Operational Guide. Progress continues with the CRM integration. Mr. Meeks is working on the first phase currently and test tickets are being created. Phase II should start soon. The goal is for the NMAC to be live in August.

Gerry Means thanked Randy Cress, a new member of the Technology Committee, who has worked hard on cybersecurity. They recently met with State Chief Risk Officer Maria Thompson to work on the 918 Contract to decide what the SOW (Statement of Work) should look like. The Committee agreed to redo the SOW, and to resubmit to see who was available for services and how that would work with assets in the Fusion Center. The NMAC Operational Guide will assist with knowing what can be plugged in and what is not allowed. Ms. Harris said staff plans to have regional meetings as rollout begin on cybersecurity assessments.

The regional meetings for GIS had nearly 300 attendees across the state. Mr. Means said they were very pleased with Geocomm as a vendor, noting their resources and communication level have been excellent. Vice Chair Wright has been working with them and they are targeting mid-September to cut to i3. This is the template to move from RFAI to i3. The goal is to have i3 as a migration option for those in the late 2019/2020 range to save both money and time. Twenty-four jurisdictions have uploaded their data and they have begun the process of refining it to find anomalies in the data.

**14. 911 Regional Coordinator Reports** — Ms. Gardner reported she had made several visits to PSAPs over the last month to discuss ESInet and GIS, traveling between Chowan and Cherokee. She spoke of Graham County who received a grant and now have a new PSAP with room to grow. PSAP manager Misty Hembree expressed her thanks to the 911 Board for the grant and offered to host a meeting for Staff and the Board in their new facility. Ms. Turbeville also has been travelling the state visiting with eight PSAPs to discuss ESInet and the new position policy. She spent time with the new director in Davidson County to discuss issues with their backup center. She attended PAT (PSAP Assistance Team) meetings

with Ms. Tapler to learn more about PSAP expense reports. Over the next few weeks she will visit six PSAPs, work with NENA and APCO on the state conference, and help with the GIS Roadshow for PSAPs transitioning to ESInet in the next 6-8 months and those ready to upload their data. Ms. Gardner and Ms. Turbeville will be scheduling additional regional meetings to discuss GIS. The CRM project is collecting data so PSAPs already on ESInet can have access to the ticketing system. There is also a Peer Review scheduled on August 6 for Ashe County.

**15. Chatham County Eligible Expenditures Appeal** — Chatham County submitted an Eligible Expenditure appeal to the Board, presented by Mike Reitz. Mr. Bradford clarified the rules, stating the appeal had been submitted in a timely manner, within 30 days of the decision. He also stated that during the presentation questions by the Board are allowed, and additional information can be requested from either Staff or Mr. Reitz. The Board has 120 days from receiving the information to make a determination and can choose to wait until a later date to conduct its deliberations in a closed meeting.

Mike Reitz stated Chatham County requests the Board reconsider the decision that two line items on their expenditure report were ineligible, or eligible at a lower rate than requested. Based on the explanation and documents provided in their appeal they contend that both of the line items should have been approved and their FY2018 expenditure report closed.

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.

Please see pages 35 – 114 of the Board Agenda Book for additional information and attachments. Richard Bradford stated that in the lead-up to reviewing the appeal during discussions at staff level it, was determined by staff that issue #1 should have been fully funded. Ms. Tapler had a statement to that effect that she prepared to present to the Board today. Any Board member with questions should proceed at that time. Mr. Reitz mentioned that county staff had reviewed the appeal and it has the full backing of the County Manager, County Attorney, and other staff with the county. Chairman Boyette requested to clarify what had been approved on the appeal. Ms. Tapler stated that during conversations with Ms. Harris and Mr. Reitz it was noted that nomenclature on the radio quote and the Intrado quote are the same, which may have caused confusion. Ms. Tapler added that she had not heard from Chatham County in advance of the appeal that they had issues with their expenditure report eligibility. She stated further the cost was not the same as the prior year, being around an additional \$3,700 and did not have an itemized list of expenditures so that it was unclear what the invoice included.

Mr. Ship made a motion to have a closed session to discuss this appeal as a Board, the motion was seconded by Mr. Bone. The motion passed, with Mr. Reitz recusing himself from the matter. Chairman Boyette asked Board members to make note of any questions they have and provide them to Ms. Harris who would relay them to Mr. Reitz. Ms. Tapler requested Mr. Reitz provide her with an itemized invoice for the additional \$3,700.

**16. Other** — The Grant Committee needs to schedule a conference call in the coming weeks to make a recommendation of the grant transfer amount.

The next Board Meeting will be held on August 23 at 3514 Bush Street, Raleigh.

**Adjourn** — Chairman Boyette adjourned the meeting at 11:38 AM.

APPROVED BY NC 911 BOARD 08/23/19