

North Carolina 911 Board Meeting
MINUTES
Chatham County
Agriculture and Conference Center
1192 Business US 64 West, Pittsboro, NC
Friday, September 27, 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	Tim Betsch, Intrado
Secretary Eric Boyette, (NC CIO) Board Chair	Chris Carlin, NC DIT/NC 911 Board Staff <i>via phone</i>	Josh Briggs, AT&T
Greg Coltrain, (LEC) Wilkes Communication Sprint	Ronnie Cashwell, NC DIT/NC 911 Board Staff	Robin Brown, NCEM
Bo Ferguson, (NCLM) City of Durham	James Covington, NC DIT/NC 911 Board Staff <i>via phone</i>	Jason Compton, Wake Sheriff
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Pokey Harris, DIT/NC 911 Board Staff	Nate Denny, DIT
Stacey Gonyer, (CMRS) Sprint	Jesus Lopez, NC DIT/NC 911 Board PM	Grayson Gusa, NC APCO
Chuck Greene, (LEC) AT&T	Gerry Means, NC DIT/NC 911 Board Staff	Ryan Hargreaves, Town of Cary
J.D. Hartman, (NC Sheriff's Association) Davie County <i>via phone</i>	Stanley Meeks, NC DIT/NC 911 Board Staff	Dave Jordan, AT&T
Jeff Ledford, (NCACP) City of Shelby PD <i>via phone</i>	Don Rice, NC DIT/NC 911 Board Contract Staff	Christine Moore, GM911
John Moore, (VoIP) Spectrum Communications <i>via phone</i>	Marsha Tapler, NC DIT/NC 911 Board Staff <i>via phone</i>	Joe Penner, Medic 911
Jude O'Sullivan, (CMRS) Carolina West <i>via phone</i>	Angie Turbeville, NC DIT/NC 911 Board Staff	Phillip Penny, MCP
Mike Reitz, (APCO) Chatham Co 911		Craig Schultz, MCP
Jeff Shipp, (LEC) Star Telephone	<u>Staff Absent</u>	Jamison Sears, Davidson County 911
Earl Struble, (CMRS) Verizon Sprint	Tina Gardner, DIT/NC 911 Board Staff	Robert Sergi, Intrado
Amy Ward, (LEC) CenturyLink <i>via phone</i>		Dan Sisson, AT&T
Donna Wright, (NENA) Richmond Co Emergency Services		Rob Wilson, Davidson Co 911
		Amanda Winans, NCEM
<u>Members Absent</u>		Doug Workman, Town of Cary
Buddy Martinette, (NCSFA) Fire Chief, Wilmington		Brett Wren, PCES

Call to Order — Chairman Eric Boyette called the meeting to order at 10:00 AM and asked Ms. Harris to call the roll of attendees.

1. Chair's Opening Remarks — Chairman Boyette welcomed everyone to the meeting and thanked them for their support and taking the time to join.

2. Ethics Awareness/Conflict of Interest Statement — Chairman Boyette read the Ethics Awareness/Conflict of Interest statement printed in the agenda.

3. Public Comment — Chairman Boyette 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 speak.

4. Board Member Status — Ms. Harris introduced new Board members Stacy Gonyer, Greg Coltrain, and Earl Struble. After a brief synopsis of their backgrounds the new members were sworn in by Ms. Harris.

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

a) Minutes of Previous Meeting – August 23, 2019 and August 26, 2019

b) NG 911 Fund

August 2019 Fund Balance \$61,964,846

August 2019 Disbursement ~~-\$687,516~~

c) CMRS Fund

August 2019 Fund Balance \$ 4,821,981

August 2019 Disbursement ~~-\$500,809~~

d) PSAP Fund

August 2019 Fund Balance \$1,221,267

August 2019 Disbursement ~~-\$4,353,457~~

e) Grant Fund

August 2019 Fund Balance \$17,177,202

August Grant Funds Encumbered ~~-\$15,648,306~~

f) Grant Project Updates per Reports

g) Halifax Co. PSAP Grant Rescission

h) Mitchell Co. PSAP Grant Extension to May 31, 2020

Chairman Boyette put forward the motion to accept the consent agenda as presented, with the motion being seconded and passing unanimously.

6. Executive Director Report

a) NextGen 911 Migration Status 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 with a decision remaining. As of this meeting there are 19 PSAPs live on the ESInet with 7 remaining to officially advise of their onboarding. Though SL 2019-200 requires all PSAPs to migrate to the State ESInet, the remaining PSAPs are being granted the courtesy of advising their participation before a status change on the project map. Regional Coordinators have been in contact with these PSAPs and advise follow up meetings are ongoing to provide additional information to PSAP managers and jurisdiction leadership.

b) Martin County 911 ESInet Migration September 10 and Ribbon Cutting September 18 – On Tuesday, September 10, Martin County Regional Communications Center successfully cutover to the NC 911 managed service AT&T ESInet and hosted Viper call handling solution with the first 911 call being received at 13:51 hours. This migration was number 14, bringing the total of physical PSAPs at that time, including backup sites, to 24. Martin County is currently preparing to move into their new regional communications center. They are currently occupying their backup PSAP. The ribbon cutting for Martin County's new Regional Communications Center was held on September 18. The 5,100 square foot

facility and technology funded through the PSAP Grant Program will serve as the primary 911 center for Martin County and backup for Bertie and Pasquotank Counties.

c) Polk County 911 ESInet Migration – September 11, 2019 – On Wednesday, September 11, Polk County became the 15th PSAP on the NC 911 managed service AT&T ESInet and hosted Viper call handling solution. Their migration brought the actual total of physical sites on the NC 911 ESInet to 26.

d) Henderson-Vance 911 ESInet Migration – September 18, 2019 – On September 18, at 1134 hours, they marked PSAP number 16 on the NC 911 managed service AT&T ESInet and hosted Viper call handling solution. This migration brought the total number of physical PSAPs to 28.

e) NMAC Ribbon Cutting – September 19, 2019 – Another ribbon cutting for the week was held for the NC 911 Network Monitoring and Assistance Center (NMAC) on September 19. It was a great day for celebrating the long awaited official “opening” of the NMAC. Staffed 24/7/365, the NMAC will immediately address network issues and assist behind the scenes to provide seamless 911 coverage, allowing telecommunicators to focus on helping citizens get the assistance they need as quickly as possible. The NMAC is the heartbeat of the NextGen 911 system able to troubleshoot and resolve issues, manage incidents, create and update critical operational documentation, and provide proactive surveillance.

f) NC SHP PSAP Grant Program Agreement Signing Event – September 19, 2019 – September 19 was a busy day for NC 911 Board Members and Staff with a second milestone event being held that day. Showcasing strong partnerships among state agencies, this event brought together SHP leadership and telecommunicator supervisors representing each SHP troop, for a ceremonial signing of the agreement for the grant awarded by the NC 911 Board that will allow NC SHP to interface with the state ESInet. The SHP is one of seven grant recipients of the 2020 PSAP Grant Program. Such signing events are planned in the coming weeks to showcase other exciting 911 grant projects across the state.

g) Cleveland County 911 ESInet Migration – September 25, 2019 – Cleveland County 911 successfully cutover to the NC 911 managed service AT&T ESInet and hosted call handling solution.

h) Shelby PD 911 ESInet Migration – September 25, 2019 – Shelby PD 911 successfully cutover to the NC 911 managed service AT&T ESInet and hosted call handling solution.

i) Kings Mountain 911 ESInet Migration – September 25, 2019 – Kings Mountain 911 successfully cutover to the NC 911 managed service AT&T ESInet and hosted call handling solution.

j) Hurricane Dorian ESF2 PSAP Coordination – At the peak of monitoring, 22 PSAPs had established reroute/alternate route plans and were prepared to implement if necessary. Conference calls were held with the majority of each of the sending PSAP and host PSAP partnerships along with the Telcos, SHP TSU Viper Coordinator, and DPR Talk Group Coordinator to share information about the reroute/alternate route request from the telco, operational procedures, and radio communications. These calls proved to be the key to success in preplanning. There are several lessons learned that will be incorporated into an after action report (AAR) to make the process even more efficient for the next activation. A PSAP after-action review is being planned within the next few weeks and will be open to participation by all PSAPs. There was one PSAP reroute/alternate route activation for a short duration due to commercial and generator power failure. The transition was smooth, and the issue was rectified very quickly. This is attributed to the reroute preplanning. NC911 Board Staff made daily contact with PSAPs across the state for three days beginning Wednesday, September 4. This included PSAPs not directly impacted to ensure there were no issues that had not been identified and addressed. This also served as a method to inquire of PSAPs’ ability to serve as a host PSAP or to provide telecommunicators to other PSAPs should the need arise. NMAC staff was also engaged in this outreach effort, serving as an initial introduction of the staff to the PSAP community. No TERT coordination was provided by ESF2 PSAP Coordination for this weather incident. Staff was poised to assist as during Hurricane Florence in 2018 due to the State TERT Coordinator again being directly impacted by the weather. 911 Board staff dedicated approximately 280 hours to ESF2 PSAP Coordination efforts for this incident that included EOC activation and outreach activities.

k) Staffing Update – A new Financial Review Specialist (FRS) will be starting work on October 14 and the two 911 Regional Coordinator positions have been assigned numbers and HR should be posting them soon. Ms. Harris is also hoping to post an admin position in the near future.

l) 911 State Plan/Legislation Crosswalk – Richard Bradford referred to a spreadsheet that summarized and categorized items from in the State 911 Plan to align with committees (*please see Board Agenda Book, page 95 - 104*). This is intended to be a working document primarily used by Staff, but may be of use to Board members as well. Mr. Bradford then reviewed the summary page of Board Goals for

2019 (please see Board Agenda Book, page 105 – 108) which has items that correlate to the State 911 Plan. The text in red indicated statutory changes that affect those goals, or items that have been completed. Mr. Bradford noted this is not the most current version of this summary, as a few updates have been added.

m) Special Recognition – Chairman Boyette and Ms. Harris recognized Richard Bradford as being an invaluable part of the 911 Board. He is involved in many aspects of Board business, including daily operations, finance, legislation, and NextGen 911. Ms. Harris and Chairman Boyette presented Mr. Bradford with a Department of Information Challenge Coin and he thanked them for the recognition.

Chairman Boyette called staff members Ronnie Cashwell, Pokey Harris, Gerry Means, Stanley Meeks and Angie Turbeville forward and recognized them with the DIT Digital Asset Award for their efforts during Hurricane Dorian. Staff members Chris Carlin, James Covington, and Tina Gardner were also recognized though not in attendance at the meeting. The award is granted to recognize the efforts of an individual who has contributed outstanding public service to or on behalf of the North Carolina Department of Information Technology.

7. Executive Committee Report — Vice Chair Wright stated there was no update from the committee, but said they would be resuming work on policies and procedures.

8. Education Committee Report — Mr. Reitz reported the committee had no update as they were unable to meet this past month. They have a packed agenda for next month.

9. Funding Committee Report

a) Seat Overflow Policy – The Committee presented this item and asked for a 30-day review period to begin at the last meeting. This item came to the Board as a policy recommendation from the Committee.

Overflow Position Policy

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

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

An “overflow position” refers to An operational telecommunicator position located within the primary PSAP that: i) is not staffed during regularly scheduled work shifts, ii) is staffed only upon demand when events or call volumes require staffing in addition to regularly scheduled work shifts, iii) malfunction or inoperability of a position, and iv) an overflow position is fully functional within the PSAP operations.

It is the policy of the 911 Board that each primary PSAP may receive funding for one overflow position. A primary PSAP may request funding associated with additional overflow positions. Prioritization of factors identified shall be determined by the Funding Committee and identified Factors for consideration of such requests include:

a. demonstration of staffing needs and the PSAP’s analysis of the staffing needs as shown by industry recognized methods (e.g. as published by APCO, NENA, etc.), see e.g. 9 NCAC 06C.0208.

b. comparison of similar PSAPs’ staffing, operations, levels of service, see e.g. 9 NCAC 06C.0211(a)(5).

c. only call taking duties shall be considered when determining positions, see e.g. 9 NCAC 06C.0208(c), 06C.0208(e).

d. PSAPs must demonstrate that staffing changes are necessary to meet the call taking rule; e.g. 09 NCAC 06C.0209(a) requires answering 90% of calls within ten seconds or less.

e. other factors consistent with G.S. 143B-1406, 911 Board rules, and applicable laws.

Chairman Boyette entertained a motion to accept the policy as recommended by the Committee, with the motion passing unanimously.

b) General Report – Mr. Bone reported that Staff is working on reconsideration requests and an eligibility amount for recommendation for CAD servers.

10. Finance Team Report — Ms. Harris reported for Ms. Tapler that she been working on the revenue/ expenditure reports and reconsideration requests. They are both working on the Federal 911 grant initial reporting and the process to begin to draw down funding. (Ms. Tapler had joined the meeting via teleconference but was not on the call during the time of this agenda item.)

11. Grant Committee Report — Mr. Shipp had no report for the Grant Committee.

12. Standards Committee Report — Vice Chair Wright said the committee did not meet last month and had no report.

13. Technology Committee Report – Mr. Means gave an update on the status of migration to the NextGen network. Currently there are 19 PSAPs live on ESInet, with 3 additional Vesta hosted platforms this month, well on the way to the goal of 40 completed this year. There are 15 PSAPs with committed dates with 3 additional potentials for this year. That would conclude with 38 live by the end of the year. In the first quarter of 2020 there are 24 PSAPs assigned for migration. He spoke about how PSAPs that are scheduled to migrate in 2020 need to be i3 ready so that nothing will negatively affect their transfer. He wants to encourage them to upload GIS data in line with their conversion date. He mentioned that Lincoln County uploaded their data and received a 97% accuracy level on their first attempt and commended them for this achievement.

Mr. Means mentioned the NMAC team is continuing to work on a policy and procedures document that defines the roles of the NMAC, AT&T, and the PSAPs. Once the AT&T project team align it to their operation policies each PSAP will get an NMAC Operational Guide. Vice Chair Wright added that an ESInet User's Group had been created and meet via conference call at the last Technology Committee meeting. They met to talk about the strengths and weaknesses, and how to improve the ESInet migration process for PSAP managers who will be cutting over in the future. They plan to meet again to get everyone's input and to eventually bring in the vendors to participate as well.

Ms. Harris reported that on September 18 there was a software issue that impacted eight PSAPs on the hosted solution. AT&T and Intrado investigated the root cause. Dave Jordan, Assistant Vice President of Service Management at AT&T, was present at today's meeting to speak about what transpired that day. He was joined by Robert Sergi, VP of Operations, Intrado, and Tim Betsch, VP of Operations-ESInet, Intrado. They gave a summary of the event and discussed the short-term and long-term action plans, the root cause, and the path forward to avoid these issues in the future. Mr. Sergi indicated that software upgrades have been made to the platform that will prevent the occurrence of the system reboot to default status. He also indicated that modifications will be made to the company's change management process that enables the State's participation in the review and approval of scheduled changes to the platform Ms. Harris thanked the team for traveling to attend the meeting and sharing information about the issue and resolution.

14. 911 Regional Coordinator Reports — Angie Turbeville reported that over the past month she visited ten PSAPs and had a Peer Review in Ashe County. She congratulated that center on a very successful review. She also thanked Stephanie Conner from Surrey County and David Breedlove of Swain County, the Peer Review Accessors who assisted with that review. She mentioned the GIS regional meetings conducted earlier in the week in Rowan County, where ten PSAPs attended and uploaded their data into the GIS data hub. Later in the month there will be more GIS regional meetings in Swain County, Burke County and Perquimans County. Any PSAPs in the southern region interested in a regional meeting should contact either Ms. Turbeville or Tina Gardner to coordinate. Also more Peer Reviewers are needed, so anyone interested can contact the Regional Coordinators for more information.

15. Sandy Hook Promise Foundation Presentation — Tim Makris of Sandy Hook Promise Foundation gave a presentation of Say Something Anonymous Reporting System (SS-ARS), which allows school districts to enable students and adults to submit secure and anonymous safety concerns to help identify and intervene upon at-risk individuals before they hurt themselves or others. He described the system, saying that users can report observed threats, behaviors, actions and harassment like bullying or a student talking about planning an attack.

Mr. Makris also stated that the Anonymous Reporting System allows students and adults to easily and completely confidentially report safety concerns to help prevent violence and tragedies. They may submit an anonymous tip 24/7 through the website, app or by phone, and a crisis center reviews and sends all submissions to law enforcement and/or school administration for intervention. The crisis center requires a ten-digit internal telephone number for each participating PSAP. Those telephone contact numbers are the means by which the crisis center will contact an appropriate PSAP.

16. Other — Mr. Reitz shared this would be his last Board meeting. He said it has been an honor to serve on the Board and thanked them for the opportunity. Chairman Boyette thanked him for his service.

The next Board Meeting will be held on October 27 at the Bush Street location in Raleigh.

Adjourn — Chairman Boyette adjourned the meeting at 12:19 PM.

APPROVED BY NC 911 BOARD 10/25/19