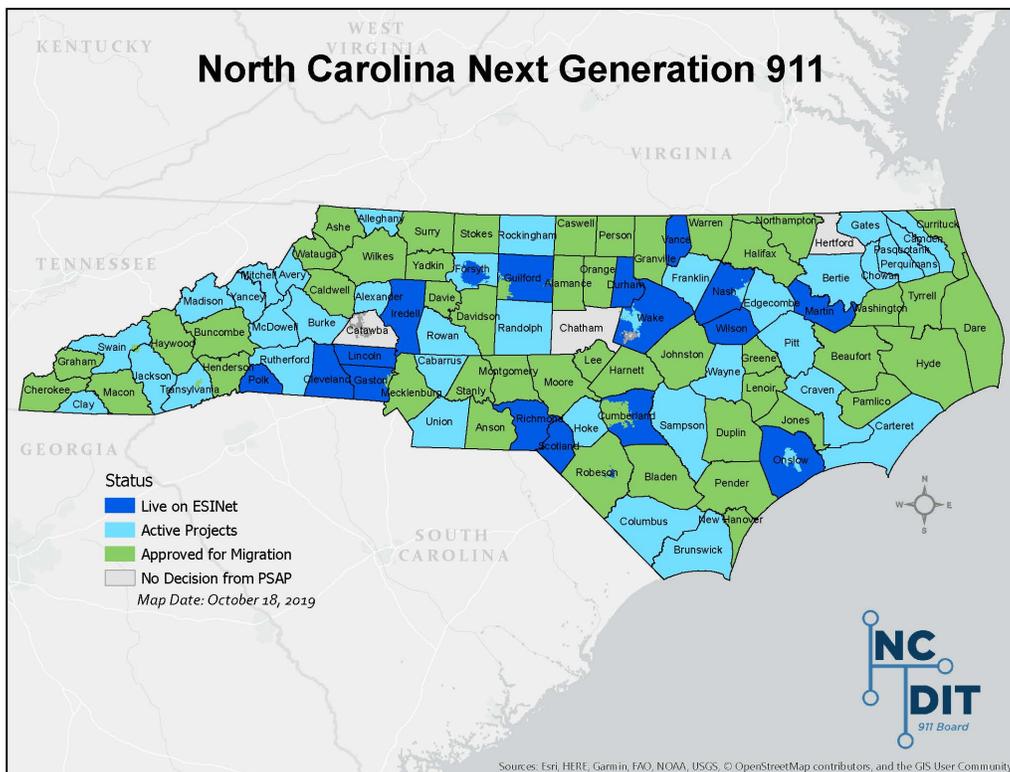




NORTH CAROLINA 911 BOARD MEETING
Friday, October 25, 2019
3514 Bush Street
Raleigh, NC
10:00 AM – 11:30 AM



#NexGen911isNowGen911inNC

Call to Order (1 Minute)

Eric Boyette

Roll Call (2 Minutes)

Pokey Harris

Tab 1 (2 Minutes)

Chair's Opening Remarks

Eric Boyette

Tab 2 (2 Minutes)

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 (15 Minutes)

Cybersecurity Awareness Presentation

Maria Thompson

NC DIT Chief Risk Officer

Tab 5 (5 Minutes)

Consent Agenda

Pokey Harris

(Consent Vote Required)

5 a)

Minutes of Meeting –

September 27, 2019

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.

DRAFT

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b) NG 911 Fund

September 2019 Fund Balance	\$ 62,770,240
September 2019 Disbursement	-\$ 108,832

c) CMRS Fund

September 2019 Fund Balance	\$ 5,362,214
September 2019 Disbursement	-\$ 78,524

d) PSAP Fund

September 2019 Fund Balance	\$ 3,393,695
September 2019 Disbursement	-\$ 4,394,082

e) Grant Fund

September 2019 Fund Balance	\$ 15,853,367
September 2019 Encumbered	-\$ 14,544,178

NG 911 FUND

FY2019 beginning Fund Balance:	\$44,749,221.82			
	July 2019	August 2019	September 2019	October 2019
Revenue 10%	\$75,178.79	\$78,596.00	\$805,234.27	
Interest allocation	\$734,474.29	\$873,803.90	\$108,991.56	
Grant Fund Transfer-IN		\$16,162,172.00		
NG 911 Disbursement	-\$21,085.01	-\$687,515.79	-\$108,831.74	
NG 911 Fund Balance	\$45,537,789.89	\$61,964,846.00	\$62,770,240.09	

CMRS FUND

FY2019 beginning Fund Balance:	\$7,170,087.41			
	July 2019	August 2019	September 2019	October 2019
CMRS Revenue 15%	\$640,474.96	\$624,531.55	\$610,275.75	
Interest allocation	\$12,045.76	\$13,263.93	\$8,481.51	
Grant Fund Transfer-OUT		-\$3,000,000.00		
CMRS Disbursement	-\$137,613.04	-\$500,809.07	-\$78,524.26	
CMRS Fund Balance	\$7,684,995.09	\$4,821,981.50	\$5,362,214.50	

PSAP FUND

FY2019 beginning Fund Balance:	\$20,324,987.06			
	July 2019	August 2019	September 2019	October 2019
PSAP Revenue 85%	\$3,629,358.02	\$3,539,012.09	\$3,458,229.18	
Wireline Revenue	\$651,001.04	\$763,761.15	\$879,875.62	
VOIP Revenue	\$456,928.78	\$1,779,813.51	\$1,089,001.59	
Prepaid Wireless Revenue	\$1,166,402.91	\$1,078,474.33	\$1,137,254.99	
Interest allocation	\$34,146.02	\$37,814.50	\$2,148.12	
Subtotal	\$5,937,836.77	\$7,198,875.58	\$6,566,509.50	\$0.00
Grant Fund Transfer-OUT		-\$23,677,269.00		
PSAP Distribution	-\$4,353,456.68	-\$4,209,706.59	-\$4,394,082.08	
PSAP Fund Balance	\$21,909,367.15	\$1,221,267.14	\$3,393,694.56	

PSAP Grant-Statewide 911 Projects Fund

		Total Disbursed				Remaining
		YTD	Jul-19	Aug-19	Sep-19	Expenditures
						Grant Balance
		\$23,414,561.43	\$23,038,414.95	\$32,825,508.31		
FY2016	Award Amount					
Graham County G2016-01 (039)	3,401,528.00	-2,619,530.85				781,997.15
FY2017	Award Amount					
Lincoln G2017-6 (047)	2,000,000.00	-671,150.72			-1,328,849.28	0.00
Martin G2017-7 (048)	5,196,315.00	-3,621,771.07			-860,710.16	713,833.77
Mitchell G2017-9 (049)	3,163,000.00	-2,480,935.37		-51,791.63	-65,504.20	564,768.80
Pasquotank G2017-11 (051)	1,010,779.00	-856,567.83	-73,210.00			81,001.17
FY2018	Award Amount					
Franklin G2018B-4 (062)	1,204,482.00	-1,026,749.90				177,732.10
Iredell G2018B-3 (063)	2,361,230.00	-1,937,280.49				423,949.51
FY2019	Award Amount					
Pender G2019-02 (067)	361,760.00	0.00				361,760.00
Greene G2019-03 (069)	841,964.00	0.00				841,964.00
Wayne G2019-04 (070)	1,530,693.00	0.00				1,530,693.00
Rutherford G2019-05 (071)	1,161,548.00	0.00				1,161,548.00
FY2020						
Davie G2020-01	232,767.00	0.00				232,767.00
NC State Highway Patrol G2020-02	1,102,933.00	0.00				1,102,933.00
Pender G2020-03	45,873.00	0.00				45,873.00
STATEWIDE PROJECTS:	Award Amount					
E-CATS II (012)	1,458,380.00	-252,120.00	-252,120.00			954,140.00
Interpretive Services (042)	785,646.00	-487,106.06	-19,619.25	-19,140.75	-19,833.75	239,946.19
Ortho Project III Image 19 (061)	3,273,555.00	-1,298,460.82	-49,355.40	-696,826.10	-210,360.70	1,018,551.98
Ortho Project III Image 20 (073)	4,108,739.00	0.00				4,108,739.00
CRM Statewide One-time Development	250,000.00	-26,390.00	-21,178.34	-8.34	-443.34	201,979.98
Approved Transfer from PSAP & CMRS Fund Transfer out to NG 911 Fund			26,677,269.00			
Interest			39,336.51	39,763.18	57,737.63	
Total Ending Fund Balance		\$23,414,561.43	\$23,038,414.95	\$32,825,508.31	\$30,397,544.51	

CASH BASIS REPORTING

OSC Certified

**Newly awarded grants have not be added to report. Waiting on signed contracts.

**Halifax declined awarded grant funds.

Committed:
Grant Fund Total

\$ 14,544,177.65
\$15,853,366.86 **

5 f)

Grant Project Updates per Reports

Greene County, NC

911 Facility Relocation

MCP Project Number 18-128

Monthly Progress Report – September, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Prepare a solicitation for engineering services 	<ul style="list-style-type: none"> Release and receive RFQ's Evaluate and decide on a firm
2. Permits	<ul style="list-style-type: none"> None in this period 	<ul style="list-style-type: none"> None expected in this period
3. Construction	<ul style="list-style-type: none"> None in this period 	<ul style="list-style-type: none"> None expected in this period
4. Communications Systems	<ul style="list-style-type: none"> None expected in this period 	<ul style="list-style-type: none"> None expected in this period
5. Other Activity	<ul style="list-style-type: none"> Held routine project status meetings with Mission Critical Partners 	<ul style="list-style-type: none"> Continue to participate in routine project planning and working meetings to facilitate the next steps of the project.

Iredell County PSAP Enhancement and Regional Backup Initiative

PSAP Grant Project

MCP Project Number 16-114

Monthly Progress Report – September, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> • No actions required 	<ul style="list-style-type: none"> • No actions expected
2. Permits	<ul style="list-style-type: none"> • No actions required 	<ul style="list-style-type: none"> • No actions expected
3. Construction	<ul style="list-style-type: none"> • No action required 	<ul style="list-style-type: none"> • No actions expected
4. Communications Systems	<ul style="list-style-type: none"> • Continued biweekly meetings with AT&T - call handling • Continued installation/configuration of audio-visual system • Internal coordination meetings on punch list items 	<ul style="list-style-type: none"> • Continue biweekly meetings with AT&T; prepare for text-to-911 feature enhancement • Finalize Audio-Visual system • Project close-out
5. Other Activity	<ul style="list-style-type: none"> • MCP continued biweekly project meetings with the client 	<ul style="list-style-type: none"> • No actions expected

Lincoln County PSAP, NC

PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – September, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No actions required 	<ul style="list-style-type: none"> No actions expected
2. Permits	<ul style="list-style-type: none"> No actions required 	<ul style="list-style-type: none"> No actions expected
3. Construction	<ul style="list-style-type: none"> Sprinkler and fire protection inspections Fix the floor drain bolts Fix HVAC condensate Continued work on water leak at the back door Continued work to finalize punch list Install and test UPS annunciator 	<ul style="list-style-type: none"> Finalize punch list Finalize owner manuals, as-builts and warranty information Prepare for facility cutover on October 16, 2019
4. Communications Systems	<ul style="list-style-type: none"> Participate in AT&T project status calls Finish testing of AT&T equipment Finish installation of exterior telecommunications cabling Finalize dispatch furniture Continue radio console migration planning Continued technology planning and timeline meetings Install CAD workstations Install hardware for the CAD system Begin installation of recording system Continue installation of radio equipment 	<ul style="list-style-type: none"> Continue to participate in biweekly AT&T project meetings Finalize CAD project Finish installation of recording system Finalize testing of technical systems Begin preparation for go-live / cutover Continue technology planning and timeline meetings

Activity	This Period	Next Period
	<ul style="list-style-type: none"> Continued setup and configuration of technology systems 	
5. Other Activity	<ul style="list-style-type: none"> MCP held biweekly project meetings with the client Lincoln County staff and MCP participated in monthly construction meeting 	<ul style="list-style-type: none"> MCP will continue biweekly project meetings with the client Lincoln County staff and MCP will participate in the monthly construction meeting



Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project

MCP Project Number 16-184

Monthly Progress Report – September 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No action required 	<ul style="list-style-type: none"> No action expected
2. Permits	<ul style="list-style-type: none"> No additional permits required 	<ul style="list-style-type: none"> No additional permits required
3. Construction	<ul style="list-style-type: none"> Obtain Certificate of Occupancy Complete punch list for facility Ribbon cutting for facility 	<ul style="list-style-type: none"> Prepare for October 2, 2019 cutover
4. Communications Systems	<ul style="list-style-type: none"> Continue biweekly meetings with AT&T on hosted call handling Finalize AT&T installation of CHE equipment Complete AT&T testing Cutover to hosted call handling and ESInet Finalize installation of recording system Installation of audio visual system and displays Final procurement of technology needs Continue working with Bertie County technology needs Finalize CAD server configuration and replication Install and test fiber circuits for backup and radio connectivity 	<ul style="list-style-type: none"> Continue coordination with Bertie and Pasquotank on facility / technology needs Finalize punch list for technology

Activity	This Period	Next Period
	<ul style="list-style-type: none"> • Begin installation of radio console system, control stations and antennas • Install administrative phone system • Test and validate all systems 	
5. Other Activity	<ul style="list-style-type: none"> • MCP conducted periodic conference calls with the clients • Participated in on-site construction meeting 	<ul style="list-style-type: none"> • MCP will participate in project team meetings with the clients

Mitchell County, NC

PSAP Construction and Regional Backup
 Monthly Progress Report – September 2019

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity
2. Permits	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity
3. Construction	<ul style="list-style-type: none"> Continued electrical work in data center Held meeting to discuss grading remediation 	<ul style="list-style-type: none"> Complete electrical work in data center Begin site grading rework Begin drainage remediation Install additional conduits from tower to building Install tower foundation Conduct site review(s) (ongoing)
4. Communications Systems	<ul style="list-style-type: none"> Procured tower Installed workstation console furniture Ran radio console cabling to workstations Ran data cabling to workstations Ordered data racks Held calls with AT&T regarding hosted solution 	<ul style="list-style-type: none"> Install AT&T call handling equipment Install radio consoles Install additional cable trays in data center Install racks in data center Install radio combiners Receive and stack tower Procure equipment for data center
5. Other Activity	<ul style="list-style-type: none"> Continued to track grant spending Updated budget tracking spreadsheet Ordered office furniture Received office furniture 	<ul style="list-style-type: none"> Order additional office items Purchase ancillary items for facility Regular communications with project team, as needed Track grant budget (ongoing) Hold status meeting between County and MCP

Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – September, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No action required 	<ul style="list-style-type: none"> No action expected
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
3. Construction	<ul style="list-style-type: none"> Obtain Certificate of Occupancy Complete punch list for facility Ribbon cutting for backup facility 	<ul style="list-style-type: none"> Prepare for facility cutover
4. Communications Systems	<ul style="list-style-type: none"> Continue biweekly meetings with AT&T on hosted call handling Continue coordination of data circuits for Martin Backup facility Continue discussions on migration of equipment to new backup site Begin installation and testing of paging system 	<ul style="list-style-type: none"> Continue biweekly coordination calls with AT&T Continue to participate in equipment migration planning and documentation Finalize the installation of the local paging system Continue to evaluate needs at the Martin Backup facility
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic project communications with the stakeholders 	<ul style="list-style-type: none"> MCP will conduct periodic communications with the stakeholders

Rutherford 911

Monthly Progress Report

Current Activity

October 2019

Rutherford PSAP Relocation / Enhancement

- Continue working with Brady Trakas and the electrical engineer on final drawings. Awaiting clarification from the Town of Forest City Inspections Department and a structural engineer (Cat 4 requirement detail).
- Brady Trakas to provide cost estimate(s) week three of October.
- Construction bidding process to commence.
- Maintain Budget Performance Reports

Next Month's Activity

November 2019

Rutherford PSAP Relocation / Enhancement

- Conclude bidding process.
- Interview contractors during this period.
- Select General Contractor.
- Anticipate construction to begin December 2019.
- Maintain Budget Performance Reports

Wayne County, NC

911 New Facility

MCP Project Number 18-117

Monthly Progress Report – September 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Complete 	<ul style="list-style-type: none"> Complete
2. Permits	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> None expected
3. Construction	<ul style="list-style-type: none"> Held meeting with electrical contractor on September 5 Photos of site construction included in report Continued construction site work 	<ul style="list-style-type: none"> Continue construction site work
4. Communications Systems	<ul style="list-style-type: none"> None expected 	<ul style="list-style-type: none"> Meeting Oct 2, 2019 with GC and radio vendors
5. Other Activity	<ul style="list-style-type: none"> Held monthly call with project team 	<ul style="list-style-type: none"> Continue routine project planning Communicate with project team as needed (on-going) Hold monthly meeting for report data (on-going) Track grant budget



Tab 6 (15 Minutes)

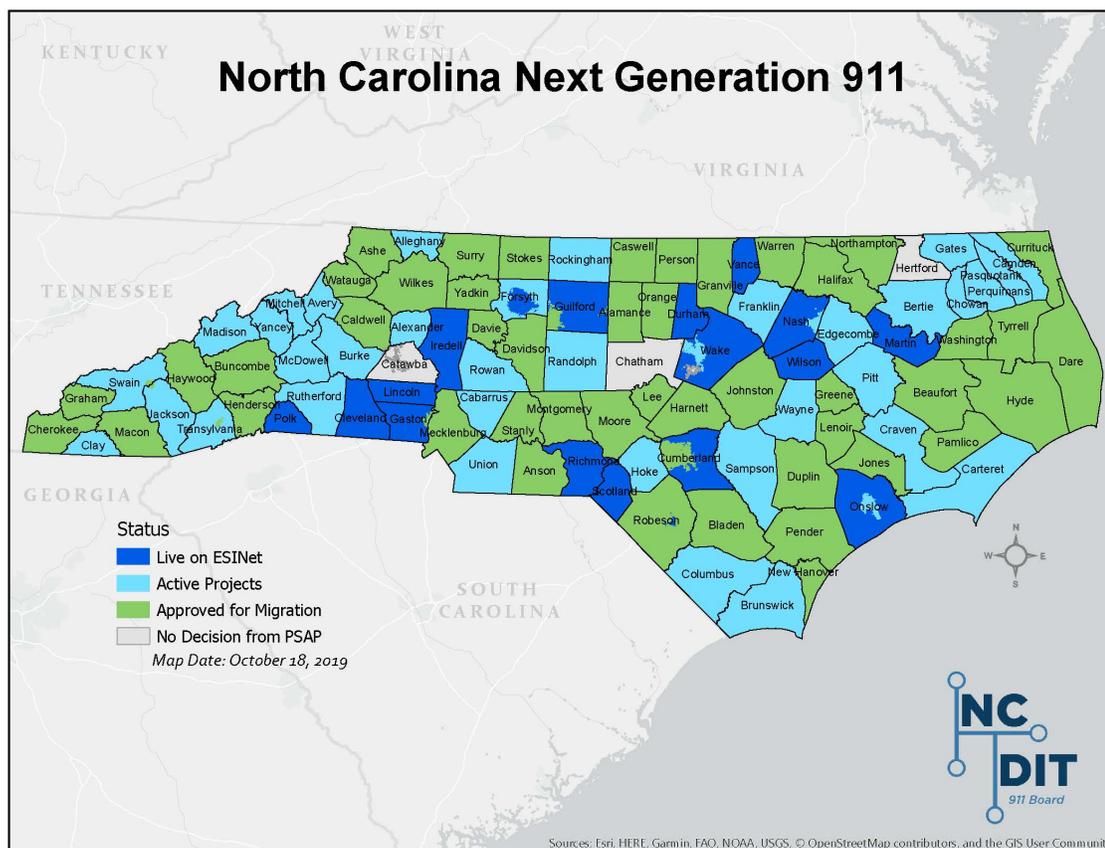
Executive Director Report

Pokey Harris

6 a)

NextGen 911 Migration Status

NC NG911 Migration Status



#NexGen911isNowGen911inNC

6 b)

NextGen 911 Status Map

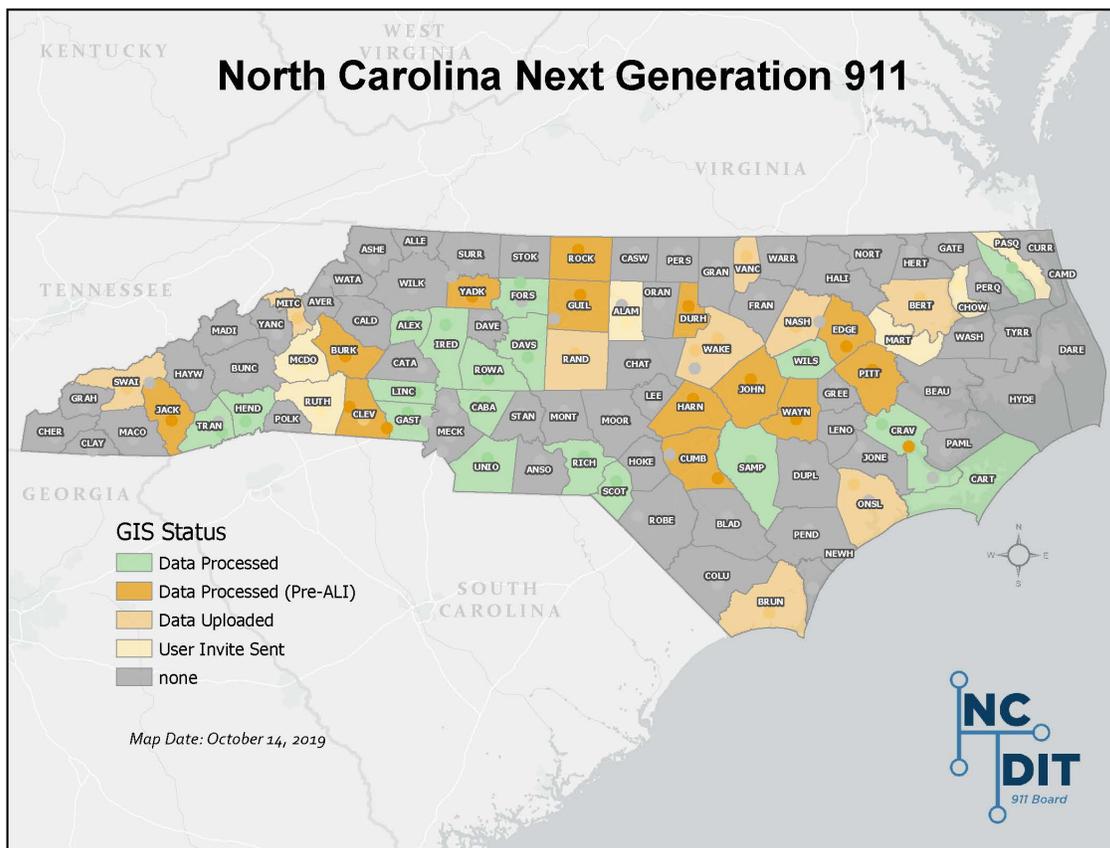
i. NG911 GIS Status

Presentation

Matt McLamb

Anna Verrill

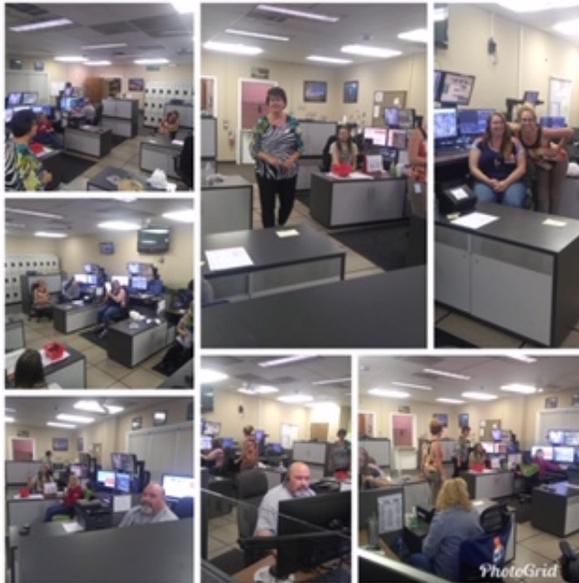
NC NG911 GIS Status



6 c) NC NG911 Triple Header ESInet Migration September 25, 2019

On Wednesday, September 25, the first live 911 call at Cleveland County 911 was at 1020 hours, followed by Shelby PD 911 at 1352 hours, and then Kings Mountain PD 911 at 1708 hours.

6 c) i) Cleveland County 911



Lorie Poston, 911 Director for Cleveland County Communications noted, *“it was the smoothest transition in my 28 years of 911 service and every single person was a pleasure to work with!”* Lorie further stated in an e-mail, *“this day has been in the making for a long while and we are happy we finally made it. We are excited for the future of 911. Many thanks to all of our partners that had a hand in this process. Ryunosuke Satoro may have said it best, ‘Individually, we are one drop. Together, we are an ocean.’”* I could not agree more with Lorie!

Congratulations to Lorie and all the staff at Cleveland County Communications!!!

6 c) ii) Shelby PD 911

Terry Grayson, Service Division Manager at Shelby PD, also shared his comments on the day of the cut via e-mail saying, *“we have been planning for this day for over a year. It went very smooth. I’d like to thank the AT&T and Motorola Staff for their professionalism and help, and the 911 Board for all their help and leadership in making sure our state is cutting edge in Next Gen 911 technology.”*



Shout out to Terry and the folks at Shelby PD!!!

6 c) *iii*) Kings Mountain PD 911

Following the day of NG911 migration activities, Andy Underwood, Communications Manager for Kings Mountain PD said, “... *everyone did an amazing job! I don't think I can add anything more than what Terry had already said. All of us at KM appreciate the effort of each and every one of the team that showed up yesterday, but especially Jason & Eric. Thanks for everything, but man I'm glad it's over!*”



Kudos to Andy and the crew at Kings Mountain PD!!!

911 Board staff and the AT&T project team all admitted it was an extremely busy day, but acknowledged that considering there were three separate cuts involved, it went as smooth as could be expected with very few challenges.

Migrations on that day brought the total number of PSAPs live on the ESInet to 19, and 31 physical locations, which includes backup PSAPs.

6 d) NC NG911 October ESInet Migrations

6 d) i) Nash County 911 October 15, 2019

Nash County 911 successfully migrated to the NC 911 managed service AT&T ESInet and hosted Viper call handling solution at 1343 hours on October 15. This brought the total number of PSAPs to 20, with 33 actual physical locations including backup PSAPs.



Nash County 911 Director Bryant Fisher admitted there were a few anxious moments during the day but said *"I would like to thank everyone that assisted with this project. As a result of all the hard work, we are better prepared for the future changes of 911."*

Congrats to Bryant and the team at Nash County!

6 d) ii)

Onslow County 911

October 16, 2019

Bringing the count to 21 PSAPs migrating to the NC 911 managed service AT&T ESInet and hosted Viper call handling solution was Onslow County 911 on October 16 at 1134 hours. This brings the actual total of physical locations, including backup PSAPs to 34.

Ray Silance, 911 Division Chief for Onslow County E-911, sent me a message saying, *“Onslow County’s cutover went smoothly as expected. There were a few minor issues but the professionals with AT&T, West, and Intrado quickly worked through them. I’m very pleased so far with the cutover to the ESInet. Thanks to the 911 Board for being onsite by my side to help in any way I needed.”*



Kudos to Ray and his team!!!

6 d) iii)

Lincoln County 911

October 16, 2019

"I am proud to say that Lincoln County has successfully migrated to our new PSAP along with being a part of the NC 911 ESInet. We were surrounded by many professionals from many vendors that made this possible. Special thanks to AT&T, NCDIT/911, MCP, Motorola, and County staff that made this possible. Lincoln county E 9-1-1 is excited for the future of 9-1-1 for our citizens and the great partnership that makes 911 as efficient as possible," were the comments shared with me by Bill Gibbs, Lincoln County Administrator of Communications, following their migration.



Lincoln County's migration to the NC 911 managed service AT&T ESInet and hosted Vesta call handling solution on October 16 (1359 hours), officially brought the total number of PSAPs to 22, in 36 physical locations including backup PSAPs.

Congratulations to Bill, his team, and Lincoln County not only with the cut to the ESInet but the move to their new PSAP!!!

6 d) iv)

Rockingham County 911

October 22, 2019

*Information and photo
not available prior
to publication
of agenda book.*

6 d) v)

Edgecombe County 911

October 23, 2109

*Information and photo
not available prior
to publication
of agenda book.*

6 d) vii)

Tarboro PD 911

October 24, 2019

*Information and photo
not available prior
to publication
of agenda book.*

6 e)

Staffing Update

6 f)

2019 Board Goals Status

911 Board 2019 Goals

**Per consensus of 911 Board Members – 2018 Board Work Session, December 6, 2018
Approved by 911 Board – December 7, 2018
(Not in any specific order of priority.)**

- Work with the General Assembly to update the State's 911 statutes to facilitate statewide deployment and adoption of Next Generation 911 services.
 - December 31, 2019
- Continue with NextGen 911 deployment and implementation of related operational components.
 - Achieve 85% program inclusion with all primary PSAPs as users of the statewide NG911 system, with migration of minimum 25% of all primary PSAPs to the ESInet.
 - December 31, 2019
 - Build, equip, and operate the Network Management and Assistance Center (NMAC); train NMAC staff for Tier 1 and Tier 2 support to PSAPs.
 - June 30, 2019
 - Draft standards and rules for NextGen migration and sustainment
 - December 31, 2019
 - Establish path forward for primary, secondary, and not approved PSAPs
 - December 31, 2019
- Develop policy manual encompassing current open policies and identify other policies for development consideration.
 - April 1, 2019
- Implement enhancements of grant program processes.
 - Adopt grant policy draft
 - Approve grant priorities
 - NG911 expenditures (non-eligible, capital) (300)
 - Support of Regional Initiatives (250) with focus on consolidations (500)
 - Replacing End of Life Equipment (150)
 - Approve grant draft cycle timeline to include grant applicant presentation.

Tentative 2019 Grant Cycle Calendar			
Milestone	Date	Day of Week	Days to Next Date
Board Meeting - Recap Grant Priorities	2/22/19	Friday	5
Grant Workshop for PSAPs	2/27/19	Wednesday	2
Beginning of Grant Cycle	3/1/19	Friday	49
Grant Applications Due	4/19/19	Friday	11
Grant Committee Discussion	4/30/19	Tuesday	1
Grant Applications Presentation Day	5/1/19	Wednesday	2
Grant Committee Meeting - Review and Vote	5/3/19	Friday	4
Grant Committee Results to Board for Review prior to Board Meeting	5/7/19	Tuesday	10
Board Meeting - Vote on Grant Applications	5/17/19	Friday	5
Results Notifications to Grant Applicants	5/22/19	Wednesday	70
Grant Contracts Signed Target	7/31/19	Wednesday	
Key Timeframes		Calendar Days	
Days from Workshop to Applications Due		51	
Days from Beginning of Grant Cycle to Applications Due		49	
Days from Applications Due to Presentation Day (Staff Prep Time)		12	
Days from Presentation Day to Grant Committee Meeting		2	
Days from Grant Committee Meeting to Results to Board		4	
Days for Board to Pre-Review Results prior to Vote		10	

- December 7, 2018
- Develop a funding model for 911 service, NG911 service, PSAPs, and 911 Board operations.
 - Consider a prospective funding model vs rolling average method.
 - Review, revise, and update the eligible uses of 911 revenue and seek legislative changes as necessary to align with PSAP services in the NG911 environment.
 - Improve and optimize the reimbursement process.
 - Determine amount of excessive fund balances and address accordingly.
 - December 31, 2019
- Update 911 Board By-Laws
 - December 31, 2019
- Complete development of training standards and implement, in collaboration and consultation with 911 stakeholder groups.
 - Ongoing
- Continue efforts for implementation of EMD for all PSAPs
 - Ongoing

6 g)

Director Acknowledgement

Tab 7 (3 Minutes)

Executive Committee Report

Donna Wright

Tab 8 (5 Minutes)

Education Committee Report

Chuck Greene/Angie Turbeville

Tab 9 (5 Minutes)

Funding Committee Report

David Bone/Marsha Tapler

Tab 10 (4 Minutes)

Finance Team Report

Marsha Tapler/Kristen Falco

Tab 11 (5 Minutes)

Standards Committee Report

Donna Wright/Tina Gardner

Tab 12 (15 Minutes)

Technology Committee Report

Jeff Shipp/Gerry Means

Tab 13 (6 Minutes)

911 Regional Coordinator

Reports

Tina Gardner/Angie Turbeville

Tab 14 (2 Minutes) **Other**

Adjourn

*****Currituck County 911 Grant Program Agreement Signing Event Immediately Following the Board Meeting*****

NOVEMBER 2019 COMMITTEE MEETINGS

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

- ❖ November 07 – Education Committee
- ❖ November 19 – Funding Committee
- ❖ November 21 – Technology Committee
- ❖ November TBD – Standards Committee
- ❖ December Committees Meetings - TBD

NOVEMBER 2019 – NO BOARD MEETING DECEMBER 2019 WORK SESSION AND BOARD MEETING

Thursday and Friday, December 5 and 6, 2019 – Campbell University, Buies Creek, NC

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

