

**North Carolina 911 Board Meeting
MINUTES
3514 Bush Street, Raleigh NC
Friday, October 25, 2019
10:00 AM – 11:30 AM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone, (NCACC) Martin County Manager <i>via phone</i>	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Jason Compton, Wake Sheriff
Greg Coltrain, (LEC) Wilkes Communication Sprint	Kristen Falco, DIT/NC 911 Board Staff	Marie Ermish, NCDOJ
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Tina Gardner, DIT/NC 911 Board Staff <i>via phone</i>	David Gains, DIT
Stacey Gonyer, (CMRS) Sprint	Pokey Harris, DIT/NC 911 Board Staff	Lorrie Goldsmith, DIT
Chuck Greene, (LEC) AT&T	Jesus Lopez, NC DIT/NC 911 Board PM	Winky Guan, DIT
J.D. Hartman, (NC Sheriff's Association) Davie County <i>via phone</i>	Gerry Means, NC DIT/NC 911 Board Staff	Greg Hauser, NCEM
Jeff Ledford, (NCACP) City of Shelby PD <i>via phone</i>	Stanley Meeks, NC DIT/NC 911 Board Staff	Tim Johnson, DIT CGIA
Buddy Martinette, (NCSFA) Fire Chief, Wilmington <i>via phone</i>	Don Rice, NC DIT/NC 911 Board Contract Staff	Daniel Little, Cornelius PD
John Moore, (VoIP) Spectrum Communications	Marsha Tapler, NC DIT/NC 911 Board Staff	Nicole Meister, DIT
Jude O'Sullivan, (CMRS) Carolina West	Angie Turbeville, NC DIT/NC 911 Board Staff	Bancroft Neufville, DIT
Jeff Shipp, (LEC) Star Telephone		Dominick Nutter, Raleigh-Wake Emergency Communications
Earl Struble, (CMRS) Verizon Sprint	<u>Staff Absent</u>	Brian Smith, AT&T
Amy Ward, (LEC) CenturyLink	Chris Carlin, NC DIT/NC 911 Board Staff	Kimberly Sprague, DIT
Donna Wright, (NENA) Richmond Co Emergency Services	Ronnie Cashwell, NC DIT/NC 911 Board Staff	Jennifer Thompson, Cornelius PD
	James Covington, NC DIT/NC 911 Board Staff	Maria Thompson, DIT
<u>Members Absent</u>		Anna Verrill, DIT CGIA
Secretary Eric Boyette, (NC CIO) Board Chair		Mary-Alice Warren, DIT
Bo Ferguson, (NCLM) City of Durham		

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

1. Chair's Opening Remarks — Vice Chair Wright welcomed everyone to the meeting and thanked them for their support and taking the time to join. She mentioned that Ms. Harris would be out for 2 weeks on personal leave for a trip to Israel and wished her a happy time off.

2. Ethics Awareness/Conflict of Interest Statement — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement printed in the agenda.

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

4. Cybersecurity Awareness Presentation — Ms. Harris introduced DIT's Chief Risk Officer, Maria Thompson, who gave a presentation on Cybersecurity Awareness. Ms. Thompson stated that through the efforts of the Department of Information Technology, IT professionals are looking out for threats and that people can help protect personal and business information by thinking before they click. Ms. Harris thanked Ms. Thompson for taking the time to attend the meeting and for her presentation, acknowledging that October as Cybersecurity Awareness Month.

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

a) Minutes of Previous Meeting – September 27, 2019

b) NG 911 Fund

September 2019 Fund Balance	\$62,770,240
September 2019 Disbursement	-\$106,832

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 Grant Funds Encumbered	-\$14,544,178

f) Grant Project Updates per Reports

Mr. Shipp 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 – 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 week there are 25 PSAPs live on the ESInet, with three going live the same day.

b) NextGen 911 Status

i. NG911 GIS Status Presentation – Ms. Harris introduced Anna Verrill, Senior GIS Analyst with the NC CGIA who is a team member on the NextGen 911 Project. Ms. Verrill gave a presentation on the GIS Project Dashboard and an update on the PSAPs' efforts. The NC 911 Board has contracted with GeoComm to assist with the NC NG911 GIS Project. Local agencies will continue to maintain their own GIS data and will submit their data to the State through GeoComm's GIS Data Hub. Submitted data will automatically load into the State's standardized NG911 GIS database schema. GeoComm will provide managed services to help aggregate data from local agencies and assist in identifying and reporting any gaps, errors and discrepancies in GIS data. Local agencies that maintain authoritative data required for NG911 will also be responsible for the remediation of any errors and discrepancies identified by a series of data validation checks provided through the GIS Data Hub. It will be up to the local GIS authorities to clean up and maintain required data, as well as coordinate with neighboring jurisdictions to ensure there are no gaps, overlaps, or redundancies in any of the required datasets.

c) NC NG911 Triple Header – September 25, 2019 – 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.

i. Cleveland County 911 ESInet Migration – On Wednesday, Sept. 25th the first live 911 call at Cleveland County 911 was at 1020 hours. Congratulations to 911 Director Lorie Poston and all the staff at Cleveland County Communications.

ii. Shelby PD 911 ESInet Migration – The first live 911 call at Shelby PD 911 was at 1352 hours. Congratulations to Service Division Manager Terry Grayson and all the staff at Shelby PD.

iii. Kings Mountain 911 ESInet Migration – The first live 911 call at Kings Mountain 911 was at 1708 hours. Congratulations to Communications Manager Andy Underwood and all the staff at Kings Mountain PD.

d) NC NG911 October ESInet Migrations

i. Nash County 911 ESInet Migration 10/15 – 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.

ii. Onslow County 911 ESInet Migration 10/16 – 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.

iii. Lincoln County 911 ESInet Migration 10/16 – 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.

iv. Rockingham County 911 ESInet Migration took place on 10/22. Additional information will be forthcoming.

v. Edgecombe County 911 ESInet Migration took place on 10/23. Additional information will be forthcoming.

vi. Tarboro PD 911 ESInet Migration on 10/24. Additional information will be forthcoming.

e) Staffing Update – Ms. Harris introduced members of DIT's HR department whom she has been working with to fill vacant positions. She also introduced Kristen Falco, the new Financial Review Specialist. Ms. Falco has almost 9 years of experience working as telecommunicator and is very familiar with PSAP operations, equipment, and technology. Staff will also be conducting interviews for the two 911 Regional Coordinator positions in the coming weeks. Ms. Harris also continues with plans to for hiring admin support.

f) 2019 Board Goals Status – Ms. Harris spoke about the goals the board had made for 2019 and what has been achieved over the course of the year. This includes working with the General Assembly to update the State's 911 statutes to facilitate statewide deployment and adoption of Next Generation 911 services. She thanked Richard Bradford and Nate Denny for their assistance in achieving that goal. She said they are on track to meet another goal by migrating a minimum of 25% of all primary PSAPs to ESInet by the end of the year. The NMAC is up and running, and currently hiring additional Tier 1 and Tier 2 support. The NMAC is currently able to assist PSAPs with legacy issues by calling 1-855-NMAC911 or by email at 911NMAC.Admin@nc.gov. Looking at draft standards and rules for NextGen migration and sustainment is in progress and will continue in the future. Enhancements to the grant program process were made and proved to be successful. The Funding Committee continues to work on a funding model to review, revise, and update the eligible uses of 911 revenue. The Executive Committee is working on the bylaws for the Board. The Education Committee is working on training standards and EMD implementation is now a requirement due to the new legislation. In December's work session the Board will be working on the 2020 Legislative Goals.

g) Director Acknowledgement – Ms. Wright was honored by the National Emergency Number Association for North Carolina with their NC NENA President's Award. It is awarded by the NENA Chapter president at their discretion and traditionally given to an individual in recognition of exceptional dedication and commitment through outstanding service to the NENA Association.

Eric Boyette, secretary of DIT and the State's Chief Information Officer, and Chair of the NC 911 Board, has been elected president of the National Association of State Chief Information Officers. In his role he will work with NASCIO's Executive Committee and be responsible for strategic planning as well as

approving the annual budget and business workplan of the association. He previously served as NASCIO's treasurer.

7. Executive Committee Report — There are plans for a Committee meeting soon to discuss any potential 2020 Legislative goals and updating the Board bylaws and operational procedures.

8. Education Committee Report — Mr. Greene has assumed the Chair position for the committee. At its most recent meeting, the Committee reviewed requested training classes, and completed a review of the training eligibility list, which will be updated on the website. Future meetings will concentrate on top issues such as trainings on NextGen 911, active assailant response and stress management. They also identified the top three issues for PSAP managers and supervisors – training for staffing and employee retention, conflict management, and leadership. They plan to work with the Funding Committee to provide training and information for PSAPs about expenditure reports and funding considerations. Upcoming priorities include establishing training to fill the Legislative requirement of 40 hours of telecommunicator training and ensuring PSAPs have base knowledge to transition to i3 and GIS.

9. Funding Committee Report — Mr. Bone reported the Committee and Staff continue to work on reconsideration requests and funding recommendations for eligible items. They also had preliminary discussions about backup PSAP circuit redundancy that may come up in later meetings. The Committee will be revisiting the funding model. Ms. Harris announced that Secretary Boyette appointed Stacy Gonyer to the Funding Committee.

10. Finance Team Report — The finance team has continued to assist PSAPs with revenue expenditure reports and help with reconsideration requests. Ms. Tapler and Ms. Falco traveled to 19 PSAPs across the state to conduct financial training, discuss five-year technology plans, and review the new legislation and how it affects PSAPs as it pertains to addressing. In addition, Ms. Tapler has several tasks to complete for the Board, including an ECATs purchase order, presenting a 5-year forecast to the Office of State Budget and Management, and working on the Federal grant.

11. Standards Committee Report — Vice Chair Wright reported that the Standards Committee was not able to have a meeting in October. Their next meeting is planned for late November. Vice Chair Wright announced that Secretary Boyette appointed Greg Coltrane to the Standards Committee and the Grant Committee.

12. Technology Committee Report — Mr. Means gave an update on the status of NG911 migration. There are 11 PSAPs with committed dates for the rest of this year. In the first quarter of 2020, there are 23 PSAPs assigned for migration, with a total of 50-60 migrations tentatively planned for the year.

The contract-to-hire process is working out for the NMAC Tier 1 and Tier 2 positions. Mr. Means and Mr. Meeks recently interviewed for additional positions and hope to hire soon. They are nearly done with the PSAP handbook (a policy and procedures document that defines the roles of the NMAC, AT&T, and the PSAPs). Mr. Means thanked everyone who attended the ribbon cutting for the NMAC in September. The SOW for cybersecurity was released and there were 5 responses. The team reviewing them consists of Mr. Means, Randy Cress, Rob Main and Larry King. They will pick the 2 best responses and enter negotiations with them.

Mr. Means thanked Tim Johnson's team with their assistance with GIS. In the coming year they hope to align the technology with the Standards Committee and Funding Committee to take a fresh look in terms of procedures and standards that have been adopted based on the technology currently in use. NextGen changes the technology, and policies need to be reviewed to adapt going forward. Ms. Harris noted that in looking at the capability of the ESInet and backup planning, there will be a 2-day workshop in April 2020 that covers backup planning and radio communications. Day 1 will be reviewing current backup plans and discussing enhancements for a NG911 environment. Day 2 will feature representatives from TSU Viper, DPR, and the state's amateur radio group to discuss radio communications capabilities for consideration with backup planning. More information will be released in the future.

13. 911 Regional Coordinator Reports — Ms. Gardner spoke about cybersecurity and advised caution when using Bluetooth devices such as smart watches and glasses. Any technology that accesses the internet can become a liability. She has a meeting planned with representatives of Virginia to discuss how they will handle issues with calls routing to the incorrect PSAPs on the borders of both states. She is working on determining an average cost for CAD servers and reviewing backup plans for PSAPs migrating to the ESInet. Plans are in place for a meeting in conjunction with the Standards Committee to cover the rules under the new legislation. Ms. Gardner is also scheduling interviews for the 911 Regional Coordinator positions. Ms. Turbeville met with the Lincoln County 911 center and toured their new facility. They have an open house planned for November 14, 2:00 PM – 4:00 PM, and have invited the Board to attend. While there, Ms. Turbeville answered questions about the new position policy and overflow policy. She recently traveled with the CGIA team to Watauga County to meet with the 3 PSAPs in that County about their GIS conversion. She later traveled to Swain County and Burke County for similar discussions. There are more GIS meetings planned for November.

14. Other — Ms. Tapler advised an email address has been created for PSAPs to submit eligibility requests. The email address is PSAPeligibilityRequest@nc.gov. This allows for Regional Coordinators and financial review staff to see all inquiries in one place. An announcement will be sent via the listserv to inform PSAP managers of the new email process. Ms. Harris shared a reminder that immediately following the meeting there would be a grant program agreement signing event for Currituck County 911. She also made mention again of her upcoming travel out of the country and her impending return to the office on November 12.

The Board Work Session and Meeting will be held on December 5 and 6, 2019 at Campbell University, Buies Creek, NC.

Adjourn — Vice Chair Wright adjourned the meeting at 11:42 AM.

APPROVED BY NC 911 BOARD 10/06/19