

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Campbell University**  
**School of Osteopathic Medicine**  
**Leon Levine Hall, Medical Science Building**  
**4350 US-421, Lillington NC**  
**Friday, December 6, 2019**  
**1:00 PM – 3:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Secretary Eric Boyette, (NC CIO) Board Chair	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Ron Adams, Southern Software
David Bone, (NCACC) Martin County Manager	Ronnie Cashwell, NC DIT/NC 911 Board Staff	Rachel Bello, Wake County
Bo Ferguson, (NCLM) City of Durham	Kristen Falco, DIT/NC 911 Board Staff	Gene Booth, Cumberland County
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Tina Gardner, DIT/NC 911 Board Staff	Wayne Coats, Harnett County Sheriff
Stacey Gonyer, (CMRS) Sprint <i>via phone</i>	Pokey Harris, DIT/NC 911 Board Staff	Michael Collier, Pender County Sheriff's Office
J.D. Hartman, (NC Sheriff's Association) Davie County	Gerry Means, NC DIT/NC 911 Board Staff	Jason Compton, Wake County
Buddy Martinette, (NCSFA) Fire Chief, Wilmington	Stanley Meeks, NC DIT/NC 911 Board Staff <i>via phone</i>	Alan Cutler, Pender County Sheriff's Office
John Moore, (VoIP) Spectrum Communications	Don Rice, NC DIT/NC 911 Board Contract Staff	Jackie Ezzell, Pender County Sheriff's Office
Jude O'Sullivan, (CMRS) Carolina West	Marsha Tapler, NC DIT/NC 911 Board Staff	Emily Hughes, DIT
Jeff Shipp, (LEC) Star Telephone	Angie Turbeville, NC DIT/NC 911 Board Staff	Tracy Jackson, Cumberland County
Earl Struble, (CMRS) Verizon Sprint		Adam Johnson, Cumberland County
Amy Ward, (LEC) CenturyLink	<b><u>Staff Absent</u></b>	Nicole Meister, DIT
Donna Wright, (NENA) Richmond Co Emergency Services	Chris Carlin, NC DIT/NC 911 Board Staff	Aaron Meredith, Harnett County Sheriff's Office
	James Covington, NC DIT/NC 911 Board Staff	Tammy Myers, Davie County 911
<b><u>Members Absent</u></b>	Jesus Lopez, NC DIT/NC 911 Board PM	Melanie Neal, Guilford – Metro 911
Greg Coltrain (LEC) Wilkes Communication Sprint		Niraj Patel, Verizon
Chuck Greene, (LEC) AT&T		Phillip Penny, MCP
Jeff Ledford, (NCACP) City of Shelby PD		Craig Schulz, MCP
		Christy Shearin, Franklin County 911
		Jon Soles, Cumberland County
		Rick Thomas, Town of Apex
		Jennifer Velez, ECaTS
		Mary-Alice Warren, DIT
		Keith Wells, Pender County Sheriff's Office
		Vic Williams, CRS
		Doug Workman, Town of Cary

**Call to Order and Roll Call** – Chairman Boyette called the meeting to order at 1:00 PM and asked Ms. Harris to proceed with the roll call.

**1. Chair’s Opening Remarks** – Chairman Boyette welcomed everyone to the meeting and thanked them for their support and taking the time to join. Harnett County Sherriff Wayne Coats welcomed the Board to Harnett County and thanked them for the work they do for the State.

**2. Ethics Awareness/Conflict of Interest Statement** – Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as referenced in the agenda book.

**3. Public Comment** – Chairman Boyette extended the invitation for public comment. No one had pre-registered to speak, and no one present or on the phone asked to.

**4. Recognition of Outgoing Board Members** – On behalf of the 911 Board, Staff and Secretary Boyette, Ms. Harris recognized and thanked outgoing 911 Board members Heather Campbell (2016 – 2019), Eric Cramer (2014 – 2019), Niraj Patel (2017 – 2019) and Mike Reitz (2017 - 2019) for their dedication and service to the citizens of North Carolina and to the NC 911 Board. Mr. Patel was able to join in person, and Ms. Campbell joined by telephone.

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

a) Minutes of Previous Meeting – October 25, 2019

b) NG 911 Fund

October 2019 Fund Balance \$63,999,876

October 2019 Disbursement -\$27,681

c) CMRS Fund

October 2019 Fund Balance \$ 8,525,994

October 2019 Disbursement -\$89,750

d) PSAP Fund

October 2019 Fund Balance \$4,803,755

October 2019 Disbursement -\$4,209,707

e) Grant Fund

October 2019 Fund Balance \$9,347,896

October Grant Funds Encumbered -\$20,664,846

f) Grant Project Updates per Reports

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

**6. Executive Director Report**

a) NextGen 911 Migration Status – Ms. Harris shared the status map of PSAPs that have migrated to the ESnet. Current stats are 30 PSAPs live with two going online very soon, 40 active projects, 41 approved, and 6 remaining official commitment. At this time, Chairman Boyette noted with the passage of legislation that became SL 2019-200, all PSAPs are required to migrate to the statewide ESnet. Therefore, all PSAP will be considered approved and progressing toward implementation. The status map will be updated to reflect this.

b) NextGen 911 GIS Status – Ms. Harris thanked the CGIA team, GeoComm, and the Regional Coordinators for their efforts in working with the PSAP community to move forward with GIS data being uploaded into DataHub, and for the many informational meetings and work sessions that have been held across the state.

c) NC NG911 and PSAP October & November Statewide Activities – Ms. Harris shared the following information about ESnet migrations. She also introduced Nicole Meister, Mary-Alice Warren and Emily

Hughes who work in DIT Communications and Public Relations. They will be helping to publish and release relevant 911 information to the public. Ms. Hughes and Kelly Gardner will also be collaborating with staff to revamp the 911 Board webpage.

- Rockingham County 911 ESInet Migration, 10/22/19 – Rockingham County’s migration took the number of PSAPs to 23 with an overall count of 38 physical locations which include backup facilities. The PSAP is using an on-premise Motorola VESTA call handling solution.
- Edgecombe County 911 ESInet Migration, 10/23/2019 – Edgecombe County 911’s migration to both the ESInet and hosted Viper call handling solution took place on October 23, bringing the project total count to 24 PSAPs and 39 physical locations, which include backup facilities.
- Tarboro PD 911 ESInet Migration, 10/24/2019 – Tarboro PD 911 was successfully cutover to the NC 911 managed service AT&T ESInet and hosted Viper call handling solution at 11:29 EDT on October 24. This brought the count to 25 PSAPs and a total of 40 physical locations that have migrated to the ESInet.
- Currituck County 911, 10/25/2019 – Following the NC 911 Board meeting on Friday, October 25, representatives from Currituck County and the Board participated in a ceremonial PSAP grant signing. Currituck County is one of seven grant recipients of the 2020 PSAP Grant Program with their Public Safety Building Construction Project being awarded \$583,655.
- Cary PD 911, 10/30/2019 – Cary PD 911 was able to answer all their Halloween calls across the NC 911 managed service AT&T ESInet, having successfully cut live on the ESInet and the NC hosted Vesta call handling solution on October 30.
- Sampson County 911, 11/06/2019 – Sampson County 911 migrated to the NC 911 managed service AT&T ESInet and hosted Viper call handling solution on November 6.
- Lincoln County 911, 11/14/2019 – The ribbon cutting for Lincoln County’s new Communications Center was held on November 14. The 7,456 square foot facility and technology, funded in part with a \$2 million dollar award through the PSAP Grant Program, will serve the county’s citizens for many years to come with access to this state-of-the-art 911 facility.
- Rutherford County 911, 11/20/2019 – Rutherford County 911 became PSAP 28 on November 20, to migrate to the NC 911 managed service AT&T ESInet. The PSAP is using an existing on premise geo-diverse Vesta call handling solution.
- Craven County 911, 11/20/2019 – Craven County 911 successfully cutover to the NC 911 managed service ESInet and hosted Viper solution at 1052 hours on November 20.
- New Bern PD 911, 11/20/2019 – The City of New Bern PD 911 successfully cutover to the NC 911 managed service AT&T ESInet and hosted Viper call handling solution at 1450 hours on November 20. This brings the total PSAPs live on the ESInet to 30 PSAP and 48 physical locations including backup facilities.

d) Staffing Update – Ms. Harris and Ms. Gardner are preparing to provide selected candidates for the 911 Regional Coordinator positions to HR to proceed forward in the hiring process. Ms. Harris and Ms. Tapler are going through applications for the second Financial Review Specialist (FRS) position and hope to start interviews in the new year. Ms. Harris has plans to start the hiring process for admin support and is working with HR to create a position description. She also mentioned that Richard Bradford has expended much more than his allocated time of 25% in his capacity as legal counsel for the Board. In concurrence with Secretary Boyette, Mr. Bradford’s time allocation will increase to 50%.

e) Consideration of Nomination for Board Vice Chair – Ms. Harris advised the Vice Chair of the Board will be elected at the February 2020 meeting. Nominations can be provided prior to that meeting if anyone wishes to do so. Ms. Harris thanked current Vice Chair Donna Wright for all she has done for the 911 Board.

**7. NC 911 Board Work Session Matters of Consensus for Approval** – Ms. Harris stated the work session matters had already been discussed previously during the morning session and are located in the Board packet. She reviewed each item, allowing for the Chairman to call for approval accordingly.

a) NC 911 Board Bylaws – A motion was put forward to approve the NC 911 Board Bylaws as presented, with the motion being seconded and passing unanimously.

b) 2020 NC 911 Board Goals – A motion to approve the 2020 NC 911 Board goals was put

forward by Chief Martinette, with the motion being seconded by Ms. Wright and passing unanimously. (The goals denoted below become part of these minutes as reference to the approval action.)

**NC 911 Board 2020 Goals**  
*Approved by NC 911 Board, Friday, December 6, 2019*

Goal (Per Committee Initiative)	Completion Date
<b>Education</b>	
Complete development of training standards and implementation, in collaboration and consultation with the Standards Committee.	December 31, 2020
Develop an information sharing program to effectively communicate Board and Staff's vision, initiatives and responsibilities for NG911 and other state projects.	Ongoing
Develop processes to ensure the implementation of telecommunicator training and EMD certifications defined in statute 143B-1406(f)(4a) and 143B-1406(f)(5b)(b) for funded PSAPs.	December 31, 2020
Explore the feasibility of expanding Board sponsored training in conjunction with the Community College system.	Ongoing
<b>Funding</b>	
Developing a funding model that takes into consideration the implementation of NextGen 911 technologies.	June 30, 2020
Explore the feasibility of a hosted CAD solution and hosted CAD servers that would be purchased by the NC 911 Board, located at the NC DIT data centers, to assist all PSAPs as they start to migrate to NextGen technologies.	Ongoing
Determine a strategy and develop a policy to address, investigate, and explore options with how to manage excessive PSAP fund balances.	June 30, 2020
<b>Standards</b>	
Review and update potential verbiage of the Rules in order to prepare for the long process of updating them.	Ongoing
Evaluate the newly passed legislation to include the verbiage, if necessary, or if the new language does not require an addition to the rule, establish a policy/procedure to accommodate the new legislation.	Ongoing
Consider how a "checks and balance" would occur if there are new requirements.	Ongoing
<b>Technology</b>	
Develop policy perspectives regarding the impact of NG911 on backup centers in the NextGen environment.	June 30, 2020
Commit to 60 PSAP migrations to the ESInet. Goal is to map a potential conversion plan to meet or exceed the migration goal.	December 31, 2020
Develop policies and rules regarding the implementation of the i3 GIS dataset.	June 30, 2020

c) 2020 NC 911 Board and Committees Meeting Dates – A motion to approve the 2020 NC 911 Board and Committees meeting dates was brought forward by Ms. Ward, with the motion being seconded by Mr. Bone and passing unanimously.

d) 2020/2021 NC 911 Grant Program Priorities – A motion was put forward to approve the 2020/2021 NC 911 Grant Program priorities, with the motion being seconded and passing unanimously.

e) 2020/2021 NC 911 Grant Program Cycle Draft/Tentative Timeline – A motion to approve the 2020/2021 NC 911 Grant Program cycle draft/tentative timeline was brought forward by Ms. Wright, with the motion being seconded by Mr. Shipp and passing unanimously

**8. Executive Committee Report** – Ms. Wright reported most of the Committee's time this past year was expended working on legislation and the bylaws. She noted the next goal will be to work on long-term strategic planning.

**9. Education Committee Report** – Ms. Turbeville reported the Committee met via conference call in November. They finished going over the training eligibility list, which has been updated and posted to the website. They discussed non-traditional training about the Board and staff in the form of a job or informational aid. Such aids will provide information about the Board, its priorities, and other pertinent information that will be placed on the Board's website for access and download. Also, there will be a joint ad hoc committee with Education and Standards to talk about the EMD and training standards. This group will start meeting at the beginning of the new year.

#### **10. Funding Committee Report**

a) FY2021 PSAP Estimated Funding Distribution – The only item the Funding Committee put forth as a recommendation was the FY2021 PSAP estimated funding distribution. Mr. Bone reminded everyone these are estimates. The 911 Board is required to provide such estimates to the PSAPs for budgetary forecasting and preparations. The final distribution numbers will be distributed in May. If any adjustments are necessary, there is time between December and May to do so. Staff's estimated funding distribution for FY2021 was unanimously approved at the last meeting of the Funding Committee and was presented to the Board as a motion. Mr. Bone then asked Ms. Tapler to present the estimated funding distribution amounts. Coming from the Funding Committee as a recommendation for approval, the motion passed unanimously.

b) General Report – Mr. Bone advised there were no other items to report.

#### **11. Finance Team Report**

a) ECaTS Contract Approval – Ms. Tapler reported the ECaTS contract runs between fiscal years. When the Board budgeted last fiscal year for the statewide grants, ECaTS was not included. Ms. Tapler explained that the contract needs to be approved for another year to maintain the MIS call reporting system that is used for the statewide project. An additional staffing module is also being requested. This will assist the staff and Board in making determinations regarding increased seat count requests from PSAPs now that the Base Seat Count Policy and Overflow Seat Count Policy are in place. The contract for the MIS call reporting system, which will also include texting, Viper and firewall will be done as a tier, based on call volume. The total contract is \$1,089,825.58 and the additional module is \$100,280. Ms. Harris pointed out this would normally go to the Grant Committee first, but due to timing it is being brought directly to the Board. A request for vote was brought forward by Staff, who recommends the contract and module be approved. A motion to approve was brought forward by Ms. Wright, with the motion being seconded and passing unanimously.

b) General Report – Ms. Falco gave an update on what the Finance Team has been working on the past month. They have visited several PSAPs to work on Revenue Expenditure Reports. They have plans to meet with another 20 PSAPs before the end of the year.

#### **12. Grant Committee Report**

a) Iredell County 911 Grant Award Expend Remainder Approval – Mr. Shipp reported Iredell County requested to use remaining grant funding of \$411,996.53. He advised the Grant Committee is recommending to fund the requested items of fiber, Motorola Channel Bank, and wireless access points, for a total of \$152,734.30. The Committee decided to not fund the other items based on two factors. These being any item that is eligible for funding would not be considered (e.g. workstations), and any item that the Grant Committee specifically chose to not fund originally. Coming from the Grant Committee as a recommendation to approve funding in the amount of \$152,734.30, the motion passed unanimously.

b) General Report – Mr. Shipp noted moving forward the priority for the Grant Committee is the 2020/2021 grant cycle, referencing the previously approved tentative grant cycle calendar.

**13. Standards Committee Report** – Ms. Wright advised the upcoming focus of the Standards Committee will be to align policies and procedures with the newest legislation. She also referenced the ad hoc committee Ms. Turbeville previously mentioned that will bring together the Standards and Education Committees to review EMD and training standards.

**14. Technology Committee Report** – Mr. Shipp congratulated staff on their successful migrations of PSAPs over the last year. Mr. Means gave an update on the status of migration to the ESInet. They are closing out the year with 32 PSAPs live on the ESInet which is the 25% migration goal the Board had set for calendar year 2019. There are 23 PSAPs scheduled for migration in the first quarter of 2020. Four PSAPs are currently i3 compliant. The NMAC has an additional Tier 1 technician starting in the next

week, and they have published the PSAP handbook, a policy and procedures document that defines the roles of the NMAC, AT&T, and the PSAPs. There has also been significant progress on the CRM project, particularly for the ticketing system for the NMAC. The Technology Committee reviewed bids received for the cybersecurity assessment project and is beginning negotiations with two finalists.

**15. 911 Regional Coordinator Reports** – The 911 Regional Coordinators made 10 PSAP site visits over the last few weeks and coordinated 4 GIS meetings with the CGIA team. Two additional meetings are planned soon.

**16. Other** – Chairman Boyette offered condolences to Staff member Stanley Meeks for the recent passing of his father.

Ms. Harris reminded everyone that logistics for upcoming Board and Committee meetings are underway. Details will be provided by e-mail and posted to the website.

**Adjourn** – Chairman Boyette adjourned the meeting at 1:49 PM.

APPROVED BY NC 911 BOARD 02/28/2020