

North Carolina 911 Board Meeting
MINUTES
3514 Bush Street, Raleigh NC
Friday, February 28, 2020
11:00 AM – 1:00 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	Drew Allvine, AT&T
Greg Coltrane, (LEC) Wilkes Communication Sprint	Stephanie Conner, DIT/NC 911 Board Staff	Tony Blevins, ACSO
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Kristen Falco, DIT/NC 911 Board Staff	Charlene Brady, MPD
Chuck Greene, (LEC) AT&T	Tina Gardner, DIT/NC 911 Board Staff	Thomas Brake, CLT Airport
J.D. Hartman, (NC Sheriff's Association) Davie County <i>via phone</i>	Pokey Harris, NC DIT/NC 911 Board Staff	Jennifer Bryant, ACSO
Jeff Ledford, (NCACP) City of Shelby PD <i>via phone</i>	Jesus Lopez, NC DIT/NC 911 Board PM	Ron Camporciano, MPD
Buddy Martinette, (NCSFA) Fire Chief, Wilmington	Gerry Means, NC DIT/NC 911 Board Staff	Sgt. Russell Clark, Mooresville PD
John Moore, (VoIP) Spectrum Communications <i>via phone</i>	Stanley Meeks, NC DIT/NC 911 Board Staff	Portia Clowdis, HP 911
Jude O'Sullivan, (CMRS) Carolina West	David Newberry, NC DIT/NC 911 Board Staff	Jason Compton, Wake Sherriff
Jeff Shipp, (LEC) Star Telephone	Don Rice, NC DIT/NC 911 Board Contract Staff	Maureen Connolly, MPD
Earl Struble, (CMRS) Verizon Sprint <i>via phone</i>	Marsha Tapler, NC DIT/NC 911 Board Staff	Susan Davis, MPD
Donna Wright, (NENA) Richmond Co Emergency Services	Angie Turbeville, NC DIT/NC 911 Board Staff	Frank Falzone, MPD
		Ellis Frazier, HP 911
		Brian Greer, ACSO
<u>Members Absent</u>	<u>Staff Absent</u>	
Bo Ferguson, (NCLM) City of Durham	Chris Carlin, NC DIT/NC 911 Board Staff	Brooke Hazlett, Buncombe Co.
Stacey Gonyer, (CMRS) Sprint	James Covington, NC DIT/NC 911 Board Staff	Brian Henderson, MPD
		Will Hicks, ACSO
		Danny Houck, ACSO
		Phil Howell, ACSO
		Taylor Jones, Buncombe Co.
		Daniel Little, Cornelius PD
		Mike Moody, Southern Software
		Melanie Neal, Guildford Metro
		Mark Newsome, DIT
		Phillip Penny, MCP

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		Sgt. Brian Plyle, Mooresville PD
		Cheryl Reed, DIT
		Brian Smith, AT&T
		James Smith, ACSO
		Brandon Steele, HP 911
		Kimberly Sterling, MPD
		Kyle Thaggard, HP 911
		Corinne Walser, Mecklenburg EMS
		Mary-Alice Warren, DIT
		Rob Wilson, Davidson Co. 911

Call to order — Vice Chair Wright called the meeting to order at 11:07 AM and asked Mrs. Harris to call the roll of attendees.

1. Vice Chair's Opening Remarks — Ms. Wright welcomed everyone to the meeting and thanked them for their support and taking the time to join. Ms. Harris asked to make some announcements, which Vice Chair Wright allowed. Secretary Boyette was attending the swearing-in ceremony for he and Secretary Tray Doaks, as he now transitions to Secretary of the Department of Transportation and Ms. Doaks is appointed as the Secretary of Department of Information Technology. She advised Vice Chair Wright will chair the meeting until his arrival this morning. Ms. Harris mentioned that Melanie Neal was present at the meeting. She will be APCO's representative and will be able to fully participate once her appointment is finalized. Ms. Harris also reported that Amy Ward had resigned from CenturyLink and therefore her position with the Board. A candidate will be vetted to fill the position. This will not occur until the next legislative session. She also welcomed DIT's Deputy Chief Financial Officer Cheryl Reed, Finance Director Mark Newsome, and Solutions Director/Chief Solutions Officer Glenn Poplawski, thanking them for attending or calling in to today's meeting. They plan to hear the Board's 3-year forecast and learn more about the fiscal operations of the Board.

2. Ethics Awareness/Conflict of Interest Statement — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement printed in the agenda. Sheriff Hartman advised he may have potential conflict with agenda item 5c regarding Davie County and recused himself. Vice Chair Wright asked to be recused from item 8a regarding the reconsideration request by Scotland County as that is her backup PSAP.

3. Public Comment — Vice Chair Wright extended the invitation for public comment. No one had preregistered to speak, and no one present or on the phone asked to.

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

a) Minutes of Previous Meeting – December 6, 2019

b) NC 911 Financial Reporting

November 2019 Month-End Balance	\$64,762,505
November 2019 Disbursement	-\$483,975.31
December 2019 Month-End Balance	\$65,967,702
December 2019 Disbursement	-\$86,813
January 2020 Month-End Balance	\$67,238,903
January 2020 Disbursement	-\$53,423

c) CMRS Financial Reporting

November 2019 Month-End Balance	\$6,147,194
November 2019 Disbursement	-\$213,308
December 2019 Month-End Balance	\$6,740,889
December 2019 Disbursement	-\$0

January 2020 Month-End Balance	\$7,175,014
January 2020 Disbursement	-\$149,594
d) PSAP Financial Reporting	
November 2019 Month-End Balance	\$6,143,504
November 2019 Disbursement	-\$4,209,707
December 2019 Month-End Balance	\$7,685,922
December 2019 Disbursement	-\$4,209,707
January 2020 Month-End Balance	\$9,409,972
January 2020 Disbursement	-\$4,209,707
e) Grant Statewide/PSAP Financial Reporting	
November 2019 Month-End Balance	\$7,469,838
November 2019 Disbursement	-\$22,862,117
December 2019 Month-End Balance	\$7,519,040
December 2019 Disbursement	-\$22,371,993
January 2020 Month-End Balance	\$7,567,644
January 2020 Disbursement	-\$21,941,226

Vice Chair Wright entertained a motion to accept the consent agenda as presented, with the motion being seconded by Mr. Bone, seconded by Ms. Foster, and passing unanimously.

5. Executive Director Report

a) NextGen 911 Migration Status – Ms. Harris shared the status map of PSAPs that have migrated to the ESInet. Current stats are 36 PSAPs live, 50 active projects, and 41 approved.

b) NextGen 911 GIS Status – This item was not reviewed due to time constraints.

c) NC NG911 and PSAP October & November Statewide Activities – (December 2019, January and February 2020)

- PSAP Grant Program Agreement Signing Event – December 6, 2019
Following the December 6 Board meeting, Secretary Boyette and NC 911 Board Executive Director Harris hosted ceremonial grant signings recognizing grants awarded to Cumberland, Davie, Franklin and Pender counties. Cumberland County was awarded \$2,251,387 to relocate its 911 communications center. Davie County was awarded \$232,767 to replace its CAD system. Franklin County was awarded \$3,958,873 for a new PSAP. Pender County was awarded \$45,873 to upgrade its CAD system. Representatives from each county participated in the signings.
- Pitt County 911 ESInet Migration – 12/11/19
Pitt County 911 migrated to the NC 911 managed service AT&T ESInet on December 11, 2019, receiving the first live call at 1033 hours (EST), also becoming part of the NC hosted Viper call handling solution.
- Wayne County 911 ESInet Migration – 12/11/19
As the second PSAP to migrate to the NC 911 managed service AT&T ESInet on December 11, 2019, Wayne County received their first call at 1059 hours (EST), also as part of the NC hosted Viper call handling solution. As the final NG911 migration in the state for 2019, Wayne County brought the year-end total to 32 PSAPs and 52 physical sites including backup facilities.
- Havelock PD 911 ESInet Migration – 01/21/20
Havelock PD 911 became PSAP #33 on January 21, 2020, 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. This brings the total number of physical locations on the ESInet to 54, including backup facilities.
- Madison County 911 ESInet Migration – 02/5/20
Madison County 911 migrated to the NC 911 managed service AT&T ESInet and hosted Viper call handling solution on February 5, 2020, at 1121 hours (EST). This was the first Frontier PSAP to migrate to the statewide ESInet. This brought the number of PSAP agencies live on the ESInet in NC to 34, with the total being 55 physical PSAP locations.

- **NC and VA NG911 Collaboration – 02/5/20**
On February 5, 2020, PSAP and GIS representatives from Alleghany County 911, Surry County 911, and Stokes County 911 attended a meeting in Yadkin County hosted by the NC 911 Board staff. Virginia representatives from Twin County Regional 911 and Patrick County 911 were in attendance. In addition, the 911 Regional Coordinators from both NC and VA were in attendance to promote NG911 teamwork and collaboration between the two states. The purpose of the meeting was to discuss jurisdictional boundaries between the corresponding counties along the NC and VA borders. The meeting was facilitated by GeoComm and NC CGIA.
- **Forsyth County 911 ESInet Migration – 02/12/20**
On February 12, 2020, Forsyth County 911 migrated to the NC 911 managed service AT&T ESInet receiving the first live call at 1120 hours (EST), also becoming part of the NC hosted Viper call handling solution.
- **Yancey County 911 ESInet Migration – 02/13/20**
On February 13, Yancey County 911's successful migration took place with the receipt of their first live 911 call at 1057 hours (EST). They also became part of the NC hosted Viper call handling solution. This brought the total number of PSAPs live on ESInet in NC to 36 agencies and 58 physical PSAP locations including backups.

d) Staffing Update

- New 911 Regional Coordinators –** Ms. Harris introduced the two new 911 regional coordinators. David Newberry will be serving as regional coordinator for the South-Central region and Stephanie Conner will have the same role in the Western region of the state. She shared a brief bio of their past work and experience, welcoming them to the team.
- Realignment of PSAP Regions –** Ms. Harris presented a map covering the realignment of PSAP regions. The map will be sent out next week to PSAPs, some of which will now be in a new region. She thanked Mr. Gardner and Ms. Turbeville for their work on creating the new map.
- Discussion of PAT Concept –** PAT stands for PSAP Assistance Team. It assigns each PSAP a regional coordinator and a finance team member to serve as liaisons between them and the 911 Board Staff.

e) 2020 PSAP Manager's Meeting – April 14 and 15, Greensboro – This meeting will be an intense 2-day work session with the PSAP managers, who may also bring one other staff member that is either their PSAP operations person or their IT manager/person who serves in the IT capacity for the PSAP. The discussion will cover backup planning, utilizing the ESInet/NextGen capabilities and forming partnerships within their own region or other regions. Day 2 of the work session will cover Viper capabilities, DPR channels and auxiliary radio communications capabilities to incorporate into backup planning. All Board members are invited to attend.

f) NC PSAP Information Portal Demo – Ms. Turbeville and Mr. Meeks demonstrated the use of the CRM as a record keeping database also referred as the CMDB. Aside from allowing a central location to capture and retain PSAP demographics, this system also allows the NMAC to track tickets and PSAP information. With regards to the tickets(cases), they can track issues occurring at each PSAP and follow the issues until resolution. The first presentation was an introduction to the dashboard. Within the dashboard they can run certain reports daily. The first report was how they received tickets into the NMAC – by email, phone calls, or web portal. The second presentation was the workload by NMAC agents as to how many tickets were entered. The third presentation was a list of all the active tickets in the system. The next presentation was a graph showing the trend of tickets received in the last 7 days. The last graph is important because it helps determine if there is a current issue that may be affecting multiple PSAPs over time. Next was shown case management of tickets. They showed examples of the types of tickets received and opened one PSAP ticket for example. Within the ticket it is possible to see PSAP contact information and the type of problem or issue they are having. They can keep track of the issues and make notes on each step of the resolution process. Each day the NMAC team checks the tickets from the previous shift to make sure process to resolution has been or is heading to resolution. They can also narrow contacts from the PSAPs by region. This allows them to quickly communicate to the PSAPs within the CRM on an as-needed basis. Phase II of the project will be to incorporate the financial reporting piece into the CRM.

g) Kari's Law – Mr. Bradford explained that Kari's Law directs that all MLTS systems no longer require dialing "9" to reach an outside number. Existing equipment is grandfathered, but any new equipment must

comply. As equipment is replaced it should all become compliant. He also covered RAY BAUM'S Act which requires a dispatchable location delivered to the PSAP by all providers with the 911 call, plus additional information such as suite, apartment or similar information necessary to adequately identify the location of the calling party. He mentioned this is on the agenda for the PSAP Manager's meeting and it would be discussed in more detail at that time.

*Secretary Boyette arrived and assumed the chair position for the remainder of the meeting. As such, the recognition of telecommunicators was moved to the next agenda item.

6. Telecommunicator Recognitions

a) Ashe County 911 – Telecommunicator Jenni Bryant received a 911 call from a female concerned about the welfare of her father. He had texted disturbing messages. She provided TC Bryant with his address and phone number and a Sheriff's Deputy was dispatched. Soon after TC Bryant received another 911 call and noticed the caller ID was a match to the previous call. The caller communicated threats to TC Bryant and any responding officers. She immediately told other dispatchers to contact Sheriff's Deputy Curtis Elliott, who was on his way to the address from the first call. Sgt. Janna Suttle was able to contact Deputy Elliot via radio and he waited for backup to arrive at the scene. TC Jenni Bryant quite possibly played a role in saving the life of Deputy Elliott that day due to her attention. The incident that followed lasted several hours. During this time off-duty 911 dispatchers came in to assist and relieve each other as needed, including Earnie Eldreth, Keshea Roland, Sgt. Josh Steelman, Curtis Barker and Josh Carter. The following day off-duty dispatchers Renee Ashley and Chris Dollar came in to cover shifts so others could rest. It was an excellent show of teamwork and dedication by everyone involved. Due to the dedication and training of the responding officers, as well as the diligent efforts of TC Bryant and TC Suttle, all responders went home without injury that day. Telecommunicator Jenni Bryant and Sgt. Janna Suttle were each presented a commemorative plaque as recognition and appreciation for their outstanding efforts during this call. A standing ovation followed.

b) High Point County 911 – High Point 911 received several calls regarding a disturbed male outside a residence acting suspiciously, stating he had killed his father at one location and that he was planning to go to another location to kill his grandfather as well. Officers were dispatched to both locations to check the status of parties involved. At the first location officers found one deceased male who was identified as the father of the disturbed male, who by this time was present at the second location, ringing the doorbell. The grandfather was on the phone with Telecommunicator Portia Clowdis, who stayed on the phone with him throughout the altercation between responding officers and his grandson. H identified himself as former law enforcement who was armed and prepared to protect himself and his wife, who were trapped in the house. TC Clowdis addressed the matter within the High Point 911 guidelines and referred to previous training of the caller. TC Clowdis maintained contact with the caller until the suspect was brought down and transported to the hospital for evaluation. A commemorative plaque of recognition and appreciation for her outstanding efforts on this call was presented to Ms. Clowdis, which was followed by standing ovation.

c) Mooresville 911 PD – Telecommunicators Kimberly Sterling and Tiffany Rivera were recognized for their exemplary service in their performance of duty during an officer-involved shooting in Mooresville. Officer Jordan Sheldon with the Mooresville PD was killed on Mary 4, 2019, in the line-of-duty while on a traffic stop. Both TC Sterling and TC Rivera persevered in keeping things running smoothly, making notifications, calling multiple agencies for assistance, getting EMS to the scene, all while not knowing if their friend, co-worker and family member was injured or worse. They continued answering multiple calls from staff and citizens because emergencies do not stop. Ms. Sterling and Ms. Rivera were each presented a commemorative plaque as recognition and appreciation for their outstanding efforts during this call. Another standing ovation honored these telecommunicators.

7. Executive Committee Report — Vice Chair Wright stated there was no report from the committee.

8. Education Committee Report — Mr. Greene reported the committee did not meet in January and the February meeting had to be cancelled due to sickness and inclement weather on the scheduled day. At their next meeting they are scheduled to review courses in which funding eligibly is being requested. Also, a presentation about BeRailSafe is scheduled. This is the NC Department of Transportation's statewide safety initiative aimed at educating both children and adults about the dangers of being on and around railroad tracks. They have also been contacted by the NC Justice Academy who is interested in working with the committee in developing components of their curriculum around NextGen 911, ESInet, GIS routing and the other new technologies that are being put into place. The committee is also charged with

training requirements set forth in House Bill 217 and need to decide in conjunction with the Standards Committee how to ensure they are being met. Chief Martinette has agreed to lead an ad-hoc committee to develop a process to ensure PSAPs are following established standards for education by the statutes.

9. Funding Committee Report

a) Scotland County Reconsideration (Primary PSAP) – Scotland County 911 requested a funding reconsideration for a new tower project, which requires new radios. Staff recommended to the committee funding the reconsideration with the increased amount of \$114,010.02. The Funding Committee voted unanimously to approve staff's recommendation and the Board unanimously approved this recommendation.

b) CMPD-Charlotte Fire (Secondary PSAP) – Charlotte-Mecklenburg PD submitted a \$138,740 funding reconsideration on behalf of their secondary PSAP, Charlotte Fire Department. As a secondary PSAP CMPD-Charlotte Fire is provided funding on a per call basis. The purpose of the secondary PSAP funding is to supplement funding, not fund wholly. CMPD-Charlotte Fire has already been provided two years of leniency on this matter. They requested funding from the city, which was denied. Staff recommended not funding this reconsideration. The Funding Committee voted 5-2 to support staff's recommendation. This came to the Board as a recommendation from the Funding Committee to deny the CMPD-Charlotte Fire reconsideration request. Discussion confirmed that the Board can only fund primary PSAPs per statute. The statute allows some funding of secondary PSAPs. The Board's policy allows a primary PSAP to present a request for reconsideration on behalf of a secondary. Chairman Boyette reminded the Board there was a Funding Committee recommendation on the floor, which passed unanimously.

c) Charlotte Medic Appeal Withdrawal – Ms. Harris reported that Charlotte Medic has issued a letter to withdrawal their reconsideration appeal.

d) Jacksonville PD Seat Count Request – Jacksonville PD requested to add two seats to their approved seat count. Staff recommended to the committee one (1) additional seat and an overflow position based on criteria submitted. The Funding Committee voted unanimously to approve staff's recommendation of one (1) additional seat for an approved bases seat count of five (5), with the one (1) overflow as allowed, for a total approved seat count of six (6). The Board unanimously approved the Funding Committee recommendation.

e) Estimated Three-Year Forecast/Service Charge Rate – Ms. Tapler presented the estimated three-year forecast for the Board. This was presented to the committee with there being no recommended change in the current service charge rate of \$.65. The Funding Committee voted unanimously to approve staff's recommendation and the Board unanimously approved this recommendation.

f) Funding Model Talking Points – Ms. Harris reminded the Board they had seen these points before and that discussion about them had already occurred with Mr. Bone, Mr. Bradford, and each Board member while she was away due to the illness and passing of her sister. The funding model is not a change in a formula, instead it is a cost shift. Legacy charges are shifting to charges that will come for NextGen. As PSAPs migrate to the ESInet they will see a reduction in that cost, which will be incurred directly by the Board. The PATs will be going out to talk with each PSAP to discuss this cost shift. Under the new funding model, PSAPs will no longer receive network/phone equipment charges that they currently have. The PATs will also be discussing strategic planning, budgeting for future costs, and technology plans to help them obtain a better financial picture for their needs in the future.

g) General Committee Report – No additional report.

10. Finance Team Report

a) PSAP Reporting Status Update – Ms. Tapler and Ms. Falco have recently visited PSAPs, some of whom have cut over to ESInet and/or hosted solution and had the opportunity to talk to them about their cost shift and their new balances for the next fiscal year. Ms. Falco gave an update on the FY2018 reports. There are 37 completed, 68 in the clarification process and 20 awaiting a signed revised report. For FY2019 reports, there are 12 completed, 47 in the clarification process, 56 awaiting review, 11 awaiting a signed revised report, and 1 awaiting additional documentation.

b) General Committee Report – No additional report.

11. Grant Committee Report

a) 2021 PSAP Grant Workshop – March 24, 2020 – Mr. Shipp and Ms. Harris reported PSAPs applying for grants must attend the workshop on March 24 as it is mandatory. Registration for the workshop closes Monday, March 16. Consultants are welcome to attend but cannot attend in lieu of a

PSAP manager/jurisdiction representative. The tentative Grant Cycle calendar approved at the December Board meeting has been included in the Board Agenda Book.

b) General Report – Ms. Harris mentioned Ms. Wright would be rolling off the Grant Committee. In concurrence with Secretary Boyette and Committee Chairman Shipp, Mr. Foster agreed to step into that role. Ms. Harris noted she will not be able to attend the workshop as she will be speaking at a conference. However, staff is prepared to present on her behalf.

12. Standards Committee Report —Mr. Greene and Vice Chair Wright are working on updating the standards and policies considering the changes mandated by House Bill 217. The ad-hoc committee led by Chief Martinette will assist in getting them implemented by PSAPs.

13. Technology Committee Report – Mr. Means gave an update on the status of migration to the NextGen network. The goal this year is to migrate 60 PSAPs to the ESInet. Currently there are plans to migrate 50, with others being reviewed for scheduling. The schedule is busy until September but has room for additional migrations in the fourth quarter. The CRM offers the NMAC a central repository for data and they hope to use that effectively as they complete the roll-out of the NextGen network. PSAPs will be encouraged to use the tool daily and submit tickets when needed. Each PSAP has been funded 3 licenses, which can be updated if necessary. It allows them visibility of issues that could affect other PSAPs and they can be proactive about these occurrences. An additional Tier 2 technician is starting next week giving the NMAC the full complement of two Tier 1 technicians and two Tier 2 technicians. Mr. Means thanked Mr. Meeks for his exemplary leadership of the NMAC. The cybersecurity vendor evaluation is complete, and a vendor will be named in the near future. Mr. Shipp stated that staff and Board should work together to encourage remaining PSAPs to schedule their migration to ESInet/hosted solution. Ms. Harris mentioned that staff and regional coordinators are currently in discussion with these PSAPs.

Mr. Shipp commended the cybersecurity evaluation team and made a motion to authorize the Executive Director to award the cybersecurity contract. The evaluation committee has concluded its evaluations and will present its recommendation to the 911 Board Technology Committee for review. The motion was made pursuant to changes in the Board's legislation and authority of the Executive Director in G.S. 143B-1402(c). The motion was made that if the Technology Committee agrees with the recommendation of the evaluation team, the Board authorizes the Executive Director to complete the procurement process for awarding the cybersecurity services contract and statements of work and to sign the contract and statements of work as necessary. The motion was seconded by Mr. Greene and it passed unanimously.

Chairman Boyette thanked Mr. Meeks for his dedication and leadership of the NMAC, and recognized his 1-year anniversary with the DIT and the NC 911 Board.

14. 911 Regional Coordinator Reports — Ms. Conner worked with Ms. Gardner the past week and plans to work with Ms. Turbeville next week to learn about her new role. Ms. Gardner reported she and Ms. Turbeville have traveled across the entire state the past month for ESInet cutovers, GIS meetings and encouraging PSAPs to start entering their GIS data into DataHub. She mentioned that the new regional coordinators will shadow them until June 30, then they will be working in their respective regions. Mr. Newberry spoke of his eagerness to work with the team and meet people out in the field. Ms. Turbeville mentioned they had spoken to PSAPs about their backup plans and had recently completed a satisfactory Peer Review for Buncombe County, which took less than two hours. There has been a total of 34 PSAPs reviewed and they plan to ramp up the program now that there are additional regional coordinators. Volunteers for the Peer Review Program are still needed.

15. 911 Goes to Washington — This annual event is a national NENA initiative that brings 911 professionals together with government leadership in our Nation's capital to address today's most pressing 911 and emergency communications issues. Vice Chair Wright reported the delegation from NC had 14 meetings with NC representatives to discuss 911 needs.

16. Election of 911 Board Vice Chair for 2020 —Chairman Boyette opened the floor for nominations for Board Vice Chair. Mr. Shipp nominated Ms. Wright for a second term and Mr. Bone seconded the nomination. With there being no other nominations, Chairman Boyette called for a vote and Ms. Wright was unanimously elected Board Vice Chair.

17. Other — Ms. Harris thanked everyone for their kindness during the recent loss of her sister. She also thanked staff for their hard work and assistance in duties during her absence. She also thanked them for their help while she was out due to sickness. She mentioned that Melanie Neal and Guilford Metro experienced a loss in their ranks, losing Telecommunicator Julia Hall. She offered Ms. Neal her condolences and asked everyone keep Guilford Metro and the Hall family in their thoughts and prayers.

Ms. Harris thanked Chairman Boyette for his continued leadership of the 911 Board as he will remain Chair of the Board. She wished him well in his new position as Secretary of the North Carolina Department of Transportation.

The next Board Meeting will be held on Friday, March 27, at Richmond Community College where the PSAP Manager's Program will be held in conjunction with the Board meeting.

Adjourn — Chairman Boyette adjourned the meeting at 1:28 PM.

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