

**North Carolina 911 Board Meeting
MINUTES
Via Simultaneous Communication
Microsoft Teams Meeting
Friday, August 28, 2020
10:00 AM – 12:00 PM**

<u>Members via Teams</u>	<u>NC 911 Board Staff via Teams</u>	<u>Guests via Teams</u>
David Bone, County Manager, Martin County (NCACC)	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Ron Adams, Southern Software
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Ronnie Cashwell, User Support Specialist	Drew Allvine, AT&T
Greg Coltrane, VP Business Development, Wilkes Communication/River Street (LEC)	Stephanie Conner, Western Regional Coordinator	Krystal Agosto, Perquimans County
Brian Drew, CenturyLink (LEC) [Non-Voting]	James Covington, NMAC Technician	Chris Barnes, Wayne County
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Kristen Falco, Financial Review Specialist	Rachel Bello, Wake County
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Tina Gardner, North Central Regional Coordinator	Timothy Betsch, Intrado
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Pokey Harris, Executive Director	Josh Briggs, AT&T
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Jesus Lopez, (NC DIT) NC 911 Board PM	Brittany Burch, NC Sheriff Association
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Gerry Means, Network Engineer/NG 911 Project Manager	Richard Carr, Sampson County
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Stanley Meeks, NMAC Manager	Jason Compton, Wake County/NC NENA
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	David Newberry, South Central Regional Coordinator	Chad Deese, Robeson County
Donna Wright, Director, Richmond Co Emergency Services (NENA)	Marsha Tapler, Financial Analyst	Ellis Frazier, High Point PD
	Angie Turbeville, Eastern Regional Coordinator	Bill French, Lumberton PD
		JP Flood, Intrado
		Beth Gargan, NC DIT
<u>Members Absent</u>	<u>Staff Absent</u>	
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Rick Blumer, NMAC Technician	Grayson Gusa, Davie County/NC APCO
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Chris Carlin, NMAC Technician	Clayton Hainline, Raleigh/Wake
Buddy Martinette, Fire Chief, City of Wilmington (NCSFA)	Saman Gharib, NMAC Technician	Del Hall, Stokes County
Earl Struble, Sr. Manger Verizon Response, Verizon Wireless (CMRS)		Brooke Hazlett, Buncombe County
		Kim Hilton - Did Not Identify Organization
		Emily Hughes, NC DIT
		Jen Johnson, NC DIT
		Tim Johnson, NC CGIA
		Jeff Ledford, Clay County

	John Matuszেকk, AT&T
	Melinda McClenny, Sampson County
	Matt McLamb, NC CGIA
	Mark Newsome, State of NC
	Chris Rayner, Sampson County
	Mike Reitz, Chatham County
	Brett Renfrow, Johnston County
	Jean-Claude Rizk, AT&T
	Secretary Parrish, State of NC, CIO
	Craig Schulz, MCP
	Ray Silance, Onslow County
	Pat Thetford, AT&T
	Frank Thomason, MCP
	Andy Underwood, Kings Mountain PD
	Jeff Williford, Wilson County
	Nancy Williams, High Point PD
	Stephen Williams, New Bern PD
	Vic Williams, CRS
	Jim Wright, CMPD
	910-997-8238 – Donna Wright, NC 911 Board Call-In Number
	919-989-5611 – Brett Renfrow, Johnston County
	252-902-2600 – Pitt County
	704-578-8025 – Byron Burns, CRS
	828-361-1120 – Brian Smith, AT&T
	919-812-8236 – John Moore, NC 911 Board Call-In Number
	816-225-7679 – Did Not Identify
	828-389-6302 – Did Not Identify
	910-671-3946 – Did Not Identify
	919-455-3844 – Did Not Identify
	984-227-7218 – Did Not Identify
	919-754-6635 – Did Not Identify
	919-754-6642 – Did Not Identify

APPROVED BY NC 911 BOARD 09/25/2020

Call to Order - Chairman Boyette called the meeting to order at 10:00 AM, thanking everyone for attending. Ms. Harris then proceed with the roll call.

Roll Call - Ms. Harris advised Regional Coordinator Stephanie Conner would call the roll of attendees and monitor the chat for the online meeting, and that Regional Coordinator David Newberry would serve as technical facilitator for today’s virtual meeting.

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
 Friday, August 28, 2020
 Via Simultaneous Communication with Microsoft Teams Meeting
 10:00 AM – 12:00 PM



NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS/PHONE	NOT PRESENT
Bone, David		X	
Boyette, Eric		X	
Coltrain, Greg		X	
Drew, Brian (Non-Voting)		X	
Ferguson, Bo		X	
Foster, Greg		X	
Greene, Chuck		X	
Hartman, JD	N/A		X
Ledford, Jeff			X
Martinette, Buddy			X
Moore, John		X	
Neal, Melanie		X	
O'Sullivan, Jude		X	
Shipp, Jeff		X	
Struble, Earl			X
Wright, Donna		X	
STAFF			
Blumer, Rick			X
Bradford, Richard		X	
Carlin, Chris			X
Cashwell, Ronnie		X	
Conner, Stephanie		X	
Covington, James		X	
Falco, Kristen	N/A	X	
Gardner, Tina		X	
Gharib, Saman			X
Harris, Pokey		X	
Lopez, Jesus		X	
Means, Gerry		X	
Meeks, Stanley		X	
Newberry, David		X	
Rice, Don			X
Tapler, Marsha		X	
Turbeville, Angie		X	

Others on Conference Bridge as Identified:

GUESTS		VIA MS TEAMS/PHONE	Organization
Adams, Ron		X	Southern Software
Allvine, Drew		X	AT&T
Agosto, Krystal		X	Perquimans CO
Barnes, Chris		X	Wavne CO
Bello, Rachel		X	Wake CO
Betsch, Timothy		X	Intrado
Briggs, Josh	N/A	X	AT&T
Burch, Brittany		X	NC Sheriff Assoc.
Carr, Richard		X	Sampson CO
Compton, Jason		X	Wake CO/NC NENA
Deese, Chad		X	Robeson CO
Frazier, Ellis		X	High Point PD
French, Bill		X	Lumberton PD
Flood, JP		X	Intrado
Gragan, Beth		X	NC DIT
Gusa, Grayson		X	NC APCO
Hainline, Clayton		X	Raleigh Wake
Hall, Del		X	Stokes CO
Hazlett, Brooke		X	Buncombe CO
Hilton, Kim		X	Did Not Identify
Hughes, Emily		X	NC DIT
Johnson, Jen		X	NC DIT
Johnson, Tim		X	CGIA
Ledford, Jeff		X	Clay CO
Mausezk, John		X	AT&T
McClenny, Melinda		X	Sampson CO
McLamb, Matt		X	CGIA
Newsome, Mark	N/A	X	State of NC
Rayner, Chris		X	Sampson CO
Reitz, Mike		X	Chatham CO
Renfrow, Brett		X	Johnston CO
Rizk, Jean-Claude		X	AT&T
Secretary Parrish		X	State of NC
Shultz, Craig		X	MCP
Silance, Ray		X	Newbern PD
Theford, Pat		X	AT&T
Thomason, Frank		X	MCP
Underwood, Andy		X	Kings Mountain PD
Wiffold, Jeff		X	Wilson CO
Williams, Nancy		X	High Point PD
Williams, Stephen		X	Newbern PD
Williams, Vic		X	CRS
Wright, Jim		X	CMPD

PHONE NUMBERS		VIA MS TEAMS/PHONE	Organization
910-997-8238 – Donna Wright		X	Richmond CO
919-989-5611 – Brett Renfro		X	Johnston CO
252-902-2600 – Pitt CO		X	Pitt CO
704-578-8025 – Byron Burns		X	CRS
828-361-1120 – Ricky Lancaster		X	Clay CO
919-456-3844 – Brian Smith		X	AT&T
919-812-8236 – John Moore	N/A	X	NC 911 Board
816-225-7679 - Did Not Identify		X	Did Not Identify
828-389-6302 - Did Not Identify		X	Did Not Identify
910-671-3946 - Did Not Identify		X	Did Not Identify
919-456-3844 - Did Not Identify		X	Did Not Identify
984-227-7218 - Did Not Identify		X	Did Not Identify
919-754-6635 - Did Not Identify		X	Did Not Identify
919-754-6642 - Did Not Identify		X	Did Not Identify

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1. Chair's Opening Remarks - Chairman Boyette welcomed Thomas Parrish, the new Secretary and State CIO for the Department of Information Technology, thanking him for attending the meeting. He also shared his sentiments thanking all the first responders and telecommunicators on behalf of the Board for all their hard work.

2. Ethics Awareness/Conflict of Interest Statement - Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as published in the agenda. Mr. Greene asked to be recused from item 7c, advising he would refrain from discussion and voting on that topic.

3. Public Comment - Chairman Boyette read the invitation for public comment as published in the agenda. No one had preregistered to speak, and no one virtually present had comments.

4. Consent Agenda - Chairman Boyette asked Ms. Harris to proceed with the consent agenda.

a) Minutes of Previous Meeting – June 26, 2020

b) NG 911 Fund/Account

June 2020 Account Balance	\$65,426,680
June 2020 Disbursement	\$1,882,262
July 2020 Account Balance	\$65,271,495
July 2020 Disbursement	\$2,615,700

c) CMRS Account

June 2020 Account Balance	\$5,964,801
June 2020 Disbursement	\$1,472,025
July 2020 Account Balance	\$5,572,879
July 2020 Disbursement	\$397,838

d) PSAP Account

June 2020 Account Balance	\$16,064,101
June 2020 Disbursement	\$4,715,671
July 2020 Account Balance	\$18,653,048
July 2020 Disbursement	\$4,246,371

e) Grant Fund/Account

June 2020 Account Balance	\$10,992,103
Grant Funds Committed	\$18,752,337
July 2020 Account Balance	\$7,198,419
Grant Funds Committed	\$22,148,187

f) Grant Project Updates per Reports

i. Monthly Reports per PSP

Mr. Ferguson made the motion to accept the consent agenda as presented, with the motion being seconded by Greg Coltrain. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

APPROVED BY NC 911 BOARD 09/25/2020

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, August 28, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM 	
NC 911 Board Members	4. Consent Agenda
Bone, David	Y
Boyette, Eric	Y
Coltrain, Greg	Y
Drew, Brian (Non-voting)	N/A
Ferguson, Bo	Y
Foster, Greg	Y
Greene, Chuck	Y
Hartman, JD	Not Present
Ledford, Jeff	Not Present
Martinette, Buddy	Not Present
Moore, John	Y
Neal, Melanie	Y
O'Sullivan, Jude	Y
Shipp, Jeff	Y
Struble, Earl	Not Present
Wright, Donna	Y

5. Executive Director Report

a) Appointment of Acting Secretary and State CIO, Thomas Parrish – Ms. Harris welcomed Secretary Parrish to the meeting. 911 Staff have planned a “deep dive” meeting with him on September 1. Ms. Harris extended an invitation to any Board members who also might like to attend, noting this is the same information provided during new Board member orientation sessions.

b) 911 Board Appointments Status – Brian Drew will be filing the seat vacated by Amy Ward, representing LEC provider. His paperwork is in process and Ms. Harris is hopeful his swearing-in ceremony can take place at the September Board meeting. The seat previously occupied by Stacy Gonyer, representing A CMRS provider is still open. Ms. Harris has been engaged in conversation with the government affairs representative for T-Mobile/Sprint about their plan to fill the seat soon.

c) COVID-19 Update – Staff continues teleworking with today marking Day 176 of the statewide COVID-19 response. Regional Coordinators continue their weekly outreach to PSAPs to monitor issues and staff status regarding COVID-19. There was an uptick in impacted telecommunicators in the last couple of weeks. The RC’s are working with the PSAPs that need assistance with preplanning or alternate routing for their calls.

d) Hurricane Isaias Update – 911 Staff virtually activated with ESF2 PSAP Coordination. Three alternate plans were put into place though none had to be activated. During the debrief of this weather incident, a couple of areas of improvement were identified, particularly how to best incorporate the NMAC and the EM 24-hour watch center in their operations for PSAP coordination.

e) Staffing Update – Ms. Harris sadly announced this would be the final Board meeting that Ronnie Cashwell will attend. Staff has planned a virtual “Farewell Celebration” immediately the Board meeting. Interviews for the Financial Review Specialist (FRS) position will occur in September. Ms. Harris is working with HR to combine the Administrative Assistant and the User Support positions to reclassify it as a position that can help with executive level admin needs of the Board staff as well as meeting and event production.

f) Upcoming Board Meeting Logistics – The September and October Board meetings will be virtual. Ms. Harris and Chairman Boyette will meet in late October to determine if there is potential for the December work session and meeting to be held in person. Ms. Harris also suggested that committees follow last year’s format of meeting prior to the work session to have their goals for the upcoming year prepared. There was consensus among the Board members for the work session and year end meeting to be held on a single day which will be Friday, December 4. The work session will be held in the morning with the Board meeting held that afternoon.

g) NextGen 911 Migration Status (Live Status Map) – Currently, 47 PSAPs have migrated to the ESInet with 40 of those as part of the hosted call handling solution. The two most recent migrations (Chowan County & Perquimans County) are not listed in today’s Board packet as those migrations just took place this past week. PSAP #50 is slated for migration by mid-September.

- Mitchell County 911 ESInet Migration – 05/20/2020 – Mitchell County 911 cutover to the NC 911 managed service ESInet and hosted Viper call handling solution at 1038 hours EST, receiving the first live call at 1507 hours, on May 20, 2020. They are PSAP 37, with a total of 60 physical locations including their backup facilities.
- Union County 911 ESInet Migration – 07/08/2020 – Union County 911 successfully migrating to the statewide ESInet and Viper hosted call handling platform on July 8, 2020, at 1057 hours EST, bringing the number of PSAPs to 38, and 62 physical locations.
- McDowell County 911 ESInet Migration – 07/08/2020 – July 8, 2020 was a “two-for” with McDowell County 911 also cutting live to the NC 911 ESInet, as the first Vesta hosted call handling solution deployed i3. They received their first call at 1129 hours EST.
- Rocky Mount 911 ESInet Migration – 07/15/2020 – On July 15, 2020, at 1103 hours EST, Rocky Mount 911 took their first live 911 call on the Viper hosted call handling solution across the NC 911 managed service ESInet. Their PSAP became number 40, bringing the overall total of facilities on the ESInet to 65.
- Carteret County 911 ESInet Migration – 07/16/2020 – Carteret County 911 became the 41st PSAP to migrate to the NC 911 ESInet on July 16, 2020. The PSAP took the first live 911 call as i3 on their Viper hosted call handling solution at 0904 hours EST. This brought the total number of physical locations to 67, which includes backup facilities.
- Swain County 911 ESInet Migration – 07/22/2020 – Swain County 911 successfully cutover to the NC 911 managed service ESInet, on the Viper platform hosted call handling solution as i3 on July 22, 2020, at 1123 hours EST.

- Jackson County 911 ESInet Migration – 07/22/2020 – Jackson County 911 migrated to the NC 911 statewide ESInet as a Viper hosted call handling i3 user on July 22, 2020, taking their first live call at 1430 hours EST. Jackson County’s migration brings the total number of PSAPs live on ESInet to 43, and 69 physical PSAP including backup facilities.
 - Randolph County 911 ESInet Migration – 08/03/2020 – Randolph County 911 successfully cutover to the ESInet i3 today, August 3, 2020, at 1101 hours EST, taking the first live 911 call at 1102 hours EST. This was migration 44, with 71 physical locations now on the network.
 - Jacksonville 911 ESInet Migration – 08/12/2020 – After a long night of troubleshooting an abandoned 911 call list issue at the Jacksonville 911, the team resolved the matter with the PSAP cutting over to the NC 911 managed service ESInet and Vesta hosted call handling solution taking the first live call at 1028 hours, August 13, 2020. This migration brought the total number live on the ESInet to 45 PSAPs and 73 physical locations including backup facilities.
- h) NextGen 911 GIS Status (Live Status Map) – Staff is working with all 100 jurisdictions across the state for inclusion of their GIS data into the statewide dataset. Matt McLamb with CGIA provided a detailed report later in today’s meeting.

6. Education Committee Report –

- a) Training Eligibility Requests/Update Eligible Use of Funds List
- i. Rockingham County: Emergency Medical Dispatch Con ED by Josh Holloman – Training brought forward by Rockingham County from a vendor who is teaching Emergency Medical Dispatch continuing education. The class provides continuing education for EMD certification. The committee approved this request unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.
 - ii. Carteret County: Emergency Fire Dispatch Con ED by Brett Renfrow – Continuing Education course brought forward by Carteret County for Emergency Fire Dispatch that aligns with the Fire Dispatch certification that many telecommunicators across the state possess. This course allows them further education, provides updates, and assists them in maintaining their certification. The committee approved this request unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.
 - iii. Burke County: Fundamentals of Supervision by UNC School of Government – Brought forward by Burke County, this is a 5-day course offered through UNC School of Government on the Fundamentals of Supervision. Originally this class was approved under a different title and curriculum. This course has been updated and was brought before the committee for consideration. The committee approved this request unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.
- b) Informational Aid: Introduction to the NC911 Board – The committee presented their first informational aid, an Introduction to the NC 911 Board. Mr. Greene thanked DIT’s Communications team for their assistance with the design of the page. The Committee plans for all aids to be a single page, with the front-page giving information while the back page contains the regions of the state and their Regional Coordinators along with the Board Staff and their contact info. They will distribute it to NC NENA and NC APCO leadership for them to disseminate to membership and hope Board members will distribute it to their constituents as well. The committee approved to recommend this unanimously and brings it to the Board in the form of a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, August 28, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM					
					
NC 911 Board Members	Education Committee	6 a.) i. Training Eligibility Req. Eligible Use of Funds EMD Con Ed (Rockingham)	6 a.) ii. Eligibility Req. Eligible Use of Funds EFD Con Ed (Carteret)	6 a.) iii. Eligibility Req. Eligible Use of Funds Supervision Course (Burke)	6 b.) Informational Aid: Intro to 911 Board
Bone, David		Y	Y	Y	Y
Boyette, Eric		Y	Y	Y	Y
Coltrain, Greg		Y	Y	Y	Y
Drew, Brian (NV)		N/A	N/A	N/A	N/A
Ferguson, Bo		Y	Y	Y	Y
Foster, Greg		Y	Y	Y	Y
Greene, Chuck		Y	Y	Y	Y
Hartman, JD		Not Present	Not Present	Not Present	Not Present
Ledford, Jeff		Not Present	Not Present	Not Present	Not Present
Martinette, Buddy		Not Present	Not Present	Not Present	Not Present
Moore, John		Y	Y	Y	Y
Neal, Melanie		Y	Y	Y	Y
O'Sullivan, Jude		Y	Y	Y	Y
Shipp, Jeff		Y	Y	Y	Y
Struble, Earl		Not Present	Not Present	Not Present	Not Present
Wright, Donna		Y	Y	Y	Y

c) General Report – The next informational aid the committee will work on will cover the ESInet, which will include an FAQ section on what it is and how it works. Updates to the Board’s website continues. A questionnaire will be soon be sent to key stakeholders to see how it is currently being used and what improvements can be made.

7. Funding Committee Report

a) Asheville PD Secondary Status (June Committee Action) - The Asheville Police Department has requested recognition as an official secondary PSAP for Buncombe County. The relationship between Asheville PD and Buncombe has been in place for several years. Staff confirmed that the Asheville Police Department established all the necessary documentation required to become a secondary PSAP, as per the 911 Board’s Secondary PSAP policy. During the Funding Committee meeting there was ample discussion about the fact that Buncombe and Asheville PD’s telecommunicators are in the same building and in the same room, but the PSAPs are not consolidated. Committee members expressed concern that establishment of Asheville PD as a secondary PSAP goes against the 911 Board’s goal to encourage consolidation. The Asheville Police Department has met all the statutory requirements for secondary status. Due to a concern about the lack of consolidation of 2 PSAPs that operate in the same facility, several committee members voted to recommend the request, with reservation. Ultimately, the Funding Committee voted unanimously to approve this request and brings this forward as a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

b) Motorola AIS and Integration Eligibility (June Committee Action) - Staff had previously deemed the cost of the Archiving Interface Server (AIS) and the integration costs charged by Carolina Recording as ineligible. New details were provided, and staff’s recommendation changed to approve the AIS and the integration licensing fees through Carolina Recording Systems as without the AIS, the recorder would not be able to record from the radio system. The Funding Committee voted unanimously to approve the staff recommendation and brings this forward as a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

c) SIP Administrative Lines - This item was discussed by both the Technology Committee and Funding Committee regarding the conversion of PSAP administrative lines to SIP to provide additional capabilities and protection. It would also provide cost savings in the long run. Not all administrative lines could be converted – only those numbers associated with consoles in PSAPs for approved seats, and this could only be done for those utilizing a hosted call handling solution on the ESInet. The funding request is for \$4,822.84 and involves the conversion for five PSAPs, which would provide a “proof of

concept.” The Funding Committee voted unanimously to approve the staff recommendation and brings this forward as a motion. Ms. Conner noted that Secretary Parrish had left the call, then conducted the roll-call vote. All attending Board members voted except Mr. Greene, who had recused himself. The motion carried unanimously.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, August 28, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM				
				
NC 911 Board Members	Funding Committee	7 a.) Asheville PD Secondary Status	7 b.) Motorola AIS Eligibility	7 c.) SIP Admin Lines
Bone, David		Y	Y	Y
Boyette, Eric		Y	Y	Y
Coltrain, Greg		Y	Y	Y
Drew, Brian (NV)		N/A	N/A	N/A
Ferguson, Bo		Y	Y	Y
Foster, Greg		Y	Y	Y
Greene, Chuck		Y	Y	Recuse
Hartman, JD		Not Present	Not Present	Not Present
Ledford, Jeff		Not Present	Not Present	Not Present
Martinette, Buddy		Not Present	Not Present	Not Present
Moore, John		Y	Y	Y
Neal, Melanie		Y	Y	Y
O'Sullivan, Jude		Y	Y	Y
Shipp, Jeff		Y	Y	Y
Struble, Earl		Not Present	Not Present	Not Present
Wright, Donna		Y	Y	Y

d) Backup Operations Report – Every PSAP must have a back-up plan in place to maintain continuity of service when a PSAP experiences a disruption in service. The Regional Coordinators have done a tremendous job gathering some valuable information about back-up centers and plans across the state. This inventory provides a base of knowledge to help find efficiencies and opportunities for further collaboration. The Regional Coordinators gave a presentation of the information gathered.

PSAP BACKUP OPERATIONS

INFORMATION BY REGION <i>as of 08/13/20</i>	EASTERN REGION 34 PSAPs	NORTH CENTRAL REGION 26 PSAPs	SOUTH CENTRAL REGION 28 PSAPs	WESTERN REGION 27 PSAPs	TOTALS
PSAPs with Physical Backup Center	22	19	14	15	70
Seats within the Physical Backup Center	110	132	132	62	431
PSAPs that use a Partner PSAP's Primary for Backup Operations	8	6	13	5	32
Seats at Partner PSAP Primary Center Used for Backup Operations	21	20	47	13	101
Shared Backup Center	1	2	1	0	4
Seats at Shared Backup Center	2	18	6	0	26
PSAPs that Route their Calls to Another Primary - No Seats at the Center	3	2	0	7	12
Backup Centers with 3 or less positions	10	2	1	8	21
Backup Centers with 4 to 8 positions	11	14	9	6	40
Backup Centers with more than 8 positions	1	3	4	1	9
<i>Secondaries are not Included.</i>					

e) General Report – Staff continues its efforts in reviewing higher-than-average PSAP fund balances and how they relate to the PSAP's 5-year technology replacement plans. Staff plans to come back with a report on this at the October Funding Committee meeting.

8. Finance Team Report - Since the last Board meeting Ms. Tapler met with PSAPs to discuss their technology plans, revenue expenditure reports and funding reconsideration forms. She also worked on closing out the Board's fiscal operations for FY2020, which was submitted to the NC Office of State Controller. She attended the grant committee meetings and provided estimated overall amounts for grant awards. She assisted in the completion of the Risk Assessment for DIT Internal Audit program and attended the DIT Cultural Assessment meeting. She continues to work with AT&T on billing reconciliation matters.

Ms. Falco gave an update on 2018 and 2019 Revenue Expenditure reports status. For FY2018, 92 reports are finalized, 26 awaiting the signed revised report, and 8 are in clarification process. For FY2019 there are 35 finalized reports, 17 awaiting the signed revised report, 47 in the clarification process, and 28 awaiting review. Ms. Falco has also been working on the Scope of Work for the CRM Project.

9. Grant Committee Report

a) 2021 Grant Program Committee Recommendations - The NC Board Grant Committee met on Monday, July 13, and Friday, July 17, for grant presentations. Fourteen grant applicants with a total of sixteen applications appeared virtually at separately scheduled times on those days to present their projects. Applicants requested a total of \$26,555,088.35 for this grant cycle. Applicants are noted below in the Committee recommendation. The Grant Committee convened on Friday, July 31, and Monday, August 10, to evaluate and score each grant submitted during this competitive grant cycle. The total recommended grant award dollar amount is \$9,961,295.75. The recommended grant awards also identify approximately \$1,708.355 in potential PSAP reconsideration requests. Based on consensus of the Grant Committee, a motion was made by Mr. Renfrow, seconded by Mr. Bone, and approved unanimously by roll call vote to recommend the following to the 911 Board for the 2021 PSAP grant cycle. All awards are contingent upon final review of the identified components for which grant funding eligibility shall be validated, and upon each grantee's acceptance of the amount awarded. Some awards are for the grant as submitted while others are for specifically referenced items listed below. Members recusing themselves from discussion and vote due to potential conflict of interest are denoted. PSAPs are listed in alphabetical order.

- Bladen County 911 (Project Meliorem) — \$334,937.99 per grant request. Mr. Shipp recused himself from discussion and vote.
- Chatham County 911 (New Emergency Operations Center Project) — Recommendation not to fund. Mr. Hauser recused himself from discussion and vote.
- Clay County 911 (Clay County New 911 Facility Project) — \$2,500,000 of the overall grant request.
- Currituck County 911 (Public Safety Building Construction Project) — Recommendation not to fund.
- High Point PD (UPS and Status Monitors Project) — Recommendation not to fund.
- High Point PD (Weather Monitoring Project) — Recommendation not to fund.
- Kings Mountain PD (Ballistic Glass Project) — Recommendation not to fund.
- Kings Mountain PD (Radio Console Project) — Recommendation not to fund.
- Lumberton Communications 911 (911 MCC7500 Radio Project) — \$99,241.52 per grant request.
- Pender County 911 (911 Console and Radio Upgrades Project) — Recommendation not to fund.
- Perquimans County 911 (Radio System Upgrade/Center Expansion Project) — \$697,525.24 of the overall grant request as follows: \$664,196.00 (Motorola MCC7500 Consoles & Subscriber Units), \$8,500.00 (Southern Software CAD License), \$2,495.00 (Southern Software MDS Mapping), \$12,686.24 (Eaton Console Furniture), and \$9,648.00 (NCDIT Point to Point Connection).
- Sampson County 911 (Regional 911 Center Project) — \$5,571,543 per grant request. Mr. Shipp recused himself from discussion and vote.

- Surry County 911 (Radio Replacement Project) — \$238,127 of overall grant request for components denoted for the Primary PSAP and primary back up PSAP.
- Union County 911 (Communications 911 Technology Project) — \$484,021 of the overall grant request as follows: \$160,000 (Generator), \$150,000 (Radio Tower), \$125,000 (Microwave Link), \$5,016 (Radio Distribution and Surge Protection), \$39,000 (Structure Cabling), and \$5,005 (Racks).
- Wilson County 911 (Ballistic Glass Project) — Recommendation not to fund.
- Wilson County 911 (Replacement of Radio Tower Generator Project) — \$35,900 per grant request.

Based on consensus of the Grant Committee, a motion was made by Mr. Bone, seconded by Mr. Hauser, and approved unanimously by roll call vote to recommend the following to the 911 Board for the 2021 Statewide Projects in the amount of **\$2,143,380**.

Statewide Projects

Management Information System (Current ECATS)	\$1,458,380
Interpretive Services (Current Voiance)	260,000
CRM Financial Module Project & Licensing	<u>425,000</u>
	\$ 2,143,380

The Grant committee brings this to the Board in the form of a motion. Ms. Harris noted that this information was provided to all Board Members for their review on August 14. Ms. Conner conducted a roll call vote. All attending Board members voted, with Mr. Shipp being recused from the 2 items noted. The motion carried unanimously. Ms. Harris noted that award notifications and grant agreements will be provided to applicants by October 1.

b) General Report - The committee needs to convene within the next few weeks to prepare a recommendation for the allocation amount to the NextGen 911 reserve fund, which will be presented at the next Board meeting.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, August 28, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM		
		
NC 911 Board Members	Grant Committee	9 a.) 2021 Grant Recommendations
Bone, David		Y
Boyette, Eric		Y
Coltrain, Greg		Y
Drew, Brian (NV)		N/A
Ferguson, Bo		Y
Foster, Greg		Y
Greene, Chuck		Y
Hartman, JD		Not Present
Ledford, Jeff		Not Present
Martinette, Buddy		Not Present
Moore, John		Y
Neal, Melanie		Y
O'Sullivan, Jude		Y
Shipp, Jeff		Y - NOTE: RECUSE ON TWO AS NOTED
Struble, Earl		Not Present
Wright, Donna		Y

10. Standards Committee Report – Ms. Wright reported the committee will not meet in September as they are busy working to recruit more peer reviewers. Ms. Gardner said the Regional Coordinators have been in contact with people they hope will apply to be peer reviewers. Ms. Turbeville has been working on scheduling reviews to start in January, dependent on COVID-19 and if they must be done virtually. The Regional Coordinators are still in discussion on how to conduct the reviews if they must be done virtually in the future.

11. Technology Committee Report – Mr. Means stated that currently there are 47 sites live on ESInet, and there are 27 site migrations scheduled over the coming months. Staff estimates there will be 74 sites migrated by the end of the year. They are working with sites who are RFAI to bring them on as i3. COVID-19 has affected the schedule, with a couple of migrations being delayed. In regard to military installations positive activity occurred with Ft. Bragg, who will be ESInet only, and more talk will occur to determine the GIS mapping component. There has also been feedback from Camp Lejeune with DoD participation as well. Staff have also been in contact with Seymore Johnson AFB, which is currently evaluating bids to upgrade their 911 call handling equipment. End-to-End Computing began sending reports on virtual cybersecurity assessments and have evaluated over 40 PSAPs. The physical assessments are currently on hold due to COVID-19.

a) NC CGIA NG911 GIS Update - Matt McLamb provided an update on GIS support for the NextGen 911 project. NC CGIA, in partnership with the Regional Coordinators and GeoComm, are continuing outreach to each PSAP to ensure their GIS data is ready for migration to ESInet on the i3 protocol. They are also sharing GIS data and processes with our four neighboring states. CGIA will be presenting on NextGen 911 from the GIS perspective at the virtual NC Arc Users Group Conference, held the first week of September.

b) AT&T Project Status Update - Pat Thetford, Director of AT&T Public Safety Solutions, thanked everyone for their support and commitment to the project. Working with their vendor partners Intrado and Motorola, AT&T was able to resolve cut-over issues within a matter of hours during the recent migration for Jacksonville. They are committed to acting swiftly and effectively when called upon. More projects are scheduled, for both ESInet migrations and call-handling, and they look forward to working with 911 Board, the staff and PSAPs on these projects.

c) Frontier Communications Maintenance Outage Report - The Connect America Program is an FCC program designed to expand access to voice and broadband services for areas where they are unavailable. They require all carriers to meet certain standards for broadband capability at their central offices with a due date for these standards. Frontier made their respective changes and upgrades without any pre-planning and notification to the communities, particularly the PSAPs, in which they provide service. Staff requested a change plan and for delays on two occasions to prepare. After originally agreeing to a postponement, Frontier later sent conflicting information. As a result, several PSAPs that are in Frontier territory and had migrated to the ESInet were affected and lost connectivity to the central office. The central offices were taken offline and the only 911 calls that could be made were those with a wireline connected to the central office – no wireless calls would go through. This event created a significant impact. Mr. Means is in the process of cataloging the discussions, emails and memos about this event and will be looking to escalate the matter. Mr. Hauser at the Department of Emergency Management, as the state SWIC, has been integral in working and planning with this. He has taken appropriate measures in his organization to make it known that this caused serious issues and that the PSAPs were put in a difficult position. Mr. Means and Ms. Harris commended staff who stayed up all night assisting the PSAPs during these events. Ms. Harris added that she is concerned with a telecommunications company that would put citizens at such risk. The Board can assist the affected PSAPs and the jurisdictions by providing them staff's reports, notes, and observations during these events.

d) General NC911 Project Report - Mr. Means covered this topic in his opening statements and suggested they skip to the next item on the agenda to save time.

e) NMAC Report - Stanley Meeks reported that the NMAC is fully staffed and they are working on-site during COVID-19 while following the Governor's directives on social distancing in the workplace. He also shared a map of the PSAPs that are currently live on the system. They have been actively monitoring the issues that occurred in the Western Region due to the outage.

12. 911 Regional Coordinator Reports - The Regional Coordinators gave brief reports. The maintenance for the Frontier Communications outage in her region took up much of Ms. Conner's time this month, but she also spent time helping PSAPs with their backup plans, helped them work on their migrations and attended several PAT meetings. Ms. Gardner helped PSAPs in her region do pre-planning in advance of Hurricane Isaias and continued their weekly COVID-19 outreach meetings. She assisted PSAPs on backup plans, technology plans and technology replacement schedules, cyber assessments and NextGen project calls. Mr. Newberry worked with his PSAPs to help schedule their cybersecurity assessments and had a PAT meeting with the Interim Director and Operations Manager of Stanly County to help get them up to speed. He continues to work with PSAPs on their backup plans and seat counts. Ms. Turbeville also spoke to her region about their backup plans, had PAT meetings and has continued her work on the CRM

project. She is currently working on creating a workflow process for onboarding the PSAP community to the CRM.

13. Other - A Fond Farewell to Our Friend Ronnie Cashwell – Comments and Best Wishes Shared by All Chairman Boyette wished Ronnie well in all his future endeavors and commended him for his support of the Board, as well as DIT. He thanked him on behalf of the Board for his many years of service and wished him the very best. On behalf the 911 Board, Chairman Boyette, all his coworkers, and friends in the PSAP community, Ms. Harris also thanked Ronnie for his years of service. She shared information from his work history noting his career in telecommunications began in 1966 (humorously adding she was just a toddler at that time), continuing during his time in the Army, returning to the private sector bringing him to DIT in 2004, and transitioning full time to the 911 Board in 2009. Ms. Harris had a secret rendezvous with Ronnie's wife Janet the evening before and was able to give her a plaque highlighting his 11 years of service to the Board, in which Janet presented to Ronnie today. He was surprised this had been pulled off without his knowledge. Several individuals shared well wishes with Ronnie before many headed off to a celebration - a virtual Bon Voyage Party - planned in his honor.

The next Board Meeting will be held on Friday, September 25, again using simultaneous communication via Microsoft Teams Meeting.

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

APPROVED BY NC 911 BOARD 09/25/2020