

**North Carolina 911 Board Meeting
MINUTES
Via Simultaneous Communication
Microsoft Teams Meeting
Friday, September 25, 2020
10:00 AM – 12:00 PM**

<u>Members Present 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	Crystal Batton, Robeson County
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	Chris Carlin, NMAC Technician	Byron Burns, Carolina Recording Systems
Brian Drew, CenturyLink (LEC) [Non-Voting]	Stephanie Conner, Western Regional Coordinator	Jason Compton, Wake County/NENA
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	James Covington, NMAC Technician	Chad Deese, Robeson County
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Kristen Falco, Financial Review Specialist	Greg Dotson, Rutherford County
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Tina Gardner, North Central Regional Coordinator	Mike Edge, Scotland County
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Saman Gharib, NMAC Technician	Bill Gibbs, Lincoln County
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Pokey Harris, Executive Director	Jonaluska Greene, DATAMARK
Buddy Martinette, Fire Chief, City of Wilmington (NCSFA)	Gerry Means, Network Engineer/NC 911 Project Manager	Del Hall, Stokes County
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Stanley Meeks, NMAC Manager	Ryan Hargraves, Town of Cary
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	David Newberry, South Central Regional Coordinator	Brooke Hazlett, Buncombe County
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	Marsha Tapler, Financial Analyst	Emily Hughes, NC DIT Communications
Earl Struble, Sr. Manger Verizon Response, Verizon Wireless (CMRS)	Angie Turbeville, Eastern Regional Coordinator	Jen Johnson, NC DIT
Donna Wright, Director, Richmond Co Emergency Services (NENA)		Stori McIntyre, Cleveland County
	<u>Staff Absent</u>	Marie (No last name presented), Did Not Identify
<u>Members Absent</u>	Rick Blumer, NMAC Technician	Mike Reitz, Chatham County
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Jesus Lopez, (NC DIT) NC 911 Board PM	Corrine Rust, Charlotte MEDIC
Melanie Neal, Director, Guilford-Metro 911 (APCO)		Sarah Templeton, Holly Springs PD
		Mark Whitby, DATAMARK
		Jeff Williford, Wilson County
		Stephen Williams, New Bern Police Department
		Vic Williams, Carolina Recording Systems
		Stephanie Wiseman, Mitchell County
		Brenda Womble, Wilson County

		Doug Workman, Town of Cary
		919-754-6642 – Corrine Rust, Charlotte MEDIC
		704-943-6342 – Did Not Identify
		919-812-8236 – Jon Moore, NC 911 Board
		704-268-3032 – Bill Gibbs, Lincoln County
		910-671-3160 – Did Not Identify
		910-443-4991 – Buddy Martinette, NC 911 Board

Call to order — Vice Chair Wright stated that Chairman Boyette would not be able to attend the meeting. She then called the meeting to order at 10:01 AM and asked Ms. Harris to 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. Regional Coordinator David Newberry would serve as technical facilitator for today's virtual meeting.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL Friday, September 25, 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		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	
NC 911 BOARD STAFF			
Blumer, Rick			X
Bradford, Richard		X	
Carlin, Chris		X	
Conner, Stephanie		X	
Covington, James		X	
Falco, Kristen		X	
Gardner, Tina		X	
Gharib, Saman		X	
Harris, Pokey		X	
Lopez, Jesus			X
Means, Gerry		X	
Meeks, Stanley		X	
Newberry, David		X	
Tapler, Marsha		X	
Turbeville, Angie		X	

NORTH CAROLINA 911 BOARD MEETING ROLL CALL Friday, September 25, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM			
			
GUESTS	IN PERSON	VIA MS TEAMS/PHONE	ORGANIZATION
Batton, Crystal		X	Did Not Identify
Burns, Byron		X	CRS
Compton, Jason		X	Wake County/NENA
Deese, Chad		X	Robeson County
Dotson, Greg		X	Rutherford County
Edge, Mike		X	Scotland County
Gibbs, William		X	Lincoln County
Greene, Jonalaska		X	DATAMARK
Hall, Del		X	Stokes County
Hargraves, Ryan		X	Town of Cary
Hazlett, Brooke		X	Buncombe County
Hughes, Emily		X	NC DIT
Johnson, Jen		X	NC DIT
McIntyre, Stori		X	Cleveland County
Marie (No Last Name Presented)		X	Did Not Identify
Reitz, Mike		X	Chatham County
Rust, Corrine		X	Charlotte MEDIC
Templeton, Sarah		X	Holly Springs PD
Whitby, Mark		X	DATAMARK
Williford, Jeff		X	Wilson County
Williams, Stephen		X	Town of Newbern
Williams, Vic		X	CRS
Wiseman, Stephanie		X	Mitchell County
Womble, Brenda		X	Wilson County
Workman, Doug		X	Town of Cary
PHONE NUMBERS		VIA MS TEAMS/PHONE	ORGANIZATION
919-754-6642 – Corrine Rust		X	Charlotte Medic
704-943-6342 – Did Not Identify		X	Did Not Identify
919-812-8236 – Jon Moore		X	NC 911 Board
704-268-3032 – William Gibbs		X	Lincoln County
910-671-3160 – Did Not Identify		X	Did Not Identify
910-443-4991 – Buddy Martinette		X	City of Wilmington

1. Chair's Opening Remarks — Vice Chair Wright welcomed and thanked everyone for attending, then proceeded with the agenda.

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

3. Public Comment — Vice Chair Wright 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 — Vice Chair Wright asked Ms. Harris to proceed with the consent agenda.

- a) Minutes of Previous Meeting – August 28, 2020
- b) NG 911 Reserve Fund

August 2020 Account Balance	\$66,202,975
August 2020 Disbursement	\$210,751

c) CMRS Account		
August 2020 Account Balance		\$5,577,822
August 2020 Disbursement		\$0
d) PSAP Account		
August 2020 Account Balance		\$20,031,660
August 2020 Disbursement		\$3,983,693
e) PSAP Grant/Statewide Projects Account		
August 2020 Account Balance		\$8,766,920
Grant/Projects Funds Committed		\$21,336,558
f) Grant Project Updates per Reports		

Mr. Shipp made the motion to accept the consent agenda as presented, with the motion being seconded by Mr. Coltrain. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*

5. Executive Director Report

- a) 911 Board Appointments Status – Mr. Drew’s appointment documentation has been received and Ms. Harris hopes to swear him in at the next Board meeting. T-Mobile has yet to advise of their candidate selection to be vetted for the vacant CMRS seat.
- b) COVID-19 Update – Staff continues teleworking with today marking Day 200 of the statewide COVID-19 response. DIT has advised employees who can work remotely will continue to do so until the end of the year. Regional Coordinators have continued their bi-weekly outreach to PSAPs to monitor issues and staff status regarding COVID-19. At the end of September this will transition to an as-needed basis with the RCs and PSAP managers maintaining contact when exposure is suspected or has occurred. ESF2/PSAP Coordination remains virtually activated as part of ESF2.
- c) Staffing Update – Interviews have occurred for the Financial Review Specialist position. Ms. Harris plans to offer the position to candidate later today. She is moving forward with an administrative support position, which she hopes to combine with some of the roles and responsibilities covered by Ronnie Cashwell’s former position as User Support Specialist. She will be working with HR for reclassification of the position to accomplish this.
- d) Legislative NG911 Report – The NG911 Fund report to the Joint Legislative Commission on Governmental Operations will be due at the end of September. It will then go to DIT’s Legislative Liaison Nate Denny, who will review it prior to submission.
- e) Backup PSAP Data Analysis – Information on backup PSAPs was shared at the last meeting. The Regional Coordinators will continue analysis on the data to maximize the capabilities already in place for backups and air routing.
- f) PSAP Fund Balance Analysis – At the October meeting there will be further discussion about the PSAP fund balance analysis and possible Board action that will need to be taken about funding distribution.
- g) Upcoming Board Meetings Logistics – The October meeting will be virtual. Ms. Harris and Secretary Boyette plan to discuss the December meeting/work session later in October. Whether it will be in person or virtual has not been determined yet.
- h) NextGen 911 Migration Status – Live Status Map – Currently 53 PSAPs have migrated. The two most recent, Burke County and Rowan County, are not in the Board packet as they just took place in the past week.
 - Jacksonville PD 911 (08/12/2020) – After a long night of troubleshooting an abandoned 911 call list issue at the Jacksonville PD 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.
 - Chowan County 911(08/26/2020) – Chowan County 911 migrated to the NC 911 statewide ESInet on the Vesta 2 hosted call handling platform, taking their first live call at 1050 hours EDT. This was PSAP #46 and the 74th physical location.
 - Perquimans County 911 (08/26/2020) – At 1434 hours EDT, Perquimans County 911 successfully cutover to the NC 911 managed service ESInet on the Vesta 2 hosted call handling platform.

APPROVED BY NG911 BOARD 10/23/2020

- Pasquotank/Camden 911 (09/01/2020) – Bringing in the month of September as PSAP #48 and physical location # 76, was Pasquotank County 911 which also includes Camden County. Their migration to the ESInet occurred at 1033 hours EST, with their first live 911 call being received at 1114 hours. As a note, their backup capabilities located at Martin County 911 were subsequently migrated on September 17.
- New Hanover County 911 (09/16/2020) – September 16 was yet another double header day for ESInet migrations to the NC 911 managed service ESInet. Doing so as i3 and as the first NC PSAP on the Viper 3 host and the Viper 7 platform, was New Hanover County 911. This marked PSAP #49 and physical location 78, which includes back up facilities.
- Bertie County 911 (09/16/2020) – Migrating as PSAP #50 and part of the September 16 double header was Bertie County 911. They also did so as i3, becoming part of the Vesta call handling solution. This brings the total number PSAPs and physical locations on the NC 911 AT&T managed service ESInet to 79.
- Kernersville PD 911 (09/17/2020) – Kernersville PD 911 (secondary PSAP in Forsyth County) successfully cutover to the AT&T managed service ESInet on September 17. Their migration brings the total number of PSAPs live on the NC 911 ESInet to 51, and 80 physical locations, that also includes back up facilities.
- Burke County 911 – 09/21/2020
- Rowan County 911 – 09/22/2020
- i) NextGen 911 GIS Status – Live Status Map
- j) NextGen 911 PSAP Cybersecurity Assessments – Currently 44 PSAPs have completed the virtual assessment, physical assessments are being scheduled.

6. Education Committee Report –

- a) Training Eligibility Requests/Update Eligible Use of Funds List
 - i. Fundamentals of Supervision by UNC School of Government – At the last meeting, the Board approved this class on the recommendation of the Committee. Upon further review by Richard Bradford it was found that the course did not adhere to the Board's statutes. Mr. Greene made a motion for the Board to reconsider funding the UNC School of Government, Fundamentals of Supervisor Class, agenda item 6 iii that was brought before the board at the August 28th meeting due to the new information presented. Mr. Ferguson seconded the motion. Ms. Conner conducted a roll call vote. All attending Board members voted, and the motion to reconsider the course passed unanimously. A vote was then taken to approve funding the course. Ms. Conner conducted a roll call vote. All attending Board members voted and the motion to fund the course failed by unanimous vote. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
 - ii. APCO – Fundamentals of Tactical Dispatch – The purpose of the course is to prepare telecommunicators for less-frequent, but high-impact events. It covers advanced dispatching techniques, NextGen-type technology and is offered both online and in person. The price is \$329- \$389, depending on the type of course selected. 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. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
 - iii. APCO – Cybersecurity Fundamentals for the ECC – The course provides a basic overview of the critical pieces of information that all ECC employees should know about cybersecurity, gives resources for creating an Incident Response Plan and what to do if an ECC experiences a cyberattack. After much discussion, 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. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) General Report – The committee sent a survey to stakeholders about the website update several weeks ago. The responses have been received and will be reviewed at the next committee meeting, as well as the results of the audit of the current website completed by DIT Communications.

7. Funding Committee Report — Staff continues its efforts to review higher-than-average PSAP fund balances and how they relate to their 5-year technology replacement plans. The Regional Coordinators gave a presentation on the topic at the last committee meeting, which spurred several positive conversations. The PSAPs continue to make positive strides on their technology replacement plans.

Another presentation is planned for the next Board meeting, as well as some PSAP funding reconsideration requests that are currently in review by the finance staff and Committee.

8. Finance Team Report — Since the last Board meeting, Ms. Tapler has been working on items pertaining to the Board's financial operations, such as purchase orders, billing issues, the budget, and the Legislative Report. She assisted with funding reconsiderations that will be brought before the Funding Committee and with the Financial Review Specialist position interviews. She met with PSAPs to help with revenue expenditure reports, reviewed implemental functions and how they are remitted for eligibility consideration, seat count discussions, eligibility requests, and the use of fund balance.

Ms. Falco gave an update on 2018 and 2019 Revenue Expenditure reports status. For FY 2018, 96 reports are finalized, 26 awaiting the signed revised report, and four are in clarification process. For FY 2019 reports there are 42 finalized, 15 waiting on signed revised report, 43 in the clarification process, and 27 awaiting review. For FY 2020, 82 reports have been received with one in the clarification process and 81 awaiting review. Ms. Falco will be working with the Regional Coordinators to reach out to PSAPs who have not yet submitted their latest reports.

9. Grant Committee Report

- a) 2021 Funding Allocation Recommendations — The Grant Committee unanimously approved at its September 15, 2020, meeting to allocate \$20,093,503 from the 911 PSAP Account the amount of \$6,093,503 to the PSAP Grant and Statewide Projects Account, and the amount of \$14,000,000 to the NG 911 Reserve Fund. The committee 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. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) General Report — Ms. Harris noted that staff continues to finalize notification letters and grant agreements for the PSAP grant awards that will be provided to the PSAPs by October 1.

10. Standards Committee Report — Ms. Wright reported the Committee did not meet in September as they were working on recruiting Peer Reviewers. The Committee received several applications. They plan to meet to discuss the applicants and hopefully schedule some reviews in the future.

Ms. Conner noted that Bo Ferguson and Greg Foster had left the meeting.

11. Technology Committee Report

- a) General NG911 Project Report — The team is making up time lost to COVID-19 delays by actively pushing forward with PSAP migrations. The migration goal for the end of the year was 76 PSAPs, but they may only be able to reach 73. The schedule for 2021 picks up the second week of January and currently runs through July. As they are migrating sites to ESInet as i3 and trying to go back and pick up additional sites that are RFAI and convert them to i3. This month they converted Sampson County to i3 status bringing the total number of sites as i3 to twenty. The GIS function continues to go well, with the team developing a mapping tool to visually show border alignment issues between jurisdictions. The information is helpful when the team is trying to reconcile service boundaries to help maintain alignment across the state. No GIS datasets are past due. Fifteen cybersecurity reviews have been completed and trends are beginning to be identified. Documented policies and regular cybersecurity training need to be considered. There are 49 PSAPs actively engaged in the cybersecurity reporting function. The team is currently emailing requests and planning for the onsite cybersecurity visits to occur. The team met with AT&T about the SIP admin line and did a tech review. The orders are going in and many PSAPs have expressed an interest.
- b) NMAC Report — The NMAC currently has five staff members (NMAC Manager and four techs) and are planning to add one additional staff member by the end of the year. Mr. Meeks shared the NMAC dashboard and covered trends found in the information. He plans to present a breakdown of issues by case type at the next Board meeting.

12. 911 Regional Coordinator Reports — The Regional Coordinators gave brief reports. Ms. Gardner has been working on the PSAP ESInet project meetings, along with PAT meetings to discuss revenue expenditure reporting. She also attended various committee meetings and PSAP meetings on high fund balance, technology plans and backup planning. She continues to work with PSAPs on their peer reviews. Mr. Newberry had several PAT meetings with PSAPs in his region and worked on cybersecurity assessments. He also worked with them to identify their upcoming technology needs and develop a plan

for a 5-year cycle. Ms. Turbeville reported that many of the recent ESInet migrations have been in her region and she worked with them to help smooth their transition. Fifty percent of her region has migrated to the ESInet. She also has been meeting with PSAPs to discuss fund balances, eligible expenditures, backup operations and cybersecurity assessments. She has two peer reviews scheduled for February and will be working to schedule more for April. Ms. Conner has been working with PSAPs in her region on their backup plans and is also coordinating the 2019 PSAP manager graduates for their recognition next month. She and Ms. Falco conducted two PAT meetings, and she also assisted many PSAP managers during calls. She also recently met with Frontier Communications and PSAPs in her region that were affected by the maintenance issue that was discussed in the last Board meeting.

13. Other — Ms. Harris reminded all Committee chairs of the goal setting meetings scheduled over the coming weeks in preparation for the annual Board work session. Calendar invites have been sent to the chairs and assigned staff, as well as Mr. Bradford. She also mentioned that September 28 is the start of State Employee Appreciation Week and thanked the 911 Board Staff for their hard work.

Ms. Harris then recognized Vice Chair Donna Wright who, after 30 years of dedicated public safety service is retiring from Richmond County Emergency Services. Ms. Harris noted that during a retirement ceremony yesterday Bryan Land, County Manager, presented her with induction into the Order of the Longleaf Pine from Governor Roy Cooper, which is presented to persons who have made significant contributions to the state and their communities through their exemplary service and exceptional accomplishments. Ms. Harris also presented her with a plaque on behalf of the NC 911 Board for her dedicated service noting Vice Chair Wright will continue to serve on the Board and in various committees. And a few days prior, NC Emergency Management Director Mike Sprayberry presented Ms. Wright with the North Carolina Emergency Management Directors Award, which is presented to those who go above and beyond for the betterment of their community and state. Board members, staff, and guests virtually shared their well wishes with Ms. Wright today.

The next Board Meeting will be held on Friday, October 23, using simultaneous communication via Microsoft Teams Meeting.

Adjourn — Vice Chair Wright adjourned the meeting at 11:25 AM.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, September 25, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM 						
NC 911 Board Members	4. Consent Agenda	6. a.) i Eligibility Request/ Use of Funds – Fundamentals of Supervision Motion to Reconsider Previous Vote	6. a.) i Eligibility Request/ Eligible Use of Funds List- Fundamentals of Supervision Course Approval	6. a.) ii Eligibility Request/ Eligible Use of Funds List - Fundamentals of Tactical Dispatch	6. a.) iii Eligibility Request/ Eligible Use of Funds List – Cybersecurity Fundamentals for the ECC	9. a) 2021 Funding Allocation Recommendation
Bone, David	Y	Y	N	Y	Y	Y
Boyette, Eric	Not Present	Not Present	Not Present	Not Present	Not Present	Not Present
Coltrain, Greg	Y	Y	N	Y	Y	Y
Drew, Brian (Non-Voting)	Non-Voting	Non-Voting	Non-Voting	Non-Voting	Non-Voting	Non-Voting
Ferguson, Bo	Y	Y	N	Y	Y	Y
Foster, Greg	Y	Y	N	Y	Y	Y
Greene, Chuck	Y	Y	N	Y	Y	Y
Hartman, JD	Y	Y	N	Y	Y	Y
Ledford, Jeff	Y	Y	N	No Response	Y	Y
Martinette, Buddy	Y	Y	N	Y	Y	Y
Moore, John	Y	Y	N	Y	Y	Y
Neal, Melanie	Not Present	Not Present	Not Present	Not Present	Not Present	Not Present
O’Sullivan, Jude	Y	Y	N	Y	Y	Y
Shipp, Jeff	Y	Y	N	Y	Y	Y
Struble, Earl	Y	Y	N	Y	Y	Y
Wright, Donna	Y	Y	N	Y	Y	Y