

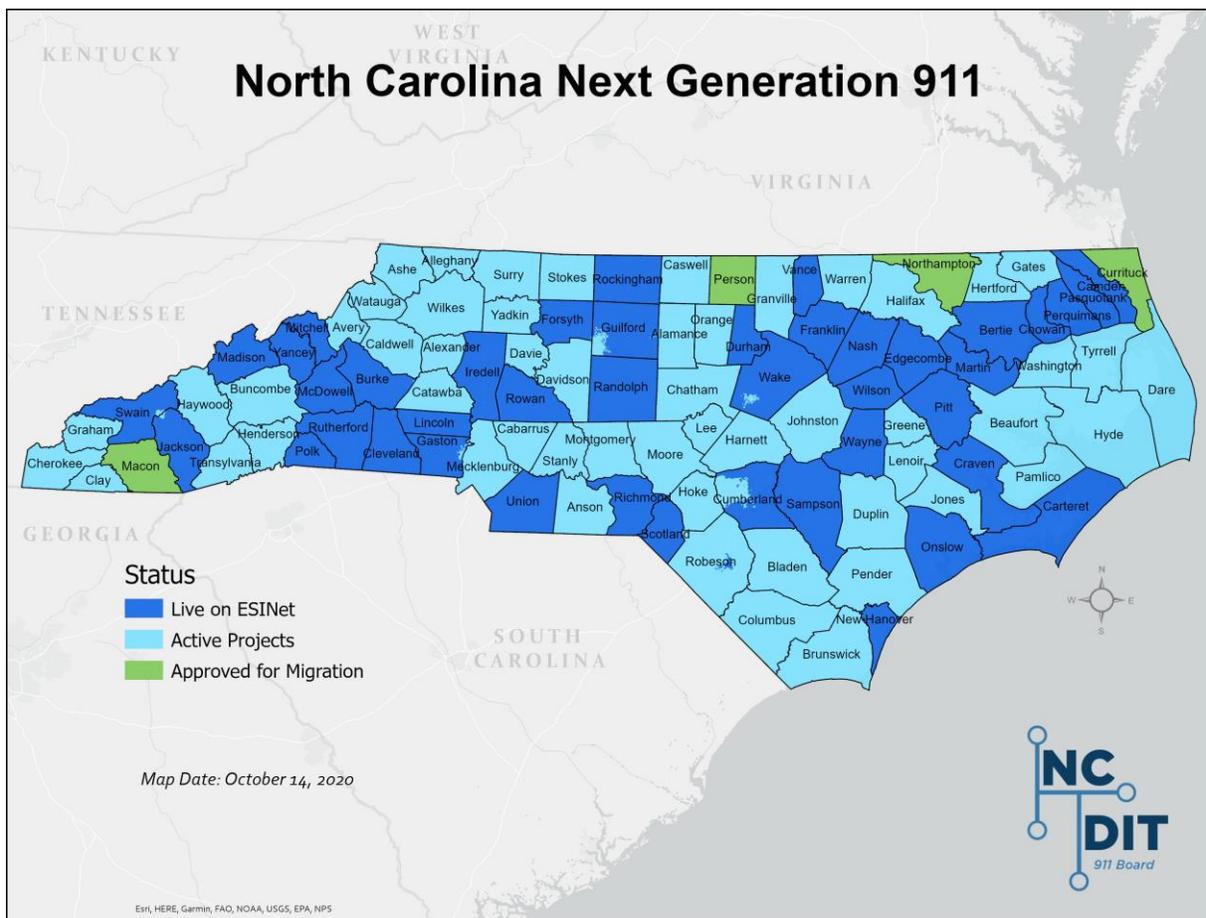


NORTH CAROLINA 911 BOARD MEETING

Friday, October 23, 2020

Via Simultaneous Communication

Join Microsoft Teams Meeting
984-204-1487 Conference ID: 989 270 318#
10:00 AM – Noon



Call to Order
Eric Boyette

Roll Call
Pokey Harris

Tab 1
Chair's Opening Remarks
Eric Boyette

Tab 2

Ethics Awareness/Conflict of Interest Statement

Eric Boyette

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Tab 3

Public Comment

Eric Boyette

The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the NC 911 Board members. When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Tab 4

**Ceremonial Swearing-In of
Brian Drew**

Pokey Harris

Tab 5

**Recognition of the Third
Graduating Class**

**PSAP Executive Management
Program**

**Dr. Robbie Taylor, Eric Boyette,
and Pokey Harris**

— SINCE 1964 —

RICHMOND

COMMUNITY COLLEGE

THIS CERTIFIES THAT

Stephanie Allen

has been duly enrolled in

PSAP Managers Training Program

and has earned a grade of S=Satisfactory

for 280 total contact hours

Given this 22nd day of November 2019


Director of Programming, Richmond Community College





Vice President of Instruction, Richmond Community College

— SINCE 1964 —

RICHMOND

COMMUNITY COLLEGE

THIS CERTIFIES THAT

Kristin Byrd

has been duly enrolled in

PSAP Managers Training Program

and has earned a grade of S=Satisfactory

for 280 total contact hours

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Hoey J. Russell

Director of Programming, Richmond Community College



Kevin Parson

Vice President of Instruction, Richmond Community College

— SINCE 1964 —

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Samantha Cameron

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THIS CERTIFIES THAT

Lareina Carpenter

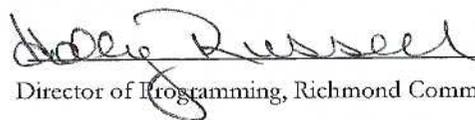
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Scottie Carpenter

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THIS CERTIFIES THAT

Roy Davis

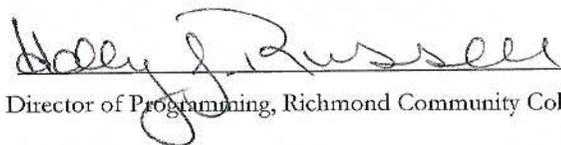
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Jackie Ezzell

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Deeana Fairley

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Bradley Fraser

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Harlee Gentry

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Joseph Gregory

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Melissa Hand

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Holly J. Russeel

Director of Programming, Richmond Community College



Ken Powers

Vice President of Instruction, Richmond Community College

— SINCE 1964 —

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THIS CERTIFIES THAT

David Hill

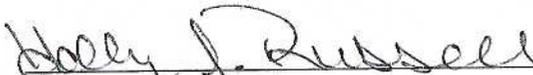
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Director of Programming, Richmond Community College



Kevin Parson

Vice President of Instruction, Richmond Community College

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THIS CERTIFIES THAT

Bethany Ledwell

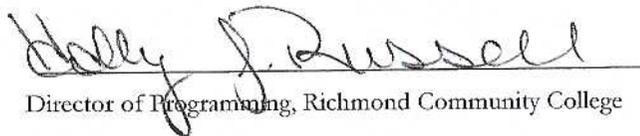
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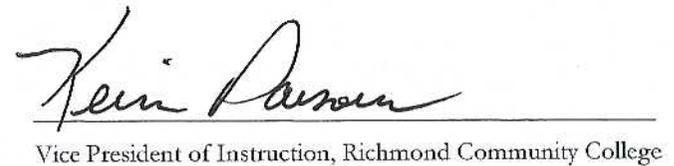
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Jonathan Lemmond

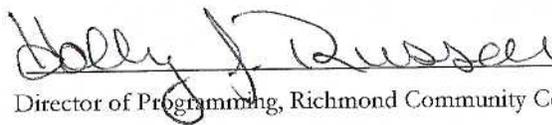
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THIS CERTIFIES THAT

Adam Lentz

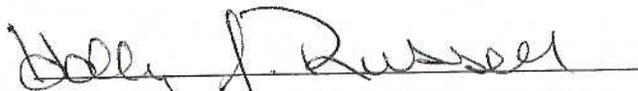
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Christie McCorquodale

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Jaclyn McElwee

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Holly J. Russee

Director of Programming, Richmond Community College



Kevin Parnow

Vice President of Instruction, Richmond Community College

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Miranda Miller

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Vice President of Instruction, Richmond Community College

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Joanna Prentice

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Michael Reitz

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THIS CERTIFIES THAT

Amber Rigby

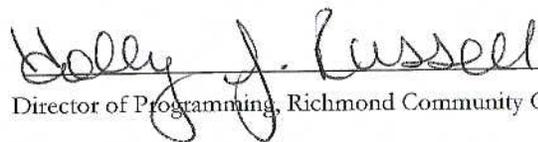
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Sharon Rowell

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THIS CERTIFIES THAT

Kendra Smith

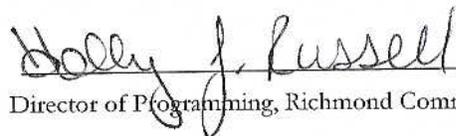
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THIS CERTIFIES THAT

Amy Snider

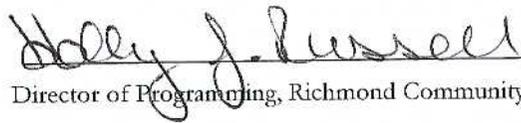
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THIS CERTIFIES THAT

Christopher Spainhour

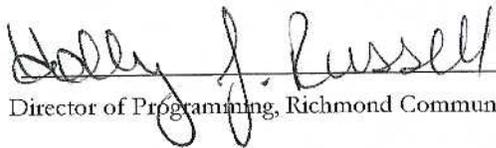
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THIS CERTIFIES THAT

James Stanberry

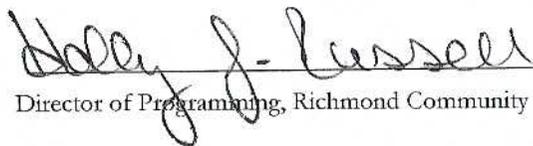
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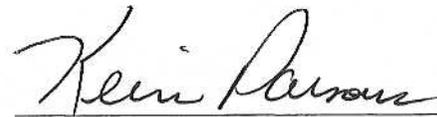
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THIS CERTIFIES THAT

Darren Steadman

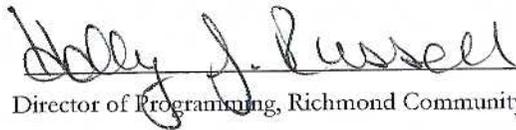
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THIS CERTIFIES THAT

Kayla Trivette

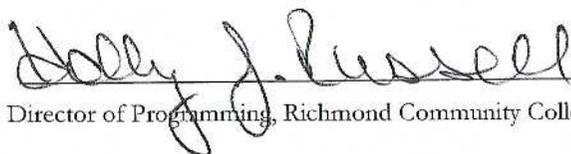
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THIS CERTIFIES THAT

Riley Wallace

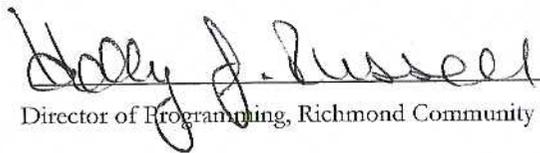
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Director of Programming, Richmond Community College





Vice President of Instruction, Richmond Community College

Tab 6

**Telecommunicator Recognition
Phillip Loftus, Shift Leader,
Martin County Communications
Eric Boyette, Pokey Harris, and
Angie Turbeville**

NC 911 Board PSAP Recognition:

Phillip Loftus, Shift Leader – Martin County Regional Communications

On May 25, 2020 at approximately 9:30PM, Phillip Loftus received a 911 call from a whispering, panicked subject who advised that there was a man with a rifle in the kitchen of her apartment in the Robersonville Community of Martin County. Shift Leader Loftus determined that there were seven people in the apartment when an argument broke out. The subject left and returned with a rifle; the suspect advised everyone inside that they were not allowed to leave. The caller was able to slip away to her bedroom, close the door and make the call to 911. Phillip Loftus and his shift partner telecommunicator, Tobin Wright were the only two working inside of the PSAP that night. Shift Leader Loftus kept the caller on the phone to capture information as it developed, checking in every minute or so just to assure the caller that help was on the way.

Phillip Loftus engaged active listening skills to relay information to responders about the situation inside of the apartment. He kept the caller on the phone for nearly 30 minutes while responders approached the scene and developed a plan. The call ends when the subject notices police and decides to release the hostages. He was arrested without incident. The call ends abruptly as the caller leaves the apartment.

Phillip Loftus' active listening skills provided valuable information to law enforcement and kept the caller calm during this high stress and lengthy call.

Tab 7

Consent Agenda

Pokey Harris

(Roll Call Consent Vote Required)

Tab 7 a)

Minutes of Previous Meeting

September 25, 2020

**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/NG 911 Project Manager Stanley Meeks, NMAC Manager	Del Hall, Stokes County
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)		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	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	
NC 911 BOARD STAFF			
Blumer, Rick			X
Bradford, Richard		X	
Carlin, Chris		X	
Conner, Stephanie		X	
Covington, James		X	
Falco, Kristen		X	
Gardner, Tina	N/A	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, Jonatuska		X	DATAMARK
Hall, Del		X	Stokes County
Hargraves, Ryan		X	Town of Cary
Hazlett, Brooke		X	Buncombe County
Hughes, Emily	N/A	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	N/A	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 alt-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.

- 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

Tab 7 b – e)

b) NG 911 Reserve Fund

September 2020 Account Balance	\$ 81,257,153
September 2020 Disbursement	\$ 1,224,925

c) CMRS Account

September 2020 Account Balance	\$ 5,581,880
September 2020 Disbursement	\$ 0

d) PSAP Account

September 2020 Account Balance	\$ 825,536
September 2020 Disbursement	\$ 3,993,019

e) PSAP Grant/Statewide Projects Account

September 2020 Account Balance	\$ 13,990,765
Grant Funds Committed	\$ 22,499,407

NC 911 BOARD FINANCIALS

NG 911 Reserve FUND

FY2020 beginning Fund Balance:	\$65,426,679.57		
	July 2020	August 2020	September 2020
Service Fee Collection	\$1,395,092.02	\$2,085,230.33	\$2,230,932.17
Interest allocation	\$64,893.33	\$57,000.91	\$48,171.13
PSAP Grant/Statewide Project Allocation (In)			\$14,000,000.00
NG 911 Reserve Fund Disbursement	-\$2,615,169.69	-\$210,751.08	-\$1,224,925.34
NG 911 Reserve Fund Balance	\$64,271,495.23	\$66,202,975.39	\$81,257,153.35

CMRS Account

FY2020 beginning Account Balance:	\$5,964,801.21		
	July 2020	August 2020	September 2020
CMRS Service Fee Collection	\$0.00	\$0.00	\$0.00
Interest allocation	\$5,916.18	\$4,942.46	\$4,058.58
CMRS Allocation (out)	\$0.00	\$0.00	\$0.00
CMRS Disbursement	-\$397,838.09	\$0.00	\$0.00
CMRS Account Balance	\$5,572,879.30	\$5,577,821.76	\$5,581,880.34

PSAP Account

FY2020 beginning Account Balance:	\$16,064,101.34		
	July 2020	August 2020	September 2020
Service Fee Collection	\$3,703,957.11	\$3,037,143.02	\$2,887,243.71
Wireline Service Fee Collection	\$614,662.16	\$499,831.63	\$465,005.38
VOIP Service Fee Collection	\$1,000,935.69	\$787,998.26	\$733,878.84
Prepaid Wireless Service Fee Collection	\$1,499,829.23	\$1,020,790.25	\$779,694.47
Interest allocation	\$15,933.15	\$16,542.96	\$14,575.60
Subtotal	\$6,835,317.34	\$5,362,306.12	\$4,880,398.00
PSAP Allocation (out)			-\$20,093,503.00
PSAP Distribution	-\$4,246,371.10	-\$3,983,693.48	-\$3,993,019.11
PSAP Account Balance	\$18,653,047.58	\$20,031,660.22	\$825,536.11

OSC Uncertified

Cash Basis

PSAP Grant-Statewide 911 Projects Account

		Total Disbursed				Remaining Expenditures
		YTD	Jul-20	Aug-20	Sep-20	
			\$29,744,439.97	\$29,346,605.94	\$30,103,477.33	
FY2017	Award Amount					
Martin G2017-7 (048)	5,196,315.00	-4,724,784.53	-118,276.34			353,254.13
Mitchell G2017-9 (049)	3,163,000.00	-2,909,389.86	-105,095.10			148,515.04
Pasquotank G2017-11 (051)	1,010,779.00	-990,194.27				20,584.73
FY2018	Award Amount					
Iredell G2018B-3 (063)	2,361,230.00	-2,211,577.73				0.00
FY2019	Award Amount					
Pender G2019-02 (067)	361,760.00	0.00				361,760.00
Greene G2019-03 (069)	841,964.00	0.00				841,964.00
Wayne G2019-04 (070)	1,530,693.00	-300,000.00				1,230,693.00
Rutherford G2019-05 (071)	1,161,548.00	-624,506.15				537,041.85
FY2020						
Davie G2020-01	232,767.00	0.00				232,767.00
NC State Highway Patrol G2020-02	1,102,933.00	0.00				1,102,933.00
Pender G2020-03	45,873.00	0.00				45,873.00
Currituck G2020-04	583,655.00	0.00				583,655.00
Franklin G2020-05	3,958,873.00	0.00				3,958,873.00
Cumberland G2020-06	2,251,387.00	0.00				2,251,387.00
Chatham G2020-07	2,339,608.00	0.00				2,339,608.00
FY2021						
Lumberton PD (City of) G2021-03	99,241.52	0.00				99,241.52
STATEWIDE PROJECTS:	Award Amount					
E-CATS II (012)	2,688,500.00	-361,640.00	-535,017.38			1,791,842.62
Interpretive Services (042)	323,873.94	0.00	-23,979.75			299,894.19
Ortho Project III Image 20 (073)	4,108,739.00	-1,756,468.06	-80,199.60		-525,464.40	1,746,606.94
CRM Statewide One-time Development	700,000.00	130,473.30	-734.10	-725.00	-9.10	829,005.10
Ortho Project III Image 21 (081)	3,723,908.00	0.00				3,723,908.00
Approved Allocation from PSAP & CMRS Fund				0.00	6,093,503.00	
Transfer out to NG 911 Fund						
Interest			29,501.97	26,026.83	21,904.13	
Revenue 5%			435,966.27	731,569.56	796,761.49	
Total Ending Fund Balance		\$ 29,744,439.97	\$29,346,605.94	\$30,103,477.33	\$36,490,172.45	

CASH BASIS REPORTING
OSC Uncertified

Committed: \$ 22,499,407.12
 Grant Fund Total \$13,990,765.33 **

Tab 7 f)

Grant Project Updates per Reports



Chatham County Emergency Communications

297 West Street • Pittsboro, NC 27312

Office 919.545.8163
24-hour Warning Point 919.542.2911
www.chathamnc.org

October 1, 2020

Attn: L. V. Pokey Harris, Executive Director

N.C. 911 Board

P.O. Box 17209

Raleigh, NC 27609

Reference: Chatham County FY2020 Grant Report

Ms. Harris:

The project is moving through the permitting phase for the towers. Infrastructure and equipment are being ordered. Equipment is being staged for shipping, with expected delivery beginning in October. No grant funds have been expended for this project as of this date.

Regards:

A handwritten signature in black ink, appearing to read 'Mike Reitz', written in a cursive style.

Mike Reitz

Director



Franklin County, NC Grant Report – September 2020

Activities – September 2020

- Continued conceptual design work
- Conducted third programming meeting – September 15
- Conducted technology meeting – September 30
- Conducted environmental survey of proposed site
- Discussed data center rack requirements

Anticipated Activities – October 2020

- Continue conceptual design work
- Conduct programming meeting – October 6
- Present conceptual design and status update to Commissioners (Schrader Group Architecture) – October 19
- Communicate regularly with project team (ongoing)

Franklin County, NC Grant Report – September 2020

The tasks listed below will be tracked throughout the project duration and will be updated monthly. New additions are shown in the salmon highlighted rows. At this time, the project remains on schedule.

Work Plan

Task	Projected Timeframe ¹	Actual	Completed
Contract for project oversight	Months 1-2	November 2019	x
Issue RFQ for architectural services	Months 2-3	December 2019	x
Select architect and contract for services	Months 4-5 (February – March 2020)	Selection: February 2020	x
Negotiate fee with architect	Months 5-6 (March – April 2020)	March 2020	x
Receive Commissioners' approval to proceed with contract for architectural services	Month 6 (April 2020)	May 4, 2020	x
Enter into contract for architectural services	Month 6 (April 2020) Revised: Month 8 / June 2020	June 5, 2020	x

¹ As the grant agreement was signed in late October 2019, month 1 is considered November 2019.

Franklin County, NC Grant Report – September 2020

Task	Projected Timeframe ¹	Actual	Completed
Define technology needs in conjunction with building design	Months 9-19 (July 2020 – April 2021) Revised: Months 13-19 / November 2020 – April 2021		
Facility design and construction document process	Months 9-19 (July 2020 – April 2021) ²	July 30 – Began	
Establish lead times for major technology systems, including NG911			
Bid and award construction project	Months 17-19 ³ (March 2021 – May 2021)		
Proceed with construction, including coordination with migration to the State ESInet NG911 network	Months 20-32 (June 2021 – June 2022)		
Procure new technology and furnishings	Months 26-30 ⁴		
Substantial completion of construction, address any facility punch list issues	Month 30 (April 2022)		
Install, test, and accept new technology: existing equipment and the CAD system will be relocated to the new site prior to and during go-live to ensure that the old and new center remain operational until the transition is complete	Months 30-34 (April – July 2022)		

² Follow on dates will be adjusted once the timeframes are more clearly defined.

³ Ibid.

⁴ Ibid.

Franklin County, NC Grant Report – September 2020

Task	Projected Timeframe ¹	Actual	Completed
Go-live / Physically transition the Halifax County primary PSAP to the new facility and the State ESInet NG911 system	Months 34-36 (July – September 2022)		
Monitor systems post cutover	Months 32-36 (May – September 2022)		

Greene County, NC

911 Facility Relocation

MCP Project Number 18-128

Monthly Progress Report – September, 2020

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> • General contractor selected • Addendum to drawings released • Coordination efforts with general contractor on specific 911 needs • Review bid 	<ul style="list-style-type: none"> • Finalize coordination with general contractor • On-site site walk with general contractor and sub-contractors • Prepare schedule • Define next steps
2. Permits	<ul style="list-style-type: none"> • None in this period 	<ul style="list-style-type: none"> • None expected in this period
3. Construction	<ul style="list-style-type: none"> • None in this period 	<ul style="list-style-type: none"> • None expected in this period
4. Communications Systems	<ul style="list-style-type: none"> • Continue coordination with telecom vendors • Develop budget for technology procurements • Refine plan for technology integration 	<ul style="list-style-type: none"> • Begin meetings with AT&T on the call handling needs • Continue technology coordination planning and preparation for integration
5. Other Activity	<ul style="list-style-type: none"> • Routine project meetings to coordinate design and technology needs. 	<ul style="list-style-type: none"> • Continue to hold project meetings to discuss next steps and coordinate project needs.



IREDELL COUNTY PUBLIC SAFETY EMERGENCY COMMUNICATIONS

CANDY MILLER
DIRECTOR

NIKKI CARSWELL
ASSISTANT DIRECTOR

September 30, 2020

Iredell County, North Carolina, received a grant from the North Carolina 911 Board in May 2018. The County already was in the process of designing and building a new public safety facility for Emergency Medical Services (EMS), the Fire Marshal, Emergency Management, and Communications, but also envisioned a true regional 911 backup center for neighboring jurisdictions as well as Mooresville and Statesville police departments. (The then-current environment would not support long-term use by Alexander County, with which an interlocal agreement was in place.) The grant funding allowed us to enhance 911 operations through additional space and provided the ability to replace outdated technical systems, which served to enhance emergency communications within the county. The public safety complex project was a massive undertaking for the County but allowed us to realize many efficiencies, including the colocation of many County public safety services and creating a true regional 911 backup environment.

As was noted in the grant application:

The new public safety facility includes a total of 13,143 square footage for the 9-1-1 and emergency operations center (EOC) area. ECOM has 7,438 square feet. The EOC is 2,473 square feet, with 3,232 square feet of shared space ... 2,760 square feet of space was added to the Public Safety Complex plan to provide the regional backup for Wilkes and Alexander counties and Mooresville Police.

At the time of grant execution, Wilkes County withdrew their request and Statesville Police was added.

The grant project had two significant goals and quite a few objectives.

Goal 1: Provide a 9-1-1 communications facility that can serve as a regional backup center. Construction and upfitting of 2760 square feet within Iredell County's ECOM as a new PSAP facility serving Iredell County, and other PSAPs as a regional backup center.

ECOM

www.iredellcounty911.com

Tel 704-832-2183 • 336-908-1322

Location: 404 Bristol Dr. • Statesville, NC 28687

Mailing Address: Post Office Box 788 • Statesville, NC 28687



- Iredell County designed and constructed a purpose-built mission-critical public safety-grade facility. The hardened facility was configured to maximize the space necessary to provide the needed capacity to serve as a regional backup center for other PSAPs. Applicable standards for mission-critical facilities, including National Fire Protection Association (NFPA) 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*, and Motorola R56, *Standards and Guidelines for Communication Sites*, were considered by the architect and MEP firm during design. *[Objectives 1 and 3]*
- The facility was designed to provide additional growth opportunities within the operational areas, including expansion within the electrical, data, and training rooms to accommodate the other PSAPs' needs. Future entities will benefit from the shorter time to begin operations and from the reduction of costs that were much more scalable during initial build-out. *[Objective 1]*
- The operations floor was configured with 12 fully functional dispatch workstations *[Objective 1]*, while having enough room for growth to accommodate almost 30 workstations at full build-out.
- Industry standards, best practices and 09 NCAC 06C.0210 & 09 NCAC 06C.0400 rules were closely followed during design, construction and implementation of equipment into the facility. *[Objective 2]*
- During cutover to the new facility on July 17, 2019, we continued to operate from the then-current PSAP. Testing has been conducted with Iredell County Fire & Rescue Services/Emergency Management, EMS, and the Sheriff's Office; Statesville police and fire departments; Mooresville police and fire departments; and surrounding/regional counties to ensure those entities are able to effectively and efficiently operate from and/or with ECOM. *[Objective 2]*
- Shared spaces, offices, break-out rooms, and conference spaces were designed to both maximize their use and provide multipurpose areas for the various users that could work from the facility during severe weather or man-made disasters. *[Objective 4]*



- Physical access and security were important aspects of the project. A robust access control and security camera system was installed to limit the flow of individuals from public access to the critical areas of the facility. Using a premise of limited privilege, the system was very granular in configuration, only allowing those individuals with specific needs to enter some of the most critical environments in the facility. Monitors around the operations room clearly display security camera views as a second layer of situational awareness, allowing all building occupants to be accounted for. *[Objective 5]*



Goal 2: Provide technology systems that enhance operations and provide for the needs of other agencies, pursuant to the Interlocal Agreements that are established.

- As noted previously, our new operational area allowed us to increase the number of workstations and provides space for growth. Our CAD system and logging recorder have been expanded to support both local and regional operations, with the CAD system transitioning to the new facility. The Eventide recording system allows all agencies participating in the regional backup to have continuous recording capabilities. Our radio consoles have Alexander County talkgroups to ensure seamless interoperability when Alexander County operates from our facility. *[Objective 1]*
- A benefit of the timing for our new facility is that it provided us an opportunity to align with the NC 911 Board hosted call handling and Emergency Services IP network (ESInet) launch. ECOM worked

closely with the State, AT&T, and neighboring jurisdictions to ensure alignment in all aspects of the transition. ECOM was the first in the state to transition to the VESTA solution. At this time, no compatibility issues have been identified. *[Objective 2]*

- Thorough system testing was conducted in May, June, and July of 2019 on all systems and networks, including ESInet connectivity, radio, CAD, administrative telephony, UPS and generator, cabling, and workstations. Training was conducted on the new equipment in June and July of 2019. *[Objective 3]*

In alignment with grant agreement 2018B-1, effective May 29, 2018, ECOM also met the following:

- Submitted revised budget and workplan
- Drafted specifications and scopes of work for technology vendors
- Submitted monthly grant reports
- Sought Board approval for certain purchases

Our grant award of \$2,361,230 was not fully expended and no requests for reconsideration were necessary.

Total Grant Award	\$2,361,230	
	Construction	Technology
Allocation	\$966,000.00	\$1,395,230.00
Total Expenditures	\$966,000.00	\$1,245,577.73
Total Grant Funds Unexpended	\$0.00	\$149,652.27

Iredell County ECOM thanks the NC 911 Board for providing funding assistance for this project and believes we were good stewards of the funds provided. In closing out this grant, Iredell County ECOM respectfully submits this final grant report.



Candy Miller, Director
Iredell County Emergency Communications



Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project
Monthly Progress Report – September, 2020

MCP Project Number 16-184

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No action required 	<ul style="list-style-type: none"> No action expected
2. Permits	<ul style="list-style-type: none"> No additional permits required 	<ul style="list-style-type: none"> No additional permits required
3. Construction	<ul style="list-style-type: none"> No additional actions required 	<ul style="list-style-type: none"> No additional actions required
4. Communications Systems	<ul style="list-style-type: none"> Continue calls to coordinate Bertie and Pasquotank County's State Hosted Solution migration Final testing for Bertie County Final testing and coordination with Pasquotank County Cutover backup call handling for Bertie and Pasquotank Recording system review and updates Identify action items post cutover 	<ul style="list-style-type: none"> Continue to work through action items related to cutover Finalize all testing Prepare for final grant reporting
5. Other Activity	<ul style="list-style-type: none"> Periodic conference calls and project status meetings to prepare for cutover 	<ul style="list-style-type: none"> MCP will participate in as-needed project team meetings with the clients Prepare for grant close-out



Project Update 8-1-2020 to 9-15-2020

NG 911 Statewide Project

Progress items since last report;

- AT&T has completed the installation of the AVPN network terminations at JFHQ (1636 Goldstar Drive, Raleigh) and at Highway Patrol TSU (3318 Garner Road, Raleigh)
- TSU and AT&T field staff have completed on site review at the following locations;
 - Troop F/G Communications Center (Newton)
 - Troop E Communications Center (Salisbury)
 - Troop H Communications Center (Monroe)
 - Troop Back Up Communications Center (Raleigh-Yonkers)
 - Troop B Communications Center (Elizabethtown)

Findings to date;

- All locations require additional wiring to support the backroom CPE equipment.
- All locations require additional cabling to support CPE at T/C workstations.
- Rack Space is available at all locations with the exception of the Back Up location at Yonkers and Troop B Communications Center.

Mitigation Strategy for above;

- SHP to secure contractor to install required wiring and appropriate connections in each location.
- SHP requested quote from AT&T to provide cost to SHP for the additional cabling needed to support the CPE at T/C workstations. This has been provided and SHP is reviewing the cost from AT&T.
- SHP has developed a work around at Troop B Communications Center to resolve the rack space issue by removing certain equipment no longer needed and performing a re-rack of all remaining equipment.
- SHP has arranged a second on site meeting with AT&T scheduled for 9-23-2020 at 9:30am to revisit possible options.

Other action items;

- SHP continues to review the offerings for data analysis. Initially SHP rejected the AT&T external proposal in lieu of the NCDIT offering, based upon the concept

that the DIT offering was at little or no cost. Subsequent information provided by Gerry Means indicates a significant recurring cost to the SHP which is outside of our current recurring funding plan.

- After reviewing the Text to 911 feature offering and receiving a confirmation from AT&T that should SHP NOT elect to receive text that the transferring PSAP will receive an “unable to send” message rather than sending “blind” that SHP has decided to decline the service offering at this time.
- On August 27, 2020 both AT&T and SHP entered into a discussion regarding a possible change order centered around ownership and maintenance responsibility for a fiber extension that AT&T will require to extend the demarcation from the physical demarcation point at JFHQ into the room where the CPE will be located (~400’ distance). SHP has dark fiber between the two and has offered this to AT&T provided they assume ownership and are responsible for ongoing maintenance as part of their costs. Initial response from AT&T is push back on this. SHP is reviewing and will provide a response to AT&T during the week of 9-21-2020.

Respectfully submitted,

Mike

**Michael Hodgson,
Project Manager, NCSHP NG911 Project.**



Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – September, 2020

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No action required 	<ul style="list-style-type: none"> No action expected
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
3. Construction	<ul style="list-style-type: none"> No actions required 	<ul style="list-style-type: none"> No action expected
4. Communications Systems	<ul style="list-style-type: none"> Continue biweekly meetings with AT&T on hosted call handling Finalize testing and cutover planning Cutover to Martin backup on 9/17/20 Troubleshoot issues with 10-digit admin lines Review recording system configuration Work through action items post-cutover 	<ul style="list-style-type: none"> Finalize CAD configuration Final testing Prepare for final grant reporting
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic project communications with the stakeholders 	<ul style="list-style-type: none"> MCP will conduct periodic communications with the stakeholders Prepare for grant closeout

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete May 2020	% Complete June 2020
Pender County SO FD/EMS Mobile Addon		3/31/2020	9/30/2020	184				
Kickoff Call	Zuercher/Pender County Sheriff's Office	4/27/2020	4/27/2020	1	N		100%	100%
Server Upgrade	Zuercher/Pender County Sheriff's Office				N	This contract deliverable was deemed duplicative/not needed and was credited via change order		
Configuration	Zuercher/Pender County Sheriff's Office	4/28/2020	6/30/2020	64		Limited to set up of new user accounts and units.		
Training - Train the Trainer	Zuercher/Pender County Sheriff's Office	TBD	TBD		N			
Peripheral Equipment	Zuercher/Pender County Sheriff's Office	6/1/2020	6/25/2020	25	N	50 GlobalSat GPS Receivers		100%
Go Live	Zuercher/Pender County Sheriff's Office	6/25/2020	8/31/2020	68	N	This will be a rolling go live as each agency comes online.		

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete May 2020	% Complete June 2020	% Complete July 2020
Pender County SO FD/EMS Mobile Addon		3/31/2020	9/30/2020	184					
Kickoff Call	Zuercher/Pender County Sheriff's Office	4/27/2020	4/27/2020	1	N		100%	100%	100%
Server Upgrade	Zuercher/Pender County Sheriff's Office				N	This contract deliverable was deemed duplicative/not needed and was credited via change order			
Configuration	Zuercher/Pender County Sheriff's Office	4/28/2020	6/30/2020	64		Limited to set up of new user accounts and units.			50%
Training - Train the Trainer	Zuercher/Pender County Sheriff's Office	TBD	TBD		N				
Peripheral Equipment	Zuercher/Pender County Sheriff's Office	6/1/2020	6/25/2020	25	N	50 GlobalSat GPS Receivers		100%	100%
Go Live	Zuercher/Pender County Sheriff's Office	6/25/2020	8/31/2020	68	N	This will be a rolling go live as each agency comes online.			

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete May 2020	% Complete June 2020	% Complete July 2020	% Complete August 2020
Pender County SO FD/EMS Mobile Addon		3/31/2020	9/30/2020	184						
Kickoff Call	Zuercher/Pender County Sheriff's Office	4/27/2020	4/27/2020	1	N		100%	100%	100%	100%
Server Upgrade	Zuercher/Pender County Sheriff's Office				N	This contract deliverable was deemed duplicative/not needed and was credited via change order				
Configuration	Zuercher/Pender County Sheriff's Office	4/28/2020	6/30/2020	64		Limited to set up of new user accounts and units.			50%	75%
Training - Train the Trainer	Zuercher/Pender County Sheriff's Office	TBD	TBD		N					
Peripheral Equipment	Zuercher/Pender County Sheriff's Office	6/1/2020	6/25/2020	25	N	50 GlobalSat GPS Receivers		100%	100%	100%
Go Live	Zuercher/Pender County Sheriff's Office	6/25/2020	8/31/2020	68	N	This will be a rolling go live as each agency comes online.				

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete May 2020	% Complete June 2020	% Complete July 2020	% Complete August 2020	% Complete September 2020
Pender County SO FD/EMS Mobile Addon		3/31/2020	9/30/2020	184							
Kickoff Call	Zuercher/Pender County Sheriff's Office	4/27/2020	4/27/2020	1	N		100%	100%	100%	100%	100%
Server Upgrade	Zuercher/Pender County Sheriff's Office				N	This contract deliverable was deemed duplicative/not needed and was credited via change order					
Configuration	Zuercher/Pender County Sheriff's Office	4/28/2020	6/30/2020	64		Limited to set up of new user accounts and units.			50%	75%	95%
Training - Train the Trainer	Zuercher/Pender County Sheriff's Office	TBD	TBD		N						100%
Peripheral Equipment	Zuercher/Pender County Sheriff's Office	6/1/2020	6/25/2020	25	N	50 GlobalSat GPS Receivers		100%	100%	100%	100%
Go Live	Zuercher/Pender County Sheriff's Office	6/25/2020	8/31/2020	68	N	This will be a rolling go live as each agency comes online.					

Rutherford 911

Monthly Progress Report

Current Activity

October 2020

Rutherford PSAP Relocation / Enhancement

- Construction continues as we count down to a tentative Go-Live date of December 3rd, 2020.
 - Electrical work nears completion.
 - HVAC units are installed and working properly.
 - Grid tiles and flooring are slated for installation this week (10/06/20)
- TechWorks (cabling) crews are waiting for approval to install monitors and the AV system later this month.
- AT&T has turned up the fiber to the new building. Copper circuits still in planning stage. Pangea Fiber (county fiber routes) are expecting termination this month.
- Radio Tower pad will be poured the 2nd week of October. Geo testing pending.
- Outdoor lighting is in-place and working – have a series of bollard lights still on schedule to illuminate our perimeter.
- Perimeter security plan will be finalized during this period.
- Generator has been installed. Awaiting fuel and testing.
- UPS Battery installed in the battery room / awaiting connection.
- Fire system being installed / awaiting testing.
- Plumbing fixtures being installed.



Next Month's Activity

November 2020

Rutherford PSAP Relocation / Enhancement

- Construction continues. Final planning expected to begin.
- Radio Tower installation scheduled for the week of 11/09/2020.
- Avtec Radio Console installation the week of 11/16/2020.
- Comprehensive testing of equipment expected this entire month.
- Tentative go live date is December 3rd, 2020.
- Next site meeting (TBD). Potentially, a final walk through with the contractor.

Rutherford County SO 911 - 240. North Washington St, Rutherfordton, NC 28139
Capt. Greg Dotson - greg.dotson@rutherfordcountync.gov Direct:828-287-6095

Any opinions, findings, conclusions, or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the view and policies of the 911 Board.

Wayne County, NC

911 New Facility

MCP Project Number 18-117

Monthly Progress Report – September 2020

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No additional activities 	<ul style="list-style-type: none"> No additional activities expected
2. Permits	<ul style="list-style-type: none"> No actions required 	<ul style="list-style-type: none"> No actions expected
3. Construction	<ul style="list-style-type: none"> Electrical work continues Continue grounding Continue installation of UPS systems Finish flooring, carpet and tile Finalize painting Continue site work Continue installing perimeter gate Finalize HVAC Complete ceramic tile Install raised flooring 	<ul style="list-style-type: none"> Finish electrical work Complete grounding Install overhead busway in server room Begin punch list
4. Communications Systems	<ul style="list-style-type: none"> Install dispatch furniture consoles Continue structured cabling install Continued technology coordination meetings Process order for radio consoles Continue review of recording system quotes Continued coordination with AT&T Receive and begin installation of data center racks Purchase and begin receipt of IT equipment Begin installation of fiber 	<ul style="list-style-type: none"> Prepare for technology implementation Finalize security and cameras Install wireless networking Finish install of data center cabinets Finalize structured cabling Work with AT&T on installation

Activity	This Period	Next Period
5. Other Activity	<ul style="list-style-type: none"> • MCP held routine meetings with the County for project coordination • On-site coordination meeting with Duplin County staff 	<ul style="list-style-type: none"> • Continue monthly meetings with design team and general contractor

Tab 8

Executive Director Report

Pokey Harris

Tab 8 a)
911 Board Appointments Status

Tab 8 b)
COVID-19 Update

Tab 8 c)
Staffing Update

Tab 8 c i)
Introduction of New FRS (10/30 Start Date) – Sarah Templeton

Tab 8 c ii)
Administrative Support Position

Tab 8 d)
Legislative NG911 Report

Tab 8 e)
Backup PSAP Data Analysis

Tab 8 f)
PSAP Fund Balance Analysis

Tab 8 g)
December Work Session and Board Meeting

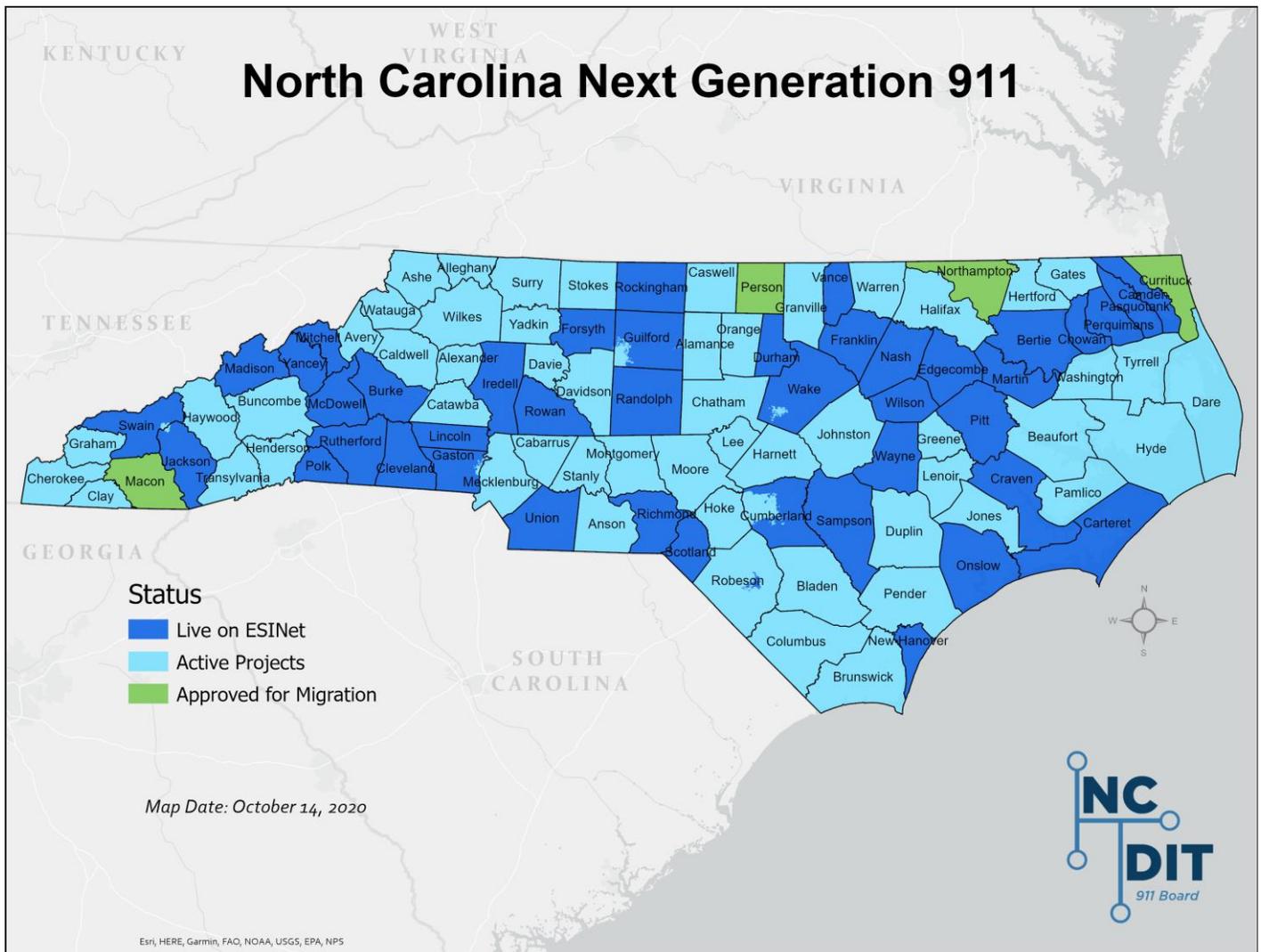
Tab 8 g i)
Committee Goal Setting

Tab 8 h)
2020 PSAP Managers Virtual Continuity Workshop Series

Tab 8 i)
2021 Master Calendar Development Underway

Tab 8 j)

NextGen 911 Migration Status



NC NG911 Migration Status

Pasquotank County 911 (Eastern Region) ESInet Migration September 1, 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.



Kylie Felton, 911 Director commented, “ I’m not a quote type of person, but both of my cutovers went very well. I think everyone involved laid a rock-solid foundation before the actual cut day, allowing the transition to happen efficiently.”

Congratulations to Kylie and all the folks at Pasquotank/Camden 911.

As a note, their backup capabilities located at Martin County 911 were subsequently migrated on September 17.

Burke County 911 (Western Region) ESInet Migration September 21, 2020

Burke County 911 successfully cutover over to the NC 911 AT&T managed service ESInet on September 21, 2020. They received their first live i3 call at 1128 Hours EST.

As PSAP #52, 911 Operations Director Brock Hall said, “This change has been a long time in the works, and we are very excited to join the list of PSAPs on the ESInet. Not only did we transition to the ESInet, but we completed a phone hardware refresh at the same time. Many thanks go out to our resilient and adaptive staff as well as the many hours of preparation and support from all our vendors at Mobile Communications of America, AT&T, Intrado, Carolina Recording, and the 911 board itself.”



Congratulations Burke County 911 as PSAP #52 and physical location #82!!!

Rowan County 911 (South Central Region) ESInet Migration September 23, 2020

Could not have said this any better than the press release from Rowan County announcing their migration as PSAP #53.....

Rowan County Telecommunications moved to North Carolina's state ESInet 9-1-1 system on Wednesday September 23rd, 2020. ESInet is the Emergency Services IP network. The ESInet is the next generation (NG911) of receiving and processing 9-1-1 calls for service. The new system will help to more accurately route your 9-1-1 call to the proper emergency call center. Currently, 9-1-1 systems use geographic information systems (GIS) data to map callers' locations and support dispatch functions. 9-1-1 calls are mapped based on address range, street name and city information stored in a tabular street address guide. Location Information and the address guide validate addresses and route 9-1-1 calls to the correct 9-1-1 center.

NG911 will allow 9-1-1 calls to be mapped by coordinates or address locations, and GIS data will be used to validate address data and route 9-1-1 calls to the correct emergency center. GIS data will be used by the location validation function to validate address locations and by the emergency call routing function to geospatially route calls to the correct 9-1-1 center. This means GIS data will become mission critical and will be used for life safety. The GIS data for address information and service area boundaries will need to be accurate, up-to-date and seamless across the state. In the NG911 call flow architecture, when a location is identified by a new landline or digital service, it is validated against the NG911 GIS data before the 9-1-1 call can be placed. NG911 also allows any 9-1-1 center across the state to be a backup for any other 9-1-1 center already on the ESInet. If for some reason, the 9-1-1 center in Rowan County was unable to take 9-1-1 calls, the 9-1-1 calls could be automatically routed to (for example) New Hanover County 9-1-1 so a call never goes unanswered.

Rowan County is the 53rd 9-1-1 system in the state to be migrated to the ESInet. Interim 9-1-1 Chief Lonnie Owens said, "We are excited to have this new technology in Rowan County to better serve our citizens and ensure we get the resources needed to mitigate their needs from our dedicated first responders".



Kudos to Lonnie, Chief Allen Cress, and all the team at Rowan County!!!

Franklin County 911 (North Central Region) ESInet Migration October 14, 2020



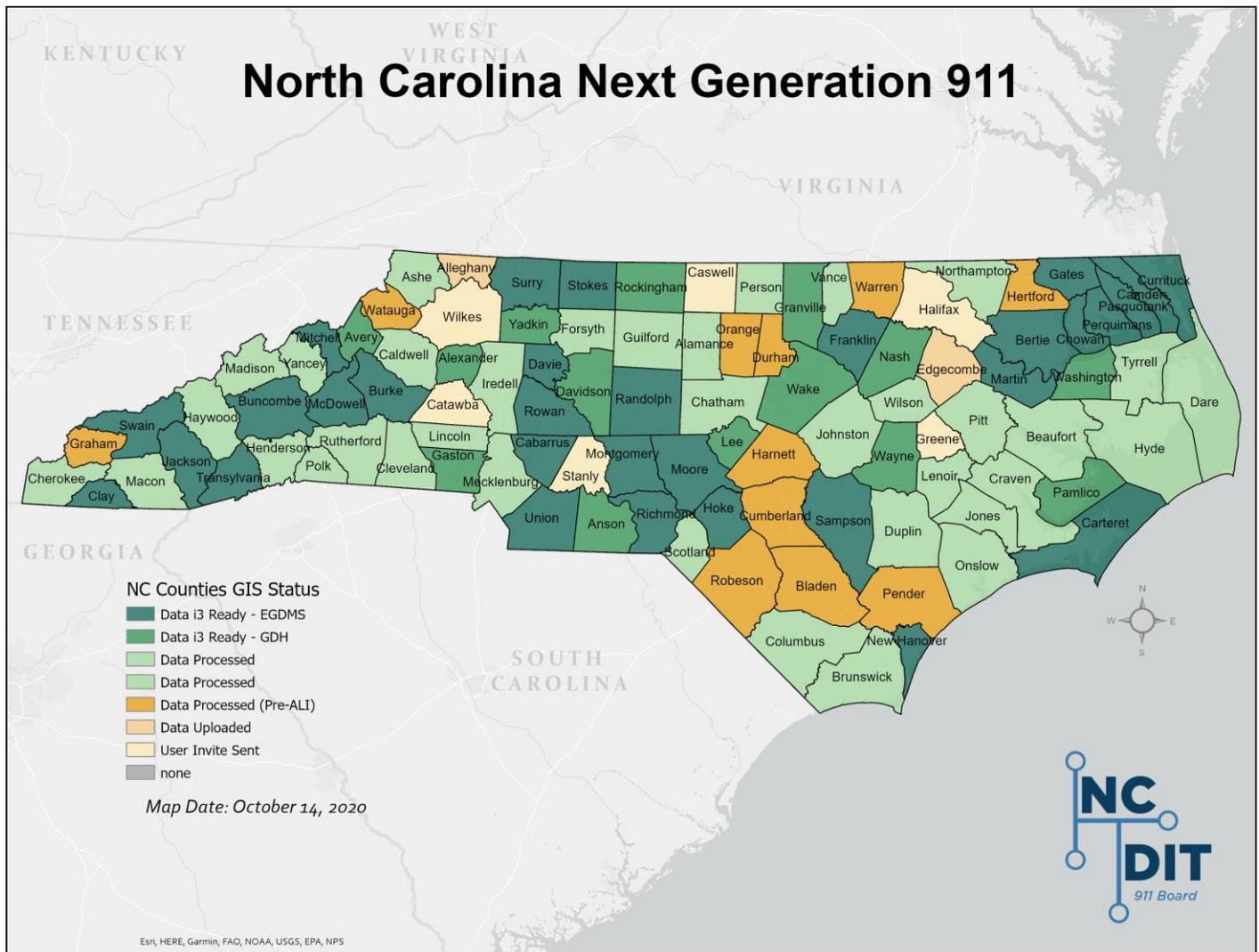
“We survived ESInet 2020 and staff said it had been the best cutover so far,” were the sentiments shared by Christy Shearin, Director, Franklin County Emergency Communications on the day of their NG911 migration.

Franklin County 911 became the 54th PSAP cutting over to the AT&T ESInet on October 14, 2020. They did so as i3 on the NC hosted Viper platform. Their first live call was received at 1052 Hours.

Way to go, Franklin County!!!

Tab 8 k)

NextGen 911 GIS Status



NC NG911 GIS Status

Tab 9

Education Committee Report

Chuck Greene/Angie Turbeville

Tab 10

Funding Committee Report

David Bone/Pokey Harris

Tab 11

Finance Team Report

Marsha Tapler/Kristen Falco

Tab 12

Grant Committee Report

Jeff Shipp/Pokey Harris

Tab 13

Standards Committee Report

Donna Wright/Tina Gardner

Tab 13 a)

Peer Reviewer Approvals

(Roll Call Vote Required)

- **Tom Brubaker**
New Bern Police Department
- **Brian Greer**
Ashe County Sheriff's Office
- **Jason Steward**
Martin County
Communications



NAME: Tom Brubaker PHONE # 252-672-4160

EMAIL: brubakert@newbernnc.gov

EMPLOYER: New Bern Police Department

ADDRESS: 601 George St

CITY: New Bern STATE: NC ZIP: 28560

CURRENT TITLE: Communications Supervisor

YEARS IN PUBLIC SAFETY: 18

LIST YOUR PROFESSIONAL CERTIFICATIONS, MEMBERSHIPS OR LICENSES:
Current in EMDQ/EFDQ/EPDQ, Certified Training Officer. Member of APCO, Board Member Craven County EMS

DESCRIBE YOUR EXPERIENCE AS IT RELATES TO THE FOLLOWING:
(attach separate sheet if necessary)

1. **PSAP OPERATIONS & MANAGEMENT** Was 911 Director for Clare County, Clare Michigan
2. **PSAP EQUIPMENT (i.e Telephone, CAD, Dispatching Systems)**
3. **TELECOMMUNICATOR QUALIFICATIONS & TRAINING** EMDQ/EFDQ/EPDQ and CTO



WHY ARE YOU INTERESTED IN SERVING IN THIS CAPACITY? (attach separate sheet if necessary)

When I arrived at New Bern PD Communications after serving 14 years in 911 in Michigan, I found things were done very differently and in order to help my current PSAP, I need to understand NC 911 and this would give me insight and knowledge

PLEASE INDICATE IF THERE ARE ANY RESTRICTIONS ON YOUR AVAILABILITY

none

PLEASE INDICATE YOUR PREFERRED METHOD OF CONTACT

email

ALL APPLICANTS MUST SUBMIT THE FOLOWING ADDITIONAL INFORMATION:

- A LETTER OF SUPPORT FROM YOUR CURRENT EMPLOYER
- A COMPLETE RESUME
- RECOMMENDATION LETTER (OPTIONAL)

Thomas C Brubaker

New Bern Police Department Communications 601 George St, New Bern N C 28560

Summary

Seasoned communications professional with top strengths in team management, strategic planning and conflict resolution. Able to evaluate incoming calls, designate responses and oversee the quality of team member work. Dedicated to continuous process improvements in the areas of emergency response and team organization.

Skills

EMDQ/EFDQ/EPDQ CERTIFIED

Certified Training Officer

Experience

Communication Supervisor, New Bern Police Department Communications

1. Acts on behalf of the Services Lt and may be authorized in the event of absence or vacancy to ensure continued execution of his/her responsibilities.
2. Assigns or delegates responsibility for assignment of work, directs personnel, evaluates performance of all employees, and assures necessary training and professional development. Takes disciplinary action according to established procedures. Processes employee concerns and problems and provides counseling as needed. Provides recommendations regarding discipline, promotions and discharge.
3. Maintains standards through the effective coordination of activities and allocation and assignment of personnel.
4. Establishes and oversees training and training programs for operational staff. Develops, coordinates and administers training regarding policies, procedures and equipment, professional development and in-service training programs as needed.
5. Works with the Public Safety Advisory Committee and various other agencies to establish and maintain the operating procedures for NBPD-COMM.
6. Manages, maintains, creates and directs the Quality Assurance Program. Assists the Services Lt in the annual evaluation and promotion of NBPD-COMM staff. Directs staff in the performance evaluations of subordinates and the efficient use of the Quality Assurance Program.
7. Oversees the maintenance of personnel and departmental records including personnel files, Standard Operating Procedure manuals, fanouts, training manuals and Policy and Procedures Standards.

Director 911, Clare County Sheriff Department, Clare Michigan

Responsible for the staffing, supervision, direction, training and administration of the E911 Communications Center for Clare County Michigan. Worked closely with Law Enforcement, Volunteer Fire Department and County EMS departments To ensure the highest quality of emergency services are provided to Clare County. in a 24hr/7 day operation. Ensured that all policies and procedures were enforced. ☐ Identified and investigated all public complaints and ensured quick and complete resolution. Responsible for maintaining an accurate database of Clare County road and street addresses and the law enforcement, fire/emergency and medical teams that have jurisdictions in each of those locations. Fulfilled public requests for information. Prior to becoming the Director was Emergency Dispatch at Clare County Jun 2002-May 2012

Education

Community College Air Force

Associate of Arts-- Security

Community College Air Force

Associate of Arts-- Communications



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NEW BERN POLICE DEPARTMENT

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(252) 672-4100

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Toussaint E. Summers, Jr.
Chief of Police

Letter of Recommendation

TO: Angie Turberville
Eastern – 911 Reginal Coordinator

COPIES: Thomas Brubaker
Communications Center, Administrative Civilian Unit Supervisor

FROM: Stephen Williams
Lieutenant, Support Service Manager

DATE: September 23, 2020

SUBJECT: PSAP Peer Reviewer

Please let the letter of recommendation serve as notice that I support Civilian Unit Supervisor (CUS) Thomas Brubaker in being considered as a Peer Reviewer for the State 911 PSAP's. CUS Brubaker has spent many years of his professional career servings our citizens and the the City of New Bern first responders.

I believe he would be a great asset to the Peer Reviewer Team.

Lt. Stephen Williams



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NAME: BRIAN GREER PHONE # 336-846-5624

EMAIL: bgreer@asheso.com

EMPLOYER: Ashe County Sheriff's Office

ADDRESS: 140 Government Circle

CITY: Jefferson STATE: NC ZIP: 28640

CURRENT TITLE: Captain - Director of Communications

YEARS IN PUBLIC SAFETY: 13.5

LIST YOUR PROFESSIONAL CERTIFICATIONS, MEMBERSHIPS OR LICENSES:

APCO/NENA Membership pending. Awaiting dues payment from my finance officer.

Fema IS 00247.a, IS 00100.c, IS 00200.c, IS 00700.b, IS 00800.d

IPAWS licensed and certified, Notary Public

NC Sheriff's Standards - Telecommunicator Supervisor

NC Sheriffs Standards - Telecommunicator Intermediate

DESCRIBE YOUR EXPERIENCE AS IT RELATES TO THE FOLLOWING:

(attach separate sheet if necessary)

- 1. PSAP OPERATIONS & MANAGEMENT** Dispatching 10 years, Shift Sgt. 3 years,
Director of communications 3 years.
- 2. PSAP EQUIPMENT (i.e Telephone, CAD, Dispatching Systems)** Vesta phone system,
Moducom Radio Equipment, Southern Software CAD
- 3. TELECOMMUNICATOR QUALIFICATIONS & TRAINING** Telecomm Certified, EMD, EFD &
EPD, DCI Modules 1-6, DCI TAC, CPR, 10 years comm/IEAD yearly in service.



WHY ARE YOU INTERESTED IN SERVING IN THIS CAPACITY? (attach separate sheet if necessary)

I was thrust into my directors position with very little knowledge of the role. When

I reached out to others in my profession for help they eagerly extended a hand.

I am now at the point I would like to pay that forward and help someone else.

PLEASE INDICATE IF THERE ARE ANY RESTRICTIONS ON YOUR AVAILABILITY

The only restrictions I would have would be I would need
a reasonable amount of notice so I can make sure I will
not be needed by my Sheriff for that specific date.

PLEASE INDICATE YOUR PREFERRED METHOD OF CONTACT

Email first then Phone

ALL APPLICANTS MUST SUBMIT THE FOLOWING ADDITIONAL INFORMATION:

- A LETTER OF SUPPORT FROM YOUR CURRENT EMPLOYER
- A COMPLETE RESUME
- RECOMMENDATION LETTER (OPTIONAL)



BRIAN GREER

DIRECTOR OF COMMUNICATIONS • JEFFERSON, 28640, UNITED STATES • 3368465624

◦ DETAILS ◦

140 Government Circle, Jefferson,
28640, United States
3368465624
bgreer@asheso.com

Date / Place of birth
01/01/1971
Ashe County NC

Nationality
American

Driving license
7694037

◦ SKILLS ◦

Computer Skills

Ability to Multitask

Good listener

Initiative and Problem-solving
Abilities

Good people skills

◦ HOBBIES ◦

I enjoy gardening on a small scale,
cooking food on grills, collecting
shot glasses and binge watching
Netflix on rainy days.

• PROFILE

I have 10+ years of prior management experience dealing with scheduling, inventory, sales, purchasing, payroll, etc. I spent 6 years as co-owner in a local computer retail business during which time I gained knowledge of computers and networks. Later I became employed at our Detention center where I worked for 3 years and obtained the rank of Sgt. by 1.5 years. I then transferred to Communications where I have spent the last 10.5 years, 3 of which were served as Shift Sgt. and the last 3 years as Director of Communications.

• EMPLOYMENT HISTORY

Director of Communications at Ashe County Sheriff's Office, Jefferson
August 2017

Handle daily operations of the 911 center as well as all financial aspects, assist with Ashe County Sheriff's Office social media page, oversee security for the Ashe County Sheriff's Office, Agency TAC for DCI, work with Emergency Management and all local and state responder agencies, perform basic software and hardware maintenance/repair for the 911 center, act as liason between the Ashe County Sheriff's Office and the Ashe County Fire & Rescue Association, active representative on the Ashe County School Safety Committee, maintain all audio recordings and fulfill public records requests for them and CAD reports,

Telecommunicator at Ashe County Sheriff's Office, Jefferson
July 2010 — August 2017

Handled 911 and admin line calls, dispatched fire, ems and law enforcement, performed DCI entries and inquiries, logged all events in CAD system

Detention Officer at Ashe County Sheriff's Office, Jefferson
February 2007 — July 2010

Booked and released inmates, guarded inmates, fed inmates, transported inmates, logged all activities regarding inmates,

Computer Tech - Self Employed Business Owner at Self-Employed, West Jefferson
July 2002 — February 2007

Built and repaired computers, ran service calls to homes and businesses, installed/troubleshoot networks,

Assistant Manager at Western Steer Family Steakhouse, Jefferson
July 1999 — July 2002

Managed the day to day operations of the restaurant, scheduling, ordering, inventory, food cost management, handle large amounts of cash and made daily deposits.

Assistant Manager at Pizza Hut of Jefferson, Jefferson
February 1999 — July 1999

Managed the day to day operations of the restaurant, scheduling, ordering, inventory, food cost management, handle large amounts of cash and made daily deposits.

General Manager at Western Steer Family Steakhouse, Jefferson and Boone
March 1995 — February 1999

Managed the day to day operations of the restaurant, scheduling, ordering, inventory, food cost management, handle large amounts of cash and made daily deposits.

EDUCATION

HS Diploma, Northwest Ashe High School, Warrensville
August 1983 — June 1989

Attended my local High School from 8th grade until graduation. At that time our county did not have a middle school.

Wilkes Community College, Wilkesboro
August 1989 — December 1989

Attended one semester pursuing a criminal justice degree.

REFERENCES

Dustin Farmer from Ashe County Middle School Principal
336-977-8711

James Williams from Former Ashe County Sheriff
336-877-0949

Penny Roark from Watauga County Comm. - Asst. Chief
336-977-6758

FAMILY

Family

I was born and raised in Ashe County. My parents are Jim and Judy Greer. My father is a retired funeral director and my mother a retired school teacher. I have been married to my wife Kim for 28 years as of November 27th, 2020. We have one daughter Jordan who is 26 years old and lives in Johnson City TN where she obtained her BS in Clinical Psychology.

Pets

I have two dogs. The first is an English Shepherd named Ellanor who is our guard dog. The second is a little guy named Peanut, He is a rescue dog and is my best friend when I'm at home. Last of all I have a Russian Blue cat named Sheldon (Big Bang Theory). He runs the house!

GOALS

Telecommunicator Advanced Certification

This is the highest level of certification by the NC Sheriff's Association for a Telecommunicator.

APCO and NENA Member

Will be paying dues and becoming a full member this year.2020.

ENP Certification

Continued education and additional certification for my professional field.

RPL Certification

Continued education and additional certification for my professional field.

CPE Certification

Continued education and additional certification for my professional field.



ASHE COUNTY SHERIFF'S OFFICE

SHERIFF B. PHIL HOWELL

CHIEF DEPUTY DANNY HOUCK



September 10, 2020

To: NC DIT (911 Board)

From: Sheriff Phil Howell

Re: PSAP Peer Review Candidate Brian Greer

To Whom It May Concern,

I would like to recommend my employee, Director of Communications Brian Greer as a candidate for your PSAP peer review team. He currently serves under my authority and I give him full consent to participate on this team as his current position responsibilities will allow.

It is my policy to promote continuing professional growth amongst my employees and do support his endeavor to serve on the PSAP peer review team.

If you need any further information, please feel free to contact me or my assistant Jessica Vogler at 336-846-5604.

Best Regards,

A handwritten signature in blue ink, appearing to read "B. Phil Howell".

B. Phil Howell
Ashe County Sheriff



NAME: Jason Steward PHONE # 252 789 4556

EMAIL: jason.steward@martincountyncgov.com

EMPLOYER: Martin County Communications

ADDRESS: 1528 Prison Camp Rd

CITY: Williamston STATE: NC ZIP: 27892

CURRENT TITLE: Telecommunications Manager/911 Director

YEARS IN PUBLIC SAFETY: 23

LIST YOUR PROFESSIONAL CERTIFICATIONS, MEMBERSHIPS OR LICENSES:

NC APCO-Member

NC DCI-Certified

NC Sheriffs' Standard Telecommunicator Certification-Advanced

DESCRIBE YOUR EXPERIENCE AS IT RELATES TO THE FOLLOWING:

(attach separate sheet if necessary)

- 1. PSAP OPERATIONS & MANAGEMENT** 6 years, Director Martin County 911
7 years, Supervisor/Director NC Highway Patrol Communications
- 2. PSAP EQUIPMENT (i.e Telephone, CAD, Dispatching Systems)** Responsible for all selection, procurement, and maintenance on Martin County's equipment.
- 3. TELECOMMUNICATOR QUALIFICATIONS & TRAINING** 23 years in communications total as operator, supervisor, manager, and director.



WHY ARE YOU INTERESTED IN SERVING IN THIS CAPACITY? (attach separate sheet if necessary)

In order to bring about uniformity and understanding in PSAPs across NC. I also enjoy meeting new people and sharing ideas on how to improve 911 in NC.

PLEASE INDICATE IF THERE ARE ANY RESTRICTIONS ON YOUR AVAILABILITY

Very limited. I have teen-aged children, but they are both mobile and independent.

PLEASE INDICATE YOUR PREFERRED METHOD OF CONTACT

Cell phone (252) 661-3737

ALL APPLICANTS MUST SUBMIT THE FOLOWING ADDITIONAL INFORMATION:

- A LETTER OF SUPPORT FROM YOUR CURRENT EMPLOYER
- A COMPLETE RESUME
- RECOMMENDATION LETTER (OPTIONAL)

Jason Paul Steward
200 E. Main St.
Williamston, NC 27892
(252) 217-0079
Jason.steward@martincountyncgov.com

Education

Williamston High School
August 1989-June 1993
Diploma

University of Mount Olive
October 2014-December 2017
Bachelor of Science
Criminal Justice and Criminology
Cum Laude

Methodist University
January 2018-December 2019
Master of Justice Administration (MJA)

Employment History

North Carolina State Highway Patrol
Williamston, NC 27892

May 1998-August 2013

Positions held:

Telecommunicator (1998-2006)

Operate multi-channel radio/telephone console, field calls from the public regarding State Highway Patrol related investigations, requests for service, or other emergency and non-emergency needs in a 20 County response area. Operate secure database to fulfil requests for driver's histories, criminal histories, and vehicle registration files. Provide information to sworn staff as requested. Communicate with allied law enforcement and emergency service agencies to facilitate appropriate response to traffic accidents and natural and/or man-made disasters. Communicate with supervisors to pass information to duty officers. Other duties as required.

Shift Supervisor (2006-2011)

Oversee, guide, and ensure compliance to established policy of assigned shift of Telecommunicators. Conduct performance appraisals, coach and remediate as needed, manage schedule to ensure 24/7 coverage. Conduct database audits to ensure State compliance. Test equipment and report issues to appropriate staff. Perform the duties of Telecommunicator when needed. Other duties as required.

Center Supervisor (2011-2013)

Oversee the operation of the North Carolina State Highway Patrol's Troop A Communications Center. This Center operated in Martin County (NC) and served the State Highway Patrol in the Northeast 20 counties of North Carolina. Advertise, recruit, interview, and hire staff. Facilitate training of new staff. Weekly and monthly audits. Manage maintenance contracts. Handle bills, invoices, and contracts as needed. Communicate with Command Staff at Troop Headquarters to ensure division was operating within department goals. Conduct performance appraisals on Shift Supervisors. Weekly/monthly meetings with sworn staff to ensure service is maintained at high levels. Audits, spot checks, recording reviews, etc. Subpoena requests for CAD data or call recordings. Other duties are required.

Reason for Leaving: Facility closed/consolidated with Troop C Communications in Raleigh, NC

**NC Department of Public Safety (Adult Probation)
Williamston, NC**

Position held

Judicial Services Coordinator (2013-2013)

Meet with newly sentenced subjects to facilitate community service, entry into DPS database/systems, and other duties as required. Collect personal data, give instructions, and answer any questions. Refer to Probation Officer for further processing.

Reason for Leaving: Offered job as 911 Director in Martin County

**Martin County Regional Communications
Williamston, NC**

Position held

Director (2013-Present)

Oversee operations of the only Public Safety Answering Point (PSAP) in Martin County, North Carolina. Recruit, select, and hire staff. Oversee training and certification requirements. Ensure compliance with local, state, federal (FCC) policy regarding operation of broadcasting station. Conduct employee performance appraisals. Ensure proper addressing. Communicate with Law

Enforcement, Fire, and Emergency Medical Service staff to ensure proper and professional service. Field calls from the public and responders regarding 911 service in the County.

In September of 2016 Martin County submitted a grant for a new PSAP building and equipment to the State 911 Board for \$5.2M. This grant was prepared with the assistance of a private consultant and submitted in late 2016. This grant application was approved in August of 2017 and finalized in December of 2017 in the amount of \$4.2M. After bids of the new facility were received, Martin County received an additional \$880,000 to complete the project due to construction bids received at higher amounts than expected.

My staff and I were heavily involved in the selection of the architect, General Contractor, and other vendors. The design, technology plan, and many other aspects were overseen by County IT staff, the consultant, and myself. I acquired an extremely large amount of knowledge about construction, technology plan and design, and all aspects of this type of project.

The facility went live on October 2, 2019. I remain the director.

Skills

MS Office (Word, Excel, PowerPoint)
NC SBI Division of Criminal Information Terminal Agency Coordinator
NC NENA Emergency Number Professional (ENP)

References

Timmie Modlin, Captain
Jamesville Emergency Medical Service
(252) 809-2869

Tim Manning, Sheriff
Martin County Sheriff's Office
(252) 789-4500

Keith Phelps, Clerk of Court
Washington County Clerk of Superior Court
(252) 791- 4000

BOARD OF COMMISSIONERS

TOMMY BOWEN, CHAIRMAN
DEMPSEY BOND, JR., VICE CHAIRMAN
ELMO "BUTCH" LILLEY
RONNIE SMITH
JOE AYERS



DAVID BONE
COUNTY MANAGER

JESSICA GODARD
CLERK TO THE BOARD

February 20, 2020

Ms. Pokey Harris, Executive Director
NC 911 Board, Dept. of Information Technology
PO Box 17209
Raleigh, NC 27619-7209

Re.: Letter of Support for Jason Steward's participation as a PSAP reviewer

Pokey,

Martin County 9-1-1 Telecommunications Manager Jason Steward has expressed an interest in serving the NC 911 Board as a PSAP reviewer. Jason would do a great job as a reviewer! Jason has a wealth of knowledge, having served over 20 years in the industry, going through the construction of our new PSAP, completing his Master's Degree in Criminal Justice and earning his ENP certification.

Martin County understands serving as a PSAP reviewer will take Jason away from Martin County from time to time, and the County supports his potential service in this role.

Please let us know if you have any questions.

Sincerely,

David Bone
County Manager

cc: Personnel File
Tina Bone, NC 911 Board staff
Angie Turbeville, NC 911 Board staff
Jason Steward, Martin County Telecommunications Manager

Tab 13 b)
General Report

Tab 14
Technology Committee Report
Jeff Shipp

Tab 14 a)
Cybersecurity Awareness Month
Maria Thompson, State Chief Risk Officer

Tab 14 b)
NextGen 911 PSAP Cybersecurity Assessments

Tab 14 b i)
End to End Computing Status Presentation
Esteve Mede/Asha Mede

Tab 14 c)
General NG 911 Project Report
Gerry Means

Tab 14 d)
NMAC Report
Stanley Meeks

Tab 15

911 Regional Coordinator Reports

**David Newberry/Angie Turbeville/
Stephanie Conner/Tina Gardner**

Tab 16

Fall 2020 Staff Selfie Scavenger Hunt

David Bone/Stephanie Conner

Tab 17

Other

Adjourn

******Please reference the 2020 master calendar and NC 911 Board website for upcoming Committee and Board meetings. Notices will be sent prior to all meetings.******

