



North Carolina 911 Board Meeting
MINUTES
Friday, July 27, 2018
10:00am- 12:00pm
Crystal Coast Civic Center
3505 Arendell Street Morehead City, NC

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Secretary Eric Boyette (NC CIO) Board Chair	LaDonna Bethea (DIT)	Jason Barbour (Johnston County 911)
David Bone (NCACC) Martin County	Tina Bone (DIT)	Phil Penny – (Mission Critical Partners)
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	Brandy Osbourne (Carteret County 911)
Chuck Greene (LEC) AT&T	Ronnie Cashwell (DIT)	Stephen Rea (Carteret County 911)
Len Hagaman (Sheriff) Watauga County	Pokey Harris (DIT)	Ed Harr (Motorola Solutions)
Jeff Shipp (LEC) Star Telephone	Danette Jernigan (DIT)	Will Caputo (Beaufort County 911)
Jimmy Stewart (NCAREMS) Hoke Co 911	Gerry Means (DIT)	Victor Williams (Beaufort County 911)
Slayton Stewart (CMRS) Carolina West Wireless	Don Rice (DIT)	Chad Deese (Robeson County 911)
Amy Ward (LEC) CenturyLink	Marsha Tapler (DIT)	Dominick Nutter (Raleigh-Wake 911)
Donna Wright (NENA) Richmond Co Em. Services		Jamison Sears (Davidson County 911)
		Barry Ritter (Ritter Strategic Services)
<u>Members on Phone</u>	<u>Staff Absent</u>	Melanie Neal (Guilford County 911)
Jeff Ledford (NCACP) City of Shelby PD	Nikki Barnes (DIT)	Kenni Brooks (Charlotte Mecklenburg Police Department)
Mike Reitz (APCO) Chatham Co 911		Greg Foster (Alexander County)
		Frith Malin (Ritter Strategic Services)
<u>Members Absent</u>		
Eric Cramer (LEC) Wilkes Communication		
Andrew Grant (NCLM) Town of Cornelius		
Niraj Patel (CMRS) Verizon		
John Moore (VoIP) Spectrum Communications		

Call to Order - Chairman Boyette called the meeting to order at 10:02 PM.

Welcome - Stephen Ray, Director of Emergency Services for Carteret County, welcomed the Board to the County on behalf of Tommy Burns, County Manager and the County Commissioners. Executive Director Pokey Harris thanked Stephen for his assistance in finding last minute lodging re-accommodations for the 911 Board Staff on their arrival in Morehead City.

Roll Call - Mrs. Harris conducted the roll call during which time she also acknowledged the addition of Don Rice to the staff assisting Ronnie, and LaDonna Bethea as the Board Administrative Support.

1. Chairman's Opening Remarks - Chairman Boyette apologized for missing the last few Board meetings. He noted it has been a very busy couple of months for him. He mentioned a lot of work was done and he wanted to thank the staff. He commented that we have a great staff and a lot of dedicated people here that get a lot done, and will continue to move forward. He further stated there are a lot of great ideas that will be seen coming from the staff that will bring about some changes. He shared his excitement for the future with the work to be accomplished.

2. Ethics Awareness/Conflict of Interest Statement - Chairman Boyette read the Ethics Awareness/Conflict of interest statement printed in the agenda. There were no conflicts.

3. Public Comment - Chairman Boyette read the invitation to public comment printed in the agenda. Melanie Neal, Guilford Metro 911/ APCO President, took the opportunity to thank the Board and staff for the statewide PSAP meetings held during the month of July. Ms. Neal noted the knowledge and information passed on were invaluable, indicating emails do not convey that appropriately sometimes. She stated seeing people face to face makes a difference in being comfortable contacting Board staff and it is extremely important to continue this. Chairman Boyette agreed with Ms. Neal and stated that this will continue.

4. Consent Agenda - Chairman Boyette asked Mrs. Harris to proceed with the consent agenda. Mrs. Harris reported no comments or corrections were requested to the June 2018 draft minutes. The minutes were accepted as presented.

(Complete Reports Located in Agenda Book on Web Site)

- a) Minutes of June 22, 2018, Meeting
- b) NG911 Fund Balance \$ 23,982,041.12
 - 1) NG911 Fund Disbursements **(\$ 25,584.00)**
- c) PSAP Fund Balance \$ 15,115,621.09
 - 1) Prepaid CMRS Revenue \$920,263.59
- d) CMRS Fund Balance \$6,246,558.26
 - 1) CMRS Disbursements **\$(503,880.79)**
- e) Grant Fund Balance \$4,534,172.92
 - 1) Grant Fund Encumbered **\$(25,494,668.02)**
- f) Grant Project Updates – Per Attached Reports
MCP is the project management firm for a large portion of the projects and a representative was present should anyone have questions.

Mr. Jeff Shipp made the motion to approve the Consent Agenda as presented, Donna Wright seconded the motion, and it carried unanimously.

5. Executive Director Report

a) State 911 Plan Status – Mrs. Harris noted that the process for 911 State Plan development is moving briskly forward. The firm selected to facilitate this process, Ritter Strategic Services, presented later in the agenda.

b) Grant Review Status – Mrs. Harris advised that Slayton Stewart would present later in the agenda in anticipation of grant reviews and award.

c) Staffing Update -Two staff members, Don Rice and LaDonna Bethea came on board as contractors. Mrs. Harris stated that she is working with HR on refining the 911

Regional Coordinator position to get it posted and filled as soon as possible. This is to backfill the currently vacant position. Review of the description and posting for the two new regional positions will take place in the near future. Ms. Harris reported that Ms. Nicki Barnes, Financial Review Specialist, is on leave for an undetermined time and a part time position has been approved by HR to fill this vacancy until she returns.

d) PSAP Managers Meetings Update - Mrs. Harris thanked Mrs. Neal for her previous comments. This series of meetings, dubbed the "Vision Tour," were very successful. Over 142 representatives from the PSAPs across the state and approximately 82 different jurisdictions were represented. Once the cost of the statewide PSAP meetings is calculated, it is anticipated this will prove to be an excellent return on investment.

e) Lincoln County June 2018 Ground Breaking – Mrs. Harris thanked Phillip Penny for sending pictures provided for view. This is another successful grant in the works.

f) Rowan County 911 PSAP Tour - Mrs. Harris reported that after the meeting in Salisbury, she and some of the staff toured the Rowan County 911 Center. The PSAP staff, operations, and their facility are impressive. Mrs. Harris also advised that Director Alan Cress has been appointed to serve on the Funding Committee.

g) Recognition of Tammy Dyles, City of High Point 911 – Mrs. Dyles was recognized for her 34 years of dedicated service to 911 and her impending retirement. She was presented with a plaque at the Regional PSAP Managers meeting held in Salisbury early this month.

h) Legislative Matters – Mr. Bradford reported that the good news is the short special session had nothing to do with the 911. He noted that everyone should have received a message from Mrs. Harris about Congressman Collins' bill which is the 911 Fee Integrity Act. The bill has been referred to the House Committee on Energy and Commerce. The text of the bill will probably prompt some concern in the PSAP community because it will set up another preemption over state law. The Board will be monitoring its movement. The intent of the bill is to stop states from raiding 911 funds. In New York where Congressman Collins is from, they are seeing as much as 41% of their 911 fees diverted for other uses. The bill does require that the FCC consult with State and Local government, tribal communities and so forth.

Mrs. Harris informed the Board that she received an email about the police telecommuter training related legislation. There were two bills in the short session, one in the House and one in the Senate, both about TC training. Each chamber passed their bill, referred it to the other chamber and upon receipt was referred to the rules committee for that chamber and that is where it ended for the session. It is expected that this will come up again. The language in the two bills is the same.

6. Grant Committee Report – Mr. Stewart reported that 8 grant applications were received, and the committee is in the process of reviewing them. The Grant Committee is meeting August 3 to discuss as a group and bring forth recommendations for approval at the next Board meeting in September. The Committee had suggested that a PSAP representative be added to the committee and Mrs. Harris worked with APCO/NENA for such recommendation. Representation will be provided by Brett Renfrow from Johnston County. Brett brings many years of experience as a supervisor and an educator. The Committee is excited to have Brett on the team and thanked him for agreeing to serve. The question was raised on who the grant

applicants were. That information was not readily available as the review process had not commenced. Heather Campbell commented that they are excited to have Mr. Renfrow on board to answer a lot of questions as they review the grants. This will give the Committee the opportunity to answer as much as possible during the review process without having to defer questions, causing the cycle to be extended. Mrs. Harris thanked Ms. Campbell for revamping the grant matrix and making it more user friendly.

7. Funding Committee Report – Mr. Bone reported that there is not a Funding Committee report today. There was no Committee Meeting held due to the statewide meetings.

8. Education Committee Report

a) TC Certification Stakeholder Summit - Mr. Stewart reported the second Telecommunicator Training Certification Summit will be held in Greensboro on July 31. The working group will meet again after that to compile findings to further conduct reviews and collaborative meetings. The Committee this second summit will prove to be as beneficial as the first. Mrs. Harris stated that Jameson Peevyhouse, President of NENA, will be present to help facilitate that meeting. Mr. Peevyhouse has been very involved with education on a national level even doing work with the National 911 office regarding minimum training standards for telecommunicators, as well as working on curriculum in the state of Tennessee where he is the state Training and Education Coordinator for the State 911 office. Hopefully his schedule allows him to remain engaged in our project.

b) General Report - Mr. Stewart also advised the approved class list was reposted on the 911 Board website until after the summit to then begin another review to update the list. Some items are getting vague and others do not fit the statute according to Mr. Bradford.

9. Technology Committee Report - Mr. Shipp stated that he had the opportunity to attend three of the PSAP regional meetings and wanted to note that Gerry Means and the staff are doing a great job. Mr. Shipp shared his excitement with the energy involved in this project. He informed the Board that over half the PSAPs are signed up now, approximately 64.

a) ESINet Deployment Update – Mr. Means reiterated the halfway point has been reached in terms of PSAPs that have raised their hands and committed to migrating to the ESInet. He noted that regional meetings have been getting to the “nitty gritty” on what questions the PSAPs have and how the Board can help them think about their cooperative ability to come on to the network as a group, and what benefits that might bring. As an example, in the last two weeks, a meeting was held with Franklin, Vance, Nash and Granville, resulting in a decision for them to come on the ESInet and also participate in the hosted call handling solution. This is an example of a great regional approach to migrating to NextGen. Several more of these regional meetings are scheduled. Mr. Means thanked Tina Bone for her efforts in coordinating these “mini” regional meetings across the state. These are unscripted meetings and that tend to get a lot of questions that otherwise might not be raised. The project schedule for implementation is booked through March 2019 with the focus now on April and May of 2019. The objective is by mid 2019 for a PSAP migration (cut) to take place every week. AT&T is coordinating staffing resources to accommodate that level of productivity. An area that has been identified in which there needs to be attention is the interval for circuit orders to be processed. Focus is on ensuring there is enough lead time for circuits. There is also a need to identify the individual(s) for coordination of the last mile connectivity and issues with the various LECs. In some areas this is becoming problematic. Regular discussions continue with Durham 911 as they are preparing for their cut in September. They have begun configuration on the Viper and developing the interfaces for their desktop displays. The system is live in a production environment with them tweaking it as they progress

toward the actual cut. Everyone is pleased with the progress thus far. Conversation was held with Amy Ward of CenturyLink to assist with coordinating with their staff to obtain necessary network information required for each PSAP migration in which they are a CenturyLink customer. Most of the first sites are in CenturyLink territory and a better process needs to be implemented for securing this information.

b) GIS Update – Mr. Means reported that the vendor evaluation process continues with the team at the point it is close to making a recommendation. The team is working on a BAFO to begin conversation for pricing to then make the award. The goal is to have this contract awarded to concurrently be working toward standing up the NMAC. Mr. Shipp noted future meetings will be held with the PSAPs and local GIS folks as this part of the project is introduced. Mrs. Harris noted this will be accomplished just as the ESInet roadshow that was conducted last fall. A GIS roadshow will be conducted, having the selected vendor attend to discuss the workflow, processes, data validation, and anticipated expectations. It is also anticipated that “mini” regional meetings will be held just as being done for the ESInet and call handling solution. With so much invested in this project, the momentum has to be maintained. This format will prove successful for engaging the PSAPs. Mr. Bone inquired as to the number of vendors that responded to the bid, how many had the selection been narrowed to, and when the award recommendation will be made. Mr. Bradford advised at this time the entire question could not be answered. Mr. Means did advise there were six (6) vendors that responded to the RFP and it is hopeful that a recommendation can be made within 30 to 45 days. Mr. Means made further comment that critical criteria for the vendor will be the ability for the locality (local GIS coordinators) to maintain their data the way they have maintained their data. Regardless of the format, their data can be uploaded and reconfigured. The reconciliation phase will allow the identifying of errors within the data. This allows the locality to get a better dataset to give them overall improvement in the GIS data. This is a critical component of their functionality. Mrs. Harris noted that Tim Johnson with CGIA attended the recent PSAP managers series discussing their role and partnership on the GIS component.

c) NMAC – Mr. Means also reported about the NMAC. Space for the center has been identified at 3700 Wake Forest Road at DIT, along with the associated cost. Drawings and space allocations have been created. It is anticipated the buildout will be completed maybe in September and the process of upfitting with equipment will begin. Mr. Means noted he has reached out to the PSAP community for input on designing the ergonomics of the NMAC so that it will be highly functional. The NMAC Manager position has been approved through DIT HR but now requires approval of the Office of State Personnel. AT&T is providing access to their network as PSAPs come online so monitoring can ensue. It is critical to create the infrastructure for the monitoring center to accomplish this at the NMAC.

Mr. Shipp offered comment at this time to encourage everyone to be engaged in the 911 State Plan project as it will be a good supporting piece of documentation for the NextGen project and future federal funding opportunities.

10. Standards Committee Report – Donna Wright noted that the group had not met in a while, but they will be meeting with the Technology Committee soon. Mrs. Wright requested names for Peer Reviewers and reported that five (5) reviewers volunteered over the course of the PSAP Managers meetings. A suggestion was made to review the rules of the Peer Reviewers to allow for retired PSAP Managers to still serve in this capacity.

11. Finance Team Report – Marsha Tapler reported that meetings were held with several PSAP Managers over the past few weeks. This allowed finalization of FY2017 reports for 13 PSAPs and get FY2018 done for some. Ms. Tapler stated that she believes this is a step in the right direction by taking away the stigma about the Finance Team. Seven (7) additional meetings are set up for WebEx in the

next few weeks and the Central region will be rescheduled soon. Several PSAPs have offered to host work sessions to complete their reports and others. A few PSAPs were assisted with their reconsideration request and answers were given for other eligibility questions. Mr. Bone stated that this has been a fantastic idea by getting out and giving the PSAPs undivided attention. Mr. Bone also noted that it makes work for the Funding Committee easier as well. Mr. Shipp noted that he was very impressed with the comments from the PSAP Managers on the work of the Finance team. Mr. Means added that the CRM project is at the stage where licensing has been secured and a developer is being hired. The CRM will be a web interface to allow the PSAPs to see their historical data for trending analysis and so forth. Chairman Boyette instructed Mr. Means to touch base with him on some resources available to save money on this project. Mrs. Wright commented that with the PSAP Manager manager's meeting and the financial meetings, there is such a dynamic shift happening that is growing in a way that was not expected. They are now energized with a two-way conversation unlike anything ever seen. The attendees were ready to ask questions and throw ideas out as a collective group. Chairman Boyette noted that the participation level is greatly growing. Mrs. Campbell commented on the excitement she witnessed hearing the staff talk about how much they enjoyed the financial conversations. Chairman Boyette noted this takes a lot of pressure off staff as they are trying to do the right thing to help the PSAPs and he did not feel like that is what was being portrayed. The face to face meetings will help everyone understand the intent. Chairman Boyette thanked the staff for making sure that things are changing in a positive direction.

12. Network Analyst Report – Mrs. Bone reported that she received five applications for peer reviewers that she will work on getting these before the Committee and the Board by the end of August. Ms. Bone also noted that she is working with others to get them ready for the reviews. She stated that PSAPs are not as worried about the reviews as they were in the beginning now that they are talking about it with their peers. They now understand it is not a pass or fail and staff are glad to help them get address deficiencies. Ms. Bone reported that she is setting up NextGen “mini” regional meetings with 4 to 5 PSAPs so that it can be an intimate meeting to share information. Mrs. Harris stated that Ms. Bone has really picked up a heavy workload coordinating this and thanked her for doing so. Chairman Boyette shared a conversation from his visit in Franklin County when a telecommunicator shared that she was afraid there would be two-way communication and the person calling in would be able to see her and she was concerned. Chairman Boyette encouraged that we not only talk about the “why” but also the “what.” With change, there is a lot of doubts and questions. If we can replace that doubt with facts, that will help.

13. Davidson County 911 Ransom Attack – Jamison Sears presented to the Board about the ransom attack that impacted Davidson County 911. Mrs. Harris thanked Mrs. Sears for traveling the state to present to the PSAP managers during the July meeting series. She reported how the presentation opened communications amongst the managers to assess their plan and how they can improve it. At least 10 have contacted Mrs. Sears for samples of her PSAP emergency preparedness kit. Mrs. Harris noted that there is no way to guarantee 100% that our systems will never go down, we just need to be prepared in a manual setting. This topic will continue to be discussed as well as policies and procedures to help with PSAP security. Chairman Boyette noted that DIT is working with counties when these things happen to make sure that they know there are resources available. National Guardsmen with cyber backgrounds as well as other resources at DIT are available to assist during such events. Secretary Boyette also noted DIT is doing more outreach to help educate the counties about the assistance that is available. He noted the more we work together as a team, the better we are as a state.

14. North Carolina 911 State Plan – Barry Ritter, of Ritter Strategic Services who has been retained by the Board to update the state 911 Plan for North Carolina, presented to the Board. He also Frith Malin who was in attendance. She will be doing a part of the heavy lifting on the drafting of the

plan. Both Mr. Ritter and Ms. Malin have extensive backgrounds as state administrators, working in public safety and PSAP Managers. The state plan adopted in 2010 is being benchmarked to note finding and recommendations and how they will be bridged into the 2018 plan presented to the board with goals and suggestions. The board has provided names for a study group to participate in this plan. The Ritter team will be facilitating the Stakeholder meetings. The kickoff for the study group has been scheduled. Key goals to be incorporated into the plan will be identified during these work sessions.

After Mr. Ritter presented, general discussion ensued about the plan. Mrs. Harris noted that she would like to see all PSAPs on the ESInet and the hosted call handling solution. She polled the group for suggestions to incorporate into the plan, with the following being offered for consideration:

- EMD
- Text to 911
- Define and provide consistent level of 911 service statewide.
- Craft legislation for upcoming session.
- Consider several devices able to access 911 and the associated fee for these.
- Consider how fees mechanism for reviewing expenditures.
- Components of QA currently not allowable expenditures.
- Establish synergy and incorporate EM into Plan.
- Encourage collaboration rather than consolidation where more appropriate.
- Be mindful that bricks and mortar no longer define us.

15. Other Items - Mrs. Harris mentioned several miscellaneous items.

As previously mentioned in the legislative report, information was sent to all about the HB6424, 911 Fee Integrity Act. This bill needs to be given attention as it may be picking up some momentum. NC does a fabulous job at ensuring our funds are extended and our eligibility is looked at.

Partnership with the SWIC, Greg Hauser was referenced again.

Shirts with the DIT/Board logo will be provided to the staff and Board. Mr. Bone encouraged to have these available by the upcoming conference in Cherokee.

Mrs. Wright noted that the interim call hosted solution that Richmond County implemented is working great.

Mr. Stewart introduced Greg Foster who will be replacing him on the Board in January. Greg is the Communications Director in Alexander County.

Secretary Boyette posed the question to the audience if we are going in the right direction, and one person spoke to the idea of regional collaboration being essential.

The meeting adjourned at 11:53 AM with a reminder of the next Board meeting planned for September 12 in conjunction with the APCO/NENA conference in Cherokee.