



**North Carolina 911 Board
Technology Committee Meeting
Thursday February 10, 2022
10:00 am-12:00 pm**



Meeting Conducted by Use of Simultaneous Communication

<u>Topic</u>	<u>Presenter</u>
1. Welcome	Jeff Shipp
2. Roll Call	David Newberry
3. Opening Remarks	Jeff Shipp/Pokey Harris
4. Approval of Minutes	Pokey Harris
5. Originating Service Provider Update	Josh Briggs (AT&T)
6. AWS Presentation/Discussion	Tom/Pokey/David
a. Review focus of CAD Data Sharing and restate approved goal	
b. Introduce AWS Team	
7. ESINet/GIS Implementation Update	Tom Rogers
a. Implementation Update	
b. GIS project Update	
c. Data Analytics Update	
d. NMAC update	
e. SIP Admin Update	Tom/Amanda R.
8. Closing Remarks	Jeff Shipp/Pokey Harris
9. Adjourn	Jeff Ship

Next Meeting: March 10, 2022



Roll Call (**David Newberry**)

Approval of November 2021 Minutes (**David Newberry**)

	North Carolina 911 Board Technology Committee Meeting MINUTES
	Thursday, November 4, 2021 3:00-5:00 PM
	Meeting Conducted by Use of Simultaneous Communication

Attendance

Phone/Teams In-Person Absent

Members			
Rachel Bello			NP
Randy Cress	P		
Bo Ferguson			NP
Red Grasso	P		
Greg Hauser	P		
Glenn Knox	P		
John Moore	P		
Jude O'Sullivan	P		
Jeff Shipp	P		
Earl Struble			NP
Staff			
Amy Berenson	P		
Rick Blumer	P		
Chris Carlin			NP
Stephanie Conner	P		
Iesha Duffy			NP
Kristen Falco	P		
Bernard Gardner			NP
Tina Gardner	P		
Pokey Harris	P		
Jesus Lopez	P		
Gerry Means	P		
David Newberry	P		
Tom Rogers	P		
Marsha Tapler	P		



Sarah Templeton	P		
Angie Turbeville	P		
Troy Whitefield			NP

- Chair’s Welcome & Goals for Today’s Meeting** – Meeting was called to order at 3:00PM by Chairman Jeff Shipp
- Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
- Executive Director Opening Remarks** – Pokey Harris delivered opening remarks. Ms. Harris noted that the October Technology Committee meeting was the last for Gerry Means.
- October 2021 Meeting Minutes Approval** – Motion to approve minutes made by Red Grasso, seconded by Randy Cress. Vote passed unanimously.

Minutes Vote

Rachel Bello	NP
Randy Cress	Y
Bo Ferguson	NP
Red Grasso	Y
Greg Hauser	Y
Glenn Knox	Y
John Moore	Y
Jude O’Sullivan	Y
Jeff Shipp	Y
Earl Struble	NP

- 2022 Technology Committee Dates Vote** – The proposed 2022 Technology Committee meeting dates of January 13, February 10, March 10, April 14, May 12, June 9, July 14, August 11, September 8, October 13, November 10, and no December meeting were voted on. Motion to approve dates was made by Glen Knox and seconded by Greg Hauser. Vote passed unanimously.

Rachel Bello	NP
Randy Cress	Y
Bo Ferguson	NP
Red Grasso	Y
Greg Hauser	Y
Glenn Knox	Y
John Moore	Y
Jude O’Sullivan	Y



Jeff Shipp	Y
Earl Struble	NP

6. 2022 Technology Committee Goals – The proposed 2022 Technology Committee Goals were discussed. The goals were voted on:

Goal 1A: Develop CAD data sharing technical standards and schemas to enable CAD data portability and interconnection across the NC NG911 service platform.

Goal 1B: Develop CAD data sharing access control, auditing, and reporting framework to ensure data security across the PSAP and public safety communities

Goal 2: Develop plan for integration methodologies and standards for extension of calls to non-traditional PSAP environments to ensure the integrity of the ESInet, to ensure integrity, security, and regulatory standards and align with the State 911 Plan and the Statewide Communications Interoperability Plan (SCIP).

Goal 3: Address technical and governance structure concerning admin lines to enable the eventual migration to SIP based admin lines for re-establishing contact with a 911 caller.

Goal 4: Consider framework for cybersecurity policy based on recommendations from the cyber-security assessment completed in June 2021 and collaboration with other cyber security focused partners.

Motion was made by Greg Hauser and seconded by John Moore. Vote passed unanimously.

Rachel Bello	NP
Randy Cress	Y
Bo Ferguson	NP
Red Grasso	Y
Greg Hauser	Y
Glenn Knox	Y
John Moore	Y
Jude O’Sullivan	Y
Jeff Shipp	Y
Earl Struble	NP

7. ESInet Update – Gerry Means provided the ESInet update. He advised that Alexander County and Chatham County migrated the week of November 1. Charlotte PD, Fire, and Medic migration dates have been delayed due to necessary router shipment delays. Greene County migration has been delayed due to building construction. Macon County migration was postponed due to circuit installation delays. He noted there were no changes from the military sites.

8. GIS Update – Mr. Means provided the GIS update. He noted that 85 PSAPs are i3 ready. The North Carolina 911 Project Team was presented with the 2021 Geospatial Excellence: Catalyst Award. The award was presented by NSGIC at the annual conference in Dallas, TX in September 2021. Mr. Means advised that two RFAI to i3 conversions (Gaston PD and Rutherford County) have been delayed due to vendor firewall firmware issues.

9. Business Intelligence Invitation for Bid – Mr. Means advised the contract for 911 data analytics was awarded to AT&T who is partnered with RapidDeploy for Eclipse Data Analytics. The cost is \$926,100



for the first year. The AT&T project manager is Holly Cohen, and a kickoff meeting was held November 3, 2021. A 6-month contract extension has been signed with ECaTS.

10. **NMAC**– Mr. Means advised Stanley Meeks, NMAC Manager, resigned on October 11 and his last day was October 25, 2021. Mr. Means noted staff is working to fill the position. He advised contractor Troy Whitfield has been added as a tier 1 technician.
11. **Cyber Security** – No updates.
12. **SIP Admin Line** – Gerry Means provided the SIP admin line project update. He advised all infrastructure buildout is complete. Two pilot sites still have infrastructure in place. The project has been suspended due to to issues with financial authorization for the service under current reimbursement statutes.
13. **Executive Director Closing Remarks** – Ms. Harris thanked the Technology Committee for the goals put forward. She thanked Gerry Means for his service and noted this was his last Technology Committee meeting before retirement. Jude O’Sullivan, Glen Knox, and Greg Hauser thanked Mr. Means for his service in chat.
14. **Adjourn – 4:48 PM**



Originating Service Provider Update (Josh Briggs AT&T)

AWS Presentation/Discussion (Tom/Pokey/David)

- a. Review focus of CAD Data Sharing and restate approved goal
- b. Introduce AWS Team

ESINet Update (Tom Rogers)

Due to project delays, primarily supply chain related, dates for project completion are now expected to extend until 2nd quarter 2022. As of December 15, 2021, there are 118 live PSAPs.

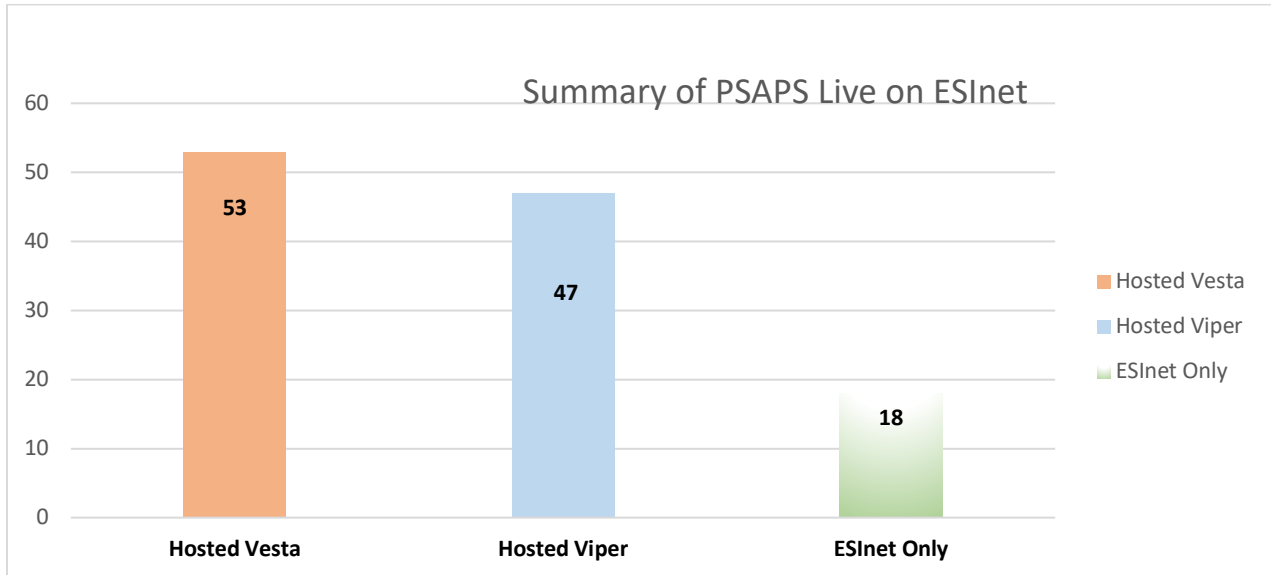
The remaining five (9) PSAPs: Anson, Charlotte Fire, Charlotte Mecklenburg PD, Charlotte Medic, Currituck, Greene, Macon, Northampton, and Wilkes are scheduled for Q1/Q2, 2022. A 100% migration attainment should be achieved with the PSAP migrations to be completed in Q2, 2022. Anson County is risk to schedule due to selective router not able to accept SS7 connection from ESINet.

Next Up Migrations: March-May 2022

Green County (3/23)	Charlotte Fire – Secondary (4/12)	Charlotte PD (4/20)	Charlotte Medic – Secondary (4/27)	Macon County (4/27)	Northampton County (4/27)
Anson County (5/4)	Currituck County (5/25)	Wilkes County (Q2)			

Current status of PSAP deployments by service type

Current Deployment Service Types		End-State deployment Service Types	
Hosted Viper	53	Hosted Viper	50
Hosted Vesta	47	Hosted Vesta	55
ESINet Only	18	ESINet Only	22
Total	118		127



[NC NG911 Deployment Map](#)

Of note: there are no green counties!

Additional project notes:

- Military Sites Update

GIS Update (Tom Rogers)

[NC Next Generation 911 GIS Services webpage](#)

- Only 7 jurisdictions remain to reach 100% i3 readiness
- NCCGIA and GeoComm are continually working with jurisdictions. All jurisdictions remain engaged.
- RFAI PSAPs: 25
 - Three active RFAI to i3 projects (Durham, Gaston, Rutherford)
- Statistics
 - Total Population served by NG 911: 9,361,985 (88%)
 - Total land mass covered by NG911: 45,761.52 sq. mi.



- GIS Governance Model version 4 completed. This will be a topic of discussion in the coming weeks.
- In support of the governance policy, the link below will be used to monitor compliance for making timely updates to the data set. NCCGIA is anticipating publishing the link in April.

[NC NextGen911 Days Since Last Upload Dashboard \(arcgis.com\)](https://arcgis.com)

Data Analytics Update (Tom Rogers)

- Data Repository Completed
- Virtual road shows planned for February 23, 24, 25 by region

NMAC (Tom Rogers)

- Staffing update
 - Interviews for NMAC manager completed. Announcement coming soon.
 - Have added one new contractor, Evan Warner, as tier 1 support.
 - Tier 2 technician position has been posted.
- Ticket Report – 161 cases in December, 2065 cases in 2021
- Significant Issues
 - Stokes County December 25, 2021
 - VIPER 1 Host January 10, 2022
 - VIPER 2 Host January 14, 2022
- NMAC COOP Activation

SIP Admin Lines Update (Tom Rogers/Pokey Harris/Amanda Reeder)

Closing Remarks (Jeff Shipp/Pokey Harris)

Adjourn (Jeff Shipp)