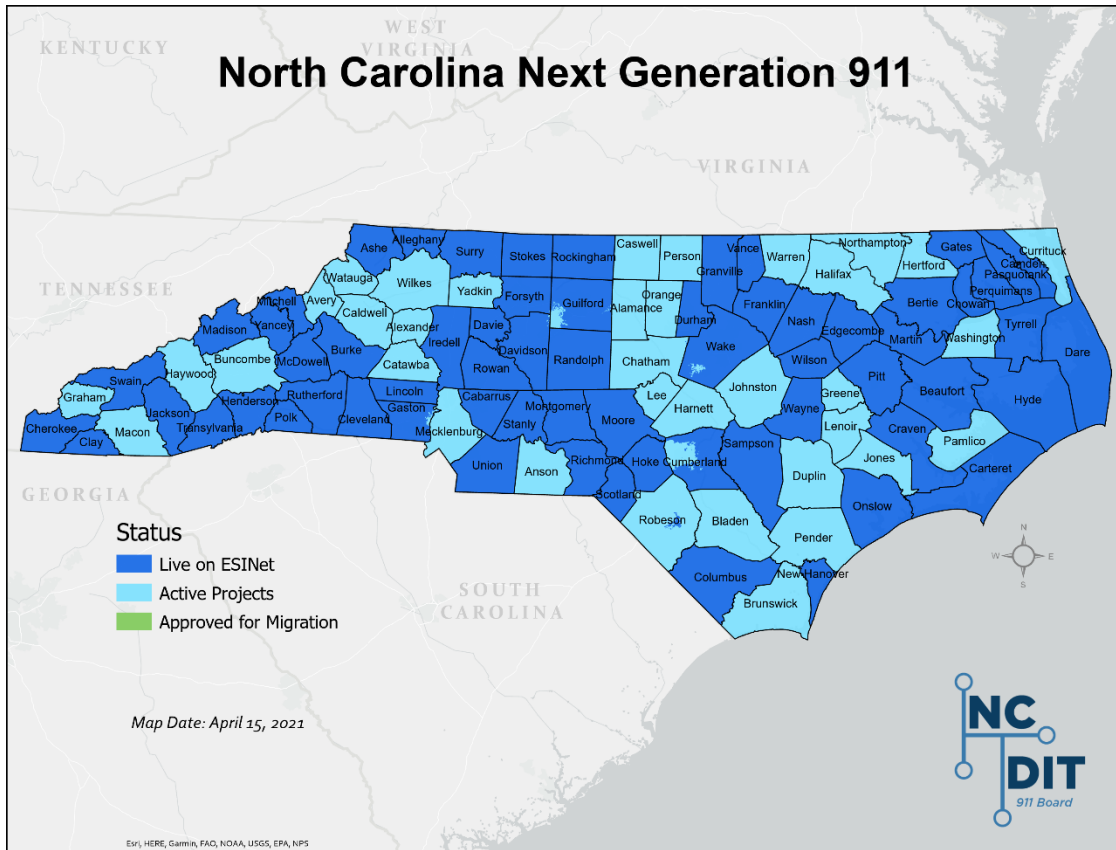# NORTH CAROLINA 911 BOARD MEETING
Friday, April 23, 2021
Via Simultaneous Communication
Join Microsoft Teams Meeting
984-204-1487 Conference ID: 678 928 701#
10:00 AM – Noon

Call to Order
Eric Boyette

Roll Call
Pokey Harris/Stephanie Conner

Tab 1
Chair's Opening Remarks
Eric Boyette

Tab 2
Ethics Awarness/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
Consent Agenda
Pokey Harris
(Roll Call Vote Required)

Tab 4 a)
Minutes of Meeting
March 26, 2021

North Carolina 911 Board Meeting
MINUTES
Friday, March 26, 2021
Via Simultaneous Communication
Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT *911 Board*

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, March 26, 2021
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT *911 Board*

NC 911 BOARD MEMBERS	IN PERSON	PRESENT VIA MS TEAMS OR PHONE	
		YES	NO
David Bone, County Manager, Davie County (NCACC)		Y	
Secretary Eric Boyette, 911 Board Chair (NC DOT)		Y	
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		Y	
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)		Y	
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)			N
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	N/A AT THIS TIME	Y	
Chuck Greene, Director of Government Affairs, AT&T (LEC)		Y	
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)			N
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)		Y	
Buddy Martinette, Fire Chief, City of Wilmington (NCSFA)		Y	
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)		Y	
Melanie Neal, Director, Guilford-Metro 911 (APCO)		Y	
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)		Y	
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)		Y	
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)			N
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)		Y	
NC 911 BOARD STAFF			
Rick Blumer, NMAC Technician			N
Richard Bradford, (DOJ) NC 911 Board Legal Counsel		Y	
Chris Carlin, NMAC Technician		Y	
Stephanie Conner, Western Regional Coordinator		Y	
Kristen Falco, Financial Review Specialist		Y	
Kenneth Fullwood, NMAC Technician	N/A AT THIS TIME		N
Tina Gardner, North Central Regional Coordinator		Y	
Saman Gharib, NMAC Technician		Y	
Pokey Harris, Executive Director		Y	
Jesus Lopez, (NC DIT) NC 911 Board PM		Y	
Gerry Means, Network Engineer/NG 911 Project Manager		Y	
Stanley Meeks, NMAC Manager		Y	
David Newberry, South Central Regional Coordinator		Y	
Marsha Tapler, Financial Analyst		Y	
Sarah Templeton, Financial Review Specialist		Y	
Angie Turbeville, Eastern Regional Coordinator		Y	

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, March 26, 2021
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC DIT
911 Board

GUESTS	IN PERSON	VIA MS TEAMS/PHONE	ORGANIZATION
Ron Adams		Y	Southern Software
Andrew Allvine		Y	AT&T
Randy Beeman		Y	Durham 911
Josh Briggs		Y	AT&T
Theresa Creasman		Y	Cherokee County
John Correllus		Y	NCDIT
Del Hall		Y	Stokes County
Valecia Jacobs		Y	Columbus County
Jen Johnson		Y	NCDIT
Tim Johnson	N/A AT THIS TIME	Y	NCDIT
Stori McIntyre		Y	Cleveland County
Denise Pratt		Y	Durham County Sheriff
Craig Rizk		Y	AT&T
Corrine Rust		Y	Charlotte Medic
Christy Shearin		Y	Franklin County
Benjamin Shelton		Y	NCDIT
Kyle Thaggard		Y	High Point
Suzanne Walker		Y	Raleigh Wake 911
Secretary Jim Weaver		Y	NCDIT
Mark Whitby		Y	Datamark
Vic Williams		Y	Carolina Recording
Brenda Womble		Y	Wilson County
PHONE NUMBERS		**VIA MS TEAMS/PHONE**	**ORGANIZATION**
910-642-2063 – Valecia Jacobs		Y	Columbus County
919-573-7308 – John Moore		Y	NC911 Board
910-443-4991 – Buddy Martinette	N/A AT THIS TIME	Y	NC911 Board
919-754-6635 – Chris Carlin		Y	NMAC
910-385-7068 – Jeff Shipp		Y	NC911 Board

Call to Order – Chairman Boyette called the meeting to order at 10:03 AM and asked Ms. Harris to proceed with the roll call.

Roll Call – Ms. Harris advised Ms. Conner would call the roll of attendees and Ms. Templeton would conduct roll call votes during the meeting. She also advised they would monitor the chat area and Mr. Newberry would serve as technical facilitator for the virtual meeting.

1. Chair's Opening Remarks – Chairman Boyette thanked everyone for attending and for their dedication to the Board. He mentioned he had visited Chief Martinette and his staff from Wilmington Fire Department at one of the State Ports a few weeks before, and that it was a pleasure to meet others in the 911 community. Chairman Boyette then welcomed Secretary of DIT/State CIO Jim Weaver to the meeting.

Comments from Secretary DIT/State CIO – Secretary Weaver thanked Chairman Boyette for the welcome. He mentioned during his tenure in Pennsylvania he was involved in NextGen 911 aspects and he is looking forward to understanding the work the NC 911 Board is doing and how DIT can be involved. He also expressed the desire to visit 911 centers and work with PSAPs across the state to see how DIT can also be of more value and assistance to them.

2. Ethics Awareness/Conflict of Interest Statement – Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as published in the agenda.

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

4. **Consent Agenda** – Chairman Boyette asked Ms. Harris to proceed with the consent agenda.
   a) Minutes of Previous Meeting – February 26, 2021
   b) NG 911 Reserve Fund
   | February 2021 Account Balance | $82,108,669 |
   | February 2021 Disbursement | $416,409 |
   c) CMRS Account
   | February 2021 Account Balance | $4,717,130 |
   | February 2021 Disbursement | $424,458 |
   d) PSAP Account
   | February 2021 Account Balance | $4,859,670 |
   | February 2021 Disbursement | $3,998,608 |
   e) PSAP Grant/Statewide Projects Account
   | February 2021 Account Balance | $9,190,811 |
   | Grant Funds Committed | $29,778,064 |
   f) Grant Project Updates per Reports

Ms. Templeton conducted the roll call vote for the consent agenda. All attending Board members voted, and the motion carried unanimously. *The 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 Appointment Status – The CMRS seat remains vacant. Ms. Harris has been in communication with T-Mobile/Sprint who advises they have presented someone for consideration. Ms. Harris hopes to hear from them in the coming days about the appointment. She also mentioned that Chief Buddy Martinette will be stepping down from the Board due to other competing priority obligations. Ms. Harris thanked him for the time he has spent on the Board as well as ad hoc committees. She was notified that HB 356 put forward John T. Cole, Fire Chief from Alamance County, who will be the Board member to replace Chief Martinette. She will be in touch with Chief Cole and plans to invite him to the next meeting.
   b) Staffing Update – Ms. Harris will begin interviews on April 14 for the Administrative and Logistics Coordinator position. She hopes to introduce the new staff member at the May meeting.
   c) Biennial Audit Status – The audit is in process. Ms. Tapler provided additional detail during the Finance Team report.
   d) State 911 Plan Update – The RFQ has been issued and returned from the vendor. Ms. Harris is in the process of putting together the recommendation of award letter and will be able to provide more information on the tentatively scheduled (July 12) internal meeting with the vendor at the next Board meeting. She asked Board members to provide individuals they would like to have considered for the work group.
   e) COVID-19 Update – Today marked Day #381 of the statewide COVID response. Staff remain in telework status at least until the end of June. NMAC personnel have operated on-site with everyone taking the necessary precautions. Regional Coordinators continue their weekly outreach to PSAPs. Ms. Harris encouraged those able to get a vaccine to do so as soon as possible.
   f) NextGen 911 Migration Status – Currently 77 PSAPs have migrated.
   - Cabarrus County 911 [Concord PD 911/Kannapolis PD 911] (02/23/2021) – Migrated as i3. First live call at 1503 Hours EST in Cabarrus, 1041 Hours EST in Concord, and 1356 Hours EST in Kannapolis. PSAP #69/physical location, #108 including backups.
   - Davidson County 911 (02/24/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1226 Hours EST. PSAP #70/physical location, #110 including backups.
   - Stanly County 911 (03/01/2021) – Migrated as i3. First live call at 1133 Hours EST. PSAP #71 physical location, #112 including backups.
   - Columbus County 911 (03/03/2021) – Migrated at i3. Vesta hosted call handling equipment. First live call at 1110 Hours EST. PSAP #72/physical location, #114 including backups.
     o Valecia Jacobs, Chief of Operations 911, joined the meeting to share a few comments about their migration noting it went very smooth with few issues or concerns. They are pleased to be part of the statewide ESInet.

- Dare County [Includes Tyrrell and Hyde Counties] (03/03/2021) – Migrated as i3. Viper hosted call handling equipment. First live call at 1256 Hours EST. PSAP #73/physical location, #116 including backups.
- Clay County 911 (03/10/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1210 Hours EST. PSAP #74/physical location, #118 including backups.
- Cherokee County 911 (03/17/2021) – Migrated at i3. Vesta hosted call handling equipment. First live call at 1040 Hours EST. PSAP #75/physical location, #119 including backups.
  - Pleased to be PSAP #75 to migrate to the ESInet, Theresa Creasman, E-911 Director, also joined the meeting and share a few comments. They too had a seamless go-live, with only minimal issues expected for an upgrade of this nature.
- Alleghany County 911 (03/17/2021) – Migrated as i3. First live call at 1041 Hours EST. PSAP #76/physical location, #121 including backups.

g) NextGen 911 GIS Status – All 100 jurisdictions are engaged in uploading their GIS data.

h) National Suicide Prevention Lifeline (988) – The FCC approved 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline starting July 16, 2022. This requires all telecommunications carriers, interconnected VoIP providers and one-way VoIP providers to make any network changes necessary to ensure that users can use the number by July 2022. For this to work in the North Carolina 910 are code, 10-digit local dialing must first be implemented. All PSAP equipment, such as speed dialers and call forwarding equipment with a number from the 910 area code and programmed to dial only 7 digits must be updated or reprogrammed to dial 10 digits for all local calls in the 910 area code. Such updates or reprogramming must occur between April 24, 2021 and October 24, 2021.

i) National Public Safety Telecommunicator Week (NPSTW) – April 11-17, 2021 – Ms. Harris mentioned NPSTW will be occurring soon and requested PSAPs to post event photos taken that week on the listserv to be shared with all PSAPs.

j) Kings Mountain 911 – Passing of Andy Underwood, Communications Manager – Ms. Harris requested recognition of the passing of Kings Mountain 911's Communications Manager Andy Underwood, remembering him as a supporter of the 911 Board and staff.

k) Legislative Update – Mr. Bradford mentioned he or Ms. Harris will be sending out to the Board a copy of the bill tracking table he has been providing. Additional to the bills noted in prior meetings he brought to attention NC HB404 Immunity for 911 Dispatchers, which would modify the section of the Board's legislation 143B-1413. He noted other items of interest in the bill tracking table. He then spoke on the FCC Fee Diversion NPRM and identified and discussed several items he felt were of potential interest for reply comment from the Board. Ms. Wright made a motion to submit the reply comments prepared by Mr. Bradford to the FCC on behalf of the NC911 Board. The motion was seconded by Ms. Neal. Ms. Templeton conducted the roll call vote. All attending Board members voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

Mr. Bradford then spoke on other matters that are before the FCC that could be of interest to the Board. The FCC has recently decided to make disaster information available to entities like PSAPs, with read-only access which will require a security agreement to be obtained. Also, the FCC is seeking comment on the current status of Open Radio Access Networks (Open RAN) technology, and on the potential costs and benefits associated with Open RAN development and deployment. This topic is related to the Secure and Trusted Communications Networks Act federal legislation. Mr. Bradford estimates discussion on this topic will continue over the next 3-4 years, and he will monitor the situation and report back to Ms. Harris.

6. **CGIA 2020-2023 Cycle/Northern Piedmont and Mountains 2022 Proposal**
   a) Presentation – Tim Johnson, CGIA Director and Ben Shelton, Project Manager, presented a proposal for the Northern Piedmont and Mountains Orthoimagery project. The area consists of 26 counties and the project will be completed at a total cost of $3,430,142 which is a cost reduction of $364,043.
   b) Proposal Consideration and Recommendation – Mr. Shipp made a motion to accept the proposal as presented for the Northern Piedmont and Mountains 2022 Orthoimagery Project at a cost of $3,430,142 with a noted cost reduction of $364,043, to continue the process of refreshing orthoimagery across North Carolina based on the previous approval of the entire 2020-2023 four-year cycle. Ms. Wright seconded the motion. Ms. Templeton conducted the 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.*

7. **Executive Committee Report** – Ms. Wright advised there were matters of the Executive Committee to report at this time.

8. **Education Committee Report** – Mr. Greene reported the committee discussed items they will be bringing before the Board later. One is the information aid on the benefits and operations of the ESInet. The text of the aid is ready, and the design is being completed by DIT communications. Once completed it will return to the committee for approval and then be brought before the Board. Another item is a one-pager that contains contact information for the NMAC, a list of the types of issues the NMAC can help assist PSAPs with, and tells the PSAPs what information they need to provide when they contact the NMAC for assistance. They also discussed creating a Public Service Announcement (PSA) to assist PSAPs across the state with recruiting qualified telecommunicators. Mr. Greene thanked Mr. Moore for his help with the project. Ms. Turbeville then gave a detailed report on the progress made and steps for going forward.

9. **Funding Committee Report**
   a) Graham County High Fund Balance Re-Evaluation – The committee and staff continued efforts in reviewing PSAP fund balances and how they relate to the PSAP's 5-year Technology Replacement Plans, which culminated in decisions in December on the FY2022 PSAP Estimated Funding distribution. The PAT worked with PSAP manager Misty Hembree, who had added items to the Graham County Technology Plan. Staff then recommended to approve an adjustment to the estimated distribution for Graham County accordingly. Ms. Connor reviewed the specific adjustments to their technology plan and staff's recommendation giving a brief report to the Board. The committee voted unanimously at their last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
   b) Estimated Three-Year Forecast/Service Charge – Mr. Bone reported the committee had gotten questions about the 3-year forecast due to the impact of the NextGen/ESInet project. Now that the ESInet project is underway they have more certainty regarding the forecast. Ms. Tapler then presented highlights of the 3-year forecast reflecting the service charge rate of $0.65 to the Board. The committee voted unanimously its last meeting to accept and approve the 3-year forecast keeping the service charge rate at $0.65 and brought this forward as a motion. Ms. Templeton conducted the roll call vote. All attending Board members voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
   c) General Committee Report – Mr. Bone reported. Approval of the 3-year Forecast/Service Charge is part of the budget development process, the draft budget will be presented to the committee next month. The committee and staff continue efforts in reviewing PSAP fund balances and how they relate to the PSAPs' 5-year Technology Replacement Plans and is in the process of reviewing lower-than-average PSAP fund balances. The committee's goal is to help PSAPs utilize their fund balances and plan for their technology needs, ensuring a high level of 911 service statewide.

10. **Finance Team Report** – Ms. Tapler reported work continues the budget to be presented to the Funding Committee next month and then the Board for review and approval. She continues to work on PSAP funding distribution and cost shift that will be presented to the Funding Committee in May. In addition, she is working with the auditors and DIT finance to complete the audit, and with the PATs on funding reconsiderations and fund balance issues. Ms. Falco gave an update on the status of the FY2018, FY2019 and FY2020 revenue expenditure reports. For FY2018, there are 125 finalized and two awaiting the signed revised report. For FY2019 there are 71 finalized, 47 in the clarification process and nine awaiting the signed revised report. For FY2020 there are 15 finalized, 39 in the clarification process, five awaiting the signed revised report and 68 awaiting review. Ms. Templeton reported the finance team has been busy attending several working PAT meetings to review revenue expenditure reports for PSAPs that attended the grant workshop. They have also worked with PSAPs on their submitted funding reconsiderations and helped determine their needs. They reviewed technology plans and needs with the

Regional Coordinators as well as eligibility submissions. They also assisted with revisions to the grant evaluation form.

11. Grant Committee Report
   a) 2022 PSAP Grant Program
   - Workshop (Held March 25, 2021) – 45 PSAPs registered for the workshop, as well as two vendors.
   - Grant Application Post to Website (April 1) – The Grant Application will be posted to the website on Thursday, April 1, 2021.
   - Pre-Application Abstract (April 15) – This is a new step of the process that will help the PSAPs to present an abstract of their proposal so staff can ensure the appropriate priority has been selected.
   - Grant Application Submission Deadline (June 1) – Grant application submission deadline is Tuesday, June 1, 2021 at 11:59 PM. Ms. Harris anticipates two presentation days, with the dates to be announced later. Recommendations from the Grant Committee will be presented to the Board in August.

12. Standards Committee Report – Ms. Wright advised there were matters of the Executive Committee to report.

13. Technology Committee Report – Mr. Means reported 77 PSAPs are now live on ESInet. The team is working toward the milestone of 100 PSAPs being migrated, which is scheduled to occur in August. There are 34 hosted Viper sites, 30 hosted Vesta sites, and 13 ESInet only sites. Based on the current project plan, by the end of migrations there should be 55 hosted Vesta, 50 hosted Viper and the 22 ESInet only. A new project will begin next month with the State Highway Patrol as the first three troops will migrate to the ESInet. This will allow the transfer of all location data anytime a primary PSAP transfers a call to the SHP. Mr. Means then moved on to GIS, reporting 46 sites are i3 with process being made to go back and pick up additional sites that are RFAI and convert them to i3. Staff continues work with CGIA and have 70 PSAPs completely i3 ready that have their data residing in the AT&T EGDMS database, with five in the final stages of migration. Twenty-eight have their information in the database but are working on their alignments and critical errors, and 12 are still working on their data. They continue work on the governance document, which will establish a standard for update requirements for the PSAP. It also establishes the vendor relationship with GeoComm in terms of their role in managing the data and its upkeep and terminology used. A 90-day extension for the cybersecurity assessments was granted by the Board at last month's meeting. Assessments have begun for 125 of the 127 PSAPs, with 76 final reports issued. They are finding areas of weakness that need to be addressed and obtaining helpful information in developing a governance mode similar to the GIS model to decide what needs to be structurally implemented at a PSAP level to maintain security of the ESInet. Once the report is obtained, they will be making recommendations as a result of the assessment. Goals for the rest of the year include looking at CAD policies to enhance the ability of the networks to give continuity planning that is flexible. This will be a longer-term effort with plans for the ad-hoc group to start meeting soon. Mr. Means announced that Craig Rizk will be our dedicated AT&T Service Manager, working with the NMAC to ensure it coordinates and responds to PSAP requirements for service quickly and with a unified approach. Mr. Meeks shared data and graphs highlighting the type of support calls the NMAC has received since January of 2021. He explained that highest level priority is given to issues that generate multiple calls, but that all calls are considered a priority. They continue work with HR to hire another NMAC technician and are hoping to have two new hires by the end of the fiscal year.

14. 911 Regional Coordinator Reports – The Regional Coordinators gave brief reports. Ms. Conner had multiple project meetings and helped with the grant workshop. Three PSAPs in her region migrated to ESInet, and she participated in multiple PAT meetings to assist PSAPs with their reporting and budgets. Ms. Gardner continued work with PSAPs on technology and spend plans and contacted them for the weekly COVID outreach. She had several project, committee and PAT meetings as well as assisted with the grant workshop. Mr. Newberry and Ms. Falco worked closely with the interim PSAP manager at Kings Mountain after the passing of Andy Underwood. Several PSAPs in his region were engaged in cybersecurity assessments and two PSAPs migrated to the ESInet. He also assisted with the grant workshop. Ms. Turbeville had two PSAPs migrate to the ESInet and she attended several ESInet migration status meetings. She also participated in PAT meetings on expenditure reports and collaborated with Ms.

Falco and Ms. Templeton on the grant evaluation worksheet for the upcoming grant cycle. She and Ms. Conner continue work on implemental functions definitions.

15. Other – Chairman Boyette and Ms. Harris recognized Ms. Tapler as being an invaluable part of the 911 Board staff. She is a tremendous asset to the team and involved in many aspects of Board business. Ms. Harris and Chairman Boyette virtually presented Ms. Tapler with a Department of Information Challenge Coin. They were aided in this surprise recognition by Ms. Tapler's daughter, Marisa, who had secretly "plotted" with Ms. Harris to have the coin at her house for the presentation. Ms. Tapler was very surprised and thanked the entire Board for the recognition. She shared comments about how much she enjoys her job and serving the PSAPs across the state.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTES
Friday, March 26, 2021
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM

NC 911 Board Members	4. Consent Agenda	5. k) Legislative Update FCC Reply Comment	6. a) Northern Piedmont and Mountains 2022 Ortholmagery Proposal	9. a) Graham County Re-Evaluation and FY 2022 Distribution	9. b) FY 2022 Service Charge
David Bone, County Manager, Davie County (NCACC)	Y	Y	Y	Y	Y
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Y	Y	Y	Y	Y
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	Y	Y	Y	Y	Y
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Y	Y	Y	Y	Y
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	N/P	N/P	N/P	N/P	N/P
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	Y	Y	Y	Y
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y	Y	Y	Y
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	N/P	N/P	N/P	N/P	N/P
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Y	Y	Y	Y	Y
Buddy Martinette, Fire Chief, City of Wilmington (NCSFA)	Y	N/P	N/P	N/P	N/P
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Y	Y	Y	Y	Y
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Y	Y	Y	Y	Y
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Y	Y	Y	Y	Y
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	Y	N/P	Y	Y	Y
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	N/P	N/P	N/P	N/P	N/P
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)	Y	Y	Y	Y	Y

The next Board meeting will be held on Friday, April 26, using simultaneous communication via Microsoft Teams Meeting.

Adjourn — Chairman Boyette adjourned the meeting at 12:26 PM.

Tab 4 b – e)

b)NG 911 Reserve Fund
      March 2021 Account Balance **$ 84,387,281**
      March 2021 Disbursement **$ 356,038**

c)CMRS Account
      March 2021 Account Balance **$ 4,252,804**
      March 2021 Disbursement **$ 465,329**

d)PSAP Account
      March 2021 Account Balance **$ 6,570,399**
      March 2021 Disbursement **$ 3,998,608**

e)PSAP Grant/Statewide Projects Account
      March 2021 Account Balance **$ 10,822,469**
      Grant Funds Committed **$ 28,146,406**

Next Generation 911 Reserve Fund

FY2021 beginning Fund Balance: $65,426,679.57
28% Allocation

	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
Service Charge Receipts	$1,395,092.02	$2,085,230.33	$2,230,932.17	$2,319,928.70	$2,283,366.72	$712,657.19	$3,519,036.33	$2,177,477.96	$2,617,201.67
Interest allocation	$64,893.33	$57,000.91	$48,171.13	$41,868.24	$36,337.94	$29,666.57	$26,004.53	$21,844.43	$17,447.95
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	-$2,797,496.25	-$115,207.19	-$1,232,491.74	-$5,755,069.03	-$416,408.60	-$356,037.62
NG 911 Reserve Fund Balance	$64,271,495.23	$66,202,975.39	$81,257,153.35	$80,821,454.04	$83,025,951.51	$82,535,783.53	$80,325,755.36	$82,108,669.15	$84,387,281.15

CMRS Account

FY2021 beginning Account Balance: $5,964,801.21

	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
CMRS Service Charge Receipts	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Interest allocation	$5,916.18	$4,942.46	$4,058.58	$2,876.10	$2,470.26	$1,931.48	$1,703.72	$1,397.86	$1,002.38
CMRS Allocation (out)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
CMRS Disbursement	-$397,838.09	$0.00	$0.00	-$90,502.16	-$91,226.45	$0.00	-$268,942.79	-$424,458.48	-$465,328.68
CMRS Account Balance	$5,572,879.30	$5,577,821.76	$5,581,880.34	$5,494,254.28	$5,405,498.09	$5,407,429.57	$5,140,190.50	$4,717,129.88	$4,252,803.58

PSAP Account

FY2021 beginning Account Balance: $16,064,101.34

	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
Service Charge Receipts	$3,703,957.11	$3,037,143.02	$2,887,243.71	$3,161,764.33	$2,991,754.65	$244,161.92	$5,193,795.98	$3,165,184.02	$3,195,068.11
Wireline Service Charge Receipts	$614,662.16	$499,831.63	$465,005.38	$392,418.16	$458,439.36	$257,467.79	$606,566.46	$427,329.44	$458,240.31
VOIP Service Charge Receipts	$1,000,935.69	$787,998.26	$733,878.84	$688,776.70	$737,779.53	$283,473.29	$1,228,238.54	$710,994.99	$782,177.83
Prepaid Wireless Service Charge Receipts	$1,499,829.23	$1,020,790.25	$779,694.47	$816,971.03	$792,212.33	$769,253.18	$646,668.61	$445,726.50	$1,272,817.50
Interest allocation	$15,933.15	$16,542.96	$14,575.60	$425.36	$868.41	$1,026.14	$135.36	$1,117.14	$1,032.67
Subtotal	$6,835,317.34	$5,362,306.12	$4,880,398.00	$5,060,355.58	$4,981,054.28	$1,555,382.32	$7,675,404.95	$4,750,352.09	$5,709,336.42
PSAP Allocation (out)			-$20,093,503.00						
PSAP Distributions	-$4,246,371.10	-$3,983,693.48	-$3,993,019.11	-$3,954,415.97	-$4,040,728.69	-$3,997,572.33	-$3,997,090.43	-$3,998,607.54	-$3,998,607.54
PSAP Account Balance	$18,653,047.58	$20,031,660.22	$825,536.11	$1,931,475.72	$2,871,801.31	$429,611.30	$4,107,925.82	$4,859,670.37	$6,570,399.25

Uncertified -OSC
Cash Basis

		PSAP Grant-Statewide 911 Projects Account											
		Total Disbursed YTD	**Jul-20**	**Aug-20**	**Sep-20**	**Oct-20**	**Nov-20**	**Dec-20**	**Jan-21**	**Feb-21**	**Mar-21**	**Remaining Expenditures**
			$29,744,439.97	$29,346,605.94	$30,103,477.33	$36,490,172.45	$36,851,064.39	$37,384,084.52	$37,208,698.88	$38,363,197.32	$38,968,874.72	
FY2017	**Award Amount**											
Martin G2017-7 (048)	5,196,315.00	-4,724,784.53	-118,276.34					-36,429.50				0.00
Mitchell G2017-9 (049)	3,163,000.00	-2,909,389.86	-105,095.10		-110,718.43							0.00
Pasquotank G2017-11 (051)	1,010,779.00	-990,194.27						-14,540.00				0.00
FY2018	**Award Amount**											
Iredell G2018B-3 (063)	2,361,230.00	-2,211,577.73										0.00
FY2019	**Award Amount**											
Pender G2019-02 (068)	361,760.00	0.00									-321,976.50	0.00
Greene G2019-03 (069)	841,964.00	0.00										841,964.00
Wayne G2019-04 (070)	1,530,693.00	-300,000.00									-904,750.17	325,942.83
Rutherford G2019-05 (071)	1,161,548.00	-624,506.15										537,041.85
FY2020												
Davie G2020-01 (074)	232,767.00	0.00						-232,767.00				0.00
NC State Highway Patrol G2020-02 (075)	1,102,933.00	0.00										1,102,933.00
Pender G2020-03 (076)	45,873.00	0.00									-45,873.00	0.00
Currituck G2020-04 (077)	583,655.00	0.00										583,655.00
Franklin G2020-05 (078)	3,958,873.00	0.00										3,958,873.00
Cumberland G2020-06 (079)	2,251,387.00	0.00										2,251,387.00
Chatham G2020-07 (080)	2,339,608.00	0.00										2,339,608.00
FY2021												
Bladen Co 911 G2021-01 (084)	$334,937.99	0.00										334,937.99
Clay County G2021-02 (087)	2,500,000.00	0.00									-16,982.88	2,516,982.88
Lumberton PD (City of) G2021-03 (082)	$99,241.52	0.00									-99,241.52	198,483.04
Sampson County G2021-05 (088)	$5,571,543.00	0.00										5,571,543.00
Surry County G2021-06 (085)	$238,127.00	0.00										238,127.00
Union County G2021-07 (086)	$484,021.00	0.00										484,021.00
Wilson County G2021-08 (083)	$35,900.00	0.00										35,900.00
STATEWIDE PROJECTS:	**Award Amount**											
E-CATS II (012)	2,688,500.00	-361,640.00	-535,017.38			-166,443.18		-117,125.18	-70,041.34	-160,592.84	-154,729.68	1,122,910.40
Interpretive Services (042)	323,873.94	0.00	-23,979.75			-73,711.50		-23,768.25	-43,982.25	-21,833.25	-19,823.25	116,775.69
Ortho Project III Image 20 (073)	4,108,739.00	-1,756,468.06	-80,199.60		-525,464.40	-134,187.60	-299,027.40	-18,625.00				1,294,766.94
CRM Statewide One-time Development	700,000.00	-130,473.30	-734.10	-725.00	-9.10	-9.10	-9.10	-9.10				568,031.20
Ortho Project III Image 21 (081)	3,723,908.00	0.00				-1,386.00						3,722,522.00
	Approved Allocation from PSAP & CMRS Transfer out to NG 911 Fund		0.00	6,093,503.00								
	Interest		29,501.97	26,026.83	21,904.13	18,801.78	16,568.52	13,357.96	11,723.34	10,432.80	8,280.82	
	Revenue 5%		435,966.27	731,569.56	796,761.49	828,545.97	815,488.11	254,520.43	1,256,798.69	777,670.69	934,714.88	
	Total Ending Fund Balance	$ 29,744,439.97	$29,346,605.94	$30,103,477.33	$36,490,172.45	$36,851,064.39	$37,384,084.52	$37,208,698.88	$38,363,197.32	$38,968,874.72	$38,348,493.42	

Committed: $ 28,146,405.82
Grant Account Total **$10,822,468.90**

CASH BASIS REPORTING
OSC Certified

Tab 4 f)
Grant Project Updates per Reports

BLADEN COUNTY EMERGENCY SERVICES

PUBLIC SAFETY IT/GIS

County of Bladen

NORTH CAROLINA
Office of Emergency Services
Public Safety IT/ GIS and 911 PSAP
299 Smith Circle; PO Box 396
Elizabethtown, North Carolina 28337
Jeffrey Kulp, Supervisor

IN GOD WE TRUST
SEAL OF BLADEN COUNTY NORTH CAROLINA

April 12, 2021

<u>Bladen County 911/ Central Communications – Project Meloriem</u>
<u>NC 911 Board 2021 Grant monthly update – March 2021</u>

Greetings to all. I hope you are staying safe and healthy. March proved to be a bit of a struggle for this project. Quite honestly there has not been much progress through March. Delays in paperwork and agreements have delayed the project a bit.

Some March highlights include:

- Southern Software – We are still working with the county lawyer and the vendor to complete an acceptable agreement. We are very close to having an agreement to present to our county commissioners for final approval. Most discussion has centered on the language used in some paragraphs such as "it is assumed." We would like ambiguous language removed and some items clarified.
- NeverFail – configuration and pricing has been finalized. We are looking to order this solution in mid-April.
- Server Hardware – configuration and pricing has been finalized. We are looking to start ordering servers by mid-April.
- Caliber Public Safety – We continue to prepare for migration away from the InterAct suite of products with the vendor. This includes preparing data for conversion into the Southern Software suite.

While progress has slowed, I am still working hard to make sure progress doesn't stop completely. April will hopefully show some good and tangible achievements. Although we are beginning to see a June live date may not be possible, we are working hard to get the project moving.

Sincerely,

Jeff Kulp
911 PSAP Manager
County of Bladen

**Chatham County
Emergency Communications**

297 West Street • Pittsboro, NC 27312

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

April 7, 2021

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:

Regarding this grant application, the three radio towers have been constructed. We plan to close out this grant within the next 60 days. Let me know if you have any questions.

Regards:

Mike Reitz

Director

Clay County, NC
Grant Report – March 2021

Activities – March 2021

- Reviewed design services and fee proposal from selected architectural firm
- Requested modifications to design services proposal – March 4
- Received revised proposal – March 12
- Held meeting to discuss fee proposal – March 16
- Accepted design services and fee proposal from PFA Architects – March 16
- Received draft contract from PFA Architects – March 24
- Began draft contract review and County attorney review

Anticipated Activities – April 2021

- Execute contract with PFA Architects
- Hold design kickoff meeting – April 21 (tentative)
- Begin initial facility programming

Franklin County, NC
Grant Report – March 2021

Activities – March 2021

- Continued design development work
- Continued work on construction specifications
- Held tower and radio meeting – March 1
- Held coordination meeting – March 2
- Conducted design development status meetings – March 9 and 23
- Held construction cost estimation discussion – March 23
- Completed structured cabling design

Anticipated Activities – April 2021

- Complete construction specifications
- Hold design team meeting – April 6
- Present project status briefing to Commissioners – April 19
- Conduct final design meeting – April 20
- Complete construction document bid sets
- Publish construction documents – April 26
- Define technology timeframe
- Communicate regularly with project team (ongoing)

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
Define technology needs in conjunction with building design	Months 13-19 / November 2020 – April 2021		x

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

Task	Projected Timeframe[1]	Actual	Completed
Facility design and construction document process	Months 9-19 (July 2020 – April 2021)	July 30 – Began	
Establish lead times for major technology systems, including NG911			
Bid and award construction project	Months 17-19 (March 2021 – May 2021) Revised: Months 18-21[2] (April 2021 – July 2021)		
Proceed with construction, including coordination with migration to the State ESInet NG911 network	Months 20-32 (June 2021 – June 2022) Revised: Months 22-34 (August 2021 – August 2022)		
Procure new technology and furnishings	Months 26-30		
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.

Task	Projected Timeframe[1]	Actual	Completed
Go-live / Physically transition the Franklin 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)		

MissionCriticalPartners

Greene County, NC

Monthly Progress Report – March, 2021

Activity	This Period	Next Period
• Design	• No activities	• None expected
• Permits	• No activities	• None expected
• Construction	• Continue framing • Continue work on new roof • Continue electrical rough-in • Continue plumbing rough-in • Continue mechanical rough-in • Continue grounding • Ordered all storefronts • Continue install of clean agent system • Continue Duct work • Completed masonry around windows • Prep for dry-in • Continue prep for generators	• Complete framing • Complete installing ductwork • Complete plumbing rough-in • Complete roof installation • Complete electrical rough-in • Install fiberglass sandwich panels • Install storefronts • Begin hanging drywall • Continue mechanical rough-in • Continue grounding • Continue working on windows • Continue prep for generators
• Communications Systems	• Continue meetings with AT&T • Continue technology migration planning and vendor out-reach • Award dispatch console project • Prep for telecom circuits • Begin procurements of technology needs	• Continue meetings with AT&T • Continue technology migration planning and vendor out-reach • Evaluating recorder options • Evaluating options for radio consoles • Award dispatch console project • Prep for telecom circuits • Continue with procurements of technology needs
• Other Activity	• Routine project meetings to coordinate design and technology needs	• Continue to hold project meetings to discuss next steps and coordinate project needs

To: L.V. Pokey Harris, Executive Director NC 911 Board

North Carolina 911 Board Members

In the 2019 grant cycle, Pender County was awarded a $361,760.00 grant from the North Carolina 911 Board to Upgrade/Replace the Computer Aided Dispatch (CAD) for Pender County.   The grant agreement was signed by Pender County on January 08, 2019, respectively.

Scope of Project: To purchase and install necessary software, equipment and associated services to upgrade and replace the VisionAir CAD currently used in the primary PSAP.

Goals and objectives:

1. Purchase, installation, configuration, data migration and related services to replace the VisionAir CAD with the Zuercher CAD system including redundant servers and offsite data storage as identified in the Grant Application.

2. Enable continuity of primary PSAP operations and coordination with the backup PSAP, ensuring completion of the call taking process and dispatching to Pender County response agencies from either location.

Each goal has been met for this project and Pender County went live with Zuercher CAD on December 05, 2019.   Attached you will find the final Close Out/Status report from Central Square.

Respectfully,

Alan Cutler

Pender County Sheriff

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete February 2019	% Complete March 2019	% Complete April 2019	% Complete May 2019	% Complete June 2019	% Complete July 2019	% Complete August 2019	% Complete September 2019	% Complete October 2019	% Complete November 2019	% Complete December 2019	% Complete January 2020	% Complete February 2020	% Complete March 2020	% Complete April 2020	% Complete May 2020	% Complete June 2020	% Complete July 2020	% Complete August 2020	% Complete September 2020	% Complete October 2020	% Complete November 2020	% Complete December 2020	% Complete January 2021	% Complete February 2021	% Complete March 2021
		1/24/2019	1/10/2020	352																											
Kickoff Call	Zuercher/Pender County Sheriff's Office	3/4/2019	3/4/2019	1	Y	Kickoff Verification Done		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Infrastructure (Server)	Zuercher/Pender County Sheriff's Office	1/24/2019	3/12/2019	48	Y	Server hardware, set up, installation and connectivity validation	50%	70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BPR Date	Zuercher/Pender County Sheriff's Office	4/16/2019	4/18/2019	3	Y	Business Practice Review Agenda will be provided, BPR to conduct demos and primary configurations			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Configuration	Zuercher/Pender County Sheriff's Office	4/16/2019	8/30/2019	137		Configuration Guide will be provided			40%	45%	50%	55%	65%	75%	95%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
System Review	Zuercher/Pender County Sheriff's Office	8/31/2019	9/28/2019	29	Y	Full Review of Configuration done with the BA Team								25%	75%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Data Conversion	Zuercher/Pender County Sheriff's Office	7/8/2019	8/16/2019	40								40%	90%	95%	95%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GIS	Zuercher/Pender County Sheriff's Office	8/26/2019	9/6/2019	12	Y	GIS kickoff, Data Received, GIS build & implementation · OSSI P2P						10%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Interface Implementation & Testing	Zuercher/Pender County Sheriff's Office	9/23/2019	11/22/2019	61	Y	· VisionAIR CAD · VisionAIR RMS · VisionAIR JMS · M3ys Fingerprint · Inmate Phone (Securus) · Commissary (Simlabs) · AVL · Rip and Run · PistQA · DownTide Voice Recorder · EMS Charts · Emergency Reporting · E911 (ANI/ALI) · Basic Paging · GeoTab · Inventory/Equipment Barcode Scanner and Printer Package								10%	25%	50%	92%	92%	92%	92%	92%	92%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%
Peripheral Equipment (Zuercher Sales)	Zuercher/Pender County Sheriff's Office	9/23/2019	10/18/2019	26		· Mugshot Camera Package · Wristband Printer, Laminator & Scanner Package · Property & Evidence Barcode Scanner and Printer Package · iPad Package for Jail							10%	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Training - Train the End User	Zuercher/Pender County Sheriff's Office	10/21/2019	11/22/2019	33	Y	Training Agenda will be provided									20%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Go Live	Zuercher/Pender County Sheriff's Office	12/4/2019	12/5/2019	2	Y	GO Live Schedule will be provided											75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Post Go Live Follow up/Transition	Zuercher/Pender County Sheriff's Office	12/9/2019	1/7/2020	30														75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

OFFICE OF THE SHERIFF
PENDER COUNTY
Alan W. Cutler, Sheriff

To: L.V. Pokey Harris, Executive Director NC 911 Board

North Carolina 911 Board Member

In the 2020 grant cycle, Pender County was awarded a $45,873.00 grant from the North Carolina 911 Board to assist with funding of Phase II of Pender's Computer Aided Dispatch (CAD) update.   The Phase II project was to implement mobile CAD for County fire and EMS agencies. The grant agreement was signed by Pender County on February 12, 2020, respectfully.

Scope of Project: To expand the County's CAD and public safety software to incorporate the County's fire and EMS agencies in the system implemented in Phase 1 of the project.

Goals and objectives:

1. Implement mobile CAD for County fire and EMS agencies.
2. Adhere to rules for PSAP facilities within 09 NCAC 06C.0210, and for the use of grant funds, as stated within 09 NCAC 06C.0400. Incorporate applicable standards for mission-critical facilities published by the Federal Emergency Management Agency (FEMA), the National Fire Protection Association (NFPA), and the National Emergency Number Association (NENA). Ensure continuity of operations during implementation for all response agencies currently served.
3. Coordinate technology purchases and facility design to facilitate migration to the State NG9-1-1 system, including GIS call routing.
4. Conduct thorough system(s) testing before acceptance.

The Goals and objectives have been met and was agreed completed by all stakeholders on November 3, 2020. All deliverables were considered met by that date. All MOUs for participants in the grant project have been fully executed and were approved by the Pender County Board of Commissioners on October 19, 2020. A final project status report prepared by the vendor, CentralSquare, is attached and denotes 100% project completion by November of 2020.

Respectfully,

Alan W Cutler

Alan W. Cutler

Pender County Sheriff

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	Zuercher/Pender County	3/31/2020	9/30/2020	184							
Kickoff Call	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	N	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.					100%

Sampson County, NC
Grant Report – March 2021

Activities – March 2021

- Finalize budget / funding
- Meetings with NC 911 Board on grant budget

Anticipated Activities – April 2021

- Finalize budget / funding / contracts
- Issue notice to proceed for construction contractor
- Groundbreaking – April 16
- Pre-construction meeting
- Construction begins

The tasks listed below will be tracked throughout the project duration and will be updated monthly. At this time, the project remains on schedule.

Work Plan

Task	Projected Timeframe	Actual	Completed
Bid construction project	Month 1	December 2020	x
Contract with construction firm	Month 5 (April 2021)		
Construct new 911 facility	Months 5 – 19 (April 2021 – June 2022		
Procure equipment and infrastructure for the new facility	Months 7 – 19 (June 2021 – June 2022)		
Develop migration / transition plan	Months 15 – 19 (February – June 2022)		
Test and validate all new equipment infrastructure	Months 19 – 20 (June – July 2022)		
Migrate any equipment, if feasible, while operating from backup center	Month 21 (August 2022)		
Transition operations to new facility	Month 21 (August 2022)		
Test back capabilities for Carteret County	Months 22 – 23 (September – October 2022)		

Union County, NC
Grant Report – March 2021

Activities – March 2021

- Review/update of grant management contract assistance and oversight with county staff

Anticipated Activities – April 2021

- Review grant project schedule
- Validate task items
- Execute contract for grant management assistance and oversight
- Begin development of procurement schedule

The tasks listed below will be tracked throughout the project duration and will be updated monthly. Highlighted information denotes changes in report since last submitted report.

Work Plan

Task	Projected Timeframe[1]	Actual	Completed
Contract for project oversight	Months 1-2 April 2021	Execution underway (delayed from March)	
Determine procurement schedule based on facility project schedule	Month 2 (April 2021)	Delayed awaiting facility project schedule update from architect	
Outline and finalize a procurement strategy based on expected installation schedules	Months 5-6 (May – June 2021)		
Install generator (dependent on construction contract)	Month 6 (early summer 2021)		
Procure equipment and schedule installations	Month 11+ (November 2021 onwards depending on procurement lead times)		
Install structured cabling systems and datacenter needs	Month 12		

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[1] As the grant agreement was signed in mid-December 2020, month 1 is considered January 2021.

Task	Projected Timeframe[1]	Actual	Completed
	(December 2021 - construction dependent)		
Install backroom supporting technical systems	Month 16 (April 2022 - construction dependent)		
Test and validate – (pre-go-live decision)	Months 18 - 19 (June – July 2022)		
30-day burn-in – (prior to go-live)	Months 18 – 19 (June – July 2022)		
Train – (just prior to cutover)	Month 19 (July 2022)		
Go-live	Month 19 (July 2022)		
30-day post-cutover monitoring	Month 20 (August 2022)		

Grant Award Equipment Procurement Status

Item	Grant Award Amount	Expended Amount	Reimbursement Amount Requested / Submitted	Approved / Reimbursed Amount	Award Funds Remaining	Comments
Generator	$160,000.00	$0.00	$0.00	$0.00	$160,000.00	Design review completed & included within facility bid package
Radio Tower	$150,000.00	$0.00	$0.00	$0.00	$150,000.00	Preliminary design completed; awaiting site permitting approval from City/Monroe
Microwave Link	$125,000.00	$0.00	$0.00	$0.00	$125,000.00	Preliminary path review completed
Structured Cabling	$39,000.00	$0.00	$0.00	$0.00	$39,000.00	Design review completed; Awaiting compilation of bid documents by county;
Radio Distribution Surge Protection	$5,016.00	$0.00	$0.00	$0.00	$5,016.00	Facility grounding design review completed & included within facility bid package
Racks for Equipment	$5,005.00	$0.00	$0.00	$0.00	$5,005.00	Rack design for data center completed & included in facility bid package
Totals:	$484,021.00	$0.00	$0.00	$0.00	$484,021.00	

Facility Construction Activity Status[2]

Facility Bids Update
- Facility bids completed; sub-contractors selected; GMP change order awaits county manager signature

Construction Schedule
- Updated schedule with revised start and completion date pending permit approvals

Permitting
- Stormwater, Zoning, and NCDOI Review approved; NCDEQ & building permit remains under review by AHJ

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[2] Facility construction summary is provided as reference only for showing alignment with grant award equipment integration.

Owner (Union County) Contracted/Owner Furnished Items
- Structured Cabling
    - Awaiting bid process start from County. Estimated late April 2021.
- Audio Visual System(s)
    - Awaiting bid process start from County. Estimated late April 2021.
- Facility Security (Access Control/CCTV) Packages
    - Awaiting bid process start from County. Estimated late April 2021.
- Communications Tower
    - Permitting approved. Awaiting bid process start from County. Estimated late April 2021.

Wayne County, NC

Activity	This Period	Next Period
1. Design	• No action expected	• Facility Completed
2. Permits	• No actions required	• Facility Completed
3. Construction	• No actions expected	• Facility Completed
4. Communications Systems	• Draft of final report • EMD will go live in March • Duplin County develops strategy to install hardware and software for back up	• Receive and install UPS annunciator
5. Other Activity	• MCP held routine meetings with the County for project coordination	• Complete final report • Complete financials for NC 911 Board staff • Continue monthly coordination with County for final grant close out

April 05, 2021

Ms. L.V. Pokey Harris
Executive Director
North Carolina 911 Board

Ms. Harris,

This letter is progress report #4 for Wilson County's tower site generator replace-ment grant. This report represents March 01-March 31, 2021.
The generator vendor, Gregory Poole, advises they have a tentative ship date from the manufacturer of Thursday, April 8th, 2021.   The generator will be shipped to their facility in Garner, NC where it will stage until installation at our site. They will advise when the generator arrives at their facility in Garner. They have tentatively scheduled their technician to decommission the existing generator at the end of April. They also confirm they have begun construction locally of the new base frame that will support the new generator.   At this point everything still points to us com-pleting this project by the deadline of May 31, 2021.

Please let us know if there are questions.

Sincerely,

Jeffrey T. Williford
Assistant Director

L21-007

Tab 5
Executive Director's Report
Pokey Harris

Tab 5 a)
911 Board Appointment Status
i. **Welcome Chief Tommy Cole, North Carolina State Firefighters' Association**
ii. **Status CMRS Vacant Seat**

Tab 5 b)
Staffing Update

Tab 5 c)
Biennial Audit Status

Tab 5 d)
State 911 Plan Update

Tab 5 e)
COVID-19 Update

Tab 5 f)
NextGen 911 Migration Status

NC NG911 Migration Status
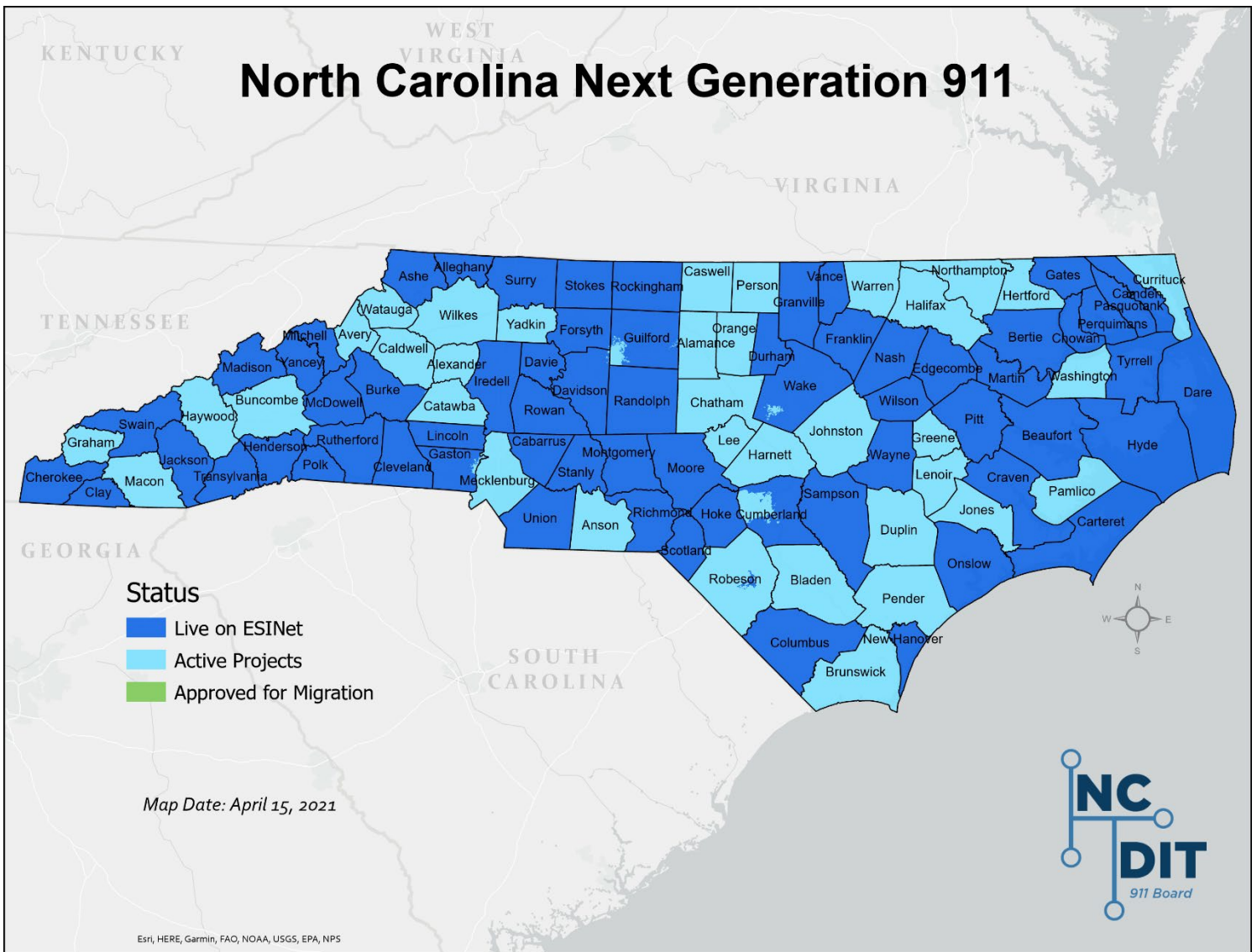
ESInet Migrations
March 24, 2021 – April 7, 2021

Due to ESInet migrations now being conducted under Covid-19 restrictions and limited accessibility requirements, photos and quotes may or may not be included.

Kudos and Congratulations to All!!!

Moore County 911 (South Central Region) ESInet Migration March 24, 2021

- **Migration as i3**
- **Viper Hosted Call Handling Equipment**
- **First Live Call at 1154 Hours EST**
- **PSAP #77/Physical Location #123 (Including Backups)**

Ashe County 911 (Western Region) ESInet Migration April 7, 2021

- **Migration as i3**
- **Vesta Hosted Call Handling Equipment**
- **First Live Call at 1241 Hours EST**
- **PSAP #78/Physical Location #125 (Including Backups)**

Thanks to Captain Brian Greer, Director of Communications, for the photos……all of them!!! 😊
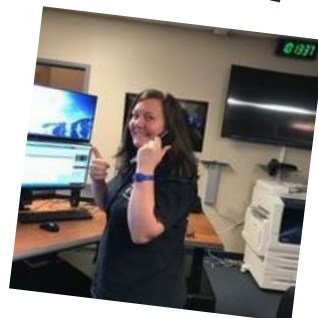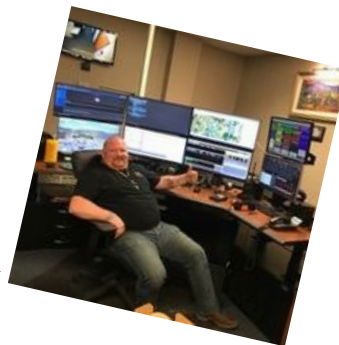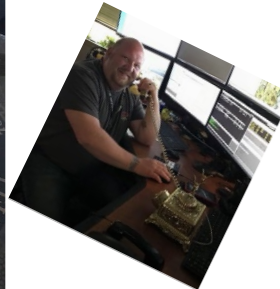
Tab 5 g)
NextGen 911 GIS Status Map

NC NG911 GIS Status
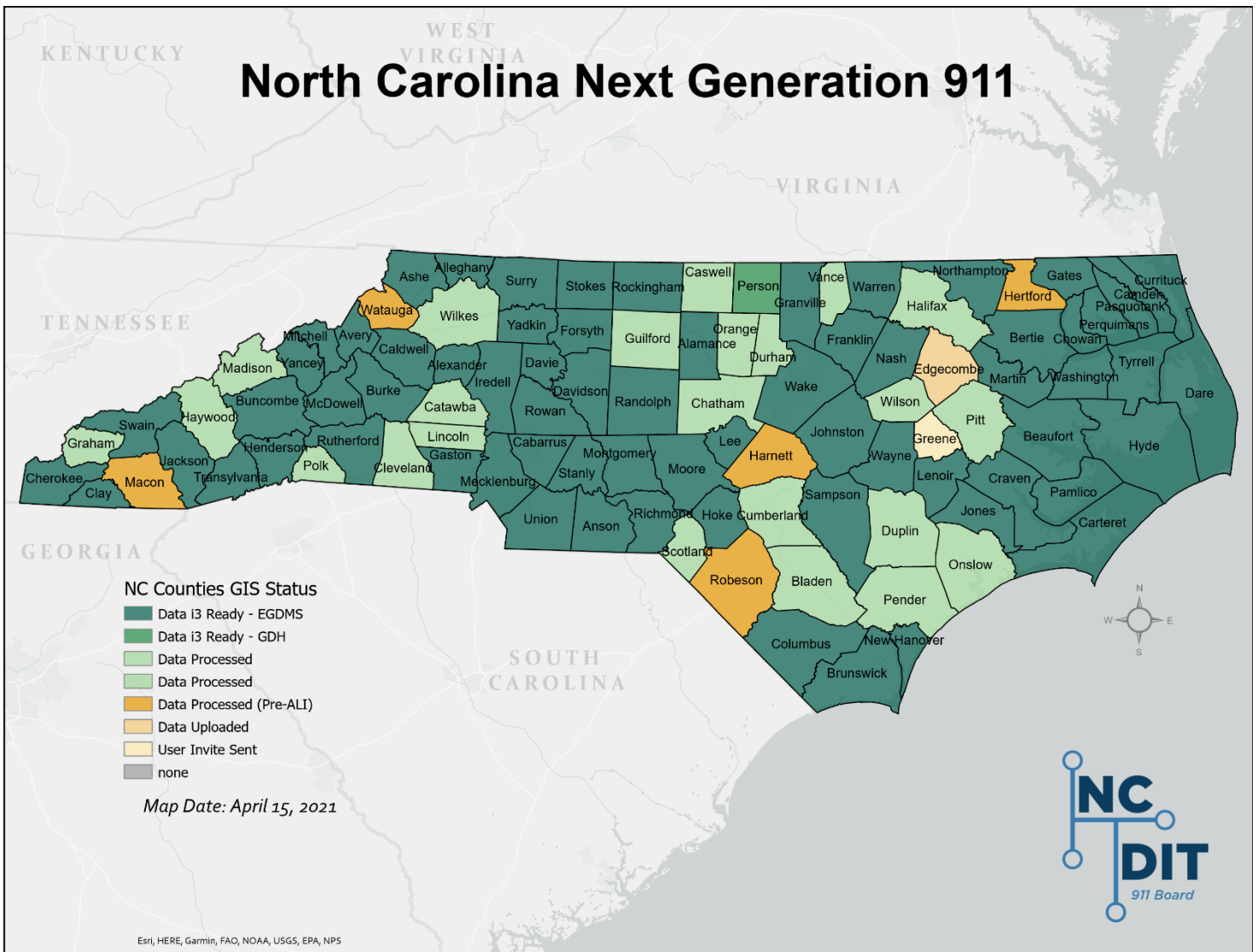
Tab 5 h)
National Public Safety Telecommunicator Week (NPSTW)
April 11 – 17, 2021

STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

J. ERIC BOYETTE
SECRETARY

April 9, 2021

Dear North Carolina 911 Community:

They say time flies and that certainly seems to be the case as National Public Safety Telecommunicators Week is almost here, taking place April 11-17. Last year's celebrations were scaled down and even postponed, so I hope you will join me now in recognizing the efforts you and others make to keep North Carolina citizens safe. I think I can speak for the public when I say thank you, and once again recognize you as our *first, first responders.*

Last year, thanks to your dedicated efforts, 7.1 million 911 calls were answered. It may be hard to visualize that figure but picture the thousands of lives you have impacted. Each of those calls had people with names, families, and unique stories behind them. Never forget, the work you do truly matters and makes a difference.

Pokey has already challenged all PSAPs to be creative and share your celebratory pictures of the weeklong events with us. I too encourage you to celebrate the great work your teams do, and to share those recognitions with us. Please share via the PSAP listserv.

Also, I want to be the first to share with you the message from Governor Cooper personally thanking you for the work you do………..

https://www.youtube.com/watch?v=pLFOWSMV9nA

In closing, let me say thank you once again. Your dedication to public safety makes each one of you a hero.
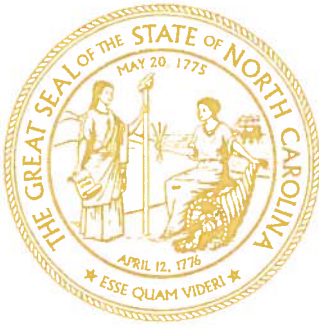
Sincerely,

J. Eric Boyette
Chair, NC 911 Board
Secretary of Transportation

Jeffery A. Shipp
Vice Chair
NC 911 Board

L. V. Pokey Harris
Executive Director
NC 911 Board

Mailing Address:
NC DEPARTMENT OF TRANSPORTATION
OFFICE OF THE SECRETARY
1501 MAIL SERVICE CENTER
RALEIGH, NORTH CAROLINA 27699-1501

Telephone: 919-707-2800
Fax: 919-733-9150
Customer Service: 1-877-368-4968

Website: ncdot.gov

Location:
1 SOUTH WILMINGTON STREET
RALEIGH, NORTH CAROLINA 27601

State of North Carolina

ROY COOPER
GOVERNOR

PUBLIC SAFETY TELECOMMUNICATORS WEEK

2021

BY THE GOVERNOR OF THE STATE OF NORTH CAROLINA

A PROCLAMATION

WHEREAS, emergencies that require law enforcement, fire, or emergency medical services can occur at any time; and

WHEREAS, public safety telecommunicators provide a continuous link from those in need to the emergency services providers who will respond to assist; and

WHEREAS, when an emergency occurs, the prompt response of law enforcement officers, firefighters, and paramedics is critical to the protection of life and preservation of property; and

WHEREAS, the safety of our law enforcement officers, firefighters, and paramedics depends in part upon the quality and accuracy of information obtained from people who contact the Emergency Communications Centers of North Carolina; and

WHEREAS, public safety telecommunicators provide 24-hour-a-day service and are the first contact many people have with emergency services; and

WHEREAS, public safety telecommunicators are a lifeline for our law enforcement officers, firefighters, and paramedics, monitoring their activities by radio and providing them information to help ensure their safety; and

WHEREAS, each public safety telecommunications dispatcher exhibits compassion, understanding, and professionalism during the performance of his or her duties; and

WHEREAS, the State of North Carolina commends the many dedicated public safety telecommunicators whose ongoing contributions help to keep our state and residents safe;

NOW, THEREFORE, I, ROY COOPER, Governor of the State of North Carolina, do hereby proclaim April 11 – 17, 2021, as **"PUBLIC SAFETY TELECOMMUNICATORS WEEK"** in North Carolina, and commend its observance to all citizens.

Roy Cooper
Governor

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of North Carolina at the Capitol in Raleigh this fifth day of April in the year of our Lord two thousand and twenty-one and of the Independence of the United States of America the two hundred and forty-fifth.

Tab 5 i)
Legislative Update
Richard Bradford

Tab 6
Executive Committee Report
Donna Wright

Tab 7
Education Committee Report
Chuck Greene

Tab 8
Funding Committee Report
David Bone

Tab 8 a)
Mt. Holly PD 911
High Fund Balance
Re-Evaluation
(Roll Call Vote Required)
David Newberry

Mount Holly Police Department

Communications Center

5 Year Strategic Technology Plan

2021-2026

NC 911 Board Approved Equipment Replacement Schedule

The Mount Holly Police Department has developed a technology and equipment replacement schedule for the 911 Communications Center. The first project will be the replacement of the two (2) radio consoles (Centracomm Gold Elite) with two (2) Motorola MCC7500 consoles. This project has been quoted at $191,178.60 with approximately $118,000.00 eligible for 911 funds. This project will begin in 2021. It will include the addition of two computer workstations exclusively for radio console software systems.

The Communications Center is also actively installing ESINet and will be utilizing the hosted solution of the Vesta 911 system. This project is scheduled, tentatively, to go live on May 19th, 2021. This project will include the addition of new workstations for telephone.

Two (2) Telecommunicator chairs will be purchased in 2021-Q2 to replace the existing chairs in the Communications Center. The tentative brand of chairs to be purchased are Concept Seating 24/7 Operator chairs and the purchase price has been quoted at a total of $3,704.43.

The following schedule will be followed to utilize our existing 911 fund balance with hopes to continue receiving these funds from the State of North Carolina in the future.

Equipment from Eligible 911 Expenditure List	Year Purchased	Year To Replace
Phone Systems:	**Year**	**Year**
Telephones sets used to answer 911 calls	2021	FY2023

CPE equipment	-	FY2021
Headsets	2019	FY2022
Touchscreen Monitor	2021	FY2026
Monitors	-	FY2022
Keyboards	2020	FY2022
Mouse	2020	FY2022
Servers used exclusively for Telephone Sets.	-	FY2021
Furniture:		
Cabinets	2010	FY2022
Tables	2010	FY2022
Desks that hold eligible 911 equipment	2010	FY2022
Telecommunicator Chairs	-	FY2021
Hardware:		
Servers used exclusively for Telephone		FY2021
CAD Server	-	FY2023
Voice Logging Recorder	2018	FY2023
GIS Server	-	FY2023
Paging	-	-
Console/Alias Database Management	-	FY2021
Radio Console Network Switching	-	FY2021

Radio Console Touchscreen Monitor	-	FY2021
Radio Console Monitor	-	FY2021
Radio Console Keyboard	-	FY2021
Radio Console Mouse.	-	FY2021
Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems	-	FY2021
Touchscreen Monitor	-	FY2021
Monitor	-	FY2021
Keyboard	-	FY2021
Mouse	-	FY2021
Microphones	-	FY2021
Speakers	-	FY2021
Headset jacks	-	FY2021
Footswitches	-	FY2021
Console audio box (CAB).	-	FY2021
Time synchronization devices (e.g. Spectracom Net Clock)	2018	FY2023
Facility Uninterrupted Power Supply (UPS) for 911 only related equipment (excluding batteries)	2017	FY2023
Emergency Power Generator that serves the 911 center	2010	FY2025

Eligible dispatch equipment	-	FY2021
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles	-	FY2021
Fax Modem (for rip & run)	-	FY2021
Printers (CAD, CDR, Reports, etc)	2021	FY2023
Radio Console Ethernet Switch	-	FY2021
Radio Console Access Router	-	FY2021
Back Up Storage Equipment for 911 Data Base Systems	-	FY2021
Mobile Message Switch	-	FY2021
Paging Interface with Computer Aided Dispatch (CAD) system	-	FY2021
Alpha / Numeric Pager Tone Generator	-	-
Radio Consolette (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation	N/A	N/A
Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System	N/A	N/A
Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center	-	FY2021

PSAP	FY2020 Fund Balance	FY2021 Annual Distribution	FY2021 Estimated Expenditure	FY2021 Planned Capital Expense	Total Ending FY2021 Fund Balance =B+C+D+E	Estimated FY2022 Distribution	Estimated FY2022 Operational Cost	FY2022 Planned Capital Expense	Ending FY2022 Fund Balance with PSAP Distribution =F+G+H+I	FY2022 20% Carry Forward Amount	FY2022 Ending Fund Balance less Estimated PSAP Distribution =J+H+I	FY2022 Fund Balance =F+H	FY2023 PSAP Distribution	FY2023 Estimated Expenditures	FY2023 Planned Capital Expense =L+M+N+O	FY2023 Ending Fund Balance	FY2023 20% Carry Forward Amount	FY20223Fund Balance =F+H	FY2024 PSAP Distribution	FY2024 Estimated Expenditures	FY2024 Planned Capital Expense	FY20234 Ending Fund Balance =L+M+N+O	FY2024 20% Carry Forward Amount
Mount Holly	$364,060.13	$70,922.39	-$70,922.39	-$121,600.00	$242,460.13	$71,371.85	-$71,371.85	$0.00	$242,460.13	$13,000.07	$171,088.28	$252,688.28	$73,280.91	-$73,280.91	$0.00	$252,688.28	$13,799.83						

Tab 8 b)
**Pineville PD 911
High Fund Balance
Re-Evaluation**
(Roll Call Vote Required)
David Newberry

Pineville Police Department
Communications Division
Five Year Technology Plan

Overview

It is our goal to provide excellent service to our agencies and communities while staying up to date with equipment and technology which will enhance the performance of our telecommunicators. In doing so we are in the process of migrating to the state's ESINet which will allow for IP based call processing as well as future enhancements and capabilities as they develop in a NextGen environment. We also strive to refresh our technology and equipment, following the 9-1-1 Board's guidelines, to make sure they stay up to date and in good working order for our staff.

About Our Organization

Our PSAP answers both emergency and non-emergency calls for service for the City of Pineville and the City of Mint Hill. We also handle all radio communication for both as well as monitoring several other radio channels. Both cities have a combined population of over 39,000 with a combined land area of 31.18 miles. Given the large commercial areas, the daily population we serve can easily be doubled on a normal day. The Pineville Police Department Communications Division is committed to providing 24-hour assistance in the preservation of life and property for everyone in the communities we serve through accurate and professional communication, quality training and the commitment to stay abreast of our ever-changing environment. Part of following this mission statement is providing annual in-service training as well as other training opportunities as they arise and providing our telecommunicators with the most up to date resources as possible.

Organizational Goals

The following is a list of projects that we are in process of completing or would like to complete.

- o Completion of the ESINet migration
- o Provide Text to 9-1-1 capabilities with all major wireless carriers.
- o Ensure our PSAP remains in compliance with North Carolina General statute requiring the recording of all 9-1-1 calls and emergency related communication.
- o Ensure continuous workflow in the processing of calls for service.
- o Enhance our current Quality Assurance Program with a software-based system.
- o Facilitate critical incident notifications to the appropriate SRT/Command staff personnel in an effort to assist in the preservation of life and property.
- o Provide Communications staff with a safe and ergonomic working environment.
- o Ensure continuity of operation.

Technology Goals

*Goals from strategic plan	Technology related goals
Completion of the ESINet migration	Work with AT&T as well as members of the 9-1-1 Board staff to complete installation of equipment, training and successful cutover to the ESINet
Provide Text to 9-1-1 capabilities with all major wireless carriers	Work with AT&T project manager to request service and facilitate testing to Text to 9-1-1 with new equipment
Ensure our PSAP remains in compliance with North Carolina General statute requiring the recording of all 9-1-1 calls and emergency related communication	Replace and upgrade our current Eventide recorders per the approved replacement schedule
Ensure continuous workflow in the processing of calls for service in both the primary and backup PSAP.	Replace and upgrade our current CAD workstations and servers per the approved replacement schedule.
Ensure Continuity of Operations.	Create and conduct drills annually to test agency back up plan
Enhance our current Quality Assurance Program with the addition of QA software	Obtain, install and implement a Quality Assurance Software Package
Facilitate critical incident notifications to the appropriate SRT/Command staff personnel in an effort to assist in the preservation of life and property.	Installation of CAD based wireless messaging/paging software that will allow for quick notification/call out for critical incidents
Provide Communications staff with a safe and ergonomic working environment.	Replace the current workstation chairs per the approved replacement schedule
Compliance within all legislative rules	

Technology Assets

Our PSAP utilizes a Harris P25 radio system with Avtec consoles for radio communications. This system is a fairly new system that was purchased in January 2018. We use the Vesta telephone platform and will be moving to a hosted solution currently slated for cutover on April 28th. Orion Vela is used for our mapping and works in conjunction with our phone system. GIS data for mapping is obtained from Mecklenburg County GIS and can be periodically updated by pulling the latest maps from their website. We also utilize the orthoimagery maps provided by the 9-1-1 Board several years ago. Installation of orthoimagery map data requires a CenturyLink (soon AT&T) technician. We use Southern Software for CAD and MDIS.

Technology Infrastructure

Item	Description	Purchase Date	Replacement Plan	Delineate Eligible %
Telephone Sets	Airbus Vesta workstations using HP Z240 pcs	August 29, 2016 (install date)	Currently being replaced with ESINet Hosted Solution	100%
CPE Equipment	CAD workstation pcs – HP Pro Radio – Avtec Scout Media workstation Plus	Phones – August 2016, Radios – January 2018, CAD – approx. 2014	As soon as possible, requests for quotes have already been submitted to our IT so they can be submitted for approval	Phones – 100% Comm Center Radio Equipment – 100%
Headsets	Plantronics HW510 Encore Pro Monaural Headset	12/7/2020	Every 18 months for replacements, as needed for newly issued	100%
Monitors	Vesta– Dell Orion Vela – Viewsonic Radio – Viewsonic CAD - Viewsonic	Vesta – August 2015, Orion Vela – August 2015, Radio- January	As needed, no less than every 3 years	100%

		2018, CAD – approx. 2014		
Keyboards	We utilize both Dell and HP keyboards	Purchase dates are the same as above.	As needed, no less than yearly	100%
Point to Point Connection	Vesta	August 2016	As needed, no less than every 5 years	100%
CAD	Southern Software CAD Version 19.3.237.97	2010-w/software updates as needed	No less than every 5 years	100%
GIS Software	N/A	N/A	N/A	N/A
Voice Logging	Two Eventide Recorders – one primary and one backup	12/2015	Every 5 years	100%
Time Synchronization Device	Spectracom Netclock/GPS 9383	2010	As needed, no less than every 5 years	100%
Protocol Software and Flip Cards	N/A	N/A	N/A	N/A
Quality Assurance	N/A	N/A	N/A	N/A
ALI Database Software	AMS from Southern Software	2010 – w/software updates when needed	Software updates as needed	100%
Software Licenses	Software licenses are obtained when systems are purchased. Current software license that is renewed annually is the Veeam replication software for our backup PSAP	Approx. 2019	Annually	100%

Radio Console Software	Avtec console software for 4 workstations	January 2018	As needed	100%
Console Audio Box Software	Avtec	January 2018	As needed	100%
Paging Software	N/A	N/A	N/A	N/A
CAD to CAD	N/A	N/A	N/A	N/A
Automated Digital Voice Dispatch Software	N/A	N/A	N/A	N/A
Message Switch Software	Southern Software	2010	As needed, no less than every 5 years	100%
Servers	CAD Servers – Dell PowerEdge R330	PSAP -2018 Backup – 2016/2017	5 years as needed	100%
Computer Workstations	CAD workstation pcs – HP Pro Radio – Avtec Scout Media workstation Plus	Phones – August 2016, Radios – January 2018, CAD - approx. 2014	As soon as possible, requests for quotes have already been submitted to our IT so they can be submitted for approval	100%
UPS	Eaton 9PXM UPS	October 2019	In 15 years	100%
Generator	Cummins Diesel generator Model Qsx15-g9	December 2011	In 20 years if needed	
Radio Network Switching Equipment	Harris	January 2018	Every 5 years	100%

Fax Modem	Faxing capability is included with our current copy machine – Konica	Leased copier from Cardwell Copiers	N/A	N/A
Printers	Konica Copier is the main printer. Currently an HP OfficeJet Pro 8210 is used with the 9-1-1 System CDR printer	August 2015	Every 3 years if needed	100%
Radio Console Ethernet Switch	Harris switch	January 2018	Every 5 years if needed	100%
Radio Console Access Router	Harris	January 2018	Every 4 years if needed	100%
Backup Storage for 911 Database	We have two network attached storage backup devices that the CAD servers and pcs back up to	Approx 2015	Every 5 years if needed	100%
Alpha Numeric Pager/Tone Generator	N/A	N/A	N/A	N/A
Radio Consolette	Motorola Consolette	Prior to 2018	Every 5 years if needed	100%
Handheld GPS	N/A	N/A	N/A	N/A
Monitors	We use both Dell and ViewSonic monitors	Monitors were purchased for CAD, Radio and Phone when the systems were installed. I show one CAD monitor was replaced in 2019	Replaced as needed, no less than every 3 years	100%

Additional Information

Given the current structure of our Communications Center, we operate two positions 24/7 with one overflow position as well as two backup positions at our backup PSAP. We have two telecommunicators that work on a console full-time with the availability of adding a third when needed. We have both a primary PSAP location and a backup located at the Cornelius Police Department. Both locations have LAN, printers and high-speed internet.

Our radio system was replaced several years ago and our phone system is in the process of being replaced. Given their age, both the CAD PCs and backup server as well as our voice logging recorders need to be replaced. CAD software is up to date with current releases. Hardware is the concern at this point. We currently contract IT services with Nucentric Solutions who handles our CAD and network solutions. The radio, phone and voice logging recorder have maintenance agreements with the prospective vendors that will provide maintenance per their contract. We have a Spectrum fiber link between our primary and backup PSAPs. There has been discussion with the 9-1-1 Board staff to implement a second link but that has not been implemented at this time.

Technical Skills

Most of our telecommunicators are proficient using the Microsoft Office Suite to include Word and Excel. We have two telecommunicators that are CTO certified and assist new hires with their proficiency on the various systems we use. The Communications Director has a Bachelor's Degree in Computer Science and is proficient in assisting staff with some technical issues and will troubleshoot issues as they come in prior to placing support calls. She also has the ability to respond during equipment/system failures in a manner that will minimize service impacts.

Vendor Relationships

Vendor	Service Provided	Level of Support
Southern Software	Installation of and support for CAD and MDIS	Monday-Friday 0800-1700
CenturyLink, Airbus, AT&T and Pineville Communications	CenturyLink and Airbus provided the install and support of our current 9-1-1 system. Moving forward, AT&T will provide same. Pineville Communications is the LEC for Pineville and provides the last leg of the system from their CO to our	24/7/365

	location	
Communications International	Installation and support for the Harris radio network to include the Avtec consoles	24/7/365
Carolina Recording Systems	Installation and support for our voice logging servers	24/7/365
Dependable Computer Networks	Prior IT company that assisted with support of CAD/MDIS as well as our LAN	24/7/365
Nucentric Solutions	Current IT company that provides support for CAD network and LAN	Mon-Fri 0800-1700, after hours for emergency only

Technology Assessment

Strengths & Challenges

	Strengths	Challenges
Infrastructure	Vesta phone system will be IP based once we cut over to the network so we will not have any servers, etc to maintain. Servers, etc for our other networks are located in a server room just off of the Communications Center making is easy for us to access when technicians are needed on site.	CAD PCs along with the backup server are dated and need to be replaced. This process takes a bit longer with the current IT provider we have in place.
Software	Software for phone, CAD and voice loggers is user friendly and works well to meet the needs of the PSAP.	Radio system has its challenges and does not appear to be as reliable as our previous system. This could be in part due to a Harris radio network working with Avtec consoles.
Skills	Our telecommunicators are trained on each system until they are comfortable operating same. They each know the proper steps to take in case of any type of equipment failure. The Communications Director is capable of assisting with equipment issues and can efficiently contact the necessary support personnel when needed.	Our PSAP has several newer telecommunicators that are not as comfortable or familiar with technical issues that may arise and are not as comfortable calling for support. Time and experience will assist with this.
Vendor Relationships	PSAP staff has formed good relationships with our vendor partners. Southern Software, Carolina Recording Systems as well as Communications International respond quickly and efficiently based on their contract with knowledgeable personnel to assist with our issues.	Challenges arise with our current IT provider who provides support for our basic IT needs that are not part of the phone, radio and recorder networks. We are a 24/7/365 operation and, at times, need assistance outside of 'normal business hours'.

Attitudes towards technology (management, staff, clients, board)	Communications personnel are comfortable with our current technology.	Most Communications personnel are reluctant to changes in the software that they use. This is normal as most adults are reluctant to change.

Identified Areas of Concentration

Of the Technology Goals listed above, the below projects are considered a priority and should be implemented now. Our remaining goals remain a priority but are not considered emergent to operations.

- **Replace and Upgrade CAD PCs and Backup Server-** This will facilitate continuity of operations at both the primary and backup locations. This will also allow for electronic processing of calls for service and status of law enforcement officers. Cost associated will include the hardware and software installations. A quote request has been submitted to Nucentric Solutions and is still pending receipt. Once the quotes are received, they will be submitted for 9-1-1 Board approval and ordered once approved. An implementation plan can then be set up for the install and cutover to the new server and pcs. **Cost: Pending**

- **Replace and Upgrade Voice Logging Recorders** – This will allow for the recording of all 9-1-1 calls and related phone/radio traffic as required by North Carolina General Statute. A quote has been submitted to the 9-1-1 Board for two recorders, one primary and one backup. This will include installation and any training that may be needed. Training can be in the Train the Trainer format. Communications Director is a certified General Instructor and will train any other essential personnel as needed. Once the 9-1-1 Board approves the final quote, recorders will be ordered. Communications Director will work with the vendor to implement an installation and cutover plan. **Cost: $88,700.00**

Set Priorities

As mentioned above, there are two projects that should be deemed the most critical at this time – replace and upgrade CAD PCs and backup server and replace and upgrade voice logging recorders. Both of the items are critical in the continuity of operations for the PSAP as well as to maintain compliance with North Carolina General Statute. These projects will be started as soon as possible during the current budget year. Quotes have been requested or obtained in an effort to facilitate these. The remaining goals listed are important to the operations of the PSAP but are not considered emergent. Critical Incident notification through the CAD's wireless messaging software will allow for quick and efficient notification of SRT and Command Staff at the onset of any critical incident. Enhancing our current Quality Assurance

Program to include Quality Assurance Review software will provide PSAP personnel with detailed and measurable reviews. Quotes have been obtained for the associated costs listed below (with the exception of chairs). Chairs for the workstations are not considered a technology item but are included in the 9-1-1 Board's Best Practices for Replacing Equipment list. Given the importance they hold for PSAP personnel, they have been included and a request for replacement will be submitted according to the approved schedule. Given it's current age, replacing and upgrading our current Netclock will also be a priority. Currently we are not having any issues with the NetClock but want to prevent them as well

Most urgent (high impact) to least priority (low impact)

	High Impact	Low Impact	Cost
Replace and Upgrade CAD PCs and Backup Server	X		Pending
Replace and Upgrade Voice Logging Recorders	X		$88,700
Completion of the ESINet migration	X		----
Critical Incident Notification		X	$8750.00
Enhancement of Quality Assurance Program with software procurement		X	$2900.00
Telecommunicator Chair replacement		X	$10,000
NetClock Time Synchronation replacement		X	Pending

NC 911 Board Approved Best Practices on Replacing Equipment

Equipment from Eligible 911 Expenditure List	Replacement Recommendation	Year Purchased	Year To Replace
Phone Systems:	**Years**	**Year**	**Year**
Telephones sets used to answer 911 calls	2		
CPE equipment	5		
Headsets	1.5		
Touchscreen Monitor	4		
Monitors	3		
Keyboards	1		
Mouse	1		
Servers used exclusively for Telephone Sets.	5		
Furniture:	**Years**		
Cabinets	10		
Tables	10		
Desks that hold eligible 911 equipment	7		
Telecommunicator Chairs	3		
Hardware:	**Years**		
Servers used exclusively for Telephone	5		
CAD Server	5		
Voice Logging Recorder	5		
GIS Server	5		
Paging	5		
Console/Alias Database Management	4		

Radio Console Network Switching	3		
Radio Console Touchscreen Monitor	4		
Radio Console Monitor	3		
Radio Console Keyboard	1		
Radio Console Mouse.	1		
Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems	3		
Touchscreen Monitor	4		
Monitor	3		
Keyboard	1		
Mouse	1		
Microphones	3		
Speakers	3		
Headset jacks	1		
Footswitches	1		
Console audio box (CAB).	4		
Time synchronization devices (e.g. Spectracom Net Clock)	5		
Facility Uninterrupted Power Supply (UPS) for 911 only related equipment (excluding batteries)	15		
Emergency Power Generator that serves the 911 center	20		
Eligible dispatch equipment	5		
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles	5		
Fax Modem (for rip & run)	3		
Printers (CAD, CDR, Reports, etc)	3		
Radio Console Ethernet Switch	5		
Radio Console Access Router	4		
Back Up Storage Equipment for 911 Data Base Systems	5		

Mobile Message Switch	5		
Paging Interface with Computer Aided Dispatch (CAD) system	3		
Alpha / Numeric Pager Tone Generator	3		
Radio Consolette (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation	5		
Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System	5		
Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center	4		

Three Year Technology Budget

Item	FY2021	FY2022	FY2023	Notes
Capital Improvement	$130,200	$39,150	$52,500	FY2021 – Voice Logging Recorders $88,700, CAD PCs $9,000, Backup CAD server $20,000, Headsets $2,500, Spectrum Fiber Link $10,000 FY2022 – Wireless Messaging $8,750, Quality Assurance Software $2,900, Headsets $2,500, Spectrum Fiber Link $10,000, CAD Backup Storage $15,000 FY2023 – Headsets $2,500, Spectrum Fiber Link $10,000, CAD Server $15,000, Chairs $10,000, NetClock $15,000
Maintenance Contracts	$92,040.44	$86,774.53	$90,630.00	
Approved Training		$750.00	$750.00	Telecommunicator Training Courses listed in the 9-1-1 Board's approved list.
Total	$222,240.44	$122,674.53	$143,880.00	

Action Plan

% Eligible Expense	Task	Due by
	Research specs for CAD PCs and Backup Server and request quote from IT	Completed
	Request quote for replacement Voice Logging Recorder ensuring ESINet compatibility	Completed
	Review needs for wireless messaging/paging software and request quote from Southern Software	Completed
	Obtain Quality Assurance Review Software quote	Completed
	Research replacement server for CAD backup storage purchased in 2015	Q1-2022
	Research replacement server for CAD server purchased in 2018	Q1-2022
	Research replacement Telecommunicator chairs for those purchased in 2018, attempt to obtain demos for personnel and obtain quote	Q1-2022
	Research replacement options for NetClock Time Synchronization and request quote from IT	Q1-2022

PSAP	FY2020 Fund Balance	FY2021 Annual Distribution	FY2021 Estimated Expenditure	FY2021 Planned Capital Expense	Total Ending FY2021 Fund Balance =B+C+D+E	Estimated FY2022 Distribution	Estimated FY2022 Operational Cost	FY2022 Planned Capital Expense	Ending FY2022 Fund Balance with PSAP Distribution =F+G+H+I	FY2022 20% Carry Forward Amount	FY2022 Ending Fund Balance less Estimated PSAP Distribution =J+H+I	FY2022 Fund Balance =F+H	FY2023 PSAP Distribution	FY2023 Estimated Expenditures	FY2023 Planned Capital Expense =L+M+N+O	FY2023 Ending Fund Balance	FY2023 20% Carry Forward Amount	FY20223Fund Balance =F+H	FY2024 PSAP Distribution	FY2024 Estimated Expenditures	FY2024 Planned Capital Expense	FY20234 Ending Fund Balance =L+M+N+O	FY2024 20% Carry Forward Amount
Pineville	$372,181.72	$154,358.32	-$154,358.32	-$130,200.00	$241,981.72	$169,075.28	-$169,075.28	-$39,150.00	$202,831.72	$21,379.79	$33,756.44	$203,106.44	$164,571.04	-$164,571.04	-$52,500.00	$150,606.44	$22,667.76						

Tab 8 c)
Sampson County FY2022 Fund Distribution Request
(Roll Call Vote Required)
Angie Turbeville

NORTH CAROLINA'S
SAMPSON COUNTY

FINANCE DEPARTMENT
David K. Clack, Finance Officer

March 17, 2021

Ms. Pokey Harris, Executive Director
North Carolina 911 Board
Via email (pokey.harris@nc.gov)

RE: Request for Annual Allocation not to be Reduced

Dear Ms. Harris:

Sampson County recently received a grant to build a new 911 center. Part of the construction and equipment costs includes using our emergency telephone system fund (ETSF) fund balance. Based on the current estimates of eligible ETSF expenditures it appears that we will not receive a sufficient allocation to pay for our FY2022 and FY2023 expenditures.

Below is a list of our commitments related to the new building, an estimate of the total we expect to spend through 6/30/2021, and an estimate of our FY2022 expenditures and anticipated revenues.

We have estimated that we will have ETSF expenditures related to the construction of the new building of approximately $1,005,000. Below is a list of anticipated expenditures related to the construction of the new 911 facility and estimated dates of purchase.

- Radio consoles $481,019 by 6/30/2021
- AIS interface for voice logging server $92,061 by 6/30/2021
- CAD server $52,000 by 6/30/2021
- Generator system for 911 operations $106,925 (this has not yet been approved by the 911 Board) by 6/30/2022
- UPS system for 911 operations $47,500 (this has not yet been approved by the 911 Board) by 6/30/2022
- Other equipment and software approved for the project in the amount of $225,000 by 6/30/2023

The total of the above amounts exceeds our fund balance by $91,790.

In reviewing our estimated expenditures for the remainder of this fiscal year we estimate that our ETSF fund balance will increase by approximately $13,764. This will decrease our shortfall to $78,026.

In your funding letter dated December 22, 2020 you indicated that our FY2022 funding will be $41,041, based on our fund balance exceeding the 20% allowable carryforward. We have

estimated that we will expend approximately $140,500 in FY2022 for 911 operations, not including capital, thereby using $99,459 of our fund balance.

We have also reviewed the PSAP Fund Balance Evaluation workbook provided by the 911 Board. This workbook indicates that we could have a shortfall as of 6/30/2022 of $248,673 if we make all the indicated purchases and our allocation remains at $41,041.

Based on revised estimates we have listed the items that we expect to purchase from ETSF funds for the fiscal years ending 6/30/2021 and 2022.

- ETSF eligible operational expenditures for FY2022 $140,500
- Radio consoles, AIS Interface, and CAD server listed above for FY2021 $625,080
- Generator system and UPS system for 911 operations for FY2022 $154,425. We will be requesting approval for these items from the Board.

We used your fund balance evaluation spreadsheet to update the estimated remaining fund balance by year. I made the following changes to the amounts on the spreadsheet.

- Updated the FY2020 fund balance to match our final report
- Updated the FY2021 expenditures to reflect our actual estimated operational expenditures and included the cost of the radio consoles, AIS interface, and CAD server. This added $544,749 to the original amount.
- Updated the operational cost-budgeted for FY2022 to our latest estimate of $140,500. This increased the original amount by $99,459.
- Included the generator systems and UPS systems in FY2022 with the belief that the Board will approve same. This was an increase of $154,425.
- Updated the FY2023 fiscal year with the latest capital estimates related to the new 911 facility.

As noted by the updated workbook Sampson County's emergency telephone system fund expects to have a fund balance of $47,454 as of 6/30/2022 and a negative fund balance of $341,256 as of 6/30/2023. I have included the updated workbook.

If our allocation for FY2022 were to remain at $174,428 our fund balance for FY2022 would increase to $180,871 and would still go negative in FY2023 as we finish construction of the new 911 facilities. Based on this we respectfully request that the Board consider not reducing our allocation for FY2022 and FY2023 to cover the additional costs related to the construction of our new 911 facility.

Sincerely,

David K. Clack,
Finance Officer

cc: Marsha Tapler (marsha.tapler@nc.gov)
      Angie Tuberville (angie.tuberville@nc.gov)
      Kristen Falco (kristen.falco@nc.gov)

SAMPSON COUNTY, NORTH CAROLINA
Adopted Budget Fiscal Year 2020 - 2021

Account Number & Description	Current Year Original Budget	Year to Date Actual	Administration Recommended	Board Approved
15232556 EMERGENCY TELEPHONE SYSTEM FUND				
404500 INVESTMENT EARNINGS	0.00	0.00	0.00	0.00
409900 FUND BALANCE APPROPRIATED	-627,768.00	0.00	-627,768.00	-627,768.00
420000 NC 911 PSAP	-240,995.00	-216,955.20	-240,995.00	-240,995.00
Total EMERGENCY TELEPHONE SYSTEM FUND	**-868,763.00**	**-216,955.20**	**-868,763.00**	**-868,763.00**

SAMPSON COUNTY, NORTH CAROLINA
Adopted Budget Fiscal Year 2020 - 2021

Account Number & Description		Current Year Original Budget	Year to Date Actual	Administration Recommended	Board Approved
15243256	**EMERGENCY TELEPHONE SYSTEM FUND**				
526200	DEPARTMENTAL SUPPLIES	4,395.00	0.00	4,395.00	4,395.00
526201	DEPT SUPPLIES EQUIPMENT	7,208.00	1,460.25	7,208.00	7,208.00
526261	ROAD SIGNS SUPPLIES	0.00	0.00	0.00	0.00
532100	TELEPHONE AND POSTAGE	114,720.00	64,001.48	114,720.00	114,720.00
534100	PRINTING	0.00	0.00	0.00	0.00
535200	MAINT/REPAIR - EQUIPMENT	6,000.00	0.00	6,000.00	6,000.00
535300	MAINT/REPAIR - VEHICLES	0.00	0.00	0.00	0.00
537000	ADVERTISING	0.00	0.00	0.00	0.00
538100	DATA PROCESSING - PROGRAMMING	0.00	0.00	0.00	0.00
539500	EMPLOYEE TRAINING	10,000.00	2,980.25	10,000.00	10,000.00
539501	EE TRAINING - VISIONS IT	0.00	0.00	0.00	0.00
543000	RENTAL - EQUIPMENT	0.00	0.00	0.00	0.00
544000	CONTRACTED SERVICES	94,922.00	49,515.86	94,922.00	94,922.00
544001	CONTRACT SVCS-MAPPING	0.00	0.00	0.00	0.00
544002	CONTRACT SERVICES-TIRES	0.00	0.00	0.00	0.00
552000	CAPITAL OUTLAY - DATA PROCESS	32,000.00	0.00	32,000.00	32,000.00
555000	CAPITAL OUTLAY - OTHER EQUIP	599,518.00	0.00	599,518.00	599,518.00
582096	TRANSFER TO GENERAL FUND	0.00	0.00	0.00	0.00

SAMPSON COUNTY, NORTH CAROLINA
Adopted Budget Fiscal Year 2020 - 2021

Account Number & Description	Current Year Original Budget	Year to Date Actual	Administration Recommended	Board Approved
15243256 EMERGENCY TELEPHONE SYSTEM FUND				
Total EMERGENCY TELEPHONE SYSTEM FUND	**868,763.00**	**117,957.84**	**868,763.00**	**868,763.00**

Tab 8 d)
FY2022 NC 911 Board Budget
(Roll Call Vote Required)
Marsha Tapler

PROPOSED 911 Board FY2022 Budget		Approved Budget SFY2021	Proposed Budget SFY2022
Int/Div. on Investments		2,156,179	1,055,000
Administrative Account:			
Administrative 1.5% Service Charge Allocation		878,755	1,427,819
Administrative--Use of Account balance		655,617	92,113
	Total	$1,534,372	$1,519,932
Administrative Operational Cost:			
Personnel Services		997,053	1,148,161
Contractual Services		321,752	183,850
Operational Services		31,000	11,000
Travel - Staff		69,300	69,300
Travel-Subsistence - Board Member		32,500	32,500
Other Purchased Services		59,267	62,621
Equipment		23,500	12,500
	Total	$1,534,372	$1,519,932
Revenue/Expenditures balance		$0	$0
CMRS Account:			
CMRS 3%~ Service Charge Allocation		0	1,939,511
CMRS Cost Recovery Use of Account Balance		2,574,506	
	Total	$1,534,372	$1,939,511
CMRS Expenditures:			
CMRS Cost Recovery Reimbursement		$2,574,506	$1,939,303
Revenue/Expenditures balance		$0	$208
PSAP Account:			
PSAP Service Charge Allocation		57,704,912	61,360,463
PSAP Expenditures			
PSAP Statutory Distribution/911		54,000,000	49,000,000
Revenue/Expenditures balance		$3,704,912	$12,360,463

		Approved Budget SFY2021	Proposed Budget SFY2022
PSAP Grant and StateWide Projects Account:			
PSAP Grant and StateWide Projects Acct 10% Service Charge Allocation		10,393,876	9,518,793
FY-EOY Estimated Transfer (IN) Balance		10,000,000	8,238,202
PSAP Grant and StateWide Projects Account Balance		31,586,631	42,851,451
	Total	$51,980,507	$60,608,446
PSAP Grant & Statewide Projects Expenditures			
Proposed PSAP Grant & Statewide Projects		17,000,000	23,543,247
*Grant Encumbered Awarded Expenditures		20,548,976	27,546,405
Revenue/Expenditures balance		$14,431,531	$9,518,794

*Grant Encumbered may be adjusted at year-end based on final reimbursement requests.

		Approved Budget SFY2021	Proposed Budget SFY2022
NG 911 Reserve Fund			
NG 911 Reserve Fund 22% Service Charge Allocation		25,512,242	20,941,345
FY-EOY Estimated Transfer (IN) Balance		7,784,795	0
NG 911 Reserve Fund--Use of Fund balance		0	16,642,126
	Total	$33,297,037	$37,583,470
NG 911 Reserve Fund Expenditures			
ESInet		30,099,566	35,884,316
GIS		641,800	820,668
NMAC		980,073	878,486
	Total	$31,721,439	$37,583,470
Revenue/Expenditures balance		$1,575,598	$0

		Proposed Budget SFY2022
Federal 911 Grant Revenue		$1,595,830
Federal 911 Grant Expenditures:		
GIS		$158,356
Diverse Routing Installation		$1,437,474
	Total	$1,595,830

	Approved Budget SFY2021	Proposed Budget SFY2022
TRS FUND (Pass thru)		
TRS Revenue	10,000,000	10,000,000
TRS Revenue Interest	21,000	21,000
	$10,021,000	$10,021,000
TRS Expenditure	$10,000,000	$10,000,000

NC 911 Board FY2022 Budget

Bar chart showing NC 911 Board FY2022 Budget with categories Operations, CMRS, PSAP, Grant, NG 911, GIS, and NMAC. Legend: Expenditures (red), Revenue (green), Fund Balance Appropriation (yellow).
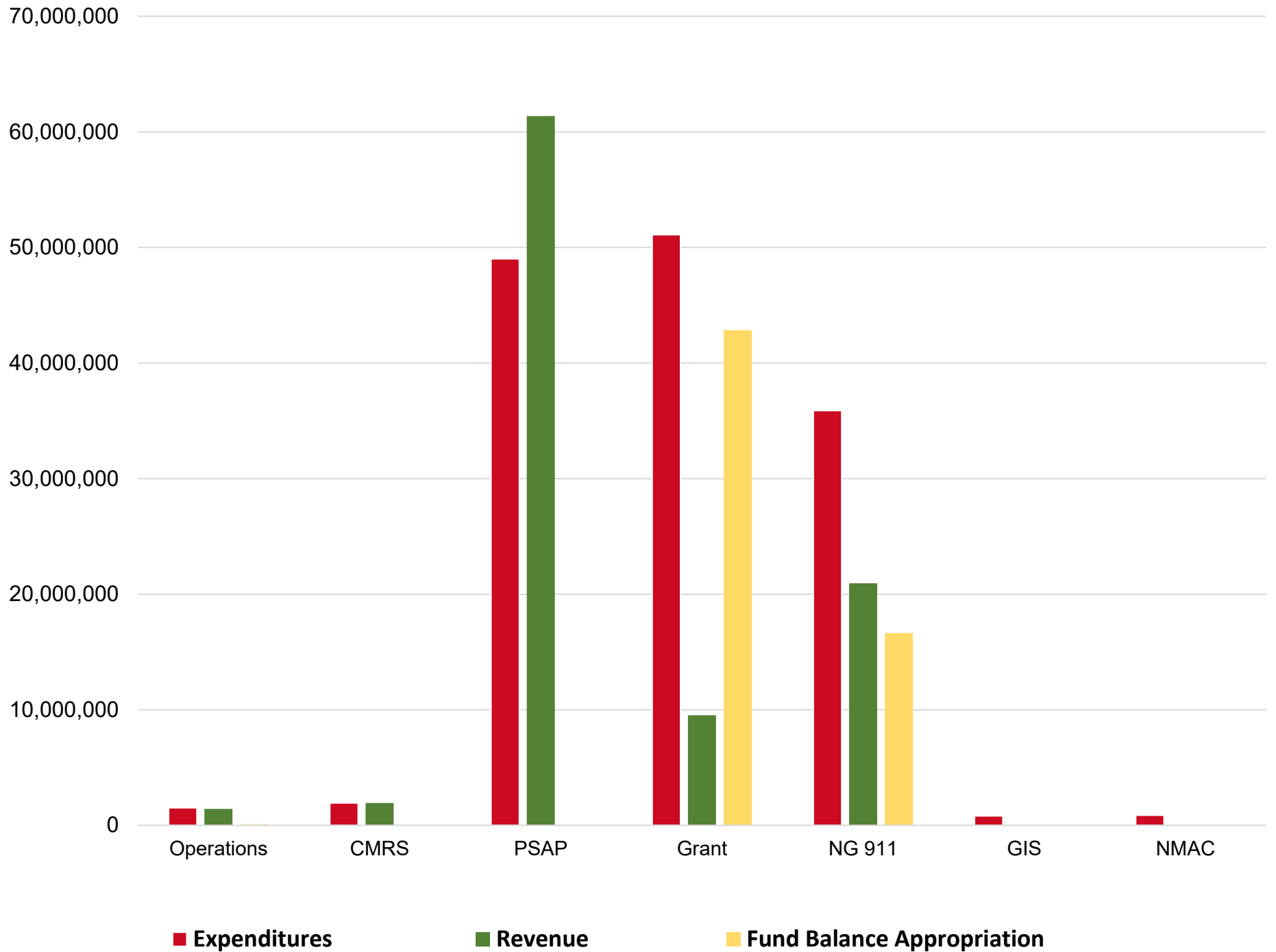
911 Board Estimated FY2022
Service Charge Allocation

$1,427,819, 1.5%
$1,939,511, 3%~
$20,941,345, 22%
$9,518,793, 10%
$61,360,463, 63%~
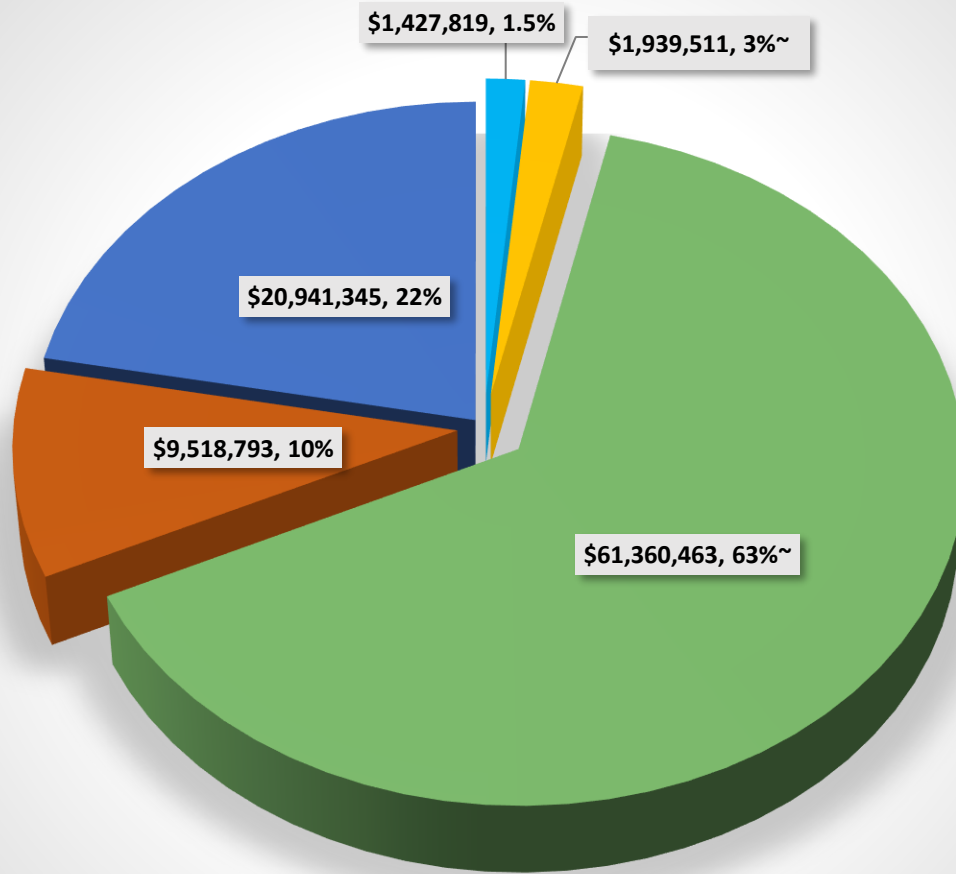
■ Operations ■ CMRS ■ PSAP ■ Grant ■ NG 911

911 Board Estimated FY2022 Expenditures

Operations, $1,519,932

CMRS, $1,939,303

NMAC, $878,486

GIS, $820,668

ESInet, $35,884,316

PSAP, $49,000,000

Grant, $23,543,247
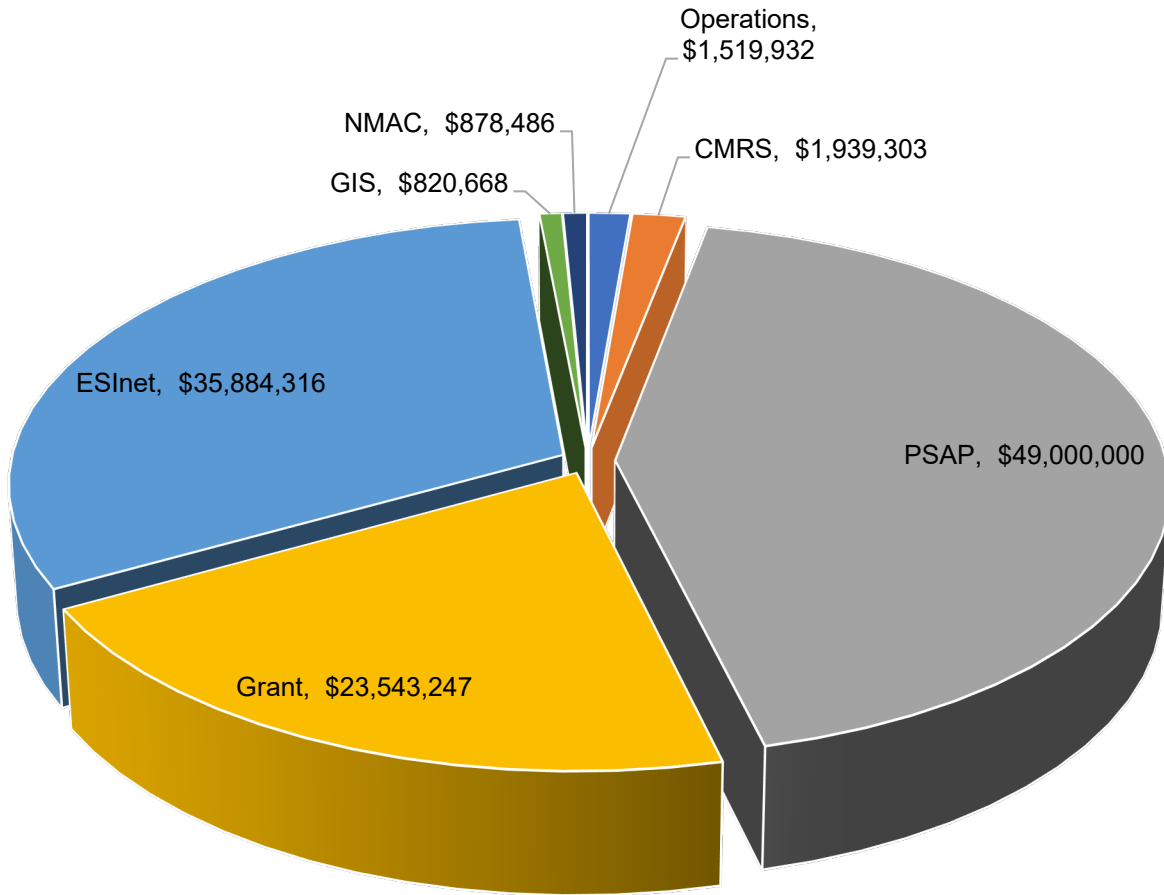
■ Operations ■ CMRS ■ PSAP ■ Grant ■ ESInet ■ GIS ■ NMAC

Tab 8 e)
General Committee Report

Tab 9
Finance Team Report
**Marsha Tapler/Kristen Falco/
Sarah Templeton**

Tab 10
Grant Committee Report
Jeff Shipp/Pokey Harris

Tab 11
Standards Committee Report
Donna Wright

Tab 12
Technology Committee Report
Jeff Shipp/Gerry Means/Stanley Meeks

Tab 13
911 Regional Coordinator Reports
Gardner/Newberry/Turbeville/ Conner

Tab 14
Other

Adjourn

Next Meeting - Friday, May 21, 2021, 10:00 AM – Noon, Via Simultaneous Communication