

North Carolina 911 Board Meeting

MINUTES

Friday, July 23, 2021

10:00 AM – 12:00 PM

NCDOT - 1 South Wilmington Street, Raleigh

and Via Simultaneous Communication

Microsoft Teams Meeting



NORTH CAROLINA 911 BOARD MEETING

ROLL CALL

Friday, July 23, 2021

10:00 AM – 12:00 PM

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Via Simultaneous Communication with Microsoft Teams Meeting



NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS OR PHONE	NOT PRESENT
David Bone, County Manager, Davie County (NCACC)	Y		
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Y		
Tommy Cole, Fire Chief, City of Graham (NCSFA)	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)	Y		
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y		
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Y		
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)			N
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)		Y	
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)	Y		
NC 911 BOARD STAFF			
Amy Berenson, Administrative and Logistics Coordinator	Y		
Rick Blumer, NMAC Technician			
Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Y		
Chris Carlin, NMAC Technician			
Stephanie Conner, Western Regional Coordinator	Y		
Iesha Duffy, NMAC Technician			
Kristen Falco, Financial Review Specialist	Y		
Bernard Gardner, NMAC Technician			
Tina Gardner, North Central Regional Coordinator		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, June 25, 2021

10:00 AM – 12:00 PM

1 South Wilmington Street, Raleigh and

Via Simultaneous Communication with Microsoft Teams Meeting



GUESTS	IN PERSON	VIA MS TEAMS OR PHONE	ORGANIZATION
Adams, Ron		Y	Southern Software
Andrade, Matt		Y	Office of the State Auditor
Beeman, Randy		Y	City of Durham
Briggs, Josh		Y	AT&T
Compton, Jason		Y	NC NENA/Wake County
Evitt, Marie		Y	NC Sheriff Association
Frazier, Ellis		Y	High Point 911
Hall, Del		Y	Stokes County
Hazlett, Brooke		Y	Buncombe County
Hightower, Topper		Y	AT&T
Hughes, Emily		Y	NC DIT
Jackson, Leigh		Y	NC DIT
Jones, Wesley		Y	Rapid Deploy
Lamb, Alec		Y	NC DOT
Lingerfelt, Steve		Y	City of High Point
Moore, Christine		Y	Guilford Metro
Nutter, Dominick		Y	Raleigh-Wake
Reitz, Mike		Y	Chatham County
Renfrow, Brett		Y	Johnston County
Slycord, Lynn		Y	Kings Mountain
Thaggard, Kyle		Y	High Point 911
Turbeville, Jimmie		Y	Johnston County
Walker, Suzanne		Y	Raleigh-Wake
Ward, Adam		Y	City of High Point
Weaver, Secretary Jim		Y	NC DIT
Whitby, Ray		Y	Office of State Auditor
Wood, Beth	Y		Office of State Auditor
Walser, Corrine		Y	Charlotte Medic
PHONE NUMBERS			
919-754-6642 – Did not identify		Y	Did Not Identify
828-458-4570 – Jesus Lopez		Y	NC DIT

Call to Order – Chairman Boyette called the meeting to order at 10:01 AM. He noted how nice it was to see everyone in person and thanked State Auditor Beth Wood for her participation. He then asked Ms. Harris to proceed.

Ms. Harris noted the Board meetings are still being conducted under Session Law 2020-3 for virtual meetings ensuring simultaneous audio communication for Board members as well as the general public who may want to join. She asked for continued patience as extensive roll-calls are conducted to capture Board members, staff, and all guests. Ms. Harris also noted Board members who are attending virtually should provide comments verbally during discussion of agenda items by using the “raised hand” feature of Teams to be recognized. All members, virtual and in-person, are to audibly record their vote during any roll call vote for an action item. Guests who are attending virtually are invited to participate during the Public Comment time of the agenda. Guests may do so by identifying the desire to speak at that time prior to the start of the meeting.

Roll Call – Ms. Harris introduced Ms. Berenson and Ms. Conner to conduct roll call.

- Chair’s Opening Remarks** - As this was Chairman Boyette’s last meeting, he took a moment to thank all the 911 telecommunicators across the state for what they do. He noted they are the reason this Board is here. He went on to thank the Board and past Vice Chairs for filling in for him when he was unable to attend meetings. He expressed his appreciation for Ms. Harris for her leadership of the team, Mr. Bradford for his legal assistance, and the staff who continue to impress. He urged everyone to push forward and keep looking after the NC 911 family. Mr. Shipp spoke for the entire Board to thank Chairman Boyette for his service to the Board for being a true ally to the 911 community.

2. **Ethics Awareness/Conflict of Interest Statement** - Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as published in the agenda. Mr. Moore and Ms. Neal both indicated a conflict with Agenda item #14.
3. **Public Comment** - Chairman Boyette read the invitation for public comment as published in the agenda. No public comment was indicated.

Financial Statement Audit Report Year Ended June 30, 2020 - In deference to the State Auditor's schedule, Chairman Boyette announced a change in the agenda and introduced Ms. Beth Wood to present the Financial Statement Audit Report Year Ended June 30, 2020. Ms. Wood reported the NC 911 Board finances are notably healthy. Ms. Wood continued to say she has great confidence in the accuracy of these numbers, and they are sound and reliable for anyone who wants to use this data for decision making. She was pleased to report the audit found no deficiencies and the NC 911 fund received a clean report. Ms. Wood also mentioned the audit process could be started sooner and therefore numbers would show a more current snapshot of the financial well-being of the 911 Board. Before departing, Ms. Wood recognized her team and Board staff for their coordinated commitment and dedication to this process.

4. **Consent Agenda** (*Roll Call Vote Required*) - Chair Boyette asked Ms. Harris to proceed with the consent agenda.
 - a) Minutes of Previous Meeting - June 25, 2021
 - b) NG 911 Reserve Fund

June 2021 Account Balance	\$ 85,235,209
June 2021 Disbursement	\$ 3,588,723
 - c) CMRS Account

June 2021 Account Balance	\$ 3,315,649
June 2021 Disbursement	\$ 244,283
 - d) PSAP Account

June 2021 Account Balance	\$ 8,376,978
June 2021 Disbursement	\$ 5,087,806
 - e) PSAP Grant/Statewide Projects Account

June 2021 Account Balance	\$ 9,732,429
Grant Funds Committed	\$ 28,065,951
 - f) Grant Project Updates per Reports

Chairman Boyette called for the vote of the Consent Agenda. Ms. Berenson conducted the roll call vote. All attending Board members voted in the affirmative. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

5. Executive Director Report

Ms. Harris thanked Ms. Tapler, stating she had done an extraordinary job throughout the audit. Please note, due to the change in the agenda the Financial Statement Audit Report Year Ended June 30, 2020, presented by Ms. Wood is reported above.

- b) 911 Board Appointment Status - Ms. Harris acknowledged this was Secretary Boyette's last meeting, and Secretary Weaver will be joining next month in this capacity. For the CMRS seat, she reported the President Pro Tempore's office is in the process of putting someone forward in the upcoming appointments bill. She expects this progression to move forward quickly.
- c) State 911 Plan Update - Ms. Harris advised staff held a kickoff meeting on Tuesday, July 20, and it was encouraging to see the accomplishments over the last two (2) years. As noted previously, the thirteen (13) member study group will hold their first meeting on August 24. In addition, each of the Regional Coordinators will be hosting PSAP meetings in their respective regions, highlighting the state plan and other items of interest. Board members are welcome to attend if schedules allow. Mr. Barry Ritter will present to the Board at the August 27 meeting. He will review goal accomplishments and begin discussion about creation of new goals. It is anticipated the updated State 911 Plan will be presented at the December meeting for approval.
- d) 911 Migration Status - [Live Status Map](#) - Currently 91 PSAPs have migrated.
 - Asheville PD (06/24/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1113 Hours EDT. PSAP #86/physical location #137 (including backups).

- Buncombe County 911 (06/24/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1152 Hours EDT. PSAP #87/physical location #138 (including backups).
 - Washington County 911 (06/24/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1214 Hours EDT. PSAP #88/physical location #139 (including backups).
 - Halifax County 911 (06/30/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1107 Hours EDT. PSAP #89/physical location # 141 (including backups).
 - Duplin County 911 (07/14/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1231 Hours EDT. PSAP #90/physical location #143 (including backups).
 - North Carolina State Highway Patrol, Troop F (06/30/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1241 Hours EDT. ESInet partner.
 - North Carolina State Highway Patrol, Troop G (06/30/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1446 Hours EDT. ESInet partner.
- Ms. Harris expressed excitement for the migration completion for the North Carolina State Highway Patrol; noting the significance as the only statewide ESInet in the country in which the entire state police communications unit is a participating public safety partner. She also noted great anticipation regarding the 100th PSAP migration expected to occur in August.

- e) NextGen 911 GIS Status - All one hundred (100) jurisdictions are participating in uploading GIS data. This is proving to be a project of great value not only for NextGen 911 but for the jurisdictional GIS/addressing.
- f) 988 Planning Coalition - Ms. Harris, Mr. Bradford, and Ms. Turbeville continue participation in the coalition for the National Suicide Prevention Lifeline. Focus is on assisting those individuals who are reaching out for help for themselves or loved ones who find themselves in dire circumstances.
- g) Staffing Update - As previously reported, Mr. Bradford and Mr. Means will be retiring in November and December respectively. The recruitment process is moving forward for Mr. Means' position and the goal is to have someone in place by October, so they will be able to sit with Mr. Means for sixty (60) days before his departure. Ms. Harris is working with the Executive Committee to develop a strategy for replacing Mr. Bradford.
- h) Legislative Update - Richard Bradford reported HB 67 passed as Session Law 2021-88. This reflects a correction which relates to telecommunicators and other 911 staff liability immunity. Mr. Bradford stated HB 404 addressed similar issues, and he expects this relationship is the reason why HB 404 was again assigned to conference. As to the 988 Planning Coalition, Mr. Bradford said the FCC has proposed a rule requiring the providers deliver a text just as they do for 911. This does not necessarily mean deliver them to a PSAP, but to some other location. Essentially this places the financial burden for compliance on the providers. Mr. Bradford will report on the FCC Strike Force when information is made public and noted the work groups are drafting their recommendations and there will be a mid-term public meeting on August 3. At this meeting each work group will have a read out of their conclusions, but not a disclosure of the full reports – those will be released in September. Mr. Bradford will be happy to entertain any questions Board members may have regarding any of these items.

6. **Executive Committee Report** - Ms. Wright advised preliminary work was being done to prepare for Mr. Bradford's upcoming retirement, including developing a job description and determining the best path forward for securing legal counsel for the Board.

7. **Education Committee Report** - Mr. Greene reported the Education Committee had a productive meeting on Thursday, July 22. The committee approved several items including approving a class for funding as well as a sponsorship for an upcoming event. He is pleased to share the Education Committee has reached one of the 2021 goals with initial stages related to the production of a public service announcement (PSA) to assist with the recruitment of telecommunicators. As previously reported, the committee received the PSA from Washington State along with the creative rights and will soon begin shooting footage in North Carolina. Mr. Green recognized Spectrum, Cindy Morgan, and John Moore for their help in securing funding for the production of the video, ensuring the Board would not incur any of these costs. A strategy has been put in place to produce a pilot in the Durham market, so the impact of the results in this area can be easily measured. In addition, the Education Committee is working on a website with DIT Comms to serve as a landing page for this project. Further details on these items will be presented during the August Board meeting.

8. **Funding Committee Report** - Mr. Bone reported due to the very rare occurrence of the Funding Committee not meeting this month, there was no report.

9. Finance Team Report - Ms. Tapler is working on closing the fiscal year, has attended numerous PAT meetings, and has assisted the Finance Team with various tasks. Ms. Falco reported that she and Ms. Templeton have been working on several reports for FY2019 and FY2020. In addition to working on reports, she is collaborating with several PSAPs on their outstanding funding reconsiderations and is waiting for additional information regarding the quotes for the funding reconsiderations, and PSAP FY2021 revenue expenditure reports to be submitted for review prior to presentation to the Funding Committee. Ms. Falco stated over the past few weeks, she and Ms. Templeton have attended several virtual and in person successful PAT meetings. Ms. Templeton gave an update on FY2019 and FY2020 revenue/expenditure report status. For FY2019, 97 revenue expenditure reports are finalized, 12 are awaiting signed revised reports to be submitted, and 18 reports are in the clarification process. For FY2020, 49 revenue expenditure reports are finalized, 14 are awaiting signed revised reports to be submitted, 60 are in the clarification process, and 4 reports are remaining to be reviewed by the financial review specialists.

10. Grant Committee Report - Mr. Shipp congratulated the Grant Committee for the outstanding work, reporting they had two productive days of grant presentations from PSAPs. He thanked applicants and committee members for their dedication to this process. Ms. Harris added the final review by the Grant Committee will be held next week. Recommendations to the Board will be prepared and presented during the August meeting for vote and follow up.

11. Standards Committee Report - Ms. Wright reported there is a critical need for peer reviewers. The peer review process was created to give PSAPs an opportunity to be involved and learn and reinforce what they know in the PSAPs. A refresher/new training will be held on September 21 at Guilford Metro. She thanked Ms. Neal for her hospitality in hosting this meeting. Ms. Wright and Ms. Gardner have updated the peer review form and will present this to committee, then to the Board in the near future. Ms. Wright also mentioned the committee will examine this process to incorporate changes to promote sustainability to better align with the current administrative rules.

12. Technology Committee Report - Mr. Means reported there are ninety-one (91) launched sites with thirty-six (36) migrations remaining. The hosted sites are running well and have successfully overcome resource limitations. However, ESInet only sites who rely on third party vendors for equipment upgrades have experienced some resource challenges. In terms of GIS, there are now ninety-nine (99) production-ready data sets. Mr. Means continues his work on the governance model which will inform individual counties how to keep their data up to date. An Invitation for Bid (IFB) has been published for data analytics for a cloud solution that will provide near real time analytics of 911 call data generated by PSAPs across the state in a true business intelligence environment. This will create the ability to employ "what if" types of analysis and the capacity to spot trends and create parameters, by which the system will monitor various areas to alert us to potential problems. As reported in the June meeting, the cybersecurity assessment of the PSAPs is complete. Ms. Harris added there have been a number of discussions addressing the inquiries of Board members who sought details for context and confidence in the investment made in the cybersecurity assessment initiative. Mindful of the sensitive nature of the findings, she anticipates scheduling a closed session where sanitized information for the overall assessment will be presented. In addition, Ms. Harris will extend the invitation to PSAP managers seeking participation of those who may be amenable to share a synopsis of their report as deemed appropriate by their legal counsel and governing authority. Additional details regarding the closed session will be forthcoming. The Technology Committee will be holding their next meeting during the first week in August where Mr. Means will present several opportunities regarding radio and radio interoperability, CAD data sharing and SIP admin line capabilities. Mr. Shipp expressed his enthusiasm for the further development of CAD data sharing, SIP admin, in addition to radio and radio interoperability.

Ms. Harris noted the Regional Coordinators have been focused on alt routing and continuity plans. A productive workshop with staff was held last week and the cascading effect of alt call routing was discussed. It was clear from discussions the PSAPs will need to examine current SOPs and SOGs to identify areas which require updating. She indicated plans are to work closely with the PSAPs to facilitate this process.

Mr. Meeks gave an update on the NMAC. He reported on May 16, there was a Viper 2 host issue presenting intermittent ANI/ALI issues and frozen agent screens. The affected PSAPs were Graham, Guilford Metro, Henderson County Sheriff, Moore, and Rowan Counties. Intrado determined the POTS

server went offline due to a Windows driver error and Intrado has initiated a fix which will trigger an alarm and simultaneously stop and restart services on the application servers. Additional protection was added from the Viper 2 KB updates. Viper 1 was having similar issues during this timeframe, but as software updates have been completed, there have not been multiple PSAPs experiencing ANI/ALI issues. On June 28, there was also a Vesta 2 platform issue affecting login capabilities after being logged out. The affected PSAPs included Surry, Caldwell, Stokes, Cherokee, Davie, Kernersville, Columbus, and Ashe Counties. It was found the problem was part of the provisioning work which was done for a PSAP preparing for their migration. Disruption time was approximately 5-10 minutes. On Tuesday, July 20, there was an ISP service disruption affecting multiple PSAPs in the northwest part of the state. As those lines were being restored, PSAPs reported problems with admin lines – dialing out and receiving calls. Affected PSAPs were Caldwell, Stokes, Cherokee, Davie, Kernersville, Columbus, Montgomery, and Ashe Counties. The NMAC continues to evaluate processes and procedures and hiring efforts should be wrapping up soon.

- 13. 911 Regional Coordinator Reports** - The Regional Coordinators gave brief reports. Mr. Newberry noted July has been extremely busy with grant review, and planning for the August regional PSAP meetings. Mr. Newberry virtually attended Harnett County's ESInet migration. He has also participated in volume distribution testing with Raleigh-Wake 911 and two other PSAPs in preparation of potential abandonment status. Ms. Conner and Ms. Templeton traveled to several successful PAT meetings in the Southwestern part of the state, including Clay, Cherokee, Graham, Macon, Swain, Jackson Counties. They also visited with the Eastern Band. Ms. Conner continues to work with the PSAPs in the Western region on fund balances, technology plans and addressing general inquiries. Ms. Gardner thanked Ms. Neal for agreeing to host the August regional meeting and the peer review training in September. Due to travel distance, she is planning to hold an additional peer review training for the Southwestern part of the state. Ms. Gardner stated work continues on the secondary PSAP agreements and PSAP back up plans. Ms. Turbeville reported Ms. Harris, Mr. Shipp, and she traveled to Fayetteville 911 to celebrate their winning the National Telecommunicator Week photo contest to deliver pizza as the winner's prize. Following this, they traveled to Brunswick County 911 to acknowledge the center's second place finish in the contest, delivering cupcakes. Ms. Turbeville and Ms. Falco spent a day in Craven County meeting with five (5) additional PSAP representatives to work on expenditure reports. As previously discussed, Ms. Turbeville has been working on grants and looks forward to holding her regional meeting in August.
- 14. High Point 911 Back Up Plan Appeal (Roll Call Vote Required)** - Ms. Harris led discussion with 911 Board members, staff, and High Point representatives regarding the High Point 911 Back Up Plan Appeal. When the discourse concluded, Mr. Shipp made the motion to deny High Point's 911 Back Up Plan Appeal and support the 911 Board Staff refusal. Mr. Greene seconded the motion. With the exception of Ms. Neal and Mr. Moore, having recused themselves, all Board members voted, with the majority voting in the affirmative. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- 15. Other** - No additional items were brought forward for discussion.

Roster of Roll Call Votes:

**NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTE**
Friday, July 23, 2021
10:00 AM – 12:00 PM
1 South Wilmington Street, Raleigh and
Via Simultaneous Communication with Microsoft Teams Meeting



NC 911 Board Members	4. Consent Agenda	14. High Point 911 Back-up Plan Appeal
David Bone, County Manager, Davie County (NCACC)	Y	Y
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Y	Y
Tommy Cole, Fire Chief, City of Graham (NC SFA) [Non-Voting for this Meeting]	Y	Y
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	Y	Y
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Y	Y
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Y	Y
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	N
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Not Present	Not Present
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Not Present	Not Present
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Y	Recused
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Y	Recused
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Y	Y
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	Y	Y
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	Y	Y
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)	Y	N

APPROVED 08/27/2021

16. Recognition of Outgoing Chair, J. Eric Boyette - Ms. Harris presented Secretary Boyette a plaque recognizing his dedication and service to the NC 911 Board, having served the Board from 2017 to 2021. She thanked him for his leadership and all he has done for the 911 Board and telecommunicators across North Carolina. Ms. Harris noted her appreciation for Secretary Boyette's mentorship, sense of humor, and friendship. Secretary Boyette will be greatly missed in his role as the Chair of the North Carolina 911 Board.

Adjourn - Chairman Boyette adjourned the meeting at 11:57 AM, with Board members and staff enjoying lunch and farewell cake with the Chairman.

*Next NC 911 Board Meeting - Friday, August 27, 2021, 10:00 AM – Noon
Robeson 911 Communications Center - 38 Legends Drive, Lumberton, NC
and Via Simultaneous Communication with Microsoft Teams*

