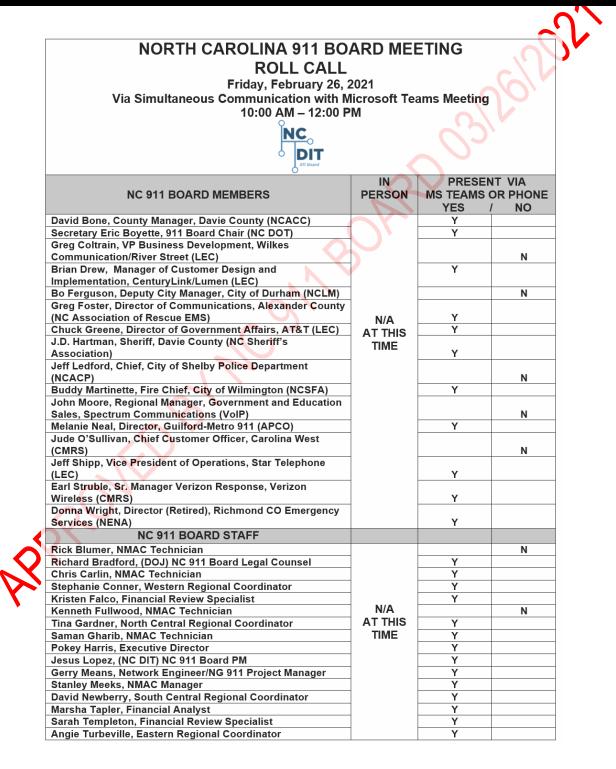
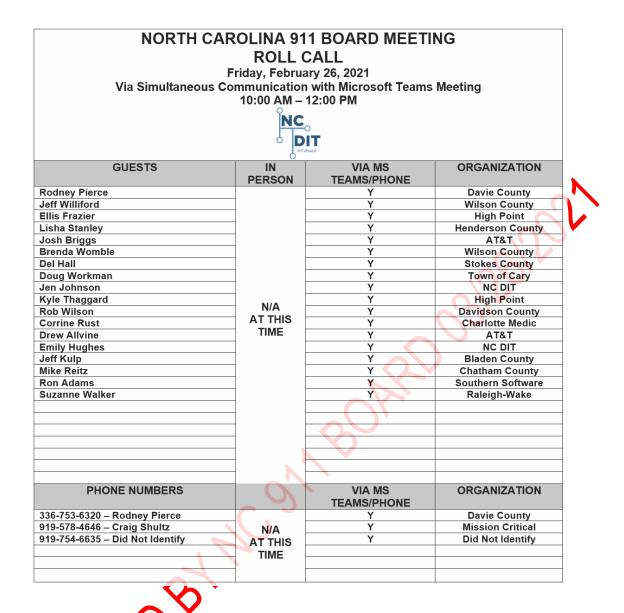
North Carolina 911 Board Meeting MINUTES Friday, February 26, 2021 Via Simultaneous Communication Microsoft Teams Meeting 10:00 AM – 12:00 PM





**Call to order** — Chairman Boyette called the meeting to order at 10:02 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 any roll call yotes during the meeting. She also advised they would monitor the chat area and Mr. Newberry would solve as technical facilitator for the virtual meeting. Ms. Harris also offered condolences to Ron Adams and his family on the recent loss of his daughter.

**1. Chair's Opening Remarks** — Chairman Boyette thanked everyone for attending and for their defination to the Board. He also noted there are several action items to be addressed today.

**2. Ethics Awareness/Conflict of Interest Statement** — Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as published in the agenda. Ms. Neal stated she would abstain from item 8c.

Saman Gharib and Chris Carlin joined the meeting.

**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 December 4, 2020
  - b) NG 911 Reserve Fund November 2020 Account Balance \$83,025,951 November 2020 Disbursement \$115,207 December 2020 Account Balance \$82,535,784 December 2020 Disbursement \$1,232,492 January 2021 Account Balance \$80,325,755 January 2021 Disbursement \$5,755,069 c) CMRS Account November 2020 Account Balance \$5,405,498 November 2020 Disbursement \$91.226 December 2020 Account Balance \$5,407,430 December 2020 Disbursement \$0 January 2021 Account Balance \$5,140,190 January 2021 Disbursement \$268.9 d) PSAP Account November 2020 Account Balance November 2020 Disbursement December 2020 Account Balance December 2020 Disbursement \$4.107.926 January 2021 Account Balance \$3,997.090 January 2021 Disbursement e) PSAP Grant/Statewide Projects Account November 2020 Account Balance \$6,858,895 Grant Funds Committed \$30.525.190 December 2020 Account Balance \$7,090,375 Grant Funds Committed \$30,118,355 January 2021 Account Balance \$8,358,866 Grant Funds Committed \$30.004.332 f) Grant Project Updates per Reports

Mr. Shipp made a motion to accept the consent agenda as presented. The motion was seconded by Ms. Neal. Ms. Templeton conducted the roll-call vote. All attending Board members voted, and the motion carried unanimously. Rester ovroll call votes for all action items for this meeting included below as part of these minutes.

# 5. Executive Director Report

- a) Announcement of New Secretary Department of Information Technology/State CIO Chairman Boyette spoke of new Secretary of DIT/State CIO Jim Weaver as an experienced CIO and a strong leader.
  - P1 Board Appointment Status One seat is currently vacant that is to be filled by a CMRS provider. Sprint/T-Mobile has advised Ms. Harris they hope to present someone next week for consideration of appointment.
- c) COVID-19 Update Today marked day 354 of the state COVID response. Staff remains in telework status at least until the end of June. Ms. Harris encouraged those eligible to schedule an appointment for the vaccine. Regional Coordinators continue their weekly outreach to PSAPs.
- d) Staffing Update Ms. Harris worked with HR on reclassifying the Admin Support and User Support Specialist positions into a combined position of Administrative and Logistics Coordinator. She is in the process of reviewing applications and hopeful to schedule interviews by the end of March.
- e) 2020 PSAP Managers Virtual Continuity Planning Workshop Series (December) The workshop had over 100 attendees each day of the 3-day workshop. Should there be an expressed interest other such workshops will be planned.

- f) NextGen 911 Migration Status Live Status Map Currently 68 PSAPs have migrated. The most recent (Concord PD/Kannapolis/Cabarrus County and Davidson County) are not in the Board packet as they just took place in the past week.
  - Granville County 911 ESInet Migration (11/30/2020) Migrated as i3. First live call at 1105 Hours EST. PSAP #60/physical location #94 (including backups) to migrate.
  - Wayne County 911 PSAP Ribbon Cutting (12/2/2020) Ribbon cutting for their new facility. The almost 12,000 square feet of space will house the new 911 center which will occupy approximately 2,500 square feet. Wayne County was the recipient of a \$1.5M PSAP grant that allowed for a portion of the construction, workstation furniture and chairs, radios, CAD, and logging equipment that will serve as the primary PSAP for Wayne County and the backup PSAP for Duplin County.
  - Davie County 911 ESInet Migration (12/2/2020) Migrated as i3. Vesta hosted call handling equipment. First live call at 1045 Hours EST. PSAP #61/physical location #96 to migrate.
  - Beaufort County 911 ESInet Migration (12/14/2020) Migrated as i3. First live cal at 1053 Hours EST. PSAP #62/physical location #97 (including backups) to migrate.
  - Hendersonville PD 911 ESInet Migration (12/16/2020) Migrated as i3. Viper bosted call handling equipment. First live call at 1154 Hours EST. PSAP #63/physical location #98 (including backups) to migrate.
  - Henderson County 911 ESInet Migration (12/16/2020) Migrated as i3. Viper hosted call handling equipment. First live call at 1627 Hours ES. PSAP #64(physical location #99 (including backups) to migrate.
  - Stokes County 911 ESInet Migration (01/20/2021) Migrated as i3. Vesta hosted call handling equipment. First live call at 1122 Hours EST. PSAP #55(chysical location #100 (including backups) to migrate.
  - Eastern Band Cherokee Indians 911 ESInet Migration (01/27/2021) Migrated as i3. Vesta hosted call handling equipment. First live call at 1101 Hours EST. PSAP #66/physical location #104 (including backups) to migrate.
  - Gates County 911 ESInet Migration (0210/2021) Migrated as i3. Vesta hosted call handling equipment. First live call at 1350 House EST. PSAP #67/physical location #104 (including backups) to migrate.
  - Montgomery County 911 ESInet Migration (02/17/2021) Migrated as i3. Vesta hosted call handling equipment. First live call at 1058 Hours EST. PSAP #68/physical location #106 (including backups) to migrate.
  - Cabarrus County 911/Concord PD 911/Kannapolis PD 911 (02/23/2021)
  - Davidson County 9(1)(02/24/2021)
- g) NextGen 911 GIS Status II 100 jurisdictions are engaged in uploads of their GIS data.
- h) State 911 Plan Undate Staff is working with legal and procurement to secure the services of the vendor. The goal is to have the first internal working meeting in July. Ms. Harris will be reaching out to Board members for considerations of those to serve on the work group. She also encouraged members to advise her of potential work group members.
- i) Upcoming Biennial Audit Ms. Tapler is in the process of documentation preparation for the audit and there are no anticipated issues.
- Legislative Update FCC 911 Fee Diversion NPRM (Notice of Public Rule Making) Mr. Bradford j) reported. On February 17, 2021, the FCC proposed new rules to eliminate 911 fee diversion. Over **Interpast** ten years the FCC has tried to curtail diversion of 911 fees raised among the states. A few states have diverted funds year over year, triggering criticism of the FCC for not acting. After given The authority to make a change, the FCC implemented the NPRM. The Commission was directed to implement rules within 180 days of the federal legislation, which would be on June 25, 2021. Mr. Bradford believes many states will choose to file comments, although he does not think it will cause any potential changes for our state. There are policy issues to be considered by the Board, which he identified and those have been included in the Board agenda book. The FCC provided examples of acceptable and unacceptable purposes and functions for fee use. One unacceptable use being "equipment or infrastructure for law enforcement, firefighters, and other public safety/first responder entities, including public safety radio equipment and infrastructure, that does not have a direct impact on the ability of a PSAP to receive or respond to 911 calls or to dispatch emergency responders." He said this was consistent with NC Board law but not necessarily with the law in some other states and will probably receive comments from other states. If the Board

wishes to file comments Mr. Bradford will draft them on behalf of the Board and present them to the Commission for consideration. He also spoke about the unusual wording of a section of the rules that requires the Commission to create an "interagency strike force" to study "how the Federal Government can most expeditiously end diversion" by states and taxing jurisdictions.

**6. Executive Committee Report** — Ms. Wright reported the committee has discussed potential language for legislative changes but determined there is nothing significant to put forth at this time.

## 7. Education Committee Report

- a) Cumberland County Priority Dispatch 2 Day Refresher Class for EMD, EFD and EPD A brief overview of the refresher course was presented by Ms. Turbeville. The committee unanimously approved the course at their last meeting and brought it to the Board in the form of a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. Roster of roll call votes for all action items for this meeting included below as part of these minutes.
- b) Hoke County Priority Dispatch "Online Universal Telecommunication Essential Course" Ms. Turbeville gave a summary of the course. The committee unanimously approved the course at their last meeting and brought it to the Board in the form of a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- c) Wilson County Denise Amber Lee "Best Practices of a Successful CTO, Training the Adult Learner" Ms. Turbeville summarized the communication office training The committee unanimously approved the course at their last meeting and brought to the Board in the form of a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- d) General Report Mr. Greene reported. One additional course, FBI Basic Crisis Negotiation Course, was brought before the committee by Pasquorank-Camden 911. The committee and staff felt it was not within the statute to allow for reimbursement and therefore unanimously voted not to approve. The committee did not meet in February, but Staff continued to work on committee goals. The website project has been delayed due to an update to DIT's website platform. Once that migration is complete, they will resume work on the Board website. The information aid for 911 ESInet/ NextGen is being drafted and a 1-page FAQ on the NMAC is being drafted. These should be presented at the next committee meeting for approval. Staff is meeting with representatives from the state of Washington to discuss their public service announcement (PSA) project and are excited about the possibility of replicating it here in North Carolina.

# 8. Funding Committee Report

- a) Carteret County 9.1 Priority Dispatch Training Licenses Mr. Bone reported. Carteret County requested \$8,700 in funding for 4-Priority Dispatch ProQA Training Licenses. The production licenses are an engipte expenditure and are on the approved use of funds list. The training licenses are not on the approved use of funds list. The training licenses request before the Board is for all 3 calibrating disciplines/protocols, meaning Emergency Medical Dispatch (EMD), Emergency fire Dispatch (EFD) and Emergency Police Dispatch (EPD). The training licenses are meant to be used solely in a training environment and not for live calls. Staff recommendation is to approve the Priority Dispatch ProQA training license as an eligible expenditure. The committee yoled unanimously at their last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. Roster of roll call votes for all action items for this meeting included below as part of these minutes.
- b) Currituck County 911 Funding Reconsideration Mr. Bone reported. Currituck County 911 submitted a funding reconsideration request for radio console dispatch workstations. Staff recommended approval of the funding reconsideration request in the amount of \$74,869.26. The committee voted unanimously at their last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Connor conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- c) High Point 911 Funding Reconsideration Mr. Bone reported. High Point 911 is in the process of completing a new primary PSAP project. They are moving operations from the Hamilton PSAP to the Westchester PSAP. High Point 911's current approved back-up is Guilford Metro. They want to

develop the current, primary PSAP into a back-up PSAP. High Point 911 asked for a funding reconsideration in the amount of \$1,920,661.61. Their reconsideration request involved equipment for their new primary PSAP (i.e., Westchester) and replacement of end-of-life equipment for the Hamilton PSAP as the backup. Staff recommended funding for the new, Westchester primary PSAP, not including equipment for the proposed Hamilton backup PSAP. The staff recommendation is for the reconsideration request in the amount of \$1,177,218.40, for the Westchester primary PSAP only. The committee voted unanimously at their last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted except Ms. Neal who had earlier recused herself, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.* 

d) General Report – Mr. Bone reported. The committee and staff continue efforts in reviewing PSAP fund balances and how they relate to the PSAP's 5-year Technology Replacement Plans Previously, they reviewed higher-than-average PSAP fund balances. This culminateoun decisions in December about the FY2022 PSAP Estimated Funding Distribution. The committee plans on looking next at lower-than-average PSAP fund balances. As discussed in December their goal is to help PSAPs utilize their fund balances and plan for their technology needs, ensuring a high level of 911 service statewide. The committee asks staff to provide additional details of this effort to assist PSAPs with low fund balances during their reports. Ms. Harris notes that staff will be reporting about higher- and lower-than-average fund balances periodically to the Funding Committee.

**9. Finance Team Report** — Ms. Tapler has been working with the Office of State Auditors on the biennial audit of the Board finances. She reported the engagement letter was signed and they are moving forward with the entrance meeting, scheduled for March 1<sup>st</sup>. They will discuss the requirements and timeline for the audit. She anticipates working with OSA over the next 6 to 8 weeks to complete the audit, with OSA releasing the final report to the Board by May 2021. She also spent time working with PSAPs to complete cost shifts and reconsideration requests, and with AT&T to reconcile billing. She is compiling the costs for the billing into a spreadsheet that will reflect the cost billed per PSAP. It will also include legacy charges, which will help PSAPs forecast for those in future years, until the time those charges end. She has also worked on the Board's FY2022 budget and the service charge forecast, which will be presented at an upcoming meeting. She continues to work on Board financial operations to ensure funds are reported and expensed properly.

Ms. Falco said she and Ms. Templeton had attended several working PAT meetings to review revenue/expenditure reports and PSAP technology needs to anticipate upcoming funding reconsideration requests for budgeting purposes. They helped to prepare for the upcoming grant cycle by assisting with revisions to the grant workshop presentation and grant evaluation form updates. They also made progress on the CRM financial module/scope of work, with assistance from Mr. Bradford. She also provided an update on 2018/2019/2020 revenue/expenditure reports. For FY2018, there are 119 finalized, 7 awaiting the signed revised report revised report. For FY2020, there are 60 finalized, 25 in the clarification process, 3 awaiting the signed revised report, and 93 awaiting review.

**10. Grant Committee Report** — Mr. Shipp reported the committee is preparing for the new grant cycle and there are currently 37 registrations for the grant workshop. He also mentioned Greg Dotson has joined the committee, replacing Brett Renfrow that stepped down. Ms. Harris noted some changes were made to the grant application and that Staff would present those to the committee the following week for review. She also welcomed Mr. Dotson to the committee.

### **11. Standards Committee Report**

a) Telecommunicator Training Requirement and EMD Requirement Policies – Ms. Conner reported. A joint ad-hoc committee between the Education Committee and the Standards Committee was tasked with drafting a policy for tracking through the Peer Review process EMD and telecommunicator training to meet the legislature requirements. The policy is as follows:

#### Emergency Medical Dispatch (EMD)

Authority: G.S. 143B-1406(f)(4a) requires each primary PSAP dispatching emergency medical services to develop policies and procedures for implementing an Emergency Medical Dispatch (EMD) program approved by the North Carolina Office of Emergency Medical Services (NC OEMS). EMD instructions must be offered by a Telecommunicator who has completed an emergency medical dispatch course approved by the Office of EMS.

Policy: The PSAP shall document and maintain policies and procedures and a verifying roster of Telecommunicators' EMD certifications. Records may be maintained in electronic or other forms. Proof of certification will be presented to peer reviewers during the PSAP review process; or may be requested by the Board at any time to enable financial reviews, etc.

### **Telecommunicator Training Requirements**

Authority: G.S. 143B-1406(f)(5b) requires persons employed as Telecommunicators who are not required to be certified by the NC Sheriffs' Education and Training Standards Commission to successfully complete a minimum of 40 hours in a nationally recognized training course for 911 Telecommunicators or a basic Telecommunicator course offered by the NC Sheriffs' Education and Training Standards Commission within one year of the date of their employment or a substantially similar minimum training acceptable to the Telecommunicator's employer.

Policy: The PSAP shall present to the peer reviewers during the PSAP review process, a Telecommunicator certificate of course completion or roster of one of the approved courses that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) or the NC Sheriffs' Education and Training Standards Commission. For any course not listed, the course must be submitted to the Education Committee for review. Documentation should be maintained on file either electronically or manually. Proof of training and/or certification may be requested by the Board at any time to enable financial reviews, etc.

The committee voted unanimously at its last meeting to approve the policy and brought it forward as a motion. Ms. Conner conducted 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.

Chairman Boyette stepped away for a few minutes asking Vice Chair Wright to continue in his absence.

b) General Report – Ms. Wigh advised there were no general items to report.

## 12. Technology Committee Report

a) General Report – Mr. Means reported. There are 72 PSAPs are live on ESInet, with 8 more scheduled wer the next month. They hope to complete 55 more before the end of the calendar year when are in on-hold status due to potential changes in design/building. The process is becoming more streamlined, with the latest cutover taking only 2 hours. The infrastructure is nearly complete for the SIP admin lines offering, with staff conducting meetings about how it will affect he billing process and accounting for offsets and charges, as well as processes to implement. They plan to finalize the framework and reach out to the 5 target PSAPs to begin the process later This month. Mr. Means then moved on to GIS, reporting there are 38 PSAPs i3 with progress being made to go back and pick up additional sites that are RFAI and convert them to i3. Staff continued work with CGIA and GeoComm, with 71 jurisdictions having fully met i3 standards and have their data residing in the AT&T EGDMS database, with 20 still in the process. The cybersecurity assessments are still underway with around 102 PSAPs completed, 61 final reports have been issued. Both Mr. Means and Ms. Harris feel this effort will need to be extended past the original contract with End-to-End Computing, scheduled to end in March. More on this topic is to be discussed in the next agenda item. In overall aggregation of the data, they are finding areas of weakness that need to be addressed and obtaining helpful information in developing a GIS governance model to decide what needs to be structurally implemented at a PSAP level to maintain security of the ESInet. Mr. Means plans to share more in-depth data with the committee,

who will then share with the rest of the Board at a future meeting. He also discussed initiatives the committee will be working on in the future including CAD, continuity planning, and additional capabilities of the ESInet.

During the report Chairman Boyette returned to the meeting. Mr. Foster briefly left, then returned.

b) End-to-End Computing Contract Extension/Budget Amendment – Mr. Means reported. In developing a strategy around ESInet cybersecurity assessment, an estimated completion date of March 2021 was established. Due to changes made to accommodate PSAP requests for additional time to address administrative and operational concerns, End-to-End Computing expended extra hours in additional coordination efforts. The original Statement of Work and subsequent project plan did not factor in this customization. A 90-day extension for additional hours will allow the project to be completed with the intended assessment analysis that the Board requested. Both the Technology Committee and the Funding Committee were provided an update regarding this extension. They concur with staff and recommend granting the extension and associated costs. Mr. Shipp made a motion to grant a 90-day extension to the store curity assessment contract awarded to End-to-End Computing with an additional to amount of \$296,243.68, making the total project cost \$1,481,218.40 to conclude nearly than June 30, 2021. This motion also included approval for the necessary amendment to the 91 Board FY2021 budget. Mr. Bone seconded the motion. Ms. Conner conducted a roll calver. 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.

**13. 911 Regional Coordinator Reports** — The Regional Coordinators gave brief reports. Ms. Conner had several PSAPs cutover to ESInet in her region. She also participated in PAT and project calls, assisted new PSAP managers with questions about financials and expenditure reports, and contacted her region for COVID outreach. Ms. Gardner was in contact with PSAPs in her region during their inclement weather incidents and worked on the grant application with Ms. Conner She also spent time gathering information for committees and scheduling PAT meetings. Mr. Newberry assisted PSAPs with their technology plans, virtually attended PAT meetings and ESInet migrations in his region. He is also working to assemble the hosted CAD ad-hoc committee. Ms. Turbeville concratulated the PSAPs in her region that cutover in the past month and was busy with status calls in advance of them going live. She and Ms. Conner worked on updating the definitions for implemental functions, and met with several PSAPs regarding their fund balances, seat count and legacy phone billing. One also worked with PSAPs on their funding reconsiderations and grants.

**14. Election of 911 Board Vice Chair for 2021** — Ms. Harris advised she received a nomination for Mr. Shipp as Vice Chair of the 911 Board. Chairman Boyette opened the floor for other nominations. Mr. Bone made a motion to close nominations. Ms. Wright seconded the motion. Ms. Conner conducted a roll-call vote. All attending Board members voted except Mr. Shipp, who abstained. The motion carried unanimously. Chairman Boyette called for a vote for Mr. Shipp as the 911 Board Vice Chair for 2021. Ms. Conner conducted a roll-call vote. All attending Board members voted except Mr. Shipp as the 911 Board Vice Chair for 2021. Ms. Conner conducted a roll-call vote. All attending Board members voted except Mr. Shipp, who abstained. The motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes* 

**15.** Other  $\rightarrow$  No other items were presented.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL Friday, February 26, 2021 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM											
NC 911 Board Members	4. Consent	7. a.) Cumberland - IAED EMD EPD, EFD Refresh	7. b.) Hoke - IAED Online Univ. TC Essential Course	7. c.) Wilson - DAL – Best Practice CTO Training Adult Leader	8. a.) Carteret County IAED Training License	8. b.) Currituck County Funding Reconsideration	8. c.) High Point Funding Reconsideration	11. a.) TC Training and EMD Req. Policies	12. b.) End to End Contract Ext./Budget Amendment	Close Nominations for 911 Board Vice Chair	14. Election of Jeff Ship as 911 Board Vice Chair
David Bone	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Secretary Eric Boyette	Y	Y	Y	Ŷ	Y	Y	Y	Y	Y	Ý	Ý
Greg Coltrain	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P
Brian Drew	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Bo Ferguson	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P
Greg Foster	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Chuck Greene	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
J.D. Hartman	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Jeff Ledford	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P
Buddy Martinette	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
John Moore	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P
Melanie Neal	Y	Y	Y	Y	Y	Y	Recused	Y	Y	Y	Y
Jude O'Sullivan	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P
Jeff Shipp	Y	Y	Y	Y	Y	Y	Y	Y	Y	Recused	Recused
Earl Struble	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Donna Wright	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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

Adjourn — Chairman Boyette adjourned the meeting at 11:48 AM.

