



**North Carolina 911 Board
Technology Committee Meeting
Thursday, June 9, 2022
10:00 am-12:00 pm**



Meeting Conducted by Use of Simultaneous Communication

<u>Topic</u>	<u>Presenter</u>
1. Welcome	Jeff Shipp
2. Roll Call	David Newberry
3. Ethics Awareness/Conflict of Interest Statement	Jeff Shipp
4. Opening Remarks	Jeff Shipp/Pokey Harris
5. Approval of March 10, 2022 Minutes	Jeff Ship/David Newberry
6. ESINet/GIS Implementation Update	Tom Rogers
a. Implementation Update	
b. GIS project Update	
c. Data Analytics Update	
d. SIP Admin Update	
e. NMAC update	Greg Dotson
7. AT&T/Intrado Issue Update	Josh Briggs
8. Closing Remarks	Jeff Shipp/Pokey Harris
9. Adjourn	Jeff Ship

Next Meeting: July 14, 2022



**North Carolina 911 Board
Technology Committee Meeting
MINUTES**

**Thursday, March 10, 2022
10:00 AM - 12:00 PM**

Meeting Conducted by Use of Simultaneous Communication

Attendance

Phone/Teams In-Person Absent

Members			
Rachel Bello	P		
Randy Cress	P		
Bo Ferguson	P		
Red Grasso	P		
Greg Hauser			NP
Lee Kerlin			NP
Glenn Knox	P		
John Moore			NP
Jude O'Sullivan	P		
Jeff Shipp	P		
Earl Struble	P		
Staff			
Rick Blumer			
Stephanie Conner	P		
Greg Dotson	P		
Ilesha Duffy			
Kristen Falco	P		NP
Bernard Gardner			NP
Tina Gardner			NP
Pokey Harris	P		
Jesus Lopez	P		
David Newberry	P		
Amanda Reeder	P		
Tom Rogers	P		
Marsha Tapler	P		
Sarah Templeton	P		
Angie Turbeville	P		
Evan Warner			NP
Guests			
Josh Briggs – AT&T			

Brian Eaton -- AT&T			
Doug Workman – Cary PD			
Ryan Hargreaves – Cary PD			
Ellen Thomas - CMPD			
JP Flood - Intrado			
Patrick Hoover - Intrado			
Lynn Slycord – Kings Mountain PD			
Jacob McMillan – Robeson SO			
Chad Deese – Robeson SO			

- 1. Chair’s Welcome & Goals for Today’s Meeting** – Meeting was called to order at 10:00 AM by Chairman Jeff Shipp
- 2. Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
- 3. Executive Director Opening Remarks** – Pokey Harris delivered opening remarks. She thanked the Technology Committee and stated the NC ESInet project migrations are nearing the end. She stated the 5-year mark is approaching.
- 4. February 2022 Meeting Minutes Approval** – Motion to approve minutes made by Bo Ferguson. Seconded by Glen Knox. Roll call vote was conducted and the motion carried unanimously.

Minutes Vote

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

5. **ESInet Update** – Tom Rogers provided the ESInet update. He stated Greene County was the next scheduled migration on March 23. He stated the RapidDeploy Eclipse project is moving forward and virtual roadshows for the PSAPs were held February 23, 24, and 25.
6. **NMAC Update** – Tom Rogers provided the NMAC update. He introduced Greg Dotson who is the new NMAC Manager and started February 28, 2022. Mr. Dotson commended NMAC staff and noted interviews for a Tier 2 technician will be scheduled soon. He reminded PSAPs to contact the NMAC if they are reporting an issue and to not contact the AT&T Resolution Center directly.
7. **SIP Admin Line** – Tom Rogers provided the SIP admin line project update. He stated a meeting was held with senior leadership and received approval to move forward with the SIP admin pilot.
8. **AT&T/Intrado Update** – Ms. Harris stated at a January meeting, Secretary Weaver requested a detailed report of issues and resolutions. Josh Briggs (AT&T) provided a verbal update. He stated all tickets were reviewed, and selected all related tickets that were not business as usual for the report creation. He stated that AT&T continues with optimization and Intrado Tier 3 has been on site in North Carolina and will remain for at least 90 days past the last day of stabilization of the call handling equipment. Audits and optimization on all hosts will be conducted. JP Flood (Intrado) stated there would be a full audit, daily health checks, and the engineering team is engaged to address any software issues discovered. Ms. Harris reminded PSAPs to contact the NMAC to report issues and not contact AT&T technicians directly. Mr. Briggs stated Viper 1&2 are on software version 5 and Viper 3 is on version 7. He advised a plan is in place to update Viper 1&2 to version 7, which will allow for merging of the Viper hosts. He stated this would allow SIP admin calls to follow users anywhere in the state once merged and the PSAP is on SIP. Mr. Flood further explained there would be one large node system instead of 3 two-node systems. Red Grasso asked if issues are also being measured by duration before moving the priority. Mr. Briggs stated the SLA is used for management of the tickets. Patrick Hoover stated on March 2, 2022, there was a planned node move from San Diego to Washington that started at 11 PM MT. He stated during this move there was an i3 outage that had impacts across the country. Intrado engineering was engaged for troubleshooting and the issue was resolved at 11:41AM CT. Mr. Briggs stated this was wireless only and land lines were not impacted. Chairman Shipp thanked the vendors for their partnership.
9. **Executive Director Closing Remarks** – Ms. Harris noted that Board members and staff will be attending 911 Goes to Washington February 26- March 1.
10. **Adjourn** – Mr. Ship adjourned the meeting at 10:43 AM.



Roll Call (David Newberry)

Ethics Awareness/Conflict of Interest Statement (Jeff Shipp)

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.

Opening Remarks (Jeff Shipp/Pokey Harris)

Approval of Minutes (Jeff Shipp/David Newberry)

ESINet Update (Tom Rogers)

Due to project delays, network build, and vendor issues dates for project completion are now expected to extend until third quarter 2022. As of June 8, 2022 we expect 124 live PSAPs.

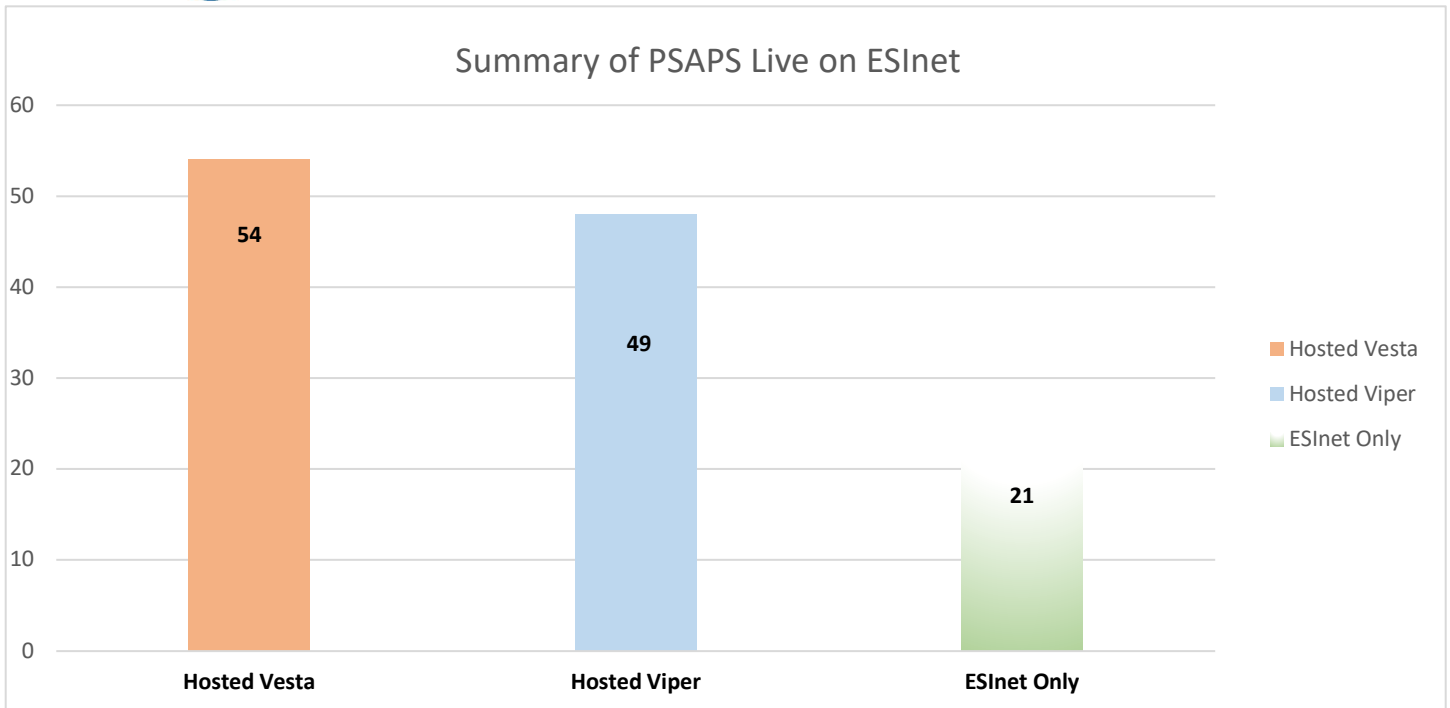
The remaining three (3) PSAPs: Anson, Northampton, and Wilkes are expected by Q3, 2022. A 100% migration attainment should be achieved with the final three. Anson County is at risk for delay due to the selective router not being able to accept SS7 connection from ESInet. Wilkes is awaiting dates from Motorola, and Northampton has been delayed by fiber construction.

Next Up Migrations:

Anson County (9/21?)	Wilkes County (Q3)	Northampton County (Q3)			
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Current status of PSAP deployments by service type

Current Deployment Service Types	
Hosted Viper	49
Hosted Vesta	54
ESInet Only	21
Total	124



**Hosted Viper #49 is Macon Count*

[NC NG911 Deployment Map](#)

Of note: there are no green counties!

Additional project notes:

- Military Sites Update –
 - Seymour Johnson AFB is working on a multi year contract with AT&T to onboard ESInet
 - Good conversation with ECI/NIWC (*Enterprise Communications Infrastructure / Naval information Warfare Center*) Atlantic regarding Camp Lejune
- Cybersecurity Remediation
 - Ad hoc committee has been created – Members are from 911 Board members, 911 Board staff, Technology Committee, state, and local representation.
 - Ad hoc committee discussing remediation opportunities and planning to launch a remediation project in October – more information/details to come.
- AT&T Mobility anticipates statewide location based call routing on June 27^t (tentative).



GIS Update (Tom Rogers)

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

- 4 jurisdictions remain to reach 100% i3 readiness (as of 5/31/2022).
 - Cleveland County and Kings Mountain – not scheduled (361 critical errors/73.34%) – given deadline of June 30.
 - Lincoln County – not scheduled (324 critical errors/97.48%) – aiming for a 5/31 completion.
 - Onslow County – Q3 migration (867 critical errors/93.24%) - will be complete by mid-June.
 - Polk County – Q3 migration (561 critical errors/84.61%).
- NCCGIA and GeoComm are continually working with jurisdictions. All jurisdictions remain engaged.
- RFAI PSAPs: 24 i3 PSAPs: 100
 - One active RFAI to i3 projects (Rutherford)
- Statistics
 - Total Population served by NG 911: 10,477,959 (99%).
 - Total land mass covered by NG911: 7,328.7 sq. mi. (96%).

In support of the governance policy, the link below will be used to monitor compliance for making timely updates to the data set. NCCGIA published the link in April.

[NC NextGen911 Days Since Last Upload Dashboard \(arcgis.com\)](#)

- PSAPs are now receiving automated notification emails to alert them of map status

Data Analytics Update (Tom Rogers)

- Working through project schedule adjustment and determining timeless, training methodology/times, etc....more to come

SIP Admin Lines Update (Tom Rogers/Pokey Harris)

- Pilot project has been revived.
- Perquimmens County and Union County scheduled to complete setups in July



NMAC (Greg Dotson)

- Staffing update
 - Tier 2 technician selection completed and onboarding now.
- Ticket Report

AT&T/Intrado Issue Update (Josh Briggs)

Closing Remarks (Jeff Shipp/Pokey Harris)

Adjourn (Jeff Shipp)

Next Meeting: July 14, 2022