



**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.