



AGENDA

**NORTH CAROLINA 911 BOARD
FUNDING COMMITTEE
January 20, 2022
1:00 p.m. – 3:00 p.m.
Via Simultaneous Communication**

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Roll Call.....	Sarah Templeton
2.	Executive Director's Opening Remarks.....	Pokey Harris
3.	Chair's Opening Remarks.....	David Bone
4.	Approval of November 2021 Minutes <i>(Roll Call Vote Required)</i>	David Bone
5.	City of Jacksonville Seat Count Increase Request..... <i>(Roll Call Vote Required)</i>	Angie Turbeville
6.	PSAP Report Status Update.....	Sarah Templeton
7.	Closing Remarks.....	Pokey Harris/David Bone
	Adjourn	





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

November 18, 2021

1:00pm – 3:00pm

Microsoft Teams, Raleigh, NC

Meeting was Conducted via Use of Simultaneous Communications

<u>Members on Phone</u>	<u>Staff on Phone</u>	<u>Others on Phone</u>
Randy Beeman	Amy Berenson	
Jason Barbour	Stephanie Conner	
David Bone	Kristen Falco	
Greg Coltrain <i>(Joined at 1:12pm)</i>	Pokey Harris	
Allen Cress	Gerry Means	
Chuck Greene	David Newberry	
Del Hall	Tom Rogers	
Melanie Neal	Marsha Tapler	
Candy Miller	Sarah Templeton	
Stephanie Wiseman	Angie Turbeville	

1. Roll Call –

The meeting was called to order at 1:00 pm by Mr. Bone. Ms. Templeton proceeded to call the roll.

2. Executive Director Opening Remarks –

Ms. Harris welcomed Committee members and thanked everyone for a productive year accomplishing the 2021 goals. Ms. Harris reminded the Committee the Board will review and approve the 2022 goals and North Carolina State 911 Plan at the Board work session in December.

3. Chairs Opening Remarks –

Mr. Bone thanked Board staff for all the advancements created during the past year and expressed appreciation for the PAT connecting with PSAPs throughout the year. Mr. Bone asked Ms. Harris to discuss the Priority One grant. Ms. Harris explained the Priority One PSAP Collaboration Grant and the set-aside of five million dollars by the Board for collaborative efforts. The required grant workshop will be in December and will involve the review of the application and financial information required.

4. Approval of October 2021 Minutes (Vote Required) –

Mr. Bone requested a motion to approve the minutes as presented; no corrections were noted by the committee. Motion made by Mr. Greene to approve, seconded by Mr. Hall. Ms. Templeton conducted a roll call vote. Motion carried unanimously.

Approval of October 2021 Funding Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Randy Beeman	Y	
Jason Barbour	Y	
David Bone	Y	
Greg Coltrain (<i>Not Present for Vote</i>)		
Allen Cress	Y	
Chuck Greene	Y	
Len Hagaman (<i>Not Present</i>)		
Del Hall	Y	
Melanie Neal	Y	
Candy Miller	Y	
Stephanie Wiseman	Y	

5. High Fund Balance Procedure Review –

Ms. Tapler presented the high fund balance procedures and the timeline for FY2023 and FY2024 created by Regional Coordinators and finance staff to communicate with high fund balance PSAPs and low fund balance PSAPs. Ms. Harris advised the timeline was aligned with legislative mandates, committee meetings, Board meetings, Budget, reconsideration deadlines, and PSAP distributions determinations.

Mr. Bone thanked staff and mentioned the progress made on high and low fund balances with the PSAPs. Mr. Bone asked if there were any major changes from the high fund balance review from last year. Ms. Tapler responded last year, high fund balance recommendations were brought forth at the November meeting, and the only change is they will be presented in April this year. This timeframe allows staff and PSAPs to utilize the financial planning tool and create their technology plan. This timeframe coincides with when PSAPs and Local Governments are creating their budgets and working on their spending plans.

Mr. Greene suggested communicating with the PSAPs in the estimated distribution letter that they are identified as a high fund balance PSAP. Ms. Harris presented the estimated distribution letter with language describing a fund balance that significantly exceeds the allowable carry forward amount.

Ms. Tapler discussed the 2022 staff goal approved by the funding committee that every PSAP will have a financial planning tool and a 3-year forecast spend plan and technology plan.

Ms. Neal asked how staff are addressing those seven PSAPs voted to withhold funding in the prior year and if the PSAPs are working on their spending plans. Ms. Harris advised those PSAPs are supposed to show progress made on their technology plan and spending plan. Those PSAPs could be included in the group presented in April

showing they are not making progress on their fund balance and/or could need funding for the upcoming distribution.

Mr. Beeman sought clarification on what progress looks like for PSAPs spending plan. Ms. Harris advised it could be purchase approval from the governing body, purchase orders letter with needs and anticipated purchases for the year, and/or CIP. Mr. Beeman asked if it should involve action taken or simply verbalization of plans. Ms. Harris advised some are verbalization of plans, and those will be presented to the Committee with the recommendation.

Ms. Harris thanked staff for their time and attention to the procedure.

Fund Balance Procedures and Timeline

FY2023/FY2024 Distribution:

October 2021: Regional Coordinators (RCs) received the estimated FY2023 PSAP distribution workbook identifying PSAPs with high and low fund balances.

- **High Fund Balance PSAPs:**

- PSAP Assistance Teams (PAT) work with PSAPs from November 1 through March 31, 2022, using the financial planning tool to work on their technology plan and spend plan for using their high fund balance.
- April 1: RCs notify Financial Analyst which PSAPs will be recommended to withhold funds for FY2023: this information is for the Board's Budget and PSAP distribution. Also, RCs will report findings to the Funding Committee for vote which will then be brought forward to Board meeting.

- **Low Fund Balance PSAPs:**

- PAT teams will work from October through January with PSAPs in preparation for the February 28th reconsideration deadline. Reconsiderations are as needed, based on eligible expenditures exceeding distribution (for example: maintenance contract increased, capital projects etc.).
 - Financial Review Specialists will have January through March to review reports and reconsiderations.
 - April 1: Financial Review Specialists will have the reconsiderations completed in preparation for vote at the Funding Committee meeting. This information will be provided to the Financial Analyst for the Board's Budget and PSAP distribution for review at the Funding Committee and Board meeting.

Fund Balance Goal (aligns with funding committee staff goal):

Every PSAP should have a financial planning tool and working on their 3-year forecast (technology plan and spend plan) to assist with the fund balance.

- Low fund balance: this will advise when the PSAP needs a funding reconsideration (February or August) to increase distribution.
- High fund balance: it will give proper preparation if they are identified in October.

PSAP Distribution Letter Language:

The 911 Board is required to present the estimated approved distribution amount (base amount as defined in G.S. §143B-1406) for each primary PSAP by December 31 of each year for the upcoming fiscal year. The North Carolina 911 Board approved a funding method in December 2010 for distributing funds to primary PSAPs.

At the April 26, 2019, Board meeting, an amendment to the current calculation to determine the 5-year rolling average was approved to allow for the shifting of cost from the PSAP to the Board relating to the Next Generation 911 project. The information relating to this cost shift, sent previously by email May 31, 2019, to all PSAP managers, reflects the following approved motion:

Recognizing that costs of the ESInet paid directly by the Board will replace some costs currently included in eligible expenses paid through monthly distributions to primary PSAPs, and that the Board has a duty to manage the 911 Fund for the benefit of all PSAPs and citizens, the Funding Committee recommends to modify distributions to primary PSAPs following migration to the ESInet for the purpose of retaining amounts for eligible expenses included in the Board's direct payments for ESInet costs associated with the ESInet. Board staff will work with the primary PSAPs before ESInet migration to identify and reconcile monthly distributions with the Board's direct payments for ESInet costs for the PSAP. Eligible expenses arising from valid contracts of a PSAP will be identified, and such contracts will not be defunded if the PSAP will have a negative impact.

For those PSAPs not on the ESInet or hosted call handling solution, the distribution is determined by the 5-year rolling average of expenditures. Those who have migrated, a cost shift will occur, and the adjustment will become the PSAPs new 5-year rolling average.

The 911 Board must also consider the amount of funds carried forward for your primary PSAP in determining the distribution amount for the upcoming fiscal year. This is required by §143B-1406(a1), and the determined distributions remaining in the Emergency Telephone System Fund for the past two years. PSAPs may carry forward no more than 20% of the average yearly amount of the prior two years for eligible expenditures for capital outlay, capital improvements or equipment replacement. The 911 Board, however, may allow a PSAP to carry forward a greater amount.

Based on the current information on file, the estimated annual distribution to your PSAP for FY2023 is \$XXX. XX. However, your PSAP has been identified as having a fund balance which significantly exceeds the allowable carry forward amount, so further review with the 911 Board staff will be necessary to ensure the funding distribution is needed for the PSAP for the upcoming fiscal year.

Your 911 Regional Coordinator, NAME, will be reaching out to the PSAP Manager for meeting availability to review both the technology plan and spend plan for your PSAP. If you have questions or concerns prior to this meeting, please contact the Regional Coordinator to discuss.

6. PSAP High Fund Balance Discussion –

Ms. Turbeville discussed the eight PSAPs in the eastern region identified as having a high fund balance. After an initial discussion, some PSAPs have planned expenditures and already sent in eligibility requests. Another PSAP has planned expenditures and once the financial planning tool was updated, there is a chance the PSAP will not have enough funds to cover the planned expenditures.

Ms. Turbeville discussed seven PSAPs in the north-central region identified as having high fund balance for Ms. Gardner who was not in attendance for the meeting. Ms. Gardner has two PSAPs from last year's group.

Mr. Newberry discussed the five PSAPs with high fund balance in the south-central region. One PSAP with its planned expenditures might not have enough funding to cover those capital projects. Another PSAP has a large project, and they are working on the timing.

Ms. Conner discussed the six PSAPs in the western region identified as having a high fund balance. Two were identified last year, and those PSAPs have been following through on their spending plan created last year. The four new PSAPs have been working on the financial planning tool, and Ms. Conner is scheduling in-person meetings for further discussions and review.

Ms. Harris advised the PAT concept is working well and is beneficial to PSAPs.

7. PSAP Estimated FY2023 Distribution (Vote Required) -

Ms. Tapler presented the PSAP Estimated FY2023 Distribution in the amount of \$42,780,995.02, explaining the data presented in the spreadsheet and how the estimated funding distributions were calculated for FY2023. Cost shifts have been completed for PSAPs migrated to the ESInet, which has changed their distribution. For PSAPs reduced by a high amount of monies, after a cost analysis, the PSAPs did not spend their distribution in FY2021. Ms. Tapler plans to perform further analysis and have discussions with those PSAPs.

Ms. Neal asked for clarification if conversations with PSAPs being reduced have already occurred. Ms. Tapler clarified a cost analysis on why they were being reduced was conducted. Ms. Tapler plans to have discussions with those PSAPs to make sure they reported the correct expenditures on their FY2021 revenue expenditure report to make sure the information is correct for the report and distribution.

Mr. Bone requested a motion to approve the PSAP Estimated FY2023 Distribution as presented; motion by Mr. Beeman, seconded by Mr. Hall. Ms. Templeton conducted a roll call vote. Motion carried unanimously.

Approval of PSAP Estimated FY2023 Distribution		
Committee Member	Vote to Approve	Vote to Not Approve
Randy Beeman	Y	
Jason Barbour	Y	
David Bone	Y	
Greg Coltrain	Y	
Allen Cress	Y	
Chuck Greene	Y	
Len Hagaman (<i>Not Present</i>)		
Del Hall	Y	
Melanie Neal	Y	
Candy Miller	Y	
Stephanie Wiseman	Y	

8. PSAP Report Status Update –

Ms. Templeton presented the PSAP Report Status update for FY2019, FY2020, and FY2021 revenue expenditure reports as of November 12, 2021. For FY2019, 127 reports were received, 119 are finalized, and 8 are awaiting the signed revised report. For FY2020, 127 reports were received, 83 are finalized, 28 are in the clarification process, 16 are awaiting the signed revised report. For FY2021, 128 reports were received, 6 are finalized, 27 are in the clarification process, 5 are awaiting the signed revised report, and 90 reports awaiting review.

9. Closing Remarks –

Ms. Harris thanked the team and looks forward to reporting this to the Board in December. Mr. Bone requested the finance team include the procedure review in their report at the December Board meeting. Ms. Neal asked when the NC State 911 Plan would be distributed to the PSAP community for review prior to the Board meeting. Ms. Harris advised the Regional Coordinators would be sending it out on Monday, November 22, 2021, and everyone will have a week to provide any comments.

Mr. Bone advised this was Gerry Means' final Funding Committee meeting and thanked him for his years of service and leadership. Committee members shared their thanks for Gerry and wished him the best in his retirement.

The meeting was adjourned at 1:45 pm.



City of Jacksonville, NC
Public Safety

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An internationally accredited Fire Service and Law Enforcement Agency



Pokey Harris
Executive Director
NC 911 Board
NC Dept. of Information and Technology
PO Box 17209
Raleigh, NC 27619-7209

May 5, 2021

Chief Michael Yaniero
Director of Public Safety
City of Jacksonville
200 Marine Blvd
Jacksonville, NC 28540

The City of Jacksonville Department of Public Safety would like to request funding from the 911 Board for an overflow position in our 911 Center. Analyzing the telephone volume and the associated workload has provided the data to support the request for this position. ECATS software shows Jacksonville PSAP call data in 2020 as answering 136,819 calls. The 9-1-1 Center input 113,191 calls into CAD during 2020. This is a 9.5% increase from 2019 input calls into CAD.

An analysis of the data collected from 2020 using the Erlang-C formula clearly justifies the need for this position. Attached is a copy of that analysis.



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Public Safety Director, Michael G. Yaniero

Jacksonville Public Safety 9-1-1 Center

Jacksonville 9-1-1 Center provides call-taking and dispatching services to both Jacksonville Police Department (JPD) and Jacksonville Fire Department (JFD). The current structure Jacksonville's 9-1-1 Center operates with one (1) Communication Supervisor, sixteen (16) full time Telecommunicator positions and (5) part time Telecommunicator positions. The Center is currently operating with (1) Supervisor (operating as a working Telecommunicator as needed), (16) full time Telecommunicators, (2) part time Telecommunicators. Working four shifts at 12 hours with (4) full time Telecommunicator, and one part time Telecommunicator.

Proposed Shift Structure:

- One Shift Supervisor Telecommunicator III – overseeing shift operations, administrative work, training, and operates a console when needed
- One Telecommunicator operating as LEO Primary Dispatch (JPD DISP)
- One Telecommunicator operating as LEO Inquiry channel (JPD Inquiry)
- One Telecommunicator operating as Fire Primary Dispatch (JFD DISP)
- One Telecommunicator Call-Taker – answering both 911 and administrative calls
- One Telecommunicator Call-taker – and back up Inquiry Dispatcher
- One part-time Telecommunicator Call-Taker – covering high call volume times (also acts as a Fire dispatcher)

Jacksonville 9-1-1 Center used the Erlang C Formula model with Shrinkage and NENA 54 501A Staffing Worksheet to assist in determining Telecommunicator's Workload and Task Performance for 2020. Jacksonville's 9-1-1 Center requires 95% of emergency calls for answered within 10 seconds or less. In 2020, Jacksonville 9-1-1 Center answered 911 emergency calls within 10 seconds 98.66% of the time.

Analyzing the telephone volume and workload provides the data to support the number of Telecommunicators needed at this Agency. ECATS software shows Jacksonville PSAP call data in 2020 as answering a total of 136,819 calls. The total sum is comprised of inbound emergency 9-1-1, abandoned 9-1-1, administrative inbound calls and administrative outbound calls. Policy states call-takers will answer 9-1-1 calls within 10 seconds and all abandoned 9-1-1 calls are called back and verify no emergency is taking place.

ECaTS Data 2020

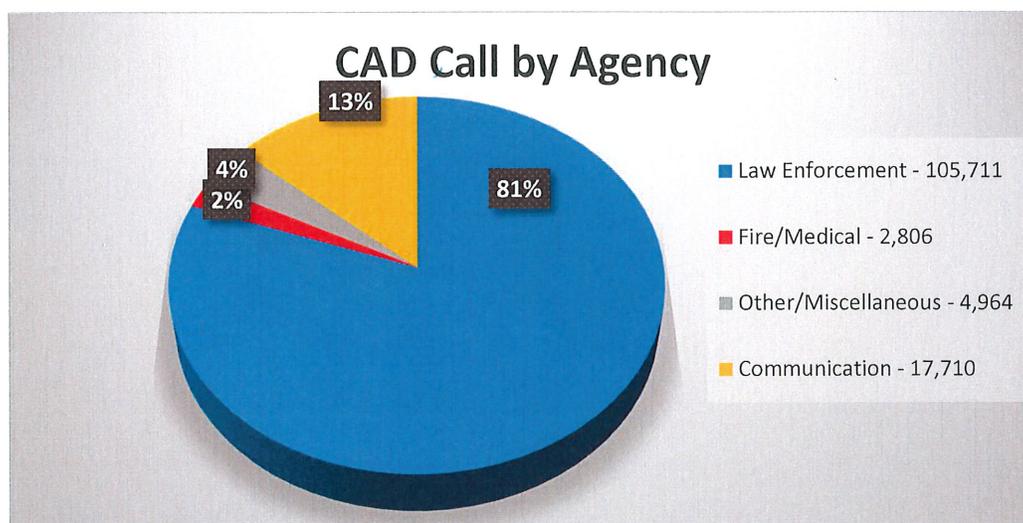
911 Inbound Calls	27,288	20% of call volume
911 Abandoned calls	4,228	3% of call volume <i>*missed/disconnected or rollover calls</i>
Admin. Inbound Calls	51,587	38% of call volume
Admin. Outbound Calls	34,643	25% of call volume
Admin. Abandoned Calls	19,021	14% of call volume

9-1-1 Data on Telecommunicator Tasks Performed

Workload Assessment	
Average Task Completion Time Per CAD Incident (in minutes)	1:22 minutes
Average Radio Time Per CAD Incident (in minutes)	1:15 minutes
Average Processing Time (APT) for CAD Incidents (in minutes)	5:39 minutes
Average Hourly Processing Capability (HPC)	43 minutes
Total CAD Incidents	113,191 Incidents
Workload Hours for Dispatchers	32,760 Hours
Net Availability	
Net Annual Available Work Hours (NAWH)	1631
Turnover Rate – 3 years average	
	34.3% Turnover Rate
Average Call Duration	86 seconds
Target Answering Time (seconds)	10 seconds
Service Level Required	95%
Percentage of Calls Answered within 10 seconds	98.66%
# of Fixed Post Call-taker	7
Percentage of calls answered within 10 seconds	97.86%

CAD Workload and Data

The 9-1-1 Center input 113,191 calls into CAD during 2020. This is a 9.5% increase from 2019 input calls into CAD.



The 9-1-1 Center input 131,191 calls into CAD during 2020. Communication's entered 16,579 in CAD; this is 14% of all calls entered into CAD.

CAD data shows 27% increase in total CAD calls input from 2019 to 2020.

- Law Enforcement inputted calls increased 12.5 %
- Fire calls inputted decrease 43%; this is due to the Corona Virus.
- Other/Miscellaneous calls inputted increased 13%
- Telecommunicator's calls inputted increase 10 %

Dispatch Telecommunicators interacted with First Responders by radio 863,070 times on 2020. This is a 41 % increase from 2018.

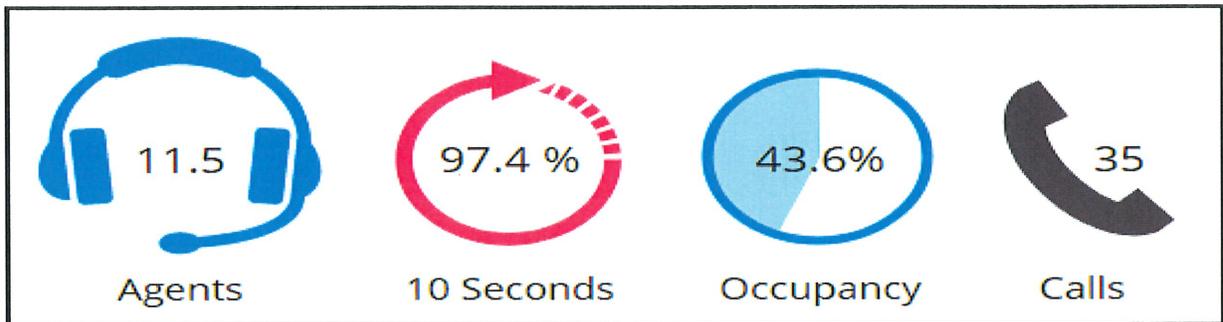
*Note no data for January and February, and incomplete data from March

Call Centre Shrinkage Calculator

Based on				
Working days per year	365			
Working hours per week	48			
External Shrinkage	Hours per week	Days per year	Shrinkage Days	Percentage
Annual Leave		20	20.0	5.5%
Public holidays		8	8.0	2.2%
Sickness		69	69.0	18.9%
Absenteeism/ Lateness		20	21.7	5.9%
Internal Shrinkage				
Training		60	60.0	16.4%
Counseling		10	10.8	3.0%
Quality Assurance		101	0.0	0.0%
Team meetings		12	13.0	3.6%
One on Ones		25	0.0	0.0%
Paid Breaks	2.25	126	2.4	0.7%
Toilet breaks	2		2.2	0.6%
System problems		14	0.0	0.0%
Other activities		10	10.8	3.0%
			Shrinkage Days	Percentage
Total			217.9	59.7%

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Data Collected Using the Erlang Calculator



The number of agents needed is 11.5 including 30% Shrinkage (8 before shrinkage). This gives a Service Level of 97.4% answered in 10 seconds with an Average Speed of Answering (ASA) of 2.3 seconds.

Agents	Agents (No Shrinkage Applied)	Service Level	Occupancy	ASA (s)	% Answered Immediately	Abandon Rate
5.5	4	27.7%	87.3%	515.9	26.7%	21.78%
7	5	64.1%	69.8%	89.1	62.5%	11.99%
8.5	6	83.6%	58.2%	25.1	82.4%	5.91%
10	7	93.2%	49.9%	7.7	92.5%	2.6%
11.5	8	97.4%	43.6%	2.3	97.1%	1.03%
13	8	99.1%	38.8%	0.7	98.9%	0.36%
14.5	8	99.7%	34.9%	0.2	99.7%	0.12%
15.5	8	99.9%	31.7%	0.1	99.9%	0.03%

Jacksonville Public Safety 9-1-1 input current data from 2020 into the online Erlang Calculator – Day Planner. Erlang formula indicate Jacksonville 9-1-1 should be working with 8 Telecommunicators before Shrinkage is taken into account. The number of agents with Shrinkage in the formula suggests 11.5.

NC 911 Board PSAP Revenue/Expenditure Report Status as of January 14, 2022

FY2019 Reports:

Total Received: **127**

Completed: **123**

Clarification – in process: **0**

Reports awaiting review: **0**

Review complete – waiting on signed revised report: **4**

Report received – no documentation for review: **0**

REPORT not received: **0**

FY2020 Reports:

Total Received: **127**

Completed: **85**

Clarification – in process: **28**

Reports awaiting review:

Review complete – waiting on signed revised report: **14**

Report received – no documentation for review: **0**

REPORT not received: **0**

FY2021 Reports:

Total Received: **128**

Completed: **21**

Clarification – in process: **73**

Reports awaiting review: **25**

Review complete – waiting on signed revised report: **9**

Report received – no documentation for review: **0**

REPORT not received: **0**