



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

**February 17, 2022  
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	Stephanie Conner	Leigh Jackson (NC DIT)
David Bone	Kristen Falco	Mike Reitz (Chatham County)
Greg Coltrain	Tina Gardner	Jeff Shipp (NC 911 Board)
Chuck Greene	Pokey Harris	David Vanderweide (Fiscal Research)
Del Hall	David Newberry	Chief Mike Yaniero (City of Jacksonville)
Melanie Neal	Amanda Reeder	Travis Allen (Fiscal Research) (Joined after roll call)
	Tom Rogers	Doug Workman (Cary PD) (Joined after roll call)
	Marsha Tapler	
	Sarah Templeton	
	Angie Turbeville	

**1. Roll Call –**

The meeting was called to order at 1:01 pm by Mr. Bone. Ms. Templeton proceeded to call the roll.

**2. Executive Director’s Opening Remarks –**

Ms. Harris noted there are two action items to present to the committee. Ms. Harris reminded the committee over the next few months, the committee will review the Board’s financials including the three-year forecast and upcoming FY2023 Budget.

**3. Chair’s Opening Remarks –**

Mr. Bone welcomed everyone to the meeting.

**4. Approval of January 2022 Minutes (Vote Required) –**

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

Approval of January 2022 Funding Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Randy Beeman	Y	
David Bone	Y	
Greg Coltrain	Y	
Chuck Greene	Y	
Del Hall	Y	
Melanie Neal	Y	
Stephanie Wiseman ( <i>Not Present</i> )		

**5. City of Jacksonville Seat Count Increase Tabled Request (Vote Required) -**

Ms. Turbeville presented the documents within the agenda packet including the seat count increase request, call transfer information, and CAD information submitted by Jacksonville for further consideration.

Ms. Turbeville addressed a question from the previous Funding Committee meeting regarding how transfers were counted toward the overall call volume in ECATs. In a legacy world, these transfers were sent via star codes however, in our current NG911 environment they are sent via IP address. Now that Jacksonville and Onslow County have migrated to the Statewide ESInet, 911 calls are transferred via the ESInet and presented as a new 911 call to the receiving PSAP. Therefore, the PSAP receiving the initial 911 call and the PSAP receiving the 911 transfer are getting credit for the 911 call in their 911 call volume count.

Ms. Turbeville presented the information submitted by Jacksonville from their CAD system. Their CAD system identifies whether the call was received by a 911 line or a ten-digit administrative line. For 911 calls and administrative calls, the CAD incidents are broken down further by priority determined by the City of Jacksonville.

Mr. Greene requested verification on where the numbers from the call transfer count would be identified within the seat count request documentation. Ms. Turbeville advised it would show up in the 911 call count.

Chief Yaniero discussed the CAD statistical information provided for further review and advised the city is working on a media campaign for the priority one calls. In addition, Chief Yaniero provided his justification for requesting the seventh seat due to the call volume including the priority one CAD calls within CAD documentation in comparison to the PSAPs with similar populations and their 911 calls count.

Mr. Bone requested the Board's legal counsel, Ms. Reeder, to provide guidance for the discussion. Ms. Reeder presented definitions of a 911 call from Federal and State law, found in 47 CFR 9.3 and G.S. 143B-1400. Ms. Reeder presented Rule 09 NCAC 06C .0202(c)(4), one of the Board's rules, which specifically states "seven-digit transfer-to-lines" are ineligible costs. Ms. Reeder noted it was clear from State and Federal law to qualify as a 911 call, the call must be initiated by an end-user dialing the digits 911. Ms. Reeder further noted other Board rules mirror NENA 9-1-1 call process language, all of

which refer to dialing 911. Ms. Reeder advised the Committee not to confuse or conflate every call received by the PSAP as a 911 call. She also said the law requires 911 technology and 911 funding to be based on the number of 911 calls received by a PSAP. Mr. Greene clarified for purposes of the seat count policy based on Federal law, the Board cannot count any calls through administrative lines as 911 calls, regardless of the purpose of the call or if the call results in a dispatch. Ms. Reeder confirmed that is correct.

## FEDERAL AND STATE LAW ON WHAT CONSTITUTES A 911 CALL V. ADMINISTRATIVE CALL

### 911 Calls

- 47 CFR 9.3, "Definitions"
  - 911 calls. Any call initiated by an end user by dialing 911 for the purpose of accessing an emergency service provider.
- G.S. 143B-1400, "Definitions"
  - (7) Call taking - The act of processing a 911 call for emergency assistance by a primary PSAP, including the use of 911 system equipment, call classification, location of a caller, determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder."
  - (2) Next generation 911 system. - An Internet Protocol-enabled emergency communications system enabling the public or subscriber of a communications service to reach an appropriate PSAP by sending the digits 911 via dialing, text, or short message service (SMS), or any other technological means.
  - (22) Prepaid wireless telecommunications service. - A wireless telecommunications service that allows a caller to dial 911 to access the 911 system, which service must be paid for in advance and is sold in predetermined units or dollars of which the number declines with use in a known amount.

### Administrative Calls

- Administrative calls are not made by dialing 911; instead, the end user calls the seven or 10-digit number.
- Not contemplated in State law in 143B-1400 et. seq.
- Board Rule - 09 NCAC 06C .0202(c)(4)

#### 09 NCAC 06C .0202 PSAP ELIGIBLE EXPENSES

##### (c) Ineligible costs include:

- (1) Basic termination charges incurred due to the disconnection of telephone equipment to be replaced with 911 equipment;
- (2) Capital outlay expenditures, such as buildings, remodeling, communication towers, and equipment not directly related to providing the user of a voice communications service connection access to a PSAP by dialing the digits 911;
- (3) Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles;
- (4) Seven-digit transfer-to-lines;
- (5) Private line circuit costs;
- (6) Directory listings; and
- (7) Maintenance costs for radio equipment or other miscellaneous equipment not necessary, as determined by the Board and the affected PSAP, to provide the user of a voice communications service connection access to a PSAP by dialing the digits 911.

## NENA STANDARDS AND BOARD RULES

### NENA Standard for 9-1-1 Call Processing

#### 2.2 Call taking standards

- 2.2.1 Standard for answering 9-1-1 Calls - Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within (≤) fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within (≤) twenty (20) seconds. A call flow diagram is available in Exhibit A. The application of the standard SHALL begin at the time of Call Arrival and extend to the time of Call Answer at the point when two-way communication can begin. The interval between Call Arrival and Call Answer should be evaluated, at a minimum, for each preceding month using a full month of data. Determining if a PSAP has successfully met the call interval metric of 90% in 15 seconds (and 95% in 20 seconds), should be based upon the one-month evaluation. An authority having jurisdiction (AHJ) may measure this metric on a weekly or daily basis for a more detailed analysis.
- 2.2.2 Order of Answering Priority - It is the responsibility of on-duty telecommunicators to answer all incoming calls. All calls will be answered in order of priority:
  1. Calls received on 9-1-1 or alternate emergency access numbers (AEAN)
  2. Calls received on non-emergency lines
  3. Calls received on administrative and/or internal phone lines

### 09 NCAC 06C .0209 PSAP 911 CALL OPERATING PROCEDURES

- (a) Ninety percent of 911 calls received on emergency lines shall be answered within 10 seconds, and 95 percent of 911 calls received on emergency lines shall be answered within 20 seconds. The PSAP and the Board shall evaluate call answering times monthly by using data from the previous month.

### 09 NCAC 06C .0208 TELECOMMUNICATOR QUALIFICATIONS, TRAINING AND STAFFING

- (a) There shall be sufficient telecommunicators available to complete the call taking process for 911 calls.
- (b) Where communications systems, computer systems, staff, or facilities are used for both emergency and non-emergency functions, the non-emergency use shall not delay use of those resources for 911 operations.
- (c) 911 calls for service and completing the call taking process shall have priority above non-emergency activities.
- (d) The PSAP shall provide standard operating procedures to its telecommunicators.
- (e) Telecommunicators shall not be assigned any duties prohibiting them from receiving 911 calls and completing the call taking process in accordance with Rule .0209(a) of this Section and the PSAP standard operating procedures.

Mr. Greene asked Ms. Turbeville given the number of 911 calls without including the number of administrative calls based on the seat count policy, if Jacksonville qualifies for an additional seat. Ms. Turbeville responded, "No, they do not."

Mr. Beeman asked Ms. Turbeville to clarify if Jacksonville's current seat count is five seats plus one overflow. Ms. Turbeville confirmed their seat count is five base seats plus one overflow.

Chief Yaniero commented he understood administrative calls are not 911 calls, however, he said there is a need for an additional console to assist in processing calls that come into the 911 center. Chief Yaniero advised he was trying to be effective and provide the service his citizens deserve. Chief Yaniero suggested basing the seat count on call volumes is arbitrary, and he thinks it is important to consider 911 calls and administrative calls for the seat count request. Chief Yaniero advised he will work within his community to encourage citizens to use 911 instead of the ten-digit administrative number.

Ms. Neal asked Chief Yaniero if he had seven telecommunicators on duty 24 hours a day. Chief responded they have seven telecommunicators during peak call volume hours, but it is not 24 hours a day. Ms. Neal asked where the seventh telecommunicator currently sits. Chief advised they have a temporary laptop position, which is used as a backup seventh position in the primary.

Mr. Greene commented on his involvement as the Chair of the Seat Count Policy ad hoc committee and how they spent a lot of time and effort to remove arbitrary decisions for the process of establishing a PSAPs seat count. Before the policy, it was based on the judgment of staff, and the ad hoc committee wanted to put a more standardized process in place.

Mr. Greene made a motion to deny Jacksonville's request for an additional seat based on the seat count policy and the fact that administrative calls cannot be counted, which was seconded by Mr. Coltrain. After no discussion on the motion, Ms. Templeton conducted a roll call vote. The motion to deny Jacksonville's seat count request passed unanimously.

<b>City of Jacksonville Seat Count Increase Tabled Request</b>		
<b>Committee Member</b>	<b>Vote to Approve Motion</b>	<b>Vote to Not Approve Motion</b>
Randy Beeman	Y	
David Bone	Y	
Greg Coltrain	Y	
Chuck Greene	Y	
Del Hall	Y	
Melanie Neal	Y	
Stephanie Wiseman ( <i>Not Present</i> )		

## 6. PSAP Report Status Update –

Ms. Templeton presented the PSAP Report Status update for FY2019, FY2020, and FY2021 revenue expenditure reports as of February 14, 2021. For FY2019, as of today, 127 reports were received, 126 are finalized, and 1 is awaiting the signed revised report. This final report is more complex due to changes in key operations and finance personnel along with reconciling reports and CAFRs for past years. The PSAP Manager and staff have been working through the process and it is nearing completion. For FY2020, 127 reports were received, 98 are finalized, 18 are in the clarification process, and 11 are awaiting the signed revised report. For FY2021, 128 reports were received, 36 are finalized, 76 are in the clarification process, 13 are awaiting the signed revised report, and 3 reports awaiting review.

## 7. Closing Remarks –

Ms. Harris commended the finance team and regional coordinators on their work to complete revenue expenditure reports. Ms. Harris denotes in the next few months, the Committee will review the three-year forecast and budget matters. Ms. Harris thanked staff and commended Ms. Reeder for jumping in and learning the legislation to assist staff and all committees. Finally, Ms. Harris provided a reminder - the NC 911 Board meeting in February has been canceled.

The meeting was adjourned at 1:44 pm.

APPROVED BY FUNDING COMMITTEE 03172021