



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

**January 20, 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	Donna Wright (NC911 Board)
David Bone	Kristen Falco	Mike Yaniero (City of Jacksonville)
Greg Coltrain	Tina Gardner	Mike Reitz (Chatham County)
Chuck Greene	Pokey Harris	Leigh Jackson (NC DIT)
Del Hall	David Newberry	
Melanie Neal	Amanda Reeder	
Stephanie Wiseman	Tom Rogers	
	Marsha Tapler	
	Sarah Templeton	
	Angie Turbeville	

**1. Roll Call –**

The meeting was called to order at 1:03 pm by Mr. Bone. Ms. Templeton proceeded to call the roll.

**2. Executive Director Opening Remarks –**

Ms. Harris welcomed the committee members to a new year.

**3. Chairs Opening Remarks –**

Mr. Bone welcomed the committee to a new year with committee appointments. Mr. Bone thanked those committee members who decided to end their tenure on the committee for their service. Mr. Bone requested Ms. Harris introduce the Board's new legal counsel, Ms. Reeder to the Funding Committee, as this is her first meeting since joining Board staff. Ms. Reeder introduced herself to the Funding Committee members and guests.

**4. Approval of November 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. Beeman to approve, seconded by Mr. Hall. After no discussion on the motion, Ms. Templeton conducted a roll call vote. Motion carried unanimously.

Approval of November 2021 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	Y	

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

Ms. Turbeville presented the City of Jacksonville's base seat count increase request for an increase of one seat totaling seven positions including their overflow seat. There is no request for any change to their backup plan of six mobile positions.

Ms. Turbeville reminded committee members of Jacksonville's base seat count increase request of two from 2020. In February 2020, the Funding Committee recommended to the Board a seat count increase of one, five base seats and one overflow seat, a total of six which the Board unanimously approved on February 28, 2020.

Ms. Turbeville provided a background of Jacksonville being one of three PSAPs (including Onslow County and Camp Lejeune Base) within Onslow County to operate a PSAP. Jacksonville dispatches for police and fire, while Onslow County dispatches for EMS for the City of Jacksonville. Ms. Turbeville presented numerous statistics for Jacksonville's call volume, a staffing study provided by the PSAP, and Jacksonville's current staffing. Secondly, a review of PSAPs with a similar population and similar call volume in comparison with the City of Jacksonville was presented. In conclusion, after a review of the documentation, there has not been a significant change in 911 call volume during 2020 or 2021. Jacksonville may need to increase staffing and seats to manage the administrative call volume, which is a general fund expense as opposed to 911 funded.

Staff recommendation is to not increase Jacksonville's seat count. The recommendation was discussed with Chief Yaniero on December 6, 2021 in a virtual Teams meeting.

Mr. Greene asked what the administrative call to 911 call ratio was for the PSAPs with a similar population in comparison to Jacksonville. Ms. Turbeville responded there were two PSAPs with lower administrative call volume and a higher 911 call volume in comparison to Jacksonville.

Ms. Wright asked if there was a way to separate the alarm calls that utilize the ten-digit administrative lines. Ms. Turbeville responded the data provided through ECATs is total call volume; there is no way to break down alarm calls and administrative calls for service. Ms. Wright mentioned Chief Yaniero might need to review his CAD data to get statistics for those alarm calls to add to his 911 call data. Ms. Turbeville noted that alarm lines are not 911 fund eligible. Ms. Wright clarified that it is not alarm lines, but the alarm calls are emergency calls that are not captured by ECATs data.

Chief Yaniero presented that the demand for service is growing, and the plan is to increase staff to meet the demand. Chief Yaniero brought up the seat count discrepancy that occurred in 2016 when Jacksonville built their new PSAP. Chief pulled the quarterly report that 500 to 1000 calls are transferred from other 911 centers and stated they come in on administrative lines. Chief said to maintain the level of efficiency, they will need seven consoles and more staff.

Ms. Turbeville commented on the seat count discrepancy and noted on May 7, 2020, it was agreed by both parties that Jacksonville’s current seat count was five plus one overflow. Since that meeting, reports have been finalized, and grant eligibility determined using the agreed upon seat count. Ms. Turbeville advised there has not been any further discussion since May 2020 about the seat count until this meeting.

Mr. Greene noted we want to make sure there are enough seats to cover the 911 calls. In regard to statute, Mr. Greene asked Ms. Reeder if transferred 911 calls from another PSAP are considered 911 calls or administrative calls. Ms. Reeder deferred to staff on how this is currently being applied and she would need to research further. Ms. Harris wanted clarity on the transfers across the ESInet and if there is differentiation for 911 calls and administrative lines. Chief Yaniero advised he would have to research how transfers are performed due to their migration to the ESInet. Ms. Tapler noted there is a code in ECATs that identifies transferred calls between Onslow and the City of Jacksonville. Ms. Wright suggested that ECATs could separate the data and wanted to address the alarm calls to the administrative lines and how to capture those calls.

Mr. Bone asked Chief Yaniero if there have been any discussions about consolidation for the three PSAPs within the County. Chief Yaniero responded there have been consolidation discussions, however, the community is not considering a consolidation in the near future. Ms. Turbeville expanded on the unique relationship between Onslow and Jacksonville and their collaborative efforts on the CAD project, sharing a radio system, and how they backup each other’s recorders.

Mr. Beeman advised after hearing the additional information, he thought it would be wise to collect further data and is not ready to take action on this item. Mr. Bone asked if staff would be able to pull further data. Ms. Turbeville advised she would work with Jacksonville to collect further data and see what can be pulled from ECATS regarding the transferring of calls and alarm calls.

Mr. Beeman made a motion to table the vote until further information could be gathered. Seconded by Mr. Hall. After no discussion on the motion, Ms. Templeton conducted a roll call vote.

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

## **6. PSAP Report Status Update –**

Ms. Templeton presented the PSAP Report Status update for FY2019, FY2020, and FY2021 revenue expenditure reports as of January 14, 2021. For FY2019, 127 reports were received, 123 are finalized, and 4 are awaiting the signed revised report. For FY2020, 127 reports were received, 85 are finalized, 28 are in the clarification process, and 14 are awaiting the signed revised report. For FY2021, 128 reports were received, 21 are finalized, 73 are in the clarification process, 9 are awaiting the signed revised report, and 25 reports awaiting review.

## **7. Closing Remarks –**

Ms. Harris remarked on the PSAP Report Status update and how diligently staff is working to close out the reports. Ms. Harris thanked everyone for a good meeting and noted there would not be a February Board meeting.

Mr. Bone thanked Board administrative staff for all their efforts in temporarily staffing the NMAC during the short time assistance was needed when COVID impacted the NMAC staff.

The meeting was adjourned at 1:53 pm.

APPROVED BY FUNDING COMMITTEE 02172022