



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

**June 23, 2022
10:00am – 12:00pm**

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 | Amanda Smith (<i>Union County</i>) |
| David Bone | Greg Dotson | Amber Glisson (<i>Hendersonville Police</i>) |
| Greg Coltrain | Kristen Falco | Aparicio Clifton (<i>Raleigh-Wake 911</i>) |
| Chuck Greene | Tina Gardner | Bill French (<i>Lumberton Communications</i>) |
| Del Hall | Pokey Harris | Brett Renfrow (<i>Johnston County 911</i>) |
| Melanie Jones | David Newberry | Bryant Fisher (<i>Nash County 911</i>) |
| Stephanie Wiseman | Amanda Reeder | Bryon Burns (<i>Carolina Recording Systems</i>) |
| | Tom Rogers | Chad Deese (<i>Robeson County 911</i>) |
| | Marsha Tapler | Chris Murray (<i>Duplin County 911</i>) |
| | Sarah Templeton | Christine Moore (<i>Guilford Metro 911</i>) |
| | Angie Turbeville | Christy Shearin (<i>Franklin County 911</i>) |
| | | Cliff Kimsey (<i>Carolina Recording Systems</i>) |
| | | Corinne Walser (<i>Charlotte Medic</i>) |
| | | Dominick Nutter (<i>Raleigh Wake 911</i>) |
| | | Donna Wright (<i>NC 911 Board</i>) |
| | | Gerry Tilman (<i>Wayne County 911</i>) |
| | | Grayson Gusa (<i>NC APCO</i>) |
| | | Hailie Tennell (<i>Central Square</i>) |
| | | Jackie Ezzell (<i>Pender County 911</i>) (<i>Joined after roll call</i>) |
| | | Jason Compton (<i>NC NENA</i>) |
| | | Jason Stewart (<i>Martin County 911</i>) |
| | | Jeff McAllister (<i>Jacksonville Police 911</i>) |
| | | Jeff Shipp (<i>NC 911 Board</i>) |
| | | Jeff Williford (<i>Wilson County 911</i>) |
| | | Jennifer Etheridge (<i>Wilson County 911</i>) |
| | | Secretary Jim Weaver (<i>NC 911 Board Chair</i>) |
| | | Jimmie Turbeville (<i>Johnston County 911</i>) |
| | | Jimmy Hodges (<i>Pitt County 911</i>) |
| | | Jonathan Nixon (<i>Perquimans County 911</i>) |
| | | Josh Benfield (<i>Caswell County 911</i>) |
| | | Joshua Robinson (<i>Rapid SOS</i>) |
| | | Julie Solesbee (<i>Perquimans County 911</i>) |

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|--|--|--|
| | | Krystal Tutwiler (<i>Perquimans County 911</i>) |
| | | Kylie Felton (<i>Pasquotank County 911</i>) |
| | | Lynn Slycord (<i>Kings Mountain Police</i>) |
| | | Michael Albertson (<i>Wayne County 911</i>) |
| | | Mike Reitz (<i>Chatham County 911</i>) |
| | | Ray Silance (<i>Onslow County 911</i>) (<i>Joined after roll call</i>) |
| | | Robert Parrish (<i>Raleigh Wake 911</i>) |
| | | Rodney Pierce (<i>Davie County 911</i>) |
| | | Samantha Dutch (<i>Scotland County 911</i>) |
| | | Scott Panacek (<i>Central Square</i>) |
| | | Scott Schiefelbein (<i>Rutherford County 911</i>) |
| | | Sharon Rowell (<i>Joined after roll call</i>) |
| | | Stori McIntyre (<i>Cleveland County 911</i>) |
| | | Suzanne Walker (<i>Raleigh Wake 911</i>) |
| | | Todd Ausborn (<i>Pitt County 911</i>) |
| | | Tracy Trogdon (<i>Fayetteville Communications</i>) |
| | | Trent Brummitt (<i>Granville County 911</i>) |
| | | Victoria VanNortwick (<i>Beaufort County 911</i>) |

1. Roll Call -

The meeting was called to order at 10:00 am by Mr. Bone. Ms. Templeton proceeded to call the roll.

2. Ethics Awareness/Conflict of Interest Statement

Mr. Bone read the Ethics Awareness/Conflict of Interest Statement.

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest. Does any Committee member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Committee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

No Committee members noted a conflict.

3. Executive Director's Opening Remarks -

Ms. Harris welcomed committee members and guests to the last Committee meeting of the fiscal year. Ms. Harris noted staff is preparing for the year-end budget closeout, while launching into the biennial audit, closing out the Federal 911 grant, and preparing the FCC fee report. Board staff has been reviewing the Approved Use of Funds List and plans to present it at the July 2022 Funding Committee meeting. Ms. Harris noted the FY2023 grant cycle opened with 17 applicants and the Grant Committee recommendations will go before the Board in August 2022.

4. Chair's Opening Remarks -

Mr. Bone stated there were agenda items that involved PSAP maximum allowable recommendations for a variety of equipment. Mr. Bone thanked staff for the time and efforts invested in reviewing current legislation, Administrative Code, and the Approved Use of Funds List during the review of these expenditures. Mr. Bone noted there have been individuals within the PSAP community concerned with eligibility determinations and the use of percentages. Legislation is clear the 911 Fund is for 911 call processing, and there are limits to allowable expenditures. The staff's review of eligibility is important to ensure North Carolina uses the funds as intended and is not identified as a fee diversion state. Mr. Bone reminded everyone that staff is trying to assist the PSAPs, and we are all on the same team.

5. Approval of April 2022 Minutes (Vote Required) -

Mr. Bone requested a motion to approve the minutes as presented. Ms. Jones requested future minutes reflect the dollar amount for the eligibility requests presented verbally are reflected in the minutes. No corrections were noted. Motion made by Ms. Jones to approve. Mr. Hall seconded the motion. After no discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

| Approval of April 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 Jones | Y | |
| Stephanie Wiseman | Y | |

Ms. Harris provided a brief overview of items #6 through #9 being presented to the Committee.

Ms. Reeder noted she was involved in the discussion of all matters coming before the Committee. Ms. Reeder advised each recommendation aligns with Federal and State law including Administrative Code. Ms. Reeder reiterated that State law only allows specific use of funds within narrow confines. Ms. Reeder noted she has been impressed with Board staff in the manner they reached out to PSAPs and vendors to understand the products while reviewing quotes and the determination of the recommendations. Ms. Reeder advised all recommendations are legally defensible.

6. Chair Maximum Allowable Recommendation (Vote Required) -

Ms. Templeton presented the finance team solicited a total of 36 chair quotes from 16 PSAPs across the state. Based on the quotes provided, the new chair average was \$1,955.80, after removing the five outliers due to additional features such as big-n-tall chairs, bariatric chairs, wider base, upgraded chair arms, etc. Historically, \$200.00 was added to the average to get the cap amount. During the review, staff proposed to add an additional ten percent to the average and rounded up for a new recommended maximum

allowable of \$2,200.00 per chair. Ms. Templeton noted PSAPs may get a discount when ordering chairs in bulk, but this is something beyond staff's control when reviewing the quotes submitted. Ms. Templeton also noted the cap does not include chairs needed for ADA compliance. Ms. Templeton instructed PSAP managers in need of a chair to meet ADA compliance to send the quote directly to the PSAP eligibility email for review. Staff's recommendation was to increase the maximum allowable for chairs from \$1,800.00 to \$2,200.00 per approved seat.

Ms. Jones requested the cap be reviewed more frequently due to the economy, supply chain issues, and cost increases. Ms. Harris responded it will be prudent to periodically review the caps relying on the PSAP Managers, as they are the individuals obtaining quotes to keep staff apprised of cost increases.

Mr. Beeman asked if better pricing could have been obtained by using a State contract for chairs and asked if shipping is eligible on top of the chair costs. Ms. Falco confirmed shipping is eligible in addition to the chair cost cap. Ms. Harris noted staff has reviewed the State contract option and attempting to get all vendors that would satisfy all PSAPs to be a part of a State contract can be a challenging task. Ms. Harris advised the Board should encourage PSAPs to go to their local procurement office and see options available to utilize State contracts.

Ms. Wright asked for clarification on the ADA compliance eligibility since chairs are an eligible expenditure. Ms. Falco advised chairs needed to meet ADA compliance are more expensive and above the cap recommendation. Ms. Wright asked about considering ADA-compliant chairs in the cap. Ms. Harris advised many of those chairs fall outside of the maximum allowable recommendation for the average chair used inside the PSAP. There are no questions on the eligibility for ADA-compliant chairs, as those are only reviewed separately and approved. Mr. Bone asked for clarification that the Committee is not looking at a cap for the ADA-compliant chairs. Ms. Harris confirmed that was correct.

Motion to approve staff's recommendation to increase the maximum allowable for chairs from \$1,800.00 to \$2,200.00 per approved seat made by Mr. Greene. Mr. Beeman seconded the motion. After no discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

| Chair Maximum Allowable Recommendation | | |
|---|------------------------|----------------------------|
| 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 Jones | Y | |
| Stephanie Wiseman | Y | |

7. Workstation PC Maximum Allowable Recommendation (Vote Required) -

Ms. Falco presented this item and stated the finance team staff attempted to solicit quotes from PSAPs for PC workstations to review the current maximum allowable amount on the Approved Use of Funds List. Staff did not receive any workstation quotes. The finance teams pulled quotes from the past six months for computer workstations submitted for eligibility by seven PSAPs. The average cost was \$2,064.39 (using the same methodology as the chair proposal of adding ten percent to the average and rounding up). The staff recommendation for the new maximum allowable for PC workstation is \$2,300.00.

Ms. Jones asked for clarification of whether the cap was strictly for the PC. Ms. Falco responded yes; it is only for the workstation PC.

Mr. Beeman requested these caps be reviewed annually and for State contracts to be considered for competitive bidding.

Mr. Hodges asked when the increased cap would become effective. Ms. Harris advised it would go to the NC 911 Board on Friday, June 24, 2022, for a vote and if it passes, it will be effective July 1, 2022.

Motion to approve staff's recommendation to increase the maximum allowable for PC workstations to \$2,300.00 made by Ms. Jones. Mr. Coltrain seconded the motion. After no discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

| Workstation PC Maximum Allowable Recommendation | | |
|--|------------------------|----------------------------|
| 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 Jones | Y | |
| Stephanie Wiseman | Y | |

8. C/S Tellus Hub CAD to CAD Unify (Cloud) Subscription Allowable Expenditure (Vote Required) –

Ms. Falco explained the Approved Use of Fund's list allows for PSAPs to purchase a CAD-to-CAD interface software to be able to send CAD information to another PSAP for dispatch of a 911 call. The hub subscription service being discussed is a new data-sharing technology that enables PSAPs to do more than just send calls for dispatch. Currently, the quotes submitted for PSAPs have been from Central Square, which is offering three different cloud-based data-sharing subscription services. The subscription service can be purchased by not only Central Square CAD users, but users of 30 different CAD systems according to Central Square's website.

Ms. Falco stated the Central Square's Aware subscription service, which is the base service, allows for situational awareness only. PSAPs can choose with whom they share information as long as they are also subscribers on the hub. This service does not allow for dispatch of 911 calls and would not be an eligible expense to pay with Emergency Telephone System Funds (ETSF).

Ms. Falco further explained the Central Square's Notify subscription has the same features as the Aware subscription, with an addition that allows emails, text messages, and configurable pop-up notifications for others included on the hub. This is a single directional subscription service and does not allow sending and receiving of 911 calls for dispatch. It would not be an eligible expense to pay with ETSF.

Ms. Falco presented the third subscription option, Unify, which allows for all the same functionality of the Aware and Notify hubs, but is fully bi-directional and allows agencies to be able to send and receive 911 calls for dispatch. In addition to being able to send 911 calls back and forth, this solution offers the capability for AVL information for responders to be shared, unit status information, analytics, and records management information.

Ms. Falco noted all three subscription services allow PSAPs the ability to configure connections to partners on the hub with whom they wish to share their information. Subscribers to the hub are not limited by Central Square, and entities such as hospitals, emergency operations centers, DOT facilities, and crime centers may also subscribe to the hub, though each subscriber will have the ability to configure what information is shared with which entity. The hub is not exclusive to Central Square users, as 30 different CAD systems can interface with the hub, allowing agencies using different CAD systems a way of sharing information in a timely fashion.

Ms. Falco advised staff has reviewed several proposals for the Unify subscription with legal counsel, and based upon the full functionality as described above, it goes beyond the call-taking process (which allows not only 911 call information and unit statuses to be shared, but includes AVL and RMS). Staff is recommending approval of 50% of the costs for implementing the Unify Hub subscription and annual recurring cost between primary or secondary PSAPs with formal agreements (such as SOPs/SOGs/ILAs) in place to send and receive 911 calls for dispatch.

Mr. Bone reiterated the subscription is not specific to Central Square, but for all vendors that would provide the service.

Ms. Jones noted the hub has additional features beyond CAD-to-CAD capability and asked if an audit trail could be incorporated for the PSAP to indicate they are not using those additional features. Ms. Reeder responded it puts the Board and staff in a position to audit PSAPs to show fees are not diverted. The Board can only legally pay for certain items. Ms. Jones noted CAD-to-CAD is currently on the Approved Use of Funds List. Ms. Reeder noted the recommendation ensured the Board stays in its statutory confines and only pays for eligible items. Mr. Coltrain noted everyone can agree that since you cannot isolate the CAD-to-CAD functionality in the software, even with the recommended percentage, ineligible portions could still be funded.

Ms. Reeder discussed 911 fee diversion.

Mr. Greene noted the Board's current statutes are not keeping up with technology and there are constraints on staff to audit these expenditures. Mr. Greene notes the staff recommendation is the best solution currently. However, he recommended taking a look at the statute to accommodate future requests.

Ms. Jones noted North Carolina has never been a fee diverter, and the Board doesn't intend to do be. She advised she does not support having an eligible expense funded at 50% based on the capability of the product when the PSAP use can clearly be shown.

Mr. Beeman asked if it could be required for the vendor to itemize the cost for only CAD-to-CAD and fund the subscription at 100%. Ms. Harris noted finance staff has been engaged in reviewing the product and could engage the vendor if the Committee would like. Ms. Falco commented as this is a cloud-based subscription for CAD data sharing, the PSAPs configure what data they are sharing and with whom. Ms. Falco noted she would be willing to work with the vendor to see costs can be quoted for only CAD-to-CAD.

Ms. Wright echoed Mr. Greene and Mr. Beeman's comments and advised legislation needs to be reviewed based on the capabilities built today.

Mr. Hodges would like the Board to reconsider the Notify subscription to send but not receive the dispatch. Ms. Falco responded in the demo staff reviewed, the Notify subscription was described to only notify a PSAP of a need, but the PSAP still had to call. Ms. Falco noted she could review further detail if Mr. Hodges wanted to pursue the expense.

Mr. Reitz shared his appreciation for staff's time in reviewing the subscription. He noted a report from the product to show what connections and shared data could be submitted with the revenue expenditure report. Mr. Reitz noted the AVL feature is directly related to the initial dispatch of a 911 call. He requested the Committee recommend the Board fully fund the product and put the burden on the PSAP to provide justification the subscription is only being used for CAD-to-CAD.

Ms. McIntyre thanked Board staff for the work on this new technology. She suggested having the vendor develop and show what functionality is being utilized by the customer.

Mr. Shipp noted the PSAP could go back to the vendor and provide an appropriate invoice that could satisfy the need.

Mr. Greene asked Ms. Falco if the vendor was asked to provide itemized detail to show ineligible and eligible portions, could the eligible portions be approved at 100%, but if a vendor refuses to itemize detail, then the product could be approved at 50%. Ms. Falco responded, yes, if staff can delineate eligible and ineligible on a quote or invoice, it would make the review process easier when reviewing against legislation, Administrative Code, and the Approved Use of Funds List. Ms. Reeder commented it would be the vendor's responsibility to show eligible and ineligible broken out. The Board could fund the eligible portions at 100%. The PSAPs will need to have the vendors provide the documentation. Ms. Reeder advised Mr. Greene's comments were defensible. Mr. Coltrain supported funding 100% of the eligible portions.

Motion by Mr. Greene to approve staff's recommendation of 50% for the Unify hub, provided PSAPs can provide formal agreement to receive and dispatch 911 calls (ILAs, SOGs, SOPs) between primary PSAPs to include secondary PSAPs. If the vendor can provide an invoice showing eligible and ineligible costs clearly noted, to approve the eligible costs at 100%. Ms. Jones seconded the motion. After no discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

| C/S Tellus Hub CAD-to-CAD Unify Cloud Subscription Allowable Expenditure | | |
|---|------------------------|----------------------------|
| 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 Jones | Y | |
| Stephanie Wiseman | Y | |

9. Recording as a Service (RaaS) Allowable Expenditure Update –

Ms. Falco stated that several months ago, a PSAP requested staff to review Carolina Recording Solutions' "Recording as a Service" (RaaS) proposal. The proposal was not for new technology, but a new billing methodology for the recorder vendor for managed service based on a cost per-seat per PSAP. At the time, staff was unable to determine how much of the per seat cost was eligible for the RaaS because there was not enough information for staff to determine what eligible and ineligible hardware, software, and licensing costs were included in the per-seat cost. The costs have always been itemized on previous leases, purchases, and managed service proposals received by Board staff to review. This has allowed staff to make determinations on recorder purchase eligibility requests based on legislation, Administrative Code, and the Approved Use of Funds list.

CRS provided the PSAP with the per seat cost detail in a manner that eligibility can be determined based on the line items of the quote specific to functionality. This per-seat determination is satisfactory to the Board's legal counsel and Executive Director. The eligibility determination is based on the Approved Use of Funds list, Administrative Code, and legislation, which allows for the purchase of recorder hardware, software, and licenses required to record the receipt, processing, and initial dispatch of a 911 call. Because this is not new recorder technology, and the Approved Use of Funds list and Administrative Code already address recorder eligibility, the eligibility determination does not require any action on the part of the Funding Committee.

10. PSAP Report Status Update -

Ms. Templeton presented the PSAP report status update for FY2020 and FY2021 revenue expenditure reports as of June 17, 2022. For FY2020, 127 reports were received, 123 are finalized (97% complete), two are in the clarification process, and two are awaiting the signed revised report. For FY2021, 128 reports were received, 93 are finalized (73% complete), 24 are in the clarification process, and 11 are awaiting the signed revised report.

11. PSAP Eligibility Request Report -

Ms. Falco reported there were 38 eligibility requests received for the Eastern and South-Central regions since the last Funding Committee meeting. Ms. Falco discussed the range of requests received, along with the total cost of the requests for eligible and ineligible being \$13,344,202.80. The total cost approved for eligible expenditures was \$5,814,027.09 based on legislation, Administrative Code, and the Approved Use of Funds List. Ms. Falco advised some requests are still under review by staff or are waiting for further information from the PSAP or vendor.

Ms. Templeton reported there were 31 eligibility requests received for the Western and North-Central regions since the last Funding Committee meeting. Ms. Templeton discussed the range of quotes received, along with the total costs of the requests for eligible and ineligible components being \$5,788,232.51. The total cost approved for eligible expenditures was \$2,454,212.43 based on legislation, Administrative Code, and the Approved Use of Funds List. Ms. Templeton advised some requests are still under review by staff or are waiting for further information from the PSAP or vendor.

12. Closing Remarks –

Ms. Harris thanked the Committee members and PSAP managers for attending the meeting. She invited them to attend the NC 911 Board Meeting on Friday, June 24, 2022.

Mr. Bone thanked attendees for the discussion.

Mr. Beeman requested the maximum allowable be reviewed for monitors.

Mr. Harris advised the Approved Use of Funds List will be brought to the Committee in July for review.

The meeting was adjourned at 11:40 am.

APPROVED BY FUNDING COMMITTEE 07/21/2022