

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Friday, September 24, 2021**  
**Via Simultaneous Communication**  
**Microsoft Teams Meeting**  
**10:00 AM – 12:00 PM**




**NORTH CAROLINA 911 BOARD MEETING**  
**ROLL CALL**  
**Friday, September 24, 2021**  
**10:00 AM – 12:00 PM**  
**Via Simultaneous Communication with Microsoft Teams Meeting**



NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS OR PHONE	NOT PRESENT
David Bone, County Manager, Davie County (NCACC)		X	
Tommy Cole, Fire Chief, City of Graham (NC SFA)		X	
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		X	
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)		X	
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)		X	
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)		X	
Chuck Greene, Director of Government Affairs, AT&T (LEC)		X	
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)		X	
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)			Excused Absence
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)		X	
Melanie Neal, Director, Guilford-Metro 911 (APCO)		X	
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)		X	
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)		X	
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)		X	
Secretary Jim Weaver, NC 911 Board Chair (NC DIT)	X		
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)		X	
<b>NC 911 BOARD STAFF</b>			
Amy Berenson, Administrative and Logistics Coordinator	X		
Rick Blumer, NMAC Technician		X	
Richard Bradford, (DOJ) NC 911 Board Legal Counsel	X		
Chris Carlin, NMAC Technician			Excused Absence
Stephanie Conner, Western Regional Coordinator		X	
Iesha Duffy, NMAC Technician			Excused Absence
Kristen Falco, Financial Review Specialist		X	
Bernard Gardner, NMAC Technician		X	
Tina Gardner, North Central Regional Coordinator		X	
Pokey Harris, Executive Director	X		
Jesus Lopez, (NC DIT) NC 911 Board PM		X	
Gerry Means, Network Engineer/NG 911 Project Manager	X		
Stanley Meeks, NMAC Manager		X	
David Newberry, South Central Regional Coordinator		X	
Marsha Tapler, Financial Analyst		X	
Sarah Templeton, Financial Review Specialist		X	
Angie Turbeville, Eastern Regional Coordinator		X	
Troy Whitfield, NMAC Technician		X	

APPROVED BOARD 10/22/2021

NORTH CAROLINA 911 BOARD MEETING			
ROLL CALL			
Friday, September 24, 2021			
10:00 AM – 12:00 PM			
Via Simultaneous Communication with Microsoft Teams Meeting			
			
GUESTS	IN PERSON	VIA MS TEAMS OR PHONE	ORGANIZATION
Ron Adams		X	Southern Software
Candace Allred		X	NGA 911
Andrew Allvine		X	AT&T
Randy Beeman		X	Durham 911
Josh Briggs		X	AT&T
Brian Elvington		X	DNI
Ellis Frazier		X	High Point 911
Chuck Freeman		X	DNI
Del Hall		X	NC NENA/Stokes Ret.
Topper Hightower		X	AT&T
Jarrett McGowan		X	DNI
Kylie Nall		X	NGA 911
Denise Pratt		X	DNI
Mike Reitz		X	Chatham County
Brett Renfrow		X	Johnston County
Craig Rizk		X	AT&T
Jeffrey Robertson		X	Intrado
Tom Rogers		X	Brunswick County
Robert Sergi		X	Intrado
Olga Vysotskaya		X	NC DOJ
Kelly West		X	DNI
Doug Workman		X	Cary PD
PHONE NUMBERS			
217-219-2010 – Rick Blumer		X	NC DIT
919-455-3844 – Brian Smith		X	AT&T
816-225-7679 – Pat Thetford		X	AT&T
919-628-9623 – Jimmy Turbeville		X	Johnston County
404-441-1358 - DNI		X	DNI

**Call to Order** - Chairman Weaver called the meeting to order at 10:01 AM and asked Ms. Berenson to proceed with the roll call.

**Roll Call** - Ms. Berenson called the roll of Board and Staff members. Ms. Harris noted Chief Ledford contacted her to let her know he was unable to attend the meeting as he was recovering from surgery. Ms. Conner proceeded to call the roll of guest attendees.

**1. Chair’s Opening Remarks** - Chairman Weaver welcomed Olga Vysotskaya de Brito, Assistant Attorney General with the North Carolina Department of Justice and thanked her for attending our meeting. Chairman Weaver indicated Ms. Vysotskaya would be assisting in Mr. Bradford’s retirement transition and the hiring process for his replacement.

**2. Ethics Awareness/Conflict of Interest Statement** - Chairman Weaver read the Ethics Awareness/Conflict of Interest statement. Mr. Moore recused himself from item 8a.

**3. Public Comment** - Chairman Weaver read the invitation for public comment. No public comment was made.

**4. Consent Agenda (Roll Call Vote Required)** - Chairman Weaver asked Ms. Harris to proceed with the consent agenda. Ms. Harris noted Ms. Gardner would be the technical facilitator for today’s meeting.

- a) Minutes of Previous Meeting – August 27, 2021
- b) Minutes of Board Special Called Closed Session – August 31, 2021
- c) NG 911 Reserve Fund
  - August 2021 Account Balance \$ 85,822,579
  - August 2021 Disbursement \$ 2,601,855
- d) CMRS Account
  - August 2021 Account Balance \$ 3,068,714
  - August 2021 Disbursement \$ 163,701
- e) PSAP Account
  - August 2021 Account Balance \$ 11,081,569
  - August 2021 Disbursement \$ 3,545,823

- |  |               |
|--|---------------|
| f) PSAP Grant/Statewide Projects Account |               |
| August 2021 Account Balance              | \$ 11,158,507 |
| Grant Funds Committed                    | \$ 27,115,851 |
| g) Grant Project Updates per Reports     |               |

Mr. Moore indicated his recusal from item 7c was not designated in the text of the August 27 meeting minutes. Ms. Wright noted her recusal from items 10a -10c were also missing from the text. After further review of the published August 27 draft minutes, it was found Ms. Wright's recusal status was included in the minutes as well as the roll call vote. Mr. Bone made a motion to approve the consent agenda with the indicated changes to the minutes of the August 27, 2021, meeting. Ms. Neal seconded the motion. Ms. Berenson conducted the roll call vote. All attending Board members voted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

Mr. Coltrain arrived at 10:24 AM.

## 5. Executive Director Report

- a) 911 Board Appointment Status - As previously announced, Ms. Harris reported Edward "Lee" Kerlin from T-Mobile/Sprint has been named to fill the vacant CMRS seat on the Board. Ms. Harris reached out to T-Mobile/Sprint for contact information and sent an invite for today's meeting to Mr. Kerlin, however she has not received a reply. She hopes Mr. Kerlin will be available to participate in the October Board meeting.

- b) NextGen 911 Migration Status - Live Status Map - Ms. Harris congratulated the following on their recent migrations:

- Mt. Holly PD 911(08/25/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1100 Hours EDT. PSAP #97/physical location #151 (including backups).
- City of Fayetteville 911 (08/25/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1133 Hours EDT. PSAP #98/physical location #152 (including backups).
- Burlington PD 911 (08/30/2021) - Migrated as i3. Vesta (ESInet only). PSAP #99/physical location #153 (including backups).
- Alamance County 911 (08/30/2021) - Migrated as i3. Vesta (ESInet only). PSAP #100/physical location #155 (including backups).
- Town of Newton PD 911 (09/15/2021) - Migrated as i3. Vesta hosted call handling equipment. PSAP #101/physical location #156 (including backups).
- Hickory PD 911 (09/15/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1131 Hours EDT. PSAP #102/physical location #157 (including backups).
- Catawba County 911(09/15/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1403 Hours EDT. PSAP #103/physical location #158 (including backups).

Ms. Harris noted the Robeson County 911 migration occurred on September 21, 2021. She noted 104 PSAPs have migrated to the ESInet. 45 are Viper hosted, 44 Vesta hosted and 15 ESInet only. This means 82% of North Carolinians are now served by the NextGen 911 network.

- c) NextGen 911 GIS Status - All 100 jurisdictions are engaged in the submission of their statewide GIS data. We continue to build upon our partnership with the NC Center for Geographic Information & Analysis (CGIA), along with GeoComm, our third-party vendor in this endeavor.
- d) 988 Planning Coalition - Ms. Harris, Mr. Bradford, and Ms. Turbeville continue participating in the Coalition for the National Suicide Prevention Lifeline. The Coalition has been awarded a \$100,000 grant and are exploring efforts to establish the National Suicide Prevention Lifeline for those who are in need and seeking assistance. The initiative includes text to 988 capabilities. Ms. Harris will continue to update the Board and the progress made.
- e) Staffing Update - As previously reported, Ms. Harris noted Mr. Means will be retiring at the end of the year. Ms. Harris was pleased to announce a replacement has been hired to assume Mr. Means' duties as the NG911 Network Manager and Project Coordinator. Mr. Tom Rogers is currently the PSAP Manager for Brunswick Sheriff's Office where he has been employed for over

15 years. He possesses knowledge and experience as a communications director, manager of public safety radio operations and CAD systems. Tom has managed all technical operations for the Sheriff's Office. In addition, he operated Brunswick County's mobile operations unit for large scale operations. He holds a bachelor's degree in Communications from Washington State University and possesses various certifications in the National Incident Management System. He is married and has three sons, and his family enjoys off-roading, hiking and traveling. Ms. Harris welcomed Mr. Rogers to the 911 Board staff noting he will begin on October 11. This will allow him to shadow Mr. Means for about two months to navigate his new responsibilities. As previously reported, Mr. Bradford will be retiring November 1. Mr. Bradford has a long history with the Board as his tenure reaches back to early legislation and the creation of the NC 911 Board. Ms. Harris reported the Executive Committee has agreed to once again partner with the NC Department of Justice to enter into a contractual agreement for full-time legal services. Ms. Harris introduced Ms. Olga Vysotskaya, Mr. Bradford's Supervisor, to update the Board on the status of the hiring process. Ms. Vysotskaya noted she understands the significant role Mr. Bradford has played on the 911 Board during the last 20 years and hopes the hiring process will be successful in finding the most suitable candidate for this job. Ms. Vysotskaya plans to engage with Ms. Harris and Mr. Bradford to ensure she is aware of all of the organizational issues, so when the new counsel is brought onboard, she will quickly bring them up to speed. She went on to report this newly created position was posted on Monday, September 20, 2021. As of this morning, the posting has garnered four applications. Ms. Vysotskaya noted she will be very involved in this process and focused on finding the most qualified candidate to fill this position. Ms. Harris thanked Ms. Vysotskaya and indicated she would be in touch with her to discuss next steps.

- f) **Legislative Update** - Mr. Bradford gave a brief report and noted the only Bill pending which specifically relates to the Board, is H404. He reminded the Board this Bill was referred to conference committee. The Bill came out of committee with some new language with substantive changes affecting providers and has been referred back to committee. The Budget Bill is going through the negotiation process. At this point, it includes a great deal of change and opportunities relating to Broadband. These do not directly impact the Board however these changes will have an effect on local government and will have a positive impact overall in terms of the ESInet and communications which do concern the Board. There are also a number of new federal government opportunities that will positively impact local government. Mr. Bradford encourages monitoring these negotiations and opportunities. The FCC Strikeforce final report was presented to Congress on Thursday, September 23, and it has been published on the FCC's website. This will be sent out to the Board next week and Ms. Harris and Mr. Bradford are planning an in-depth discussion with staff to present these changes. Mr. Bradford will also provide a more direct report about the content and expectations going forward regarding the new FCC Rules and Strikeforce during the October Board meeting. Chairman Weaver suggested a Broadband overview for the Board may be helpful. Chairman Weaver, Ms. Harris and Mr. Bradford agreed a Broadband overview presentation for Board and staff would be appropriate after the Budget is passed. Ms. Harris added this information will be beneficial enabling staff to answer inquiries and educate PSAPs on this issue.
- g) **Regional PSAP Manager Meetings Update** - Ms. Harris reported a series of four successful regional meetings were hosted by the Regional Coordinators for the PSAP Managers. Various topics were discussed including the Statewide 911 Plan, PSAP alternate route review planning and peer review process. The next series of regional meetings are being planned for early Spring. Ms. Harris thanked the Board members who were able to attend for their support.
- h) **State 911 Plan Update** - Mr. Barry Ritter attended each of the regional meetings seeking input, he presented at the August Board meeting and participated in two study group meetings. Ms. Harris encourages those who would like to have input, to advise as we move forward in this process. The goal is to present the State 911 Plan during the December Board meeting for approval.

**6. Executive Committee Report** - Ms. Wright advised the Executive Committee's focus has been preparing for the upcoming retirement of Mr. Bradford. The committee will be working closely with Ms. Vysotskaya during this time. Ms. Wright looks forward to reporting their progress to the Board in the near future.

**7. Education Committee Report** - Mr. Greene reported the Education Committee met on Thursday, September 23. The meeting began with a welcome to Chief Tommy Cole, the committee's newest

member. The committee unanimously approved the 2022 Goals, and these will be presented to the full Board during the December work session. The committee also discussed the PSA campaign and its initial favorable reports. Mr. Greene asked Ms. Turbeville to provide additional information. Ms. Turbeville noted since the start of the campaign through Thursday, September 23, there has been over 300 page views on the website. She was encouraged by this as it shows the message is conveying the need for telecommunicators. Ms. Turbeville is working with DIT Comms on how this information can be used to look for correlations with the video and the programming. She thinks it will be helpful to learn if the person visiting the website is clicking on a desired locality PSAP for potential job opportunities and learn if these are in the pilot program marketing area. She is working on fine tuning this process to glean more detailed information. The Spectrum Reach provided access to a dashboard which revealed as of September 20, the video has been aired 1,688 times on 43 networks, such as BET, Lifetime Movie Network, ESPN, A&E and numerous others. Spectrum Reach will be joining the October Education Committee meeting for a project update. Mr. Greene added once they have all of the website and dashboard analytics, they will be able to identify which networks seem to drive the most traffic which will help formulate the strategy and budget for our statewide rollout. Ms. Turbeville continued her report by providing information on the Community College partnership. She stated she and Mr. Greene began conversations with the NC Community College System a few months ago. She recently reengaged in this conversation by seeking information about the Public Safety Administration Associates Degree. This program is currently being offered at 19 Community Colleges across the state. Ms. Turbeville is exploring if the PSAP Manager Executive Program can be used for college credits toward the two-year degree program in collaboration with Richmond Community College. The North Carolina community college has asked to partner with us to identify telecommunicator training such as 40-hour basic telecommunicator which would also qualify for college credits. Additionally, Ms. Turbeville is pleased to report she was contacted by Methodist University regarding a partnership to provide four-year degree programs to telecommunicators across the state. She is excited about this new opportunity which would provide an education path for higher learning for telecommunicators. She is looking forward to bringing more information to the Board regarding these initiatives.

**8. Funding Committee Report** - Mr. Bone reported the Funding Committee has two action items for the Board's consideration.

a) The first action item is the FY2022 (February 28, 2021-A cycle) Chatham County Funding Reconsideration (**Roll Call Vote Required**) - Mr. Bone advised Chatham County has requested a funding reconsideration of \$500,766.10 to move forward with purchases related to their radio system upgrade project, specifically for radio console dispatch workstations for their primary and back-up communications centers. Chatham County previously submitted a similar reconsideration request during FY2021 but withdrew the request, due to project delays. 911 Board staff recommended the \$500,766.10 request. At the Funding Committee meeting, Chatham County's PSAP Manager, Mike Reitz, orally requested the PSAP fund balance not be applied to the funding reconsideration due to the financial needs for ongoing and future projects; however, the current fund balance of a PSAP is a part of the formula used to determine if a funding reconsideration is needed, and Mr. Reitz's request regarding fund balance was not a part of the motion approved. The Funding Committee voted unanimously to approve Chatham's funding reconsideration request of \$500,766.10 and brings this forward to the Board as a motion. Ms. Berenson conducted the roll call vote. All attending Board members voted, with Mr. Moore being recused from this item as noted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

b) Pending FY2022 (August 31, 2021-B cycle) Funding Reconsideration Requests (**Roll Call Vote Required**) - Mr. Bone cited NC General Statute § 143B-1406(a)(4) which outlines the statutory requirements regarding distribution of 911 funds to PSAPs and pointed out funding reconsiderations for this cycle must be done in the first quarter of the Board's fiscal year. Mr. Bone noted there were six such reconsiderations (Alamance, Chatham, Currituck, Jacksonville, Pamlico, and Perquimans) currently under review. Staff requested a one-month extension to complete the review of the reconsideration requests. If this extension was approved by the Board, the remaining, active reconsideration requests will be brought to the Board at the October meeting. The Funding Committee voted unanimously to approve staff's one-month extension request and brings this forward to the Board as a motion. Ms. Berenson conducted the roll call vote. All Board members present voted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*



- c) General Report - Mr. Bone stated he nothing further to report at this time.

Mr. Coltrain departed at 10:45 AM.

Sheriff Hartman departed at 10:54 AM.

**9. Finance Team Report** - Ms. Tapler reported she has continued work pertaining to the Board's financial operations and the estimated distribution which will continue over the next several weeks. She expects the PSAP FY2023 estimated distribution will be presented at the November Funding Committee meeting and to the Board thereafter, so the first legislative deadline of December 31 can be met. She has provided financial information to the Grant Committee for the transfer of the PSAP allocation to the PSAP/Grant Statewide Projects Account. In addition, Ms. Tapler has participated in several working meetings with topics including data analytics, implemental functions, PSAP eligibility, the Priority One Collaboration Grant Application, CAD data sharing, and Federal Grant Plan B. Ms. Tapler has also attended a number of the Regional PSAP managers meetings. Ms. Falco reports the Finance Team is working on several pending funding reconsiderations, they have reviewed and edited the grant letters which will be sent out on October 1. The team is also working on completing expenditure reports and eligibility requests. Additionally, they have attended multiple PAT meetings with more scheduled in the upcoming weeks. Work continues on the Approved Use of Funds List which will be presented to the Funding Committee upon completion. Finally, the team has been participating in the planning and roll out of the P1 Collaboration Grant opportunity. Ms. Templeton gave an update on the PSAP revenue expenditure report status. For FY2019, 127 reports were received, 104 have been finalized, 11 are in the clarification process and 12 are awaiting the signed revised report. For FY2020, 127 reports were received, 69 are finalized, 42 are in the clarification process, one report is left to review and 15 are awaiting the signed revised report. For FY2021, 107 reports were received, 103 have yet to be reviewed, four are in the clarification process and 21 reports have not been submitted. Extensions have been granted for four of these and the team is following up with emails to PSAPs who have not submitted their reports.

Mr. Coltrain re-joined the meeting at 11:15 AM.

**10. Grant Committee Report** - Mr. Shipp stated the Grant Committee was presenting two (2) items to the Board today.

- a) Onslow County/Jacksonville PD FY2022 Grant: CAD Update for Interoperability Project *(Roll Call Vote Required)* - Included in Original Motion by the Board, August 27, 2021: Onslow County - Jacksonville PD (Onslow County-City of Jacksonville CAD Update for Interoperability Project 2022) - \$925,982.00 of overall grant request for non-eligible CAD costs which do not relate to RMS and JMS modules. As part of the motions by the Grant Committee and the Board, all awards are contingent upon final review of the identified components for which grant funding eligibility shall be validated. At the last Committee meeting on September 13, 2021, staff advised it would be necessary to review the Onslow County - Jacksonville PD grant for revision to the award amount due to a potential in staff calculation difference. Because the amount of adjustment was not known at the time, the Committee voted for staff to conduct a final review and for the Committee Chair to bring the findings to the full board with a revised recommendation on the grant award. Motion Presented to the Board, September 24, 2021: Recommend the Onslow County - Jacksonville PD (Onslow County-City of Jacksonville CAD Update for Interoperability Project 2022) FY 2022 PSAP grant award be amended to \$675,088.00 of overall grant request for non-eligible CAD costs which do not relate to RMS and JMS modules. A motion was made by Jeff Shipp to revise the recommendation of the Onslow County/Jacksonville PD FY2022 Grant: CAD Update for Interoperability Project. Mr. Greene seconded the motion. Ms. Berenson conducted the roll call vote. All Board members present voted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) FY2022 Funding Allocation Recommendation *(Roll Call Vote Required)* - The Grant Committee approved an allocation to the PSAP Grant Statewide Projects Account in the amount of \$10,221,234 during the September 13 meeting. This comes as a motion to the Board from the Grant Committee. Ms. Berenson conducted the roll call vote. All Board members present voted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

- c) Priority One Collaboration Grant - Ms. Harris reported on this exciting opportunity which was announced during the August Board meeting. As previously discussed, this grant brings forth \$5,000,000 for collaborative efforts with PSAPs in various categories for consolidation, co-location, radio collaborative efforts and consolidation study reports. Board staff is rapidly working to craft guidelines, a timeline and the application for this new initiative and hope to present this to the PSAP community by the end of October. The goal is to bring this supplementary grant cycle to completion by the end of the fiscal year.

**11. Standards Committee Report** - Ms. Wright indicated the Standards Committee was planning to hold an education session for new peer reviewers and appreciate Ms. Neal's kind offer of assistance, however, this had to be cancelled due to the rise in COVID 19 cases. Ms. Wright and Ms. Gardner are drafting Goals for 2022 to present to the Standards Committee in October.

**12. Technology Report** - Mr. Shipp indicated there were three items the committee had to discuss with the Board, he turned the floor to Ms. Harris to walk through these items. Ms. Harris advised Mr. Lopez would report out on our first, "911 By the Numbers", following Mr. Lopez's presentation Jeff Robertson and Robert Sergi from Intrado and Pat Thetford from AT&T, would provide some information on the Viper 3 hosted call handling solution, and since the agenda was prepared and presented, issues with Viper 1 and 2. Following this, Mr. Means would provide the general report.

- a) NextGen 911 Project Report - Mr. Lopez thanked everyone and after a quick introduction, advised he had been with the state for over 17 years, for the last six years he has had the privilege of working on the NextGen 911 project. Mr. Lopez framed the report as, "The Project of a Lifetime", reflecting his feelings and those of many of his teammates. Looking at the project by the numbers, over 7 million 911 calls were made which breaks down to over 19,000 calls daily. The total cost project of this effort, including recurring costs will exceed 100 million dollars. Expenditures to date over 35 million. Since the project was first entered, the project duration is now over 2,300 calendar days. Conservatively, all of the emails by internal project managers are estimated at 50,000. This number could easily double if vendor communications were counted. RFP – the ESInet, GIS and Cybersecurity project yielded over 5,000 pages of bid materials. As Mr. Means can attest, the evaluation team spent many nights and weekends to ensure a thorough evaluation. Project files are stored in over 45,000 files. The meetings held by Regional Coordinators alone number over 5,000. Schedule – aggregate the state, AT&T and GeoComm, exceeds over 4,000 project tasks and deliverables. Since they commenced operations, the NMAC has handled over 2,500 trouble tickets. Mr. Lopez credits the success of this project to the 911 Board, staff and the decisive leadership of Ms. Harris and Mr. Means. The mantra for the project was communicate, communicate, and communicate some more. Understanding each of the 127 PSAPs had to be worked with individually, the Regional Coordinators worked tirelessly to engage, inform, and guide, and support the PSAP community and were able to establish a bond and trust which was instrumental in accomplishing the project. With the wizardry of the finance team of Ms. Falco and Ms. Templeton led by Ms. Tapler, who took on the responsibility of overseeing the 100-million-dollar effort. Finally, Mr. Lopez thanked Mr. Bradford, our esteemed legal counsel, whose sage guidance, and advice kept us out of trouble. Mr. Lopez explained DIT Project Management Services is broken into two offices within DIT. These are the DIT Project Management Office (PMO) enabling excellence in project management and the Enterprise Project Management Office (EPMO) providing guidance, oversight and governance support for IT projects and programs. He thanks the Board for their steadfast support of this project.

- b) Intrado Viper 3 Abandon Call Issue - Ms. Harris reported we have experienced some issues over the last several weeks. One being with our Viper 3 hosted call handling platform. Ms. Harris announced those who will be presenting on this issue today are Pat Thetford of AT&T, the managed service contract partner, providing hosted call handling services, Jeff Robertson, the President of Intrado and Robert Sergi, Vice President of Operations for Intrado. Ms. Harris indicated Mr. Sergi will be discussing particular information surrounding abandoned calls. He will also discuss the Viper 1 and Viper 2 issue pertaining to call data and the capture of the data. Ms. Harris introduced Mr. Thetford and he began his comments saying he is responsible for AT&T's public safety, specifically 911 solutions organization on a national basis. He has had the privilege to speak to the 911 Board previously, delivering a more positive message. He appreciates the comments made earlier and he joins in your excitement with the strides being made in North Carolina. This is a significant project for AT&T, and they take great pride in this progress as do

their partners from Intrado. Not only from the hosted call handling solution environment, but also through their AT&T ESInet Service in which they are proudly deploying PSAP after PSAP in North Carolina, and across the country. He continued to say members from AT&T's team who support the installations and the platform itself are on the call today and he wanted to ensure they are recognized. Mr. Thetford concurred with Ms. Harris, indicating there were a number of service incidents uncovered with the help from their partners at Intrado. These service issues did not involve the ESInet, however they were discovered within the Viper call handling solution. Similar to situations in the past, Intrado stepped up and devoted the resources and the attention necessary to uncover the problem, interpret the situation and take steps to resolve these issues. Mr. Thetford thanked Ms. Harris and the Board for the opportunity to speak. He then introduced Jeff Robertson and Robert Sergi who represent Intrado to report on the items they have discovered.

Mr. Robertson began his comments with an apology to the PSAPs who were affected as these issues they have had are not the way he likes to do business. He acknowledged the justified frustration over the speed of resolving these problems and stated Ms. Harris reached out to him directly to escalate this issue. Mr. Robertson continued with a high-level overview of what happened. He stated there are three Viper hosts in North Carolina. Two of these are running on one version with the third running on the newest version. A technical issue arose where the system was inserting abandoned calls incorrectly and the database entry was not keeping up. This was presenting to the 911 centers as a lot of hang ups or abandoned calls. This was decidedly an error on their part. They rushed to put in a patch for the affected PSAPs to address this issue. When they rolled out the patch, it affected some of the call reporting and there were occurrences where data records were missed. They are working to reconstruct this data and will be putting them into the ECATS System, although this will take some time. They are keeping an eye on this situation, and he is receiving daily reports from Mr. Sergi to ensure this fix is working. He continued to say Ms. Harris has informed them of the challenges some of the PSAPs have had and how important this reporting is. He apologized for missing this. They are fairly confident they have the abandoned call issue resolved, although they are still retrieving the call records, so everyone can accurately report their call volume. He apologized to the Board and to the PSAPs, acknowledging these problems were clearly Intrado's responsibility. Mr. Robertson is not proud of these circumstances; however, he will work hard to remedy the situation and reassures the Board they have Intrado's full commitment to get things right and ensure this does not happen again. At this time, he asked if anyone had questions.

Mr. Ferguson introduced himself and indicated much of the feedback they were receiving from Ms. Harris has been at their urging. Unfortunately, Durham has recently been dealing with some well-known staffing issues and they have rightly been held accountable by the residents they serve to address those issues. As part of that, they have pledged extreme transparency to the media, elected officials and to the public about the progress being made. Mr. Ferguson stressed the critical importance of this software and what a great challenge this software failure has been to them, and to PSAPs across the state. Mr. Ferguson wanted to ensure Mr. Robertson and his partners are aware, the failure of ECATS tool over the last two months has been a real transparency issue for Durham. Mr. Ferguson continued to say he personally receives the ECATS report every morning. When he began seeing reports in August and September where the call volume was half of what they were used to receiving, he knew there was a problem. He appreciates the transparency, the ownership and the accountability expressed, and he is grateful for the steps which have been put in place. However, the timeliness of these fixes was extremely problematic, and something Mr. Ferguson hoped could have gone better. Currently, Durham is still missing data for August and the data for September is questionable, and they will be unable able to report August call volume data to the City Council until October. He emphasized the speed in which this was addressed, has diminished his confidence and though he looks forward to this confidence being rebuilt, these issues must be addressed and addressed in a timely fashion. Mr. Ferguson concluded his comments by conveying to his fellow Board members and the Chairman how grateful he is for the steadfast support Durham has received from 911 staff in helping to understand and pursue this issue with the technology partners. He is extremely appreciative for the staff's willingness to understand what they were experiencing, and he has great confidence they will continue to monitor this situation until it is resolved. He thanked the NMAC and Ms. Harris for their partnership and the associates at AT&T and Intrado for their efforts and agrees this issue



must remain their highest priority and respectfully requests if there are any resources which have yet to be applied to this problem, they be implemented to get this resolved as expeditiously as possible. Mr. Robertson assured Mr. Ferguson they are taking this situation very seriously; they understand how important this data is and they would be getting the recreated records to them directly. Mr. Robertson indicated Ms. Harris has his cell phone number and encouraged Mr. Ferguson to call with any pressing concerns.

Ms. Neal thanked Mr. Robertson for the report reminding him Guilford Metro had continuous issues 3-4 months ago with Viper 1 and Viper 2 and it was discussed this issue was going to be a priority. Some of those issues persisted and now they are having problems with Viper 3. Ms. Neal's concern at the time and remains to be with the continual addition of PSAPs on the ESInet. She asked, "Is the volume of PSAPs creating issues, and can Intrado assure us this will not continue?" As a Board member she prefers to have this fixed and as a PSAP manager, she echoed Mr. Ferguson's concerns and stated she appreciates the transparency, however this must remain a top priority. Regarding Ms. Neal's volume inquiry, Mr. Robertson responded the database issue fix is his top priority and he believes this is the cause. He does not believe the issue was the migration of additional PSAPs, however he will be keeping a close eye on this. If issues persist, he will ask the engineering team to hold off from adding more PSAPs until they can resolve the issues. Mr. Robertson is fairly confident as it is engineered today, this should not be a capacity issue. He would like to ensure the stability of the software before additional parameters are considered.

At Ms. Harris's invitation Mr. Sergi addressed the Board giving a high-level overview of the abandoned call issues and the ECaTS call data problems. Mr. Sergi began his comments by stating these issues did not have anything to do with load or call volume, the underlying problems were related to some database configuration issues and some optimizations which were needed to improve the performance of the application side of the system. This led to records not being inserted correctly and building up and then causing those previously closed out abandoned calls to be incorrectly reinserted into the Viper 3 system. This caused those records to incorrectly transfer into the ECaTS system. To fix the databases issues, all three Viper hosts were reconfigured and optimized. Though they haven't seen any issues for the last two weeks, they will continue to monitor this very closely over the days and weeks to come to ensure the problem is 100% resolved across all three Viper hosts. Mr. Sergi added they are currently finalizing development of the software update, which will enhance protection relative to database performance and record insertion on those databases. This software patch will be released through AT&T this afternoon and they will work with the PSAPs to install this on the servers. He said they are not happy with their performance, or the response time taken to resolve these issues, however they are confident they have addressed the underlying issues to properly address these problems.

Ms. Harris noted when she spoke with senior leadership from AT&T and Intrado, she expressed her concern over the length of time it took to resolve these issues. She had to escalate this to senior leadership level to get the required attention, so these issues could be addressed. She stated the abandoned call issue does seem to have been resolved, however she continues to be troubled over the matter of the call data as it lingers into next week and possibly the week after next. She strongly conveyed to Mr. Robertson and his staff this was unacceptable. For the record, Ms. Harris mentioned for all PSAP managers, for the Board and for all partners this is not an ESInet issue – it is a call handling issue. Sometimes it is difficult to differentiate, as it is discussed as a whole as the ESInet. She continued to say, from time to time there have been some call handling issues and over the years there have been problems with products. However, these all have had resolutions. It is Ms. Harris's expectation, as the manager for this project, when an issue does arise, it does not take this long to be resolved in the future. She has Mr. Robertson and Mr. Thetford's commitment should further issues arise they will be swiftly addressed. Mr. Thetford confirmed his commitment from an AT&T perspective and Mr. Robertson thanked Ms. Harris for inviting them to speak to the Board and for working with them to get this resolved. He pledged his utmost commitment to do better in the future. Mr. Sergi stated they would work around the clock to get all records reinserted into the ECaTS system as soon as possible.


- c) General Report - Mr. Means shared as the ESInet migration is coming to the end of the planning/implementation phase of the project, the Board may shift its focus to the run and manage

phase. The run and manage phase will mean having a different perspective on how we will keep this project whole, running and healthy. This will move the focus from the individual build-out to the categorical phases of the elements for each of our PSAPs, not only the base-line things they will require, but also the different things which are unique to each. Over the next few months, Mr. Means will be working on the framework of the history of the project and things we may want to consider for the future. Items such as architecture, process alignment and governance and having defined standards and criteria to be applied across the board will be key to moving this process forward. He has worked with the NMAC on developing their processes around ITIL service management and change management, so there will be distinct plans for how things will work going forward. The NMAC will play a big role in this as well as the Technology and Standards Committees, partnering to determine how we will proceed with the run and manage segment of the lifecycle for the remainder of the contract. Mr. Means reported 104 PSAPs have migrated to the ESInet and there is an aggressive schedule for the remainder of the month. Next week five more ESInet migrations are scheduled with Brunswick, Pamlico, Watauga, Beech Mountain and Boone. There have been two migrations scheduled for the month of October, six in the month of November and six in December including Charlotte-Mecklenburg. Mr. Means projects by December 15, 123 migrations will be complete. This will leave four migrations for calendar year 2022, which are primarily bricks and mortar projects. Mr. Means added we now have 79 at i3 and 25 RFAIs, which is a project in itself. Mr. Means is pleased to report 82% of North Carolina's population is covered with the NextGen platform. Based on the 2020 census, this represents 8,679,212 people and 80% of the land area in the state. Mr. Means has been involved, along with Mr. Lopez in this project since 2016 with his participation in the proposal process. He stated it has been a "great ride." In terms of GIS, great work has been accomplished with the help of CGIA. There are 110 jurisdictions who are fully i3 capable - 79 of these are in production with nine left to go. These nine represent the PSAPs who will migrate from RFAI to i3. He added once complete, North Carolina will have one of the largest i3 footprints in the country. Mr. Means added a note regarding RFAI to i3 migrations as they have uncovered a technical glitch with Gaston and Rutherford County and have had to postpone their migrations until the manufacturer can fix the issue with the router firmware. Once this problem is fixed they will be put back on the schedule. Other projects Mr. Means is working on include data analytics and he is completing the documentation so an award can be made so the PSAPs will have access to better tools which will perform "what if" analysis in graphics form, to take advantage of all of the newest techniques in terms of service management. As previously reported, a closed session for the Board was held to discuss the cybersecurity assessment output. Mr. Means is making notes to address next steps and strategies which could be employed in the future. Data sharing is another project Mr. Means is working on and a few meetings have been held to discuss this initiative. He believes the data sharing technology is beginning to take root. There is a development opportunity which was announced this week with web-based interfaces which would enable various providers to subscribe to a certain interface and he believes the hosted cloud companies will have a big role in this. As the process of understanding data sharing begins, Mr. Means thinks there will be some marked dynamics in the next 18 months which will be very important for the Board to track. He concluded his report indicating from a technology point of view, he is pleased to share we are in pretty good shape. The next Technology Committee meeting will address Goals for 2022. Ms. Harris thanked Mr. Means for his report and noted for Mr. Rogers will be hearing the catch phrase, run and manage for the foreseeable future. She added she and Mr. Means have had an opportunity on the calendar and are meeting with Glenn Poplawski and Sarah Porper to talk about the IT strategy plan, so they will be able to incorporate what the Board has done. The new FCC rules have also addressed cybersecurity from a 911 perspective.

**13. 911 Regional Coordinator Reports** - The regional coordinators gave brief reports. Ms. Gardner advised she has attended some region meetings, PAT meetings, regular project meetings, and meetings to discuss technology plans. Ms. Turbeville congratulated Robeson County for going live on the ESInet and to Lumberton who migrated to i3 from RFAI. Ms. Turbeville attended the NC NENA/APCO virtual showcase and the Board-sponsored critical Incident Stress training. It was well attended and well received by the PSAP community. She also held a PSAP Manager orientation to new members in the region to acquaint them to Board projects and operations. Mr. Meeks also was in attendance for this meeting. Mr. Newberry congratulated Mount Holly, Catawba, Hickory and Newton PD for their successful migrations to the ESInet. He worked with finance to complete funding reconsiderations which had been submitted and

conducted some PAT meetings as well. Ms. Conner advised she held the rescheduled Western PSAP Managers meeting which had a tremendous turnout which was exciting to see. Ms. Conner also worked with some PSAPs on their alternate and abandonment routing, which was a result of some of the conversations from the PSAP Managers meeting. She will be speaking with some PSAPs who have been awarded grants and have been conducting conversations with PSAP Managers. Ms. Harris added for the benefit of any PSAP managers who are joining us, the Regional Coordinators along with the Finance team have been working on the Secondary PSAP agreements. Mr. Bradford has created a template to be utilized in the years to come and she asks PSAP managers with Secondary responsibilities to be on the lookout for these agreements.

**Roster of Roll Call Votes:**

<p style="text-align: center;"><b>NORTH CAROLINA 911 BOARD MEETING</b>  <b>ROLL CALL VOTE</b>                      Friday, September 24, 2021                      10:00 AM – 12:00 PM                      Via Simultaneous Communication with Microsoft Teams</p> 					
NC 911 Board Members	4. Consent Agenda	8. a) FY2022 (February 2021) Chatham County	8. b) Pending FY2022 (August 2021) Funding Reconsideration Requests	10. a) Onslow County/Jacksonville PD FY2022 Grant: CAD Update for Interoperability Project	10. b) FY2022 Funding Allocation Recommendation
David Bone	Y	Y	Y	Y	Y
Tommy Cole	Y	Y	Y	Y	Y
Greg Coltrain	N/A	N/A	N/A	N/A	Y
Brian Drew	Y	Y	Y	Y	Y
Bo Ferguson	Y	Y	Y	Y	Y
Greg Foster	Y	Y	Y	Y	Y
Chuck Greene	Y	Y	Y	Y	Y
J. D. Hartman	Y	Y	Y	N/A	N/A
Jeff Ledford	Excused Absence	Excused Absence	Excused Absence	Excused Absence	Excused Absence
John Moore	Y	Recused	Y	Y	Y
Melanie Neal	Y	Y	Y	Y	Y
Jude O'Sullivan	Y	Y	Y	Y	Y
Jeff Shipp	Y	Y	Y	Y	Y
Earl Struble	Y	Y	Y	Y	Y
Secretary Jim Weaver	Y	Y	Y	Y	Y
Donna Wright	Y	Y	Y	Y	Y

**14. Other** - No additional items were brought forward for discussion.

The next Board meeting will be held on Friday, October 22, 2021 in the Emerald Conference Room at NC Department of Information Technology located at 3700 Wake Forest Road, Raleigh, NC 27609 , using simultaneous communication via Microsoft Teams Meeting. Lunch will be provided for Board Members immediately following the meeting and are invited to participate in a retirement gathering for Mr. Gerry Means.

**Adjourn** - Chairman Weaver adjourned the meeting at 12:05 PM.



Next NC 911 Board Meeting - Friday, October 22, 2021, 10:00 AM – Noon  
 Emerald Conference Room – NC DIT – 3700 Wake Forest Road, Raleigh, NC 27609 and  
 Via Simultaneous Communication with Microsoft Teams