

North Carolina 911 Board Meeting
MINUTES
Friday, April 23, 2021
Via Simultaneous Communication
Microsoft Teams Meeting
10:00 AM – 12:00 PM



NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, April 23, 2021
Via Simultaneous Communication with Microsoft Teams Meeting
10:00 AM – 12:00 PM



NC 911 BOARD MEMBERS	IN PERSON	PRESENT VIA MS TEAMS OR PHONE		
		YES	NO	
David Bone, County Manager, Davie County (NCACC)	N/A AT THIS TIME	Y		
Secretary Eric Boyette, 911 Board Chair (NC DOT)		Y		
Tommy Cole, Fire Chief, City of Graham (NCSFA) [Non-Voting for This Meeting]		Y		
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		Y		
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)		Y		
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)		Y		
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)		Y		
Chuck Greene, Director of Government Affairs, AT&T (LEC)		Y		
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)		Y		
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)		Y		
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)			N	
Melanie Neal, Director, Guilford-Metro 911 (APCO)		Y		
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)		Y		
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)		Y		
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)		Y		
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)		Y		
NC 911 BOARD STAFF				
Rick Blumer, NMAC Technician		N/A AT THIS TIME		N
Richard Bradford, (DOJ) NC 911 Board Legal Counsel			Y	
Chris Carlin, NMAC Technician			Y	
Stephanie Conner, Western Regional Coordinator	Y			
Kristen Falco, Financial Review Specialist	Y			
Kenneth Fullwood, NMAC Technician	Y			
Tina Gardner, North Central Regional Coordinator	Y			
Saman Gharib, NMAC Technician	Y			
Pokey Harris, Executive Director	Y			
Jesus Lopez, (NC DIT) NC 911 Board PM	Y			
Gerry Means, Network Engineer/NG 911 Project Manager	Y			
Stanley Meeks, NMAC Manager	Y			
David Newberry, South Central Regional Coordinator	Y			
Marsha Tapler, Financial Analyst	Y			
Sarah Templeton, Financial Review Specialist	Y			
Angie Turbeville, Eastern Regional Coordinator	Y			

APPROVED BOARD 05/28/2021

4. Consent Agenda — Chairman Boyette asked Ms. Harris to proceed with the consent agenda. Ms. Harris advised the March meeting minutes included in the agenda book contained errors to be corrected. She then reviewed the errors with corrections noted.

- a) Minutes of Previous Meeting – March 26, 2021
- b) NG 911 Reserve Fund

March 2021 Account Balance	\$84,387,281
March 2021 Disbursement	\$356,038
- c) CMRS Account

March 2021 Account Balance	\$4,252,804
March 2021 Disbursement	\$465,329
- d) PSAP Account

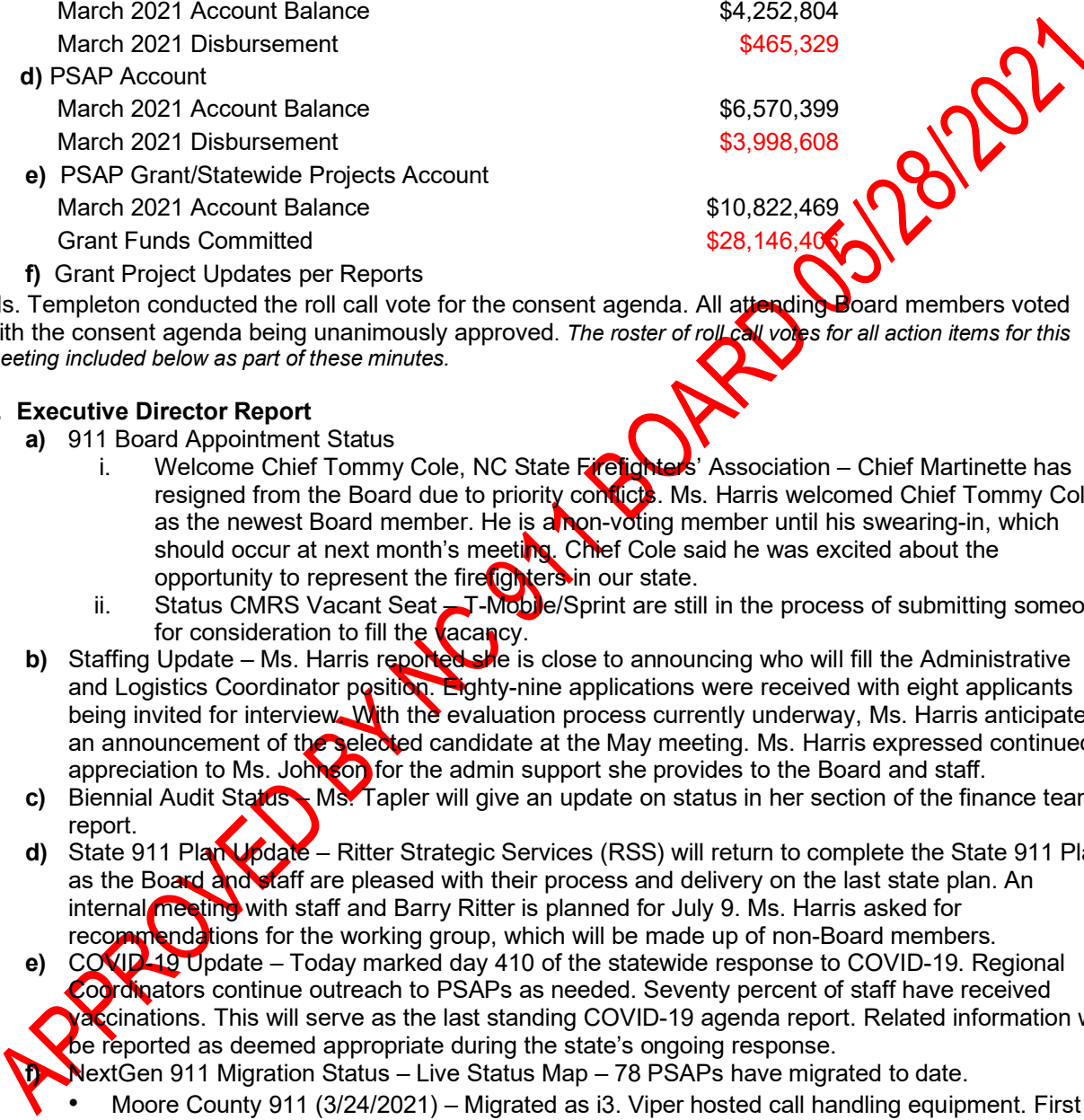
March 2021 Account Balance	\$6,570,399
March 2021 Disbursement	\$3,998,608
- e) PSAP Grant/Statewide Projects Account

March 2021 Account Balance	\$10,822,469
Grant Funds Committed	\$28,146,406
- f) Grant Project Updates per Reports

Ms. Templeton conducted the roll call vote for the consent agenda. All attending Board members voted with the consent agenda being unanimously approved. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

5. Executive Director Report

- a) 911 Board Appointment Status
 - i. Welcome Chief Tommy Cole, NC State Firefighters' Association – Chief Martinette has resigned from the Board due to priority conflicts. Ms. Harris welcomed Chief Tommy Cole as the newest Board member. He is a non-voting member until his swearing-in, which should occur at next month's meeting. Chief Cole said he was excited about the opportunity to represent the firefighters in our state.
 - ii. Status CMRS Vacant Seat – T-Mobile/Sprint are still in the process of submitting someone for consideration to fill the vacancy.
- b) Staffing Update – Ms. Harris reported she is close to announcing who will fill the Administrative and Logistics Coordinator position. Eighty-nine applications were received with eight applicants being invited for interview. With the evaluation process currently underway, Ms. Harris anticipated an announcement of the selected candidate at the May meeting. Ms. Harris expressed continued appreciation to Ms. Johnson for the admin support she provides to the Board and staff.
- c) Biennial Audit Status – Ms. Tapler will give an update on status in her section of the finance team report.
- d) State 911 Plan Update – Ritter Strategic Services (RSS) will return to complete the State 911 Plan as the Board and staff are pleased with their process and delivery on the last state plan. An internal meeting with staff and Barry Ritter is planned for July 9. Ms. Harris asked for recommendations for the working group, which will be made up of non-Board members.
- e) COVID-19 Update – Today marked day 410 of the statewide response to COVID-19. Regional Coordinators continue outreach to PSAPs as needed. Seventy percent of staff have received vaccinations. This will serve as the last standing COVID-19 agenda report. Related information will be reported as deemed appropriate during the state's ongoing response.
- f) NextGen 911 Migration Status – Live Status Map – 78 PSAPs have migrated to date.
 - Moore County 911 (3/24/2021) – Migrated as i3. Viper hosted call handling equipment. First live call at 1154 Hours EST. PSAP #77/physical location #123 including backups.
 - Ashe County 911 (04/07/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1241 Hours EST. PSAP #78/physical location #125 including backups.
- g) NextGen 911 GIS Status – All 100 jurisdictions are participating in uploading their GIS data.
- h) National Public Safety Telecommunicator Week (NPSTW) [April 11-17, 2021] – Ms. Harris shared a video from Governor Cooper where he acknowledged NPSTW and expressed his appreciation to telecommunicators for their service and dedication to the state. She also shared photos sent in by PSAPs who celebrated the week via a PPT presentation prepared by Ms. Conner.



- i) Legislative Update – Mr. Bradford spoke about NC HB213 (Kelsey Smith Act), an act to authorize the provision of telecommunications device location information to law enforcement under certain emergency circumstances. An amendment was made that added a section specifically speaking to a requesting authority (law enforcement agent, head of PSAP) to petition a court within 72 hours of submitting a request to a provider for location information. Other changes are likely to occur as it moves through, but it has been adopted in most states. Mr. Bradford and Ms. Harris attended the FCC monthly meeting, and he noted some items, including the sharing of information with PSAPs regarding outages and the transition to the suicide hotline number 988. He said more information about these topics would be provided in later meetings.

6. Executive Committee Report – Ms. Wright advised there were no matters for the Executive Committee to report at this time.

7. Education Committee Report – Mr. Greene reported the committee had approved two infographics on the NMAC and NextGen 911 which will be included in next month's meeting for the Board's consideration. The next infographic they will work on will be for cybersecurity as it relates to PSAPs and an ESInet environment. They continue work on the Public Service Announcement (PSA) for telecommunicator recruitment. Colleagues in the state of Washington have granted creative rights to their current PSA, which will save money as small changes can be made to make it NC specific. They also met with Spectrum to find markets for the PSA to focus on and hope to have a proposal before the committee for consideration at the next meeting. Ms. Gardner gave an update on the progress of the website refresh and thanked Ms. Turbeville for her assistance on the project. Ms. Turbeville gave an update on the committee's collaboration with the community college system. She and Mr. Greene met with the Director of Public Safety Training Programs for NC Community Colleges, Tracy McPherson, and shared the committee's goals for partnering with the colleges. They plan to come back to the Board soon with more information.

8. Funding Committee Report

- a) Mt. Holly PD 911 High Fund Balance Re-Evaluation – The committee and staff continued efforts in reviewing PSAP fund balances and how they relate to the PSAP's 5-year Technology Replacement Plans, which culminated in decisions in December on the FY2022 PSAP estimated funding distribution. The Board previously voted to withhold distribution to Mt. Holly PD. Mt. Holly PD worked with their PAT on its technology plan, and they had requested a re-evaluation of the decision. Staff's recommendation was to deny the request and maintain withholding of the distribution. The committee voted unanimously at its last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and 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) Pineville PD 911 High Fund Balance Re-Evaluation – In December, the Board voted to withhold distribution to Pineville PD. The PSAP worked with the PAT team on their technology plan and had requested re-evaluation of the decision. Staff's recommendation was to deny the request and maintain withholding of the distribution. The committee voted unanimously at its last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and 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) Sampson County FY2022 Fund Distribution Request – In the estimated distribution approved by the Board in December, Sampson County was set to receive a reduction in its distribution. Sampson County requested to not have the reduction. The request was reviewed by staff, who recommended to not reduce their distribution. The committee voted unanimously at its last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Templeton conducted a roll-call vote. With Mr. Shipp and Ms. Wright recusing themselves from the vote, the remaining attending Board members voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- d) FY2022 NC 911 Board Budget – Ms. Tapler presented the FY2022 budget. The committee voted unanimously its last meeting to approve the FY2022 budget and brought this forward as a motion. Ms. Templeton conducted the roll call vote. All attending Board members voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- e) General Committee Report – For informational purposes, David Bone reported that Haywood County had requested an increase in its seat count. Their current seat count is four (4) in the

primary PSAP and four (4) in the backup. They requested four (4) additional seats (for a total of 8) for their primary PSAP. Staff recommended to deny the request and the committee voted unanimously to accept staff recommendation. No Board action was required.

9. Finance Team Report – Ms. Tapler reported she has been working with DIT finance to complete the biennial audit and will assist them in presenting information to the state auditor's office in the coming weeks. She continues preparation of the FY2022 annual distribution to present to the Funding Committee and Board for approval. Ms. Falco gave an update on the FY2018, FY2019, and FY2020 revenue expenditure reports status. For FY2018 all 127 reports have been completed. (There were expressions of happiness by many when this was announced.) For FY2019 there are 77 finalized, 38 in the clarification process, and 12 awaiting the signed revised report. For FY2020 there are 19 finalized, 39 in the clarification process, 7 awaiting the signed revised report, and 62 awaiting review. Ms. Templeton reported the finance team had been busy working on the revenue expenditure reports as well as assisting PSAPs who are applying for grants in the up-coming grant cycle to complete their FY 2020 reports. The team attended multiple PAT meetings with PSAPs on their submitted funding reconsiderations and eligibility requests, and those with questions about their expenditure report markups.

10. Grant Committee Report – Mr. Shipp reported this year's grant cycle was underway with the grant application being posted to the website on April 1, 2021. He reminded everyone that the submission deadline is Tuesday, June 1, 2021, at 11:59 PM. Ms. Harris briefly spoke about the pre-application abstract, a new element to the grant process added this year. It is a step that helps PSAPs to present an abstract of their proposal so staff can ensure the appropriate priority has been selected. This step was voluntary for PSAPs and 17 were submitted, which is a good indication of the number of grants to be submitted. She also talked about a new facility ground-breaking she attended for Sampson County, which was partially funded by a previously awarded grant. She also reported Surry County gave official notice to rescind the grant awarded to them for the 2021 cycle.

11. Standards Committee Report – Ms. Wright advised there were no matters for the Standards Committee to report at this time.


12. Technology Committee Report – Mr. Means reported 78 PSAPs have migrated as of the Ashe County 911 cutover on April 7. With three additional cutovers planned for April 28, with the expectation of 81 PSAPs live on ESInet by the end of April. A noteworthy event in the month of May will be the State Highway Patrol migrating to the ESInet. The SHP will overlap coverage with 31 active PSAPs. This will allow the transfer of 911 caller data from a primary PSAP to the SHP. Apex PD will also be migrating on May 19, 2021. There are currently 34 hosted Viper sites, 31 hosted Vesta sites, and 13 ESInet only sites. Thirty existing PSAPs are RFAI and staff is working with them to help migrate to i3 compliance, with several being tied into cutovers of PSAPs in their area. According to a federal report of the estimated population of 10.7 million residents of North Carolina, 66.2% are currently served by NextGen PSAPs and 53,821 sq. miles or 55% of the state's total geographic area is covered by NextGen solution. Mr. Means then moved on to GIS, reporting 75 PSAPs are i3 ready with 48 in production and 27 ready to go while they wait for various stages of their migrations to complete. Only three are waiting to upload their data. Work continues for the i3 GIS governance policy, which will establish a standard for update requirements for the PSAPs. He then spoke about the cybersecurity assessments, with 98 final reports having been issued, and eight more being delivered in the next week. By the end of April there should be 106 reports completed representing an 84% report completion rate. A preliminary report on the assessment analysis should be ready for presentation to the Board at the June meeting, with a completion of the final report within 30 days of that presentation. Mr. Means addressed questions about the SolarWinds cybersecurity attack. DIT had taken the system offline at the beginning of the breach in December, which was not ideal as it is an extremely valuable tool as an early warning system on performance analysis across the ESInet for individual PSAPs. Mr. Means met with DIT's Security & Risk Management team as well as with the SolarWinds team where SolarWinds' project manager gave an in-depth presentation on steps taken since the breach. At the meeting they discussed how to restore SolarWinds in a manner that is secure. Staff feels they are at a point where it is safe to restore the software and plans to move forward with that action. Mr. Means stated he was available if there were any additional questions about this topic. Mr. Meeks shared data and graphs highlighting the support calls the NMAC received January through April of 2021. One of the current NMAC techs will be leaving this month and Mr. Meeks is currently in the process of hiring a replacement NMAC technician. Staff is reviewing the PSAP handbook for updates that need to be

made on that information. Once a new version has been finalized it will be sent to all PSAP directors. Mr. Meeks also spoke about restoring SolarWinds software and the RCA for the Viper 2 PSAPs that were impacted by an incident on April 3 in which ANI/ALI data was not delivered. They will be preparing the RCA to send out to those PSAPs.

13. 911 Regional Coordinator Reports — The regional coordinators gave brief reports. Ms. Gardner had worked on the website update, participated in PAT meetings, and finished and submitted the report for the National 911 Profile database. Mr. Newberry assisted with ESInet status meetings, PAT meetings and continuity planning meetings with PSAPs in his region. Ms. Turbeville met with PSAPs about their current grants and inquiries about future grant processes. She also worked as part of a PAT addressing low fund balances, finalizing expenditure reports and funding reconsiderations, as well as committee work and assisting Ms. Harris during interviews for the admin support position. Ms. Conner participated in PAT calls working to finalize expenditure reports for PSAPs in her region that wished to submit grant applications. She also worked with PSAPs on their technology plans, backup plans, and had one PSAP in her region migrate to the ESInet.

14. Other - Ms. Harris mentioned recognition of those who completed the 2020 PSAP Managers Course will occur at next month's meeting.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTES Friday, April 23, 2021 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – 12:00 PM					
					
NC 911 Board Members	4. Consent Agenda	8. a) Mt. Holly PD 911 High Fund Balance Re-Evaluation	8. b) Pineville PD 911 High Fund Balance Re-Evaluation	8. c) Sampson County FY2022 Fund Distribution Request	8. d) FY2022 NC 911 Board Budget
David Bone, County Manager, Martin County (NCACC)	Y	Y	Y	Y	Y
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Y	Y	Y	Y	Y
Tommy Cole, Fire Chief, City of Graham (NCSFA) [Non-Voting for this Meeting]	N/V	N/V	N/V	N/V	N/V
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	Y	Y	Y	Y	Y
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Y	Y	Y	Y	Y
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Y	Y	Y	Y	Y
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	Y	Y	Y	Y
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y	Y	Y	Y
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Y	N/P	N/P	N/P	N/P
Jeff Ledford, City of Shelby Police Department (NCACP)	Y	Y	Y	Y	Y
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	N/P	N/P	N/P	N/P	N/P
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Y	Y	Y	Y	Y
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Y	Y	Y	Y	Y
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	Y	Y	Y	Recused	Y
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	Y	Y	Y	Y	Y
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)	Y	Y	Y	Recused	Y

APPROVED

The next Board meeting will be held on Friday, May 28, using simultaneous communication via Microsoft Teams Meeting.

Adjourn – Chairman Boyette adjourned the meeting at 11:55 AM.

