

North Carolina 911 Board Meeting

MINUTES

Friday, December 3, 2021

9:00 AM – 12:30 PM

Heritage Hall, Sampson County Expo Center, 414 Warsaw Rd, Clinton NC 28328

and Via Simultaneous Communication

Microsoft Teams Meeting



NORTH CAROLINA 911 BOARD MEETING

ROLL CALL

Friday, December 3, 2021

9:00 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) | Y | | |
| Tommy Cole, Fire Chief, City of Graham (NCSFA) | 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 | |
| Lee Kerlin, RF Engineer, TMobile Sprint (CMRS) | Y | | |
| John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP) | Y | | |
| 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 | |
| Secretary Jim Weaver, 911 Board Chair (NC DIT) | | | Excused |
| Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA) | Y | | |
| NC 911 BOARD STAFF | | | |
| Amy Berenson, Administrative and Logistics Coordinator | Y | | |
| Rick Blumer, NMAC Technician | | | N |
| Chris Carlin, NMAC Technician | | | N |
| Stephanie Conner, Western Regional Coordinator | Y | | |
| Iesha Duffy, NMAC Technician | | | N |
| Kristen Falco, Financial Review Specialist | Y | | |
| Bernard Gardner, NMAC Technician | Y | | |
| Tina Gardner, North Central Regional Coordinator | Y | | |
| Pokey Harris, Executive Director | Y | | |
| Jesus Lopez, (NC DIT) NC 911 Board PM | | Y | |
| Gerry Means, Network Engineer/NG 911 Project Manager | Y | | |
| David Newberry, South Central Regional Coordinator | Y | | |
| Amanda Reeder, Special Deputy Attorney | Y | | |
| Tom Rogers, Network Engineer/NG 911 Project Manager | Y | | |
| Marsha Tapler, Financial Analyst | Y | | |
| Sarah Templeton, Financial Review Specialist | Y | | |
| Angie Turbeville, Eastern Regional Coordinator | Y | | |
| Troy Whitfield, NMAC Technician | | | N |

APR

NORTH CAROLINA 911 BOARD MEETING

ROLL CALL

Friday, December 3, 2021

9:00 AM – 12:00 PM

Via Simultaneous Communication with Microsoft Teams Meeting



| GUESTS | IN PERSON | VIA MS TEAMS OR PHONE | ORGANIZATION |
|--------------------------------|-----------|-----------------------|----------------------------------|
| Ron Adams | | Y | Southern Software |
| Andrew Allvine | | Y | AT&T |
| Laura Barton | Y | | Ritter Strategic Services |
| Randy Beeman | | Y | Durham County |
| Cliff Brown | Y | | Sampson County |
| Josh Briggs | | Y | AT&T |
| Ed Causey | Y | | Sampson County |
| Jason Compton | | Y | Wake County/NC NENA |
| Chad Deese | | Y | Robeson County |
| Bill French | | Y | Lumberton Police Department |
| Grayson Gusa | Y | | NC APCO |
| Del Hall | | Y | Stokes County (Ret.)/NC NENA |
| Brooke Hazlett | | Y | Buncombe County |
| Topper Hightower | | Y | AT&T |
| Susan Holder | Y | | Sampson County |
| Stephanie Isbell | | Y | CMPD |
| Anne Johnson | | Y | Did Not Identify |
| Jen Johnson | | Y | NC DIT |
| Ty Lautenschlager | | Y | Did Not Identify |
| Matt McLamb | | Y | NC CGIA |
| Christine Moore | | Y | Guilford Metro |
| Auriel Nelson | Y | | Sampson County |
| Cheryl Redd | | Y | NC DIT |
| Barry Ritter | Y | | Ritter Strategic Services |
| Ronnie Rombs | | Y | CMPD |
| Corrine Rust | | Y | Charlotte MEDIC |
| Lynn Slycord | | Y | Kings Mountain Police Department |
| Ellen Thomas | | Y | CMPD |
| Rick Thomas | | Y | Rapid SOS |
| Tracy Trogdon | Y | | Fayetteville PD |
| Jeff Williford | | Y | Wilson County |
| Brenda Womble | | Y | Wilson County |
| Doug Workman | | Y | Cary Police Department |
| PHONE NUMBERS | | | |
| 336-580-0233 – Christine Moore | | Y | Guilford Metro |
| 704-932-9112 - DNI | | Y | Did Not Identify |
| 814-671-8164 - DNI | | Y | Did Not Identify |
| 336-430-3750 - DNI | | Y | Did Not Identify |
| | | | |
| | | | |

Call to Order – Vice Chair Jeff Shipp called the meeting to order at 9:02 AM and asked to proceed with the roll call.

Roll Call – Ms. Berenson and Ms. Conner conducted roll call.

- Ceremonial Swearing-In of Board Member Edward “Lee” Kerlin – Vice Chair Shipp introduced new Board member Lee Kerlin and welcomed him to the Board. Mr. Kerlin is originally from Norfolk, Virginia and attended Virginia Intermont College in Bristol, Virginia. He currently is the Senior RF Engineer for T-Mobile/Sprint and has worked there for 13 years. He received T-Mobile’s highest award, the PEAK Achievement Award in 2020 for his work on interface mitigation. He previously worked as an EMT in both Virginia and in North Carolina, and worked in disaster recovery events

in both telecom and as a first responder. His hobbies include camping, gardening, canoeing, coding, electronics, art and photography. Ms. Harris welcomed Mr. Kerlin, who was then sworn in.

1. **Opening Remarks** – Vice Chair Shipp stated that Secretary Weaver was attending a conference out of state and sent the Board wishes for a festive holiday season. Vice Chair Shipp then welcomed the Board to Sampson County, which is his home County and introduced the Sampson County Manager, Ed Causey. Mr. Causey and Assistant County Manager Susan Holder also welcomed the Board to the county and expressed appreciation for the PSAP grant award that helped to build the County's new 911 center.
2. **Ethics Awareness/Conflict of Interest Statement** –Pursuant to G.S. 138A-15(e), Vice Chair Shipp read the Ethics Awareness/Conflict of Interest statement as published in the agenda.
3. **Public Comment** – Vice Chair Shipp read the invitation for public comment as published in the agenda. No public comment was indicated.
4. **Consent Agenda** – Vice Chair Shipp asked Ms. Harris to proceed with the consent agenda.
 - a) Minutes of Previous Meeting - October 22, 2021
 - b) NG 911 Reserve Fund

| | |
|------------------------------|---------------|
| October 2021 Account Balance | \$ 82,660,554 |
| October 2021 Disbursement | \$ 2,639,619 |
 - c) CMRS Account

| | |
|------------------------------|--------------|
| October 2021 Account Balance | \$ 3,006,317 |
| October 2021 Disbursement | \$ 194,434 |
 - d) PSAP Account

| | |
|------------------------------|--------------|
| October 2021 Account Balance | \$ 4,033,599 |
| October 2021 Disbursement | \$ 3,545,823 |
 - e) PSAP Grant/Statewide Projects Account

| | |
|------------------------------|---------------|
| October 2021 Account Balance | \$ 48,096,548 |
| Grant Funds Committed | \$ 25,797,277 |
 - f) Grant Project Updates per Reports

Sheriff Hartman made a motion to accept the consent agenda as presented. The motion was seconded by Ms. Wright. Ms. Berenson conducted the roll call vote. All members present voted, and the motion carried unanimously. The roster of roll call votes for all action items for this meeting is included below as part of these minutes.

5. Executive Director Report

- a) NextGen 911 Migration Status – [Live Status Map](#) – Ms. Harris congratulated the following on their recent migrations:
 - High Point 911 (10/19/2021) - Migrated as i3. First live call at 1130 Hours EST. PSAP #111 physical location, #169 (including backups).
 - Chatham County 911 (11/02/2021) - Migrated as i3. First live call at 1113 Hours EST. PSAP #112/physical location, #171 (including backups).
 - Alexander County 911 (11/03/2021) - Migrated as i3. Vesta Hosted Call Handling Equipment. First live call at 1024 Hours EST. PSAP #113/physical location #172 (including backups).
 - Yadkin County 911 (11/10/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1044 Hours EST. PSAP #114/physical location # 174 (including backups).
 - Haywood County 911 (11/17/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1104 Hours EST. PSAP #115/physical location #176 (including backups).
 - Bladen County 911 (11/17/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1139 Hours EST. PSAP #116/physical location #178 (including backups).Currently there are 116 migrations, with two more PSAPs planned by the end of December. Nine migrations remain to complete the transition of all 127 PSAPs to the NC 911 AT&T managed service statewide ESInet. Ms. Harris congratulated the team and PSAPs for their hard work getting migrations completed despite the schedule impacts caused by COVID-19.
- b) NextGen 911 GIS Status Map – All jurisdictions are engaged in the submission of their GIS data. Work continues with approximately 10 jurisdictions to revise and finalize data.
- c) 988 Planning Coalition – National Suicide Prevention Lifeline – Ms. Harris and Ms. Turbeville will continue to participate in the Coalition for the National Suicide Prevention Lifeline. Ms. Reeder who now serves as the Board's legal counsel, will also join the group, replacing Mr. Bradford following

his retirement. Ms. Harris reported that NASNA is currently working with a third-party vendor to bring information and awareness about 988 and the National Suicide Prevention Lifeline across the country to States that do not have coalitions leading this initiative or have 911 authorities focused on 988 efforts.

- d) Staffing Update – Ms. Harris introduced Amanda J. Reeder, who has joined the Board as legal counsel. Ms. Reeder is a North Carolina native who received her bachelor’s degree from UNC-Chapel Hill and her J.D. from North Carolina Central University School of Law. She has worked for the State since 2008, her latest role was commission counsel to the NC Rules Review Commission. Ms. Reeder noted she is excited to work with the Board. Ms. Harris has been working with Mr. Rogers and Mr. Means on the vacant NMAC Manager position and advised 16 applications have been received thus far. Ms. Harris announced that Ms. Berenson has accepted a position in the private sector, and today is her last day with the Board. Ms. Harris thanked her for the time she has served the Board and wished her well in her future endeavor.
- e) Consideration for Nomination for Board Vice Chair (January Meeting) – Consideration for nominations for the Board Vice Chair will occur at the January 2022 meeting, Ms. Harris requested that Board members send their nominations to her in the coming weeks. Nominations will also be taken at the meeting.

6. Executive Committee Report

- a) NC 911 Board Bylaws Modifications – Ms. Wright reported the Committee has worked on Bylaws changes, as provided in the meeting packet. The proposed changes are as follows: in Article IV, Section 2a, it was added that the Board Vice Chair shall serve as Chair of the Executive Committee. In Section 4, it was added that Board Members shall comprise a majority of voting members on any Committee. A Committee quorum shall include two or more Board members. Committee actions shall be decided by simple majority of a quorum of voting members. In Section 5, it was added that Committee members may be appointed for terms of three years and appointments may be renewed at the Board Chair’s discretion. These changes will be effective January 1, 2022. Ms. Wright made a motion to approve the proposed Bylaws modifications as presented. The motion was seconded by Mr. Greene. Ms. Berenson conducted the roll call vote. All members present voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- a) General Committee Report – nothing further to report.

7. Education Committee Report

– Mr. Greene reported staff has continued work on key initiatives, such as efforts with the community college system about advanced degrees and credits. Ms. Turbeville reported the recruitment PSA ended in November. Airings of the campaign totaled 6,837 on 49 networks with Spectrum Reach providing an additional 1,911 airings at no charge. Ms. Turbeville thanked Spectrum Reach for their generosity in providing the extra airings. She plans to prepare a report for the Committee providing information collected by both Spectrum Reach and Google Analytics from the website covering the campaign, which will be shared with the Board afterwards. Tarheel Sports Network has also made contact inquiring about creation of a future radio campaign. Ms. Turbeville and Ms. Wright met with Richmond Community College to discuss using the PSAP manager executive level program to count toward curriculum hours to the Public Safety Administration Associate degree program the college offers. The college seemed open to the idea, with a possibility of 18 hours of the PSAP Manager’s program counting towards the curriculum or associates degree program. More definitive information will be shared soon, perhaps as early as the next meeting.

8. Funding Committee Report

- a) PSAP Estimated FY 2023 Distribution – Mr. Bone presented the FY 2023 PSAP Estimated Funding Distribution, explaining that the Board is required to provide these estimates to PSAPs for budgetary forecasting and preparations. Ms. Tapler reviewed the FY 2023 PSAP Estimated Funding Distribution with the Board. The Funding Committee voted unanimously at its last meeting to recommend the FY 2023 PSAP Estimated Funding Distribution as presented today and brought it forward as a motion to the Board. Ms. Berenson conducted a roll call vote. All members present voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- b) General Committee Report – Mr. Bone said he felt the Committee has made a lot of good progress in the last year in relation to PSAP fund balances. He thanked the finance team, Regional Coordinators and PSAP Assistance Teams (PATs) for their work over the last year helping PSAPs create plans to prepare each respective PSAP for current and future technology needs, which led to

a reduction in high PSAP fund balances. Ms. Tapler added that the finance team worked with the Regional Coordinators and the Funding Committee to create a procedure to address high PSAP fund balances. Ms. Tapler will provide PSAP balance information to Regional Coordinators and the Financial Review Specialists, who will then work with PSAPs over the course of four months to develop plans to meet their needs and to reduce fund balances. Those that still have high fund balances will be further reviewed to determine if a funding distribution adjustment will be necessary for the upcoming fiscal year. The finance team and PATs will also be working with PSAPs with low fund balances to determine the need for funding reconsiderations, which need to be filed by February 28, 2022. The overall goal is to work with each PSAP to create financial planning tools and spending plans to help move forward with their future needs.

9. Finance Team Report – Ms. Tapler attended several PAT and committee meetings over the past month, while also working on gathering information for the data sharing ad hoc committee. She currently is working on Board operations, and in the coming weeks will begin work on the annual budget as well as the three-year service charge forecast, which is due in February. Ms. Falco traveled to several PSAPs for PAT meetings to work with them on their revenue expenditure reports and spoke with some of them about the financial planning tool. Over the next month she hopes to review the remaining 2021 PSAP reports in her regions, while also reviewing eligibility requests. Ms. Templeton presented the PSAP Report Status update for FY 2019, FY 2020, and FY 2021 revenue expenditure reports as of November 12, 2021. For FY 2019, 127 reports were received, 119 are finalized, and eight are awaiting the signed revised report. For FY 2020, 127 reports were received, 83 are finalized, 28 are in the clarification process, 16 are awaiting the signed revised report. For FY 2021, 128 reports were received, six are finalized, 27 are in the clarification process, five are awaiting the signed revised report, and 90 reports awaiting review. Since November 12, Ms. Falco and Ms. Templeton have been diligently reviewing FY 2021 reports.

10. Grant Committee Report

- a) FY 2022 PSAP Priority One Collaboration Grant Update – Ms. Harris gave an update on the grant, which was kicked off on November 1 with the grant workshop coming up on December 9. She reported 26 PSAPs have registered. The Committee will bring recommendations for awards to the Board in June of next year.
- b) General Committee Report – The Committee is moving forward with PSAP grant agreements, which are due January 2. There are a few outstanding agreements, and Regional Coordinators are reaching out to remind PSAPs of the due date.

11. Standards Committee Report – Ms. Wright reported the Committee most recently reviewed goals for the upcoming year, and these would be presented during today's Board work session. She also advised the Committee has discussed PSAP Reviews and the need for process enhancements in the future. There is a potential for hiring outside sources to assist with the backlog of reviews.

12. Technology Committee Report – Mr. Rogers reported the most recent cutover at Bladen and Haywood Counties occurred on November 17, making a total of 116 PSAPs operational on the network. There are also 12 unfunded/independent PSAPs live on ESInet with more showing interest. The next PSAP cutovers are scheduled for December 15 in Person County and Jones-Lenoir, which will conclude the migrations for 2021. Charlotte Fire, Medic, PD will delay their cutover until February 2022 due to a supply issue with Cisco routers. The latest project update has an equipment delivery date of December 22. However, this is the third ship date change so far. The projected total for EOY 2021 is 118 PSAPs live on ESInet, leaving a remaining nine PSAPs to migrate in 2022. Several firm migrations have been scheduled for 2022, including Anson, Charlotte, Currituck, Greene, Macon, Northampton and Wilkes. All but one has firm dates already scheduled, with Anson being the furthest out with theirs planned for May 4. Currently there are 52 sites with hosted Vesta, 46 with hosted Viper, and 18 with ESInet only. GIS status is nearing 100% completion with 110 jurisdictions i3 ready with uploaded data sets. Only 10 remain incomplete, with Wilson, Vance, Lincoln, and Scotland Counties being close to meeting specs. All ten are working on road centerline and alignment issues, and are actively engaged. There are 25 PSAPs that are RFAI, with three active on RFAI to i3 projects. There are 91 PSAPs on i3. The GIS governance model version 4 is being reviewed by Ms. Reeder. This topic will be a critical component of the "run and manage" operational dynamic. Thanks to CGIA there is a web-based tracking vehicle showing that several jurisdictions are not regularly updating their i3 data sets. The Technology and Standards Committees may possibly need to weigh in on the rulemaking authority of the Board for proper enforcement. The total population served by NG911 is now 9,293,892 covering

87% of the State population. Charlotte will account for 97.2% of total population once migrated in February. When this occurs NG911 will cover 96.7% of the population. Total land mass covered by NG911 is currently 44,493 square miles, which 91% of the State. The Committee is working with AT&T to begin the data intake process for the transition to the new 911 data analytics product, RapidDeploy Eclipse. This requires the coordination of Intrado providing source/raw call data and RapidDeploy analysis, and the formatting of the raw data. This is a critical step as it enables RapidDeploy to format the capture devices that will provide call data intake. Intrado has been slow in providing the data and they are working to overcome that delay. As of November 16, Lumberton is receiving all ATTMO 911 calls directly to ESInet via SIP and no longer through legacy selective routers. Lumberton is one of the first AT&T ESInet subscribers with a carrier using a direct IP connection to the ESInet POI. ATTMO 911 calls in the city of Lumberton completely bypass the selective router infrastructure. Orders have been placed for several other carriers and this phase of the project is several months ahead of schedule. The CAD data sharing ad-hoc of the Technology Committee will meet this month before the holidays to develop a game plan with work assignments for the first quarter of 2022. The ad-hoc has two sub-teams, the data format and schemas team and the data access control team that hope to address some issues of concern in regard to data sharing standards. A similar project was kicked off at the National level with an award to MCP by the National 911 Program to pilot and evaluate the first subset of the 911 DataPath data exchange model for a Nationwide data sharing analysis. The Committee will be monitoring the work of the National office on this initiative to see how it parallels with the goal of the Technology Committee. As for the transition effort from Mr. Means to Mr. Rogers, much of the day-to-day tasks have already shifted with Mr. Means working on data analytics, CAD data sharing and budgeting. Mr. Rogers continues to shadow Mr. Means, who has been introducing him to key stakeholders and assisting with the hiring of a new NMAC manager. Mr. Rogers gave a brief update on NMAC tickets. Josh Briggs of AT&T spoke about key strategic objectives in the transition to “run and manage” and gave a project status report.

13. 911 Regional Coordinator Reports – The regional Coordinators gave brief reports: Ms. Turbeville and Ms. Falco visited with Carteret County and met the new director and plan to visit again in January. She also visited the Cumberland County and Wayne County where she was able to see their new 911 center. She was in Bladen County for their cutover to the ESInet, met with Jimmy Stewart in Hoke County, and traveled to Green County to see their grant-funded 911 center where they hope to have a ribbon cutting in January or February. She has plans to head to the northeast area of the State over the coming weeks to visit more 911 centers. Mr. Newberry went to Lincoln County and to Charlotte, where they have a new center manager. He also attended the migration for Chatham County and has been working with Ms. Falco to finalize PSAP reports. Ms. Conner attended the ESInet cutovers in Alexander, Yadkin, and Haywood Counties. She had several PAT meetings to work on reports, traveled to Greensboro for the APCO meeting, and visited PSAPs to do a drop of “NMAC Swag” that gives them additional information on the NMAC. Ms. Gardner has plans to travel over the next week delivering orthoimagery hard drives for OGIA and additional NMAC Swag to the PSAPs in her region, and looks forward to having in-person meetings with them again.

14. Other – Ms. Harris took the opportunity to recognize Mr. Means one more time prior to his departure to retirement as being an invaluable part of the 911 Board team. She and Vice Chair Shipp presented him with a Department of Information Technology Challenge Coin. Mr. Means said working with Ms. Harris and the 911 Board was one of the best things that had ever happened to him. He thanked the Board, the staff, and the PSAPs, for allowing him to have the opportunity to go out on such a rewarding final year of work.

15. NC 911 Board 2021 Work Session for Calendar Year 2022

- a) 2021 Board Goals Review – Ms. Harris reviewed the 2021 Board goals, sharing accomplishments and successes, drawing parallel of goal progression with that of the 2018 State 911 Plan.

| NC 911 Board 2021 Goals | |
|--|--|
| As Proposed by Committee per Initiative | |
| Education | |
| Develop an information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NC 911 and other State projects. | |
| Explore the feasibility of creating a voluntary Telecommunicator training, certificate and/or certification program in collaboration with the Community College system. | |
| Explore methods for public outreach utilizing nontraditional media outlets. | |
| Funding | |
| Explore strategies and develop procedures to assist with management of low/high PSAP fund balances. | |
| Review the Approved Use of Funds List and vet expenditures to establish maximum allowable limits, where appropriate, while aligning with legislation. | |
| Continue to explore backup capabilities and alignment with the ESInet. | |
| Continue reviewing the funding model, taking into consideration the ongoing implementation of NextGen 911 Technologies. | |
| Standards | |
| Review and update potential language of the Rules in order to prepare for the long process of updating them, focusing on the outcomes of legislative sessions. | |
| Consider how a checks and balances would occur if there are new requirements regarding matters such as i3 standards and the need for collaboration between all committees regarding NG911 deployment. | |
| Explore feasibility of establishing PSAP levels based on operational and technical capabilities. | |
| Technology | |
| Enhance PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform. Define basic elements of continuity planning. PSAPs should have defined rules for abandonment and alternate routing. Continued workshops and outreach for continuity planning with PSAPs. | |
| Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review. | |
| Commit to 60 PSAP migrations to the ESInet. Goals to map a potential conversion plan to meet or exceed the migration goal. | |
| Assemble workgroup or ad hoc to begin analysis/exploration of a hosted CAD offering to PSAPs, establishing realistic goals and timeline for the first year of this effort. Perform SWOT analysis. | |

b) 2022 NC 911 Board Goals – Each Committee Chair presented the goals for 2022. The goals have been approved by the respective Committee and is being put forth as a recommendation to the Board collectively as the 2022 NC 911 Board Goals.

i. 2022 Education Committee Proposed Goals Presentation by Mr. Greene.

| Education Committee | |
|---|--|
| Continue the information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NG911 and other State projects. | |
| Explore the feasibility of creating a voluntary Telecommunicator training certificate and/or certification in collaboration with the Community College system. | |
| Expand the Recruitment Public Service Announcement Initiative based on data collected during the pilot program. | |
| Explore additional methods for public outreach utilizing nontraditional media outlets. | |

ii. 2022 Funding Committee Proposed Goals Presentation by Mr. Bone.

| Funding Committee | |
|--|--|
| Review the Approved Use of Funds list and vet expenditures to establish maximum allowable limits, where appropriate, while aligning with legislation. | |
| In an effort to create efficiencies with regional or tertiary collaboration, conduct a study to review costs and utilization of backup PSAPs, thereby leveraging the ESInet, radios, CAD and other key technological elements. | |
| Continue reviewing the funding model, taking into consideration the ongoing implementation of new and emerging 911 technologies. | |
| In partnership with the other Board Committees, create an ad hoc group to explore new technologies/initiatives and how they may be funded. <i>**Not intended as eligibility approval process**</i> | |
| Staff Goal: Explore strategies and develop procedures, implement, and provide PSAP outreach to assist with management of low/high PSAP fund balances using the financial planning tool. | |

iii. 2022 Standards Committee Proposed Goals Presentation by Ms. Wright.

| Standards Committee |
|--|
| Review and update language of the policies relating to Peer Review to ensure consistent scheduling and review of the PSAPs while considering options to accomplish them during the pandemic. |
| Hold joint meetings, twice annually at minimum, to review technological or operational changes that may need to be addressed in Standards or Peer Review. |
| Continue to explore feasibility of establishing PSAP levels based on operational and technical capabilities. |

iv. 2022 Technology Committee Proposed Goals Presentation by Mr. Shipp.

| Technology Committee |
|---|
| Develop CAD data sharing technical standards and schemas to enable CAD data portability and interconnection across the NG911 service platform. |
| Develop CAD data sharing access control, auditing, and reporting framework to ensure data security across the PSAP and public safety communities. |
| Develop plan for integration methodologies and standards for extension of calls to non-traditional PSAP environments to ensure the integrity of the ESInet, to ensure integrity, security and regulatory standards and align with the State 911 Plan and the Statewide Communications Interoperability Plan (SCIP). |
| Address technical and governance structure concerning admin lines to enable the eventual migration to SIP based admin lines for re-establishing contact with a 911 caller. |
| Consider framework for cybersecurity policy based on recommendations from the cyber-security assessment completed in June 2021 and collaboration with other cyber security focused partners. |

- v. 2022 Proposed Goals Discussion and Approval – At the conclusion of the Committee goal presentations, there was general discussion with consensus the goals chart the course for the Board for the upcoming year. Mr. Bone made a motion to approve the 2022 NC 911 Board goals. Mr. Moore seconded the motion. Ms. Berenson conducted a roll call vote. All members present voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes*

Ms. Harris advised Mr. Coltrain notified he had to step away from the meeting.

APPROVED BY NC911 BOARD

2022

| NC 911 Board 2022 Goals As Proposed by Committee per Initiative | |
|---|--|
| Education | |
| Continue the information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NG911 and other State projects. | |
| Explore the feasibility of creating a voluntary Telecommunicator training certificate and/or certification in collaboration with the Community College system. | |
| Expand the Recruitment Public Service Announcement Initiative based on data collected during the pilot program. | |
| Explore additional methods for public outreach utilizing nontraditional media outlets. | |
| Funding | |
| Review the Approved Use of Funds list and vet expenditures to establish maximum allowable limits, where appropriate, while aligning with legislation. | |
| In an effort to create efficiencies with regional or tertiary collaboration, conduct a study to review costs and utilization of backup PSAPs, thereby leveraging the ESInet, radios, CAD and other key technological elements. | |
| Continue reviewing the funding model, taking into consideration the ongoing implementation of new and emerging 911 technologies. | |
| In partnership with the other Board Committees, create an ad hoc group to explore new technologies/initiatives and how they may be funded. <i>**Not intended as eligibility approval process**</i> | |
| Staff Goal: Explore strategies and develop procedures, implement, and provide PSAP outreach to assist with management of low/high PSAP fund balances using the financial planning tool. | |
| Standards | |
| Review and update language of the policies relating to Peer Review to ensure consistent scheduling and review of the PSAPs while considering options to accomplish them during the pandemic. | |
| Hold joint meetings, twice annually at minimum, to review technological or operational changes that may need to be addressed in Standards or Peer Review. | |
| Continue to explore feasibility of establishing PSAP levels based on operational and technical capabilities. | |
| Technology | |
| Develop CAD data sharing technical standards and schemas to enable CAD data portability and interconnection across the NG911 service platform. | |
| Develop CAD data sharing access control, auditing, and reporting framework to ensure data security across the PSAP and public safety communities. | |
| Develop plan for integration methodologies and standards for extension of calls to non-traditional PSAP environments to ensure the integrity of the ESInet, to ensure integrity, security and regulatory standards and align with the State 911 Plan and the Statewide Communications Interoperability Plan (SCIP). | |
| Address technical and governance structure concerning admin lines to enable the eventual migration to SIP based admin lines for re-establishing contact with a 911 caller. | |
| Consider framework for cybersecurity policy based on recommendations from the cybersecurity assessment completed in June 2021 and collaboration with other cyber security focused partners. | |

c) 2023 NC 911 PSAP Grant Program – Vice Chair Shipp presented the 2023 PSAP Grant Program priorities, as provided in the Board packet.

i. 2023 NC 911 Grant Program Priorities

| 2023 PSAP Grant Program Priorities | |
|---|---|
| 1 | Regional Initiative with focus on Primary PSAP Consolidations (two or more PSAPs consolidated into one entity.) |
| 2 | CAD Data Interoperability – CAD Data Sharing, CAD to CAD, or multiple PSAP Shared/Hosted CAD. |
| 3 | Replacing End of Life Equipment – Radio, CAD and/or Recorder only. |
| 4 | Cybersecurity |
| 5 | Other |

The Grant Committee voted unanimously at its last meeting to recommend the 2023 PSAP Grant Program priorities and brought this forward as a motion to the Board. Ms. Berenson conducted a roll call vote. All members present voted, and the motion carried unanimously. Roster of roll call votes for all action items for this meeting included below as part of these minutes.

- ii. 2023 NC 911 Grant Program Cycle Draft/Tentative Timeline – Vice Chair Shipp presented the grant program timeline, as provided in the Board packet. The Grant Committee voted unanimously at its last meeting to recommend the 2023 PSAP Grant Program cycle draft/tentative timeline and brought this forward as a motion to the Board. Ms. Berenson conducted a roll call vote. All members present voted, and the motion carried. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

Ms. Harris advised Chief Ledford notified he had to step away from the meeting.

| TENTATIVE 2023 Grant Cycle Calendar Draft | | | |
|--|-----------|-------------|-------------------|
| Milestone | Date | Day of Week | Days to Next Date |
| Grant Workshop for PSAPs | 3/24/2022 | Thursday | 7 |
| Beginning of Grant Cycle - Application Posted to Website | 3/31/2022 | Thursday | 61 |
| Grant Applications Due | 5/3/2022 | Tuesday | 29 |
| Grant Committee Discussion | 6/29/2022 | Wednesday | 16 |
| Grant Applications Presentation Day 1 | 7/15/2022 | Friday | 5 |
| Grant Applications Presentation Day 2 (Potential Hold - Need TBD) | 7/20/2022 | Wednesday | 12 |
| Grant Committee Meeting - Review and Vote | 8/1/2022 | Monday | 11 |
| Grant Committee Results to Board for Review prior to Board Meeting | 8/12/2022 | Friday | 14 |
| Board Meeting - Vote on Grant Committee Recommendation | 8/29/2022 | Friday | 38 |
| Results Notification and Grant Agreement to Applicants | 10/3/2022 | Monday | 30 |
| Grant Acceptance Acknowledgement Due from PSAP | 11/2/2022 | Wednesday | 62 |
| Final Date for all PSAP Agreements to be Executed (Per Individual Agreement Date Based on Return of Acknowledgement) | 1/2/2023 | Tuesday | |
| Key Timelines | | | |
| Days from Workshop to Applications Due | | | 68 |
| Days from Beginning of Grant Cycle to Applications Due | | | 61 |
| Days from Applications Due to Presentation Day 1 (Grant Comm Staff Prep Time) | | | 45 |
| Days from Presentation Day 2 to Grant Committee Review and Vote | | | 12 |
| Days from Grant Committee Meeting to Recommendation to Board | | | 11 |
| Days for Board to Pre-Review Recommendation Prior to Vote | | | 14 |
| Days to Award Notifications and Grant Agreements to PSAPs | | | 38 |
| Days to Receive Acceptance Acknowledgement from PSAPs | | | 30 |
| Days for PSAPs to Execute Grant Agreement | | | 92 |

3/12/2022

- d) 2022 NC 911 Board Meeting Dates – Vice Chair Shipp presented the proposed 2022 Board and Committee meeting dates, as provided in the Board packet. Ms. Wright made a motion to approve the meeting dates as presented. The motion was seconded by Ms. Neal. Ms. Berenson conducted the roll call vote. All members present voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

| Day | Month | Date | 2022 NC 911 Board and Committee Meetings | Time | Location | Assigned Staff |
|----------|-----------|------|---|-------------|----------|-------------------------------|
| Thursday | January | 6 | Standards Committee Meeting | 10:00-12:00 | TBD | Tina Gardner/Stephanie Conner |
| Thursday | January | 13 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | January | 20 | Education Committee Meeting | 10:00-12:00 | TBD | Angie Turbeville |
| Thursday | January | 20 | Funding Committee Meeting | 13:00-15:00 | TBD | Kristen Falco/Sarah Templeton |
| Friday | January | 28 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| Thursday | February | 10 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | February | 17 | Education Committee Meeting | 10:00-12:00 | TBD | Angie Turbeville |
| Thursday | February | 17 | Funding Committee Meeting | 13:00-15:00 | TBD | Kristen Falco/Sarah Templeton |
| Friday | February | 25 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| February | | | No Standards Committee Meeting This Month | | | |
| Thursday | March | 3 | Standards Committee Meeting | 10:00-12:00 | TBD | Tina Gardner/Stephanie Conner |
| Thursday | March | 10 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | March | 17 | Education Committee Meeting | 10:00-12:00 | TBD | Kristen Falco/Sarah Templeton |
| Thursday | March | 17 | Funding Committee Meeting | 13:00-15:00 | TBD | Angie Turbeville |
| Friday | March | 25 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| Thursday | April | 14 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | April | 21 | Education Committee Meeting | 10:00-12:00 | TBD | Angie Turbeville |
| Thursday | April | 21 | Funding Committee Meeting | 13:00-15:00 | TBD | Kristen Falco/Sarah Templeton |
| Friday | April | 29 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| April | | | No Standards Committee Meeting This Month | | | |
| Thursday | May | 5 | Standards Committee Meeting | 10:00-12:00 | TBD | Tina Gardner/Stephanie Conner |
| Thursday | May | 12 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | May | 19 | Education Committee Meeting | 10:00-12:00 | TBD | Angie Turbeville |
| Thursday | May | 19 | Funding Committee Meeting | 13:00-15:00 | TBD | Kristen Falco/Sarah Templeton |
| Friday | May | 27 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| Thursday | June | 9 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | June | 16 | Education Committee Meeting | 10:00-12:00 | TBD | Kristen Falco/Sarah Templeton |
| Thursday | June | 16 | Funding Committee Meeting | 13:00-15:00 | TBD | Angie Turbeville |
| Friday | June | 24 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| June | | | No Standards Committee Meeting This Month | | | |
| Thursday | July | 7 | Standards Committee Meeting | 10:00-12:00 | TBD | Tina Gardner/Stephanie Conner |
| Thursday | July | 14 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | July | 21 | Education Committee Meeting | 10:00-12:00 | TBD | Angie Turbeville |
| Thursday | July | 21 | Funding Committee Meeting | 13:00-15:00 | TBD | Kristen Falco/Sarah Templeton |
| Friday | July | 29 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| Thursday | August | 11 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | August | 18 | Education Committee Meeting | 10:00-12:00 | TBD | Kristen Falco/Sarah Templeton |
| Thursday | August | 18 | Funding Committee Meeting | 13:00-15:00 | TBD | Angie Turbeville |
| Friday | August | 28 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| August | | | No Standards Committee Meeting This Month | | | |
| Thursday | September | 1 | Standards Committee Meeting | 10:00-12:00 | TBD | Tina Gardner/Stephanie Conner |
| Thursday | September | 8 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | September | 15 | Education Committee Meeting | 10:00-12:00 | TBD | Kristen Falco/Sarah Templeton |
| Thursday | September | 22 | Funding Committee Meeting | 13:00-15:00 | TBD | Angie Turbeville |
| Friday | September | 30 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| Thursday | October | 13 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | October | 20 | Education Committee Meeting | 10:00-12:00 | TBD | Angie Turbeville |
| Thursday | October | 20 | Funding Committee Meeting | 13:00-15:00 | TBD | Kristen Falco/Sarah Templeton |
| Friday | October | 28 | 911 Board Meeting | 10:00-12:00 | TBD | Pokey Harris |
| October | | | No Standards Committee Meeting This Month | | | |
| Thursday | November | 3 | Standards Committee Meeting | 10:00-12:00 | TBD | Tina Gardner/Stephanie Conner |
| Thursday | November | 10 | Technology Committee Meeting | 10:00-12:00 | TBD | David Newberry |
| Thursday | November | 17 | Education Committee Meeting | 10:00-12:00 | TBD | Angie Turbeville |
| Thursday | November | 17 | Funding Committee Meeting | 13:00-15:00 | TBD | Kristen Falco/Sarah Templeton |
| November | | | "No 911 Board Meeting This Month" | | | |
| Friday | December | 2 | 911 Board Meeting/Work Session | 9:00-13:30 | TBD | Pokey Harris |

APPROVED

- e) 2021 State 911 Plan Presentation – Barry Ritter of Ritter Strategic Services gave an in depth review and presentation on the 2021 State 911 Plan, as provided in the Board packet. During the presentation Ms. Harris took a few moments to publicly recognize and thank the members of the study group that dedicated their time to updating the plan being presented for approval today. There was discussion among Board members and staff with consensus on revisions to be made to the plan. Ms. Wright made a motion to approve the 2021 State Plan with the noted revisions. The motion was seconded by Sheriff Hartman. Ms. Berenson conducted the roll call vote. All members present voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- f) Other Board Work Session Matters for Discussion – Ms. Harris congratulated Vice Chair Shipp on his retirement as Vice President of Operations at Star Communications and took the liberty of sharing a few comments about his long career in the telecom industry. Mr. Shipp is a native of Clinton and a graduate of Clinton High School in Sampson County. He attended Sampson Community College and ECU. He joined Star Communications in 1995 as an Information System Analyst. He was promoted to revenue analyst in 2004 where he was responsible for managing the financial, technical, and marketing aspects of Star Communications' long distance division. In 2006 he was named Community Relations Manager for Star Communications, where he served as community liaison in five counties. As Community Relations Manager he was responsible for the planning and executing of the annual meeting of members of Star Telephone. Other duties included administration of PBX telephone console, corporate advertising, and planning of corporate events. He was also responsible for the publication of *TeleBytes*, the corporate newsletter, and *Kwik Clips*, the employees' newsletter. In his next capacity as Vice President of Competitive and Subsidiary Operations he was responsible for the daily operations of StarVision Inc., a subsidiary of Star Telephone Membership Corporation that provided voice, video, and data center services through their Fiber-To-The-Home (FTTH) broadband services. In the position of Vice President of Operations, Mr. Shipp oversaw management of the outside plant and engineering functions of the Cooperative. The position required he remain current on all new technology, make recommendations to the General Manager, and follow the technical direction of the company. He also served as Facilities Manager and Safety Director. Mr. Shipp serves on the Sampson County Arts Council, the Clinton 100 Committee, Sampson County Substance Abuse Coalition, and is past president of the Sampson Regional Medical Center Foundation. He was appointed in 2014 by Governor Pat McCrory to serve on the NC 911 Board and reappointed by Senator Phil Berger to a second term through 2022, where he currently serves as Vice Chair of the Board, Chair of the Technology Committee, and Chair of the Grants Committee. He is past president of Clinton Sampson Chamber of Commerce as well as past president of the Clinton Kiwanis Club, Clinton Area Foundation of Education, and a member of Clinton All-America City Teams in 2007, 2009, and served as Chairman in 2019. He served on Elizabethtown Area Chamber of Commerce Board of Directors where he received the Outstanding Chamber Member of the Year in 2009. He has served as Treasurer of Carolina Telephone Cooperative Pact, a past and current board member of the Cooperative Council of North Carolina and has chaired the Business Operations for Program Development Committees for the North Carolina Telecommunications Industry Association. He always enjoyed participating in regulatory legislation issues that affect telecommunication and commerce both in Raleigh and Washington. He is Past Master of Hiram #98 Masonic Lodge, is a member of the Scottish Rite, and is a Sudan Shriner where is a lifetime member of all three organizations. Mr. Shipp has one daughter, Olivia, whom he is extremely proud of. She is a graduate of UNC-Chapel Hill with a master's degree from the College of William and Mary, and recently earned a PhD in Health Psychology from ECU. He is a member of the Oak Grove Baptist Church and served on the Deacon Advisory Council for seven years, as well as other committees throughout the church. He is engaged to his lovely fiancé, Julie, with whom he now plans to spend time at their new beach home doing what retired folks get to do every day. On behalf of the Board Ms. Harris wished him well and thanked him for his many years of service to the Board, especially his role of implementation of NextGen 911.

Roster of Roll Call Votes:

| NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, December 3, 2021 | | | | | | | | | |
|--|-------------------|---|--|--|---------------------------------------|--|--|---|--|
| NC 911 Board Members | 4. Consent Agenda | 6. a) NC 911 Board Bylaws Modifications | 8. a) PSAP Estimated FY2023 Distribution | 15. b v) 2022 Proposed Goals Discussion and Approval | 15. c i) 2023 NC 911 Grant Priorities | 15. c ii) 2023 NC 911 Grant Program Cycle Draft/Tentative Timeline | 15. d) 2022 NC 911 Board Meeting Dates | 15. e) 2021 State 911 Plan Presentation | 15. f) Other Board Work Session Matters for Discussion (If Applicable) |
| David Bone, County Manager, Davie County (NCACC) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Tommy Cole, Fire Chief, City of Graham (NCSFA) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC) | Y | Y | Y | NP | Y | Y | Y | NP | N/A |
| Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC) | Y | Y | Y | Y | Y | Y | Y | NP | N/A |
| Bo Ferguson, Deputy City Manager, City of Durham (NCLM) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS) | Y | Y | Y | Y | Y | Y | Y | NP | N/A |
| Chuck Greene, Director of Government Affairs, AT&T (LEC) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Lee Kerlin, RF Engineer, T-Mobile Sprint (CMRS) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Jeff Ledford, Chief, City of Shelby Police Department (NCACP) | Y | Y | Y | NP | NP | NP | NP | NP | N/A |
| John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Melanie Neal, Director, Guilford-Metro 911 (APCO) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Jude O'Sullivan, Chief Customer Officer, CarolinaWest (CMRS) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Jeff Shipp, Vice President of Operations, Star Telephone (LEC) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |
| Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS) | Y | Y | Y | Y | Y | Y | Y | NP | N/A |
| Secretary Jim Weaver, 911 Board Chair (NC DIT) | Excused | Excused | Excused | Excused | Excused | Excused | Excused | Excused | N/A |
| Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA) | Y | Y | Y | Y | Y | Y | Y | Y | N/A |

APPROVED 1/28/2022

Adjourn – Vice Chair Shipp adjourned the meeting at 12:44 PM, with some Board members and staff traveling to the new Sampson County 911 and Emergency Services facility for a tour.

APPROVED



Next NC 911 Board Meeting - Friday, January 28, 2022, 10:00 AM – Noon
Location TBD