

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Friday, February 24, 2023**  
**10:00 AM – 12:30 PM**  
**Via Simultaneous Communication**  
**Microsoft Teams Meeting**



**North Carolina 911 Board Meeting Roll Call**  
**Friday, February 24, 2023**  
**10:00 AM - 12:30 PM**  
**Via Simultaneous Communication with Microsoft Teams Meeting**



NC 911 Board Members	Via MS Teams	Not Present
David Bone, Executive Director, Eastern Carolina Council (NCACC)	X	
Tommy Cole, Fire Chief, City of Graham (NCSFA)	X	
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		Excused
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 (NCAR&EMS)	X	
Chuck Greene, Director of Government Affairs, AT&T (LEC)	X	
Phil Howell, Sheriff, Ashe County (NC Sheriffs Association)	X	
Melanie Jones, Director, Guilford-Metro 911 (APCO)	X	
Lee Kerlin, RF Engineer, Tmobile Sprint (CMRS)	X	
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	X	
John Moore, Regional Manager, Government and Education Sales, Spectrum Comm (VoIP)	X	
Kyle Randleman, Vice President, Marketing and Customer Relations, Star Telephone (LEC)	X	
Thad Southers, Chief Customer Officer, Carolina West Wireless (CMRS)	X	
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	X	
Secretary Jim Weaver, 911 Board Chair (NC DIT)	X	
Donna Wright, Director (Ret.), Richmond County Emergency Services (NENA)	X	
NC 911 Board Staff		
Evan Alexander, NMAC Technician		Excused
Rick Blumer, NMAC Technician		Excused
Stephanie Connor, Western Regional Coordinator	X	
Greg Dotson, NMAC Manager	X	
Kristen Falco, Financial Review Specialist	X	
Bernard Gardner, NMAC Technician	X	
Tina Gardner, North Central Regional Coordinator	X	
Tyree Grant, NMAC Technician	X	
Pokey Harris, Executive Director	X	
April Mann, NMAC Technician		Excused
David Newberry, South Central Regional Coordinator	X	
Amanda Reeder, Special Deputy Attorney General	X	
Tom Rogers, Network Engineer/NG 911 Project Manager	X	
Marsha Tapler, Financial Analyst	X	
Sarah Templeton, Financial Review Specialist	X	
Angie Turbeville, Eastern Regional Coordinator	X	
Evan Warner, NMAC Technician		Excused

**North Carolina 911 Board Meeting Roll Call**

**Friday, February 24, 2023**

10:00 AM - 12:30 PM

Via Simultaneous Communication with Microsoft Teams Meeting



Guests	Via MS Teams	Organization
Rachel Bello	X	Wake County
Matthew Blanchet	X	AT&T
Gene Booth	X	Cumberland County
Matt Boyles	X	Stokes County
Tony Brackett	X	NC DIT Workplace Services Director
Josh Briggs	X	AT&T
Nick Brown	X	Surry County
Byron Burns (704-578-8025)	X	Carolina Recording Systems
Vicki Callicutt	X	Union County
Michael Catagnus	X	Edgecombe County
Belinda Clawson	X	Jackson County
Chad Coble	X	Stanly County
Davidson County	X	Joined after roll call, did not identify
Timothy Deranek	X	AT&T
Samantha Dutch	X	Scotland County
Brian Eaton	X	AT&T
Travis Essic	X	Hamett County
Sonja Floyd	X	Gaston County
Brad Fraser	X	Shelby Police Department
Monica Fuller	X	NC DIT Legislative Liaison
Kelly Gardner	X	NC DIT Communications
Bill Gibbs	X	Lincoln County
Brian Greer	X	Ashe County
Bill Grey	X	National Public Safety Group
Kyle Griffin	X	Stanly County
Grayson Gusa	X	Davie County
Del Hall	X	Stokes County, Retired
Liz Hodges	X	Curruck County
Jaycie Holland	X	Stanly County
Christy Huggins	X	Shelby Police Department
Valecia Jacobs	X	Columbus County
Torre Jessup	X	Chief Operations Officer for DIT
Anne Johnson	X	NC DIT Communications
Tim Johnson	X	CGIA
Bryan Kale	X	Mount Holly Police Department
Joseph Knox	X	Motorola
Scott Lambert	X	Gaston County
Chase Lancaster	X	Columbus County
Debbie Mauney	X	Clay County
Stori McIntyre	X	Cleveland County
Matthew McLamb	X	NC DIT
Michael McNeely	X	Lincoln County
Kayla Mullins	X	Lincoln County
Susan Nelson	X	GeoComm
James Neuhaus	X	Apex Police Department
Mary Beth News	X	Curruck County
Kodi Norton	X	Yancey County
David Ransom	X	Columbus County
Brett Renfrow	X	Johnston County
Brent Roberts	X	Gaston County
Joshua Robinson	X	NC RapidSOS
Taylor Rolling	X	Curruck County
Ronnie Rombs	X	Lincoln County
Scott Schiefelbein	X	Rutherford County
Todd Seagle (828-349-2000)	X	Macon County
Kevin Sellers (828-342-3775)	X	Clay County
Christy Shearin	X	Franklin County
Ben Shelton	X	CGIA
Jeff Shipp	X	Former NC 911 Board Member, Retired
Lisa Shorter	X	Mission Critical Partners
Ray Silance	X	Onslow County
Lynn Slycord	X	Kings Mountain Police Department
Kyle Thaggard	X	High Point
Ellen Thomas	X	Charlotte Mecklenburg Police Department
Frank Thomason	X	Mission Critical Partners
William Toth	X	Intrado
Jimmie Turbeville	X	Johnston County
Suzanne Walker	X	Raleigh-Wake 911
Corinne Walsler	X	Charlotte Medic
Julie Weissman	X	NC Sheriff's Associations
Nick West	X	Columbus County
Stephanie Wiseman	X	Mitchell County

APPROVED 04/28/2023

APPROVED

1. **Call to Order** – Chairman Weaver called the meeting to order at 10:04 AM.
2. **Chair's Opening Remarks** – Chairman Weaver mentioned HB 196, the DIT Ominous Bill was filed the day before the meeting. The Telecommunicator Statements were read in the House and Senate Chambers in February and the Board was well represented. Chairman Weaver mentioned he is taking advantage of his time with the Legislature and mentioning the great work the NC 911 Board is doing, as well as encouraging the appropriate classification for Telecommunicators. He said all conversations have been positive and encouraging.

Ms. Harris took a moment to remember Mr. Bill French, Director of Lumberton Communications, who passed away on February 15, 2023. When the Telecommunicator Statements were read on the House floor on February 15, 2023, the City of Lumberton contacted Representative Lowery who took personal privilege from the floor to recognize Mr. Bill. The Board then held a moment of silence for Mr. Bill French.

3. **Roll Call** – Ms. Harris advised Ms. Falco would call the roll of attendees and Ms. Templeton would serve as the technical facilitator for the meeting. Ms. Falco conducted roll call.
4. **Ceremonial Swearing-In of New Board Members** – Ms. Harris welcomed Sheriff Phil Howell from Ashe County representing the North Carolina Sheriff's Association, Kyle Randleman, Vice President of Marketing and Customer Relations at Star Telephone representing the NC Licensed LEC Provider, and Thad Southers, Chief Customer Officer at Carolina West Wireless representing the NC Licensed CMRS Provider. All three were then ceremonially sworn in as NC 911 Board members.
5. **Reading of Statement of Economic Interest for Board Members** – Ms. Reeder stated that pursuant to G.S. 138A-24(e), whenever the State Ethics Commission finds a conflict or potential for conflict of interest for any appointee, the conflict must be recorded in the minutes at the member's swearing-in. Ms. Reeder stated that out of an abundance of caution, she wanted to read the statements for all members, whether or not a conflict or potential conflict was cited by the Commission. Since this has not been historically done, Ms. Reeder reported she would be reading into the minutes the State Ethics Commission's statements for all current members and the three new members joining the Board at this meeting.

The State Ethics Commission found no conflict or potential for conflict of interest for the following Board members: David Bone, Donna Wright, and Secretary Weaver (who was appointed through his statutory role as State CIO, and the statement from Ethics addresses that global role.)

The State Ethics Commission found no conflict of interest but noted a potential for conflict of interest for the following individuals with the reason for that finding noted. Ms. Reeder noted it is important to note that the State Ethics Commission found that the potential conflict did not prohibit service on the Board:

- Chief Cole, as he fills the role of a Fire Chief with experience operating or supervising a PSAP. He is the Fire Chief for the City of Graham, which could seek and receive funding from the Board. Therefore, Chief Cole has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties, should issues involving the City of Graham come before the Board for official action.
- Greg Coltrain, as he is employed by Wilkes Telephone Membership Corporation d.b.a. Riverstreet Networks, a company that provides a variety of telecommunication products and services, including emergency 911 voice communication services. Therefore, Mr. Coltrain has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties, should issues involving Wilkes Telephone Membership Corporation d.b.a. RiverStreet Networks come before the Board for official action.
- Brian Drew, as he is employed by Lumen Technologies, Inc. (formerly CenturyLink), a company that provides a variety of telecommunication products and services, including emergency 911 voice communication services. Therefore, Mr. Drew has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties, should issues involving Lumen Technologies, Inc. come before the Board for official action.
- Bo Ferguson, in his role as a representative of a municipality where a primary PSAP is located and is recommended by the North Carolina League of Municipalities. Mr. Ferguson is the Deputy City Manager for the City of Durham. In addition, his spouse is a Senior Associate/Practice Leader with The Novak Consulting Group which provides consulting for

governments in the areas of public works, public safety, human resources, finance, planning, and IT. As such, Mr. Ferguson has the potential for a conflict of interest and should exercise appropriate caution should the City of Durham or Novak Consulting Group come before the Board for official action.

- Greg Foster, serves as 911 Director of Alexander County and is employed by the Alexander County Sheriff's Office. As the Director of 911, Mr. Foster oversees Emergency Services and 911 Emergency Communications. Therefore, Mr. Foster has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties, should issues involving the Alexander County Sheriff's Office come before the Board for official action.
- Chuck Greene, who fills the role of a CMRS provider on the Board. He is the Director of Legislative Affairs at AT&T. He has disclosed the ownership of a threshold amount of stock in AT&T. Mr. Greene should exercise appropriate caution in the performance of his public duties should issues regarding AT&T North Carolina come before the Board for official action or otherwise seek to conduct business with the Board.
- Sheriff Howell, as he is the Sheriff of Ashe County, and the County could seek funding and grants administered by the Board. As such, Sheriff Howell has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should issues involving Ashe County come before the Board for official action.
- Melanie Jones, as a representative for the Association of Public Safety Communications Officials (APCO). She is employed by the City of Greensboro as the Executive Director of Guilford Metro 911. As such, Mrs. Jones has the potential for a conflict of interest and should exercise appropriate caution in the performance of her public duties should issues involving Guilford Metro 911 or APCO come before the Board for official action.
- Lee Kerlin, as a representative of a CMRS (Commercial Mobile Radio Services) provider for the 911 Board. He is employed by T-Mobile. T-Mobile provides numerous telecommunication products and services including emergency 911 voice communication services. Because of the services provided by T-Mobile, Mr. Kerlin has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should issues involving T-Mobile come before the Board for official action.
- Chief Ledford, who fills the role of a police chief on the Board. He is the Chief of Police of the City of Shelby Police Department, which could seek and receive funding from the Board. As such, he has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should the City of Shelby Police Department come before the Board for official action or otherwise seek to conduct business with the Board.
- John Moore, as a representative for a voice-over-internet provider (VoIP). He is the Director of Telecommunications and Cybersecurity Services for Charter Communications. Charter Communications offers a variety of services including emergency 911 voice communication services. Therefore, Mr. Moore has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should issues involving Charter Communications come before the Board for official action.
- Kyle Randleman, in the role of a member who has a background in and familiarity with business system technology, information systems, or telecommunications. He is employed by Star Communications. Therefore, he has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should issues involving Star Communications come before the Board for official action.
- Thad Southers, in his role as a CMRS provider on the Board. He is employed by Carolina West Wireless, Inc., which could benefit from decisions by the Board. Therefore, Mr. Southers has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should issues involving Carolina West Wireless, Inc. come before the Board for official action.
- Earl Struble, as the Director of Emergency Response for Verizon, a wireless carrier company. Verizon Wireless provides numerous wireless products and services including emergency 911 voice communication services. Therefore, Mr. Struble has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties, should issues involving Verizon Wireless come before the Board for official action.

Ms. Reeder thanked the Board members for always being quick to recuse from discussion and vote on any other matter where there was a potential conflict in the past and encouraged Board members to contact her with any questions regarding conflicts or potential conflicts.

Chairman Weaver provided a reminder to Board members to file annual ethics statements. Ms. Harris added a reminder about the ethics training.

- 6. **Election of 911 Board Vice Chair for 2023** – Ms. Harris advised she received a nomination for Mr. Ferguson as Vice Chair of the NC 911 Board. Chairman Weaver opened the floor for other nominations, no other nominations were received. Mr. Bone made a motion to elect Mr. Ferguson to be the NC 911 Board Vice Chair for 2023. Mr. Ledford seconded the motion. All members present voted, and the motion was unanimously approved. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- 7. **Ethics Awareness/Conflict of Interest Statement** – Pursuant to G.S. 138A-15(e), Chairman Weaver read the Ethics Awareness/Conflict of Interest statement as published in the agenda. No conflict was indicated.
- 8. **Public Comment** – Chairman Weaver read the invitation for public comment as published in the agenda. No public comment was indicated.
- 9. **Consent Agenda** – Chairman Weaver asked Ms. Harris to proceed with the consent agenda.

a) Minutes of Previous Meeting – December 2, 2022

b) NG 911 Reserve Fund

November 2022 Fund Balance	\$ 82,985,705
November 2022 Disbursement	\$ 4,437,054
December 2022 Fund Balance	\$ 80,360,854
December 2022 Disbursement	\$ 4,729,118
January 2023 Fund Balance	\$ 79,311,235
January 2023 Disbursement	\$ 4,338,509

c) CMRS Account

November 2022 Account Balance	\$ 2,120,382
November 2022 Disbursement	\$ 255,228
December 2022 Account Balance	\$ 2,327,028
December 2022 Disbursement	\$ 203,575
January 2023 Account Balance	\$ 2,078,615
January 2023 Disbursement	\$ 252,552

d) PSAP Account

November 2022 Account Balance	\$ 7,178,278
November 2022 Disbursement	\$ 3,019,073
December 2022 Account Balance	\$ 7,939,591
December 2022 Disbursement	\$ 3,117,942
January 2023 Account Balance	\$ 11,126,674
January 2023 Disbursement	\$ 2,961,663

e) PSAP Grant/Statewide Projects Account

November 2022 Account Balance	\$ 35,440,603
Grant Funds Committed	\$ 30,141,678
December 2022 Account Balance	\$ 34,738,724
Grant Funds Committed	\$ 30,577,147
January 2023 Account Balance	\$ 36,591,684
Grant Funds Committed	\$ 30,097,217

f) Grant Project Updates per Reports

With there being no further discussion about the consent agenda, Ms. Falco conducted the roll call vote. All members present voted, and the consent agenda was unanimously approved. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

- 10. **Center of Geographic Information Analysis 2024-2027 Cycle Proposal** – Mr. Johnson presented the Statewide Orthoimagery Project providing an overview of the 2024-2027 cycle proposal detailing the consistent, current, and highly accurate orthoimagery and how essential it is for effective response. The 2024-2027 cycle proposal proposed budgeted costs of \$14,061,776.00. Ms. Wright made a motion to approve the CGIA 2024-2027 cycle proposal in the amount of \$14,061,776.00. Mr. Moore seconded the motion. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion was unanimously approved. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

## 11. Executive Director Report –

- a) 911 Board Member Round-Robin Instructions – Ms. Falco identified each Board member individually in alphabetical order who then provided a brief introduction for the newly sworn-in Board members.
- b) Biennial Audit – Ms. Harris noted Ms. Tapler has been engaged with the State’s Auditor’s Office, the audit team assigned, and NC DIT staff. Ms. Harris and Ms. Tapler have been compiling reports for the audit. A presentation is expected to be presented to the Board at the April 2023 meeting.
- c) NextGen 911 Migration Status – [Live Status Map](#) – Ms. Harris advised one PSAP remains to migrate to the ESInet. Chairman Weaver and Board staff continue to be engaged, trying to assist this migration in the near future.
- d) NextGen 911 GIS Status Map – The uploads to the GeoComm DataHub have become more timely, and the goal is for PSAPs to update monthly. If uploads have not been made by the 90–100-day mark, contact is being made with the PSAP.
- e) Richmond Community College 911 Communications and Operations Associates Degree Update – RCC is in the process of advertising and hiring the Program Coordinator to prepare for the August 2023 program to begin.
- f) Cybersecurity Remediation Initiatives Update – Regional cybersecurity tabletop exercises (TTXs) are scheduled for May 2023. The TTX invitations will be extended to PSAP Managers, County Managers, IT Managers, GIS Managers, Sheriffs, Chief of Police, or whomever the PSAP has engaged with leading the cybersecurity efforts in the jurisdiction and for the PSAP. CISA is responsible for the cost associated with the facilitators. The Board will be responsible for costs associated with the locations, lodging, mileage for personal vehicles, and food for the TTX meetings.
- g) PSAP Assessment Coordinator Position – Ms. Harris advised the review and interview process is underway. It is hopeful the new staff member will be introduced at the April or May Board meeting.
- h) NC 988 Planning Coalition/National Suicide Prevention Lifeline – Ms. Harris and staff members remain engaged with the 988 Planning Coalition in NC bringing information about the role of PSAPs to those individuals calling 988 for help. At the 2023 quarterly meetings, PSAP personnel will be invited to present information about how calls for mental health are handled and the protocols in place for their specific PSAP.
- i) NASNA Interoperability Workshop Report – Ms. Harris, Mr. Greg Hauser, Ms. Reeder, and Ms. Monica Fuller attended the workshop, and a report was included in the Board packet.
- j) NENA/Standards and Best Practices Conference Update (January 2023) – Ms. Harris attended the conference focused on “future think” and what can be accomplished next in NG911.
- k) Recognition of Kristen Falco for Nomination to NSLS – Ms. Harris recognized Ms. Falco on her nomination for the National Society of Leadership and Success with Wake Technical Community College.
- l) Recognition of Durham’s Accredited Center of Excellence (ACE) Award – Ms. Harris shared that Durham Emergency Communications Center has been recognized by The International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence (ACE) for all three disciplines. Durham is accredited as the world’s twenty-third Triple ACE. This was achieved by attaining accreditation in Emergency Fire Dispatch (EFD), also making Durham the world’s sixty-ninth fire ACE. There are currently seventeen Triple ACE agencies in the world (all in the USA).
- m) 911 Board/NMAC/Administrative Staff “Home” – Mr. Dotson presented a proposal for the 911 Board, NMAC, Administrative Staff re-location from the previously approved “printer” room at 3700 Wake Forest Road, Raleigh (3700) to the potential home of the NC 911 Board at 3900 Wake Forest Road, Raleigh (3900). Mr. Dotson described the status of 3900 since it has been vacant for three years. He presented the Board-approved amount of \$380,222.00 for the renovation of 3700, the estimated amount at 3900 is \$343,050.00, with a cost savings of \$67,172.00. There will be recurring monthly charges and cost-sharing with NC DIT for 3900 related to lawn, building, maintenance, cleaning, trash service, power, etc. Mr. Dotson thanked Mr. Tony Brackett and Mr. Torre Jessup with DIT for assistance while determining if this space could be a new home for the Board. Ms. Harris expressed Chairman Weaver had raised concerns with auxiliary power for the NMAC but plans are in place to address this either with connectivity to 3700 or the installation of a generator for 3900. Mr. Foster and Ms. Wright expressed excitement for the Board to have a home. Mr. Jessup provided comments related to the building and spoke about Mr. Brackett recognizing his work on making 3900 usable again. Mr. Ferguson made a motion to revise the previously approved renovation of 3700, to the new 911 Board/NMAC/Administrative home at 3900. Ms. Jones seconded the motion. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion was unanimously approved. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

- n) Legal Brief – Ms. Reeder stated that with the General Assembly back in town, she is tracking several bills that may impact the Board, including House Bill 196, the DIT/Omnibus Law Changes; specifically, Section 1 of the Bill will address the Board-proposed language to repeal CMRS provider reimbursement from the Fund.
- 911 Goes to Washington – Ms. Harris and Ms. Wright provided comments on the 911 Goes to Washington trip on February 26 to March 2. The attendees will continue the discussion on funding NG911 for the country and the reclassification of telecommunicators at a federal level at the seven planned meetings with elected officials from North Carolina.
- NC PSAP Managers February Region Workshops – Ms. Harris discussed the successful PSAP managers meetings held in all four regions with great attendance and a lot of information shared.

## 12. Executive Committee Report

- a) NC Telecommunicator Recognition – Chairman Weaver advised the Executive Committee met on January 27 to discuss the language of the two statements. The statements were read by Representative Roberson on February 15 and Senator Mohammed on February 16. Ms. Harris thanked Ms. Reeder for working on the initial language, and for the patience with the Executive Committee and Ms. Fuller for making sure that work made it to drafting and, seeking the sponsorship for the statements. Ms. Harris noted that conversations about the statements began last year between Ms. Reeder, Ms. Leigh Jackson (the former DIT legislative liaison), Ms. Jones, Ms. Wright, Chairman Weaver, and herself. After Ms. Jackson left DIT and Ms. Fuller joined NC DIT further conversations were held. Ms. Harris expressed appreciation for Representative Roberson and Senator Mohammed. Chairman Weaver expressed appreciation for the PSAP community and local government entities passing resolutions of support. Ms. Harris advised resolutions are on the website from all the local governments passing resolutions.
  - i. Representative Statement – The statement was presented during the meeting.
  - ii. Senatorial Statement – The statement was presented during the meeting.
- b) General Committee Report – Chairman Weaver had nothing further to report.

## 13. Education Committee Report

- a) Cape Fear Community College Telecommunicator Courses – Mr. Greene advised the Education Committee was unable to hold the February 2023 meeting due to a lack of quorum. The majority of the items on that agenda will be moved to the March meeting agenda. Mr. Greene, along with staff, decided to present the time-sensitive proposed partnership with Cape Fear Community College to sponsor telecommunicator courses. Ms. Turbeville presented the Cape Fear Community College course list detail, along with the costs for the classes in FY2023 and FY2024. Cape Fear has worked directly with NENA to provide this training at a 15% discount. The staff's recommendation is to pay half of the cost for those classes that are on the Approved Eligible Training List. NENA will bill the Board directly for the cost of the classes. For FY2023, the cost is \$9,987.50. For FY2024, the cost is \$19,125.00. This will not require a budget amendment for FY2023 and will be included in the FY2024 budget if approved. Going forward, staff will be reaching out for a partnership in the western part of the State with another community college later. The staff recommendation is to fund 50% of the registration cost of the presented eligible classes to be held at Cape Fear Community College for 2023. Ms. Wright advised these are all eligible courses that the PSAPs have funding access through the ETSF. Ms. Wright expressed she was glad to see the proposed partnership however, she would prefer to see a partnership for the Board to pay for ineligible courses. Ms. Harris requested Ms. Wright share her ideas and noted this aligns with the goals of the Board, Education Committee, and strategic plan. Mr. Greene made a motion to approve funding 50% of the course registrations of the presented eligible class to be held at Cape Fear Community College for 2023. Mr. Foster seconded the motion. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion was unanimously approved. *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. Greene asked for Ms. Turbeville to provide an update on the Public Service Recruitment Campaign. Ms. Turbeville advised the Statewide campaign went live the week of January 31 and will run through May 7, with a two-week pause on March 2 and resuming on March 27. A social media campaign begins on March 1 and will run through May 7. During the two-week pause, a survey will be sent to the PSAP community to obtain data on the effectiveness of the campaign in order to make adjustments if needed. Spectrum Reach is offering, separately from the Board contract, raffle prizes to the PSAP community per region to receive feedback on the effectiveness of the campaign. At the end of the campaign, another survey will be sent to the PSAP

community to gather data on its effectiveness. Ms. Turbeville thanked Ms. Cindy Morgan for her efforts with the campaign. The Regional Coordinators have received feedback on the positive impacts of the campaign and request if anyone sees the commercial let staff know. Ms. Harris thanked Spectrum Reach for the partnership.

#### 14. Funding Committee Report

- a) Estimated 3-Year Forecast – Service Charge – Mr. Bone advised staff has a positive 3-year forecast to present to the Board. He advised the presentation of the three-year forecast includes a recommendation on the service charge, which the Board is required to review annually. The recommendation coming from the Funding Committee involved a reduction in the service charge from \$0.65 to \$0.55. He mentioned the forecasts presented by staff are conservative and display ample funding for the PSAPs and maintenance of an appropriate fund balance for the 911 fund. Mr. Bone explained several years ago, the service charge was increased from \$0.60 to \$0.65 to fund the build-out of the ESInet and NextGen technology. The proactive investment in the technology has been an efficient use of resources and provides an excellent return on investment. He mentioned the build-out of the ESInet being almost complete, with one PSAP left to migrate. It is appropriate for the Board to consider a reduction in the service charge. Mr. Bone mentioned the substantial discussion during the February Funding Committee meeting, and the split vote on the recommendation. Mr. Bone advised he supported the Funding Committees' recommendation and encouraged the Funding Committee Board members to share thoughts during the Board's discussion time. Mr. Bone advised the Funding Committee voted to approve the three-year forecast and reduction of the service charge from \$0.65 to \$0.55 and this comes to the Board as a motion. Mr. Bone asked Ms. Harris to provide any comments and then Ms. Tapler to present the 3-year forecast. Ms. Harris added staff spent a lot of time reviewing the forecast. She advised there would be no impacts to the PSAP distribution and per legislation the rate can go to the maximum of \$0.70 and when reviewed by the Board annually. Ms. Tapler presented the three-year forecast and related information on the current 911 service charge for FY2023 and the recommended reduction to \$0.55 for FY2024 and FY2026. Board discussion was held regarding the recommendation of the reduction of the service charge, comments on the fiduciary responsibility of the Board, comments on the Board's high fund balance and examples to use the fund balance, comments on eligibility and uses of the fund to meet the needs of the PSAPs, comments on updating legislation and administrative code related to eligibility, etc. Chairman Weaver thanked Board members for the discussion and noted the Board has the flexibility to review the service charge annually if projects are presented or use of funds are changed.

Mr. Bone advised the Funding Committee voted to approve the staff recommendation on reducing the service charge from \$0.65 to \$0.55 in FY2024 and brought this to the Board in the form of a motion. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion passed, with twelve voting in the affirmative and four voting in the negative. *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 advised there were no further matters for the Funding Committee to report.

*\*Ms. Jones left the meeting at 12:35 PM.*

*\*Mr. Ferguson left the meeting at 12:36 PM.*

15. Finance Team Report – Ms. Tapler advised she has been working on the estimated 3-year forecast service charge, she presented the new Board member orientation, and attended several meetings with Regional Coordinators and Financial Review specialists regarding the financial planning tool and funding reconsideration discussions. She has attended several FY2023B grant committee meetings and applicant presentations. Ms. Tapler has been working on the FY2024 budget, working with the auditors and DIT finance to gather requested information.

Ms. Falco has been working on revenue expenditure reports, eligibility requests, working on logistics and planning for the upcoming cybersecurity tabletop exercises, attending the regional PSAP managers meetings, and various meetings with the Regional Coordinators.

Ms. Templeton gave an update on the status of PSAP revenue expenditure reports as of February 9, 2023. The FY2022 reports are 55% finalized. Ms. Templeton advised she will be working with the



PSAPs to finalize FY2022 reports prior to the Board voting on the FY2024 Final PSAP Distribution in April 2023. Ms. Templeton advised she worked at the NMAC with Ms. Falco to test the NMAC's continuity plan while NMAC staff visited a PSAP to train and become familiarize themselves with the phone equipment.

#### 16. Grant Committee Report

- a) PSAP Grant Program Progress Reports – The following grant recipients presented brief updates on the progress of their projects.
- Franklin County 911 – Ms. Shearin presented that construction of the facility is 65% complete with substantial completion expected in June 2023.
  - Cumberland County 911 – Mr. Booth presented the project is 97% complete, and the building is in use. However, there are a few items left to complete before the project can be closed out.
  - Clay County 911 – Ms. Mauney advised construction bids have been received and are currently being reviewed for an award.
  - Sampson County 911 – Ms. Harris advised Mr. Brown was unable to join the meeting and the progress report will be rescheduled.
  - Union County 911 – Ms. Callicutt advised the last part of the project is the tower that went out to bid this month.
- b) FY2023B PSAP Grant Recommendations – Mr. Bone filling in for Mr. Coltrain presented the FY2023B PSAP Grant Recommendations. The NC 911 Board Grant Committee met on Friday, January 6, 2023, for the initial review of the grant applications for the FY2023B PSAP Grant Program Cycle. There were twelve (12) applications received, requesting a total of \$13,817,600.29. Three (3) applications were determined to be incomplete and lacking required/supporting documentation. The remaining nine (9) applications proceeded in the review process. Applicants appeared virtually at separately scheduled times on Thursday, January 26, and Monday, January 30, to present their projects to the Committee. The Committee convened on Tuesday, February 7 for final review and recommendations to the Board.

In consideration of G.S. 143B-1407(b), the following recommendation comes to the Board in the form of a motion from actions of the Committee at the referenced meetings for the FY2023B PSAP Grant Program. The total recommended grant award dollar amount for the FY2023B grant cycle is \$11,487,561.02. The recommended grant awards also identify approximately \$347,580.36 in potential PSAP reconsideration requests. Some awards are for the grant as submitted, while others are for the specific amount as listed. All awards are contingent upon the final review and validation of the identified components of grant funding eligibility and upon each grantee's acceptance of the amount awarded for the completion of the project as presented in the grant application. PSAPs are listed in alphabetical order.

- Bertie County Sheriff Communications (Bertie County 911 Communications Radio Project) – Incomplete application. Lacking required documentation.
- Chowan Central Communications (Motorola Radio Project) – Incomplete application. Lacking required documentation.
- Clay County Dispatch (Clay County 911 Facility Inflationary Needs) – \$1,359,842.00 per grant request.
- Columbus Central Communications (PSAP Renovation Project for Columbus County) – \$4,085,560.00 per grant request.
- Currituck Communications (Currituck County Radio System Upgrade) – \$1,964,978.00 per grant request.
- Edgecombe County E911 (Edgecombe P25 Radio Project) – \$129,375.50 per grant request.
- Jones-Lenoir County 911 (APX Consolettes & MCD5000 Desk Sets) – Incomplete application. Lacking required documentation.
- Macon County Communications (VIPER Radio Console Upgrade) – \$333,067.40 per grant request.
- Onslow County Communications (Onslow County Radio System End-of-Life Replacement Project) – \$1,904,752.52 per grant request.
- Pitt County Communications (Pitt/Wilson Unify CAD-to-CAD) – \$34,060.00 per grant request.
- Stanly County 911 (CAD Replacement) – \$779,674.66 of the overall grant request for non-eligible CAD and Mobile costs that do not relate to RMS and JMS modules.

- Surry County Communications Center (Surry County Radio Replacement Project) – \$896,250.94 of the overall grant request for non-eligible radio costs that do not relate to the two (2) additional positions requested for the primary PSAP and the EOC.

Mr. Bone advised this recommendation was presented as a single motion for ease of Board review. Discussion ensued from Board members seeking clarification on the two jurisdictions that received partial funding. Ms. Harris provided clarification that is the discretion of the Grant Committee to review each application received during the grant cycle. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion was unanimously approved. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

- c) FY2024 PSAP Grant Cycle – The grant workshop will be held on March 23, the grant application will be posted on the website on March 30, and grant applications are due May 31. Board member and staff discussions were held on what could be done to assist future applicants that are not awarded due to lacking required documentation.
- d) General Committee Report – Nothing further to report.

#### 17. Standards Committee Report

- a) PSAP Assessment Project Update – Ms. Wright requested Ms. Conner provide an update. Ms. Conner advised the training with Mission Critical Partners (MCP) is complete, MCP presented to the PSAPs at the February region meetings, and on February 21 notification was made to the PSAPs of the scheduled assessment dates.
- b) General Committee Report – Ms. Wright advised the Committee continues to work on the PSAP classification and Ms. Gardner advised the March meeting will be canceled due to the 911 Goes to Washington trip but an update will be sent in an email.

*\*Mr. Struble left the meeting at 12:56 PM.*

#### 18. Technology Committee Report

- a) NG911 Project Overview/Status – Mr. Rogers advised there are 126 PSAPs operational on the ESInet with one site outstanding. Current migration demographics include 56 hosted Vesta, 49 hosted Viper, and 21 ESInet-Only. Half of the ESInet-Only sites are engaged in projects to move to hosted. The total population served by NG911 is 10,566,375, covering 99% of the State's population. The total land mass covered by NG911 is 48,619.57 square miles, which is 99% of the State. There are 18 sites active on RFAI and 108 as i3. All PSAPs are i3 compliant and the GIS data is in maintenance mode and the focus is to keep all data current within thirty days. The NC DPS 24-Hour Watch will be onboarding to the ESInet on April 26 and Seymour Johnson should expect AVPN circuits in March.

RapidDeploy Eclipse is live and operational since October 31, 2022. The training academy remains online for anyone needing additional training. Staff and RapidDeploy have been working with PSAPs to address any issues and enhancements with reporting. Mr. Rogers provided a reminder that ECaTS is available until March 31, 2023, so PSAPs need to run any relative reports they may wish to archive prior to that date. The NMAC will lose access on the same date and will be unable to assist PSAPs with accessing data from ECaTS after that time.

Mr. Rogers provided a SIP administrative calls (SIP Admin) project update, all pilots are complete. The project should be brought before the Board at the April 2023 meeting.

- b) NMAC General Report – Mr. Dotson thanked the Board for the consideration and approval to move to 3900. He thanked Doug Workman with Cary Police Department for the hospitality and for allowing the NMAC staff to spend hands-on time with the phone equipment.
- c) AT&T/Intrado Executive Leadership Report – Mr. Toth advised Intrado is moving forward as planned, and the development and milestones are tracking well in the wellness plan.
- d) General Committee Report – Mr. Rogers advised nothing further to report.

\*Mr. Moore left the meeting at 1:03 PM.

**19. 911 Regional Coordinator Reports** – Ms. Gardner has visited numerous PSAPs for high and low fund balances and attended all regional PSAP manager’s meetings.

Ms. Turbeville has met with twenty PSAPs in the eastern region to discuss fund balance, backup plans, funding, and eligibility. She has a plan to meet with the rest of her PSAPs in the next six weeks. She gave shoutouts to her visits with Cumberland County on the new facility that Mr. Booth just gave a progress report for, she visited New Hanover County’s new PSAP that will go live in March, and got a tour of Columbus County’s new building that they were just awarded a grant to renovate.

Mr. Newberry met with eighteen PSAPs to discuss high fund balances, which resulted in good discussions. He provided a reminder that the spend plans (financial planning tools) are due back to the Regional Coordinators on March 15.

Ms. Conner advised since the last Board meeting, she has put 4,119 miles on her State car. She has been busy traveling and visiting PSAPs.

**20. Other General Board Business** – Ms. Harris had no further Board business to discuss. She thanked the members for staying past the scheduled time and for a good meeting. Mr. Weaver thanked the Board for the respectful comments during the meeting.

**Roster of Roll Call Votes:**

NORTH CAROLINA 911 BOARD MEETING							
Roll Call Votes							
Friday, February 24, 2023							
Via Simultaneous Communication with Microsoft Teams Meeting							
NC 911 Board Members	6. Election of 911 Board Vice Chair for 2023	9. Consent Agenda	10. CGIA 2024-2027 Proposal Consideration and Recommendation	11 m). 911 Board/NMAC/Administrative Staff "Home"	13 a). Cape Fear Community College Telecommunicator Courses (Need motion and second)	14 a). Estimated 3-Year Forecast - Service Charge	16 b). FY2023B PSAP Grant Recommendations
David Bone, Executive Director, Eastern Carolina Council (NCACC)	Y	Y	Y	Y	Y	Y	Y
Tommy Cole, Fire Chief, City of Graham (NCSFA)	Y	Y	Y	Y	Y	N	Y
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	Excused	Excused	Excused	Excused	Excused	Excused	Excused
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Y	Y	Y	Y	Y	Y	Y
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Y	Y	Y	Y	Y	Y	Excused
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	Y	Y	Y	Y	N	Y
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y	Y	Y	Y	Y	Y
Phil Howell, Sheriff, Ashe County (NC Sheriff's Association)	Y	Y	Y	Y	Y	Y	Y
Melanie Jones, Director, Guilford-Metro 911 (APCO)	Y	Y	Y	Y	Y	N	Excused
Lee Kerlin, RF Engineer, TMobile Sprint (CMRS)	Y	Y	Y	Y	Y	Y	Y
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Y	Y	Y	Y	Y	Y	Excused
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Y	Y	Y	Y	Y	Y	Y
Kyle Randleman, Vice President, Marketing and Customer Relations, Star Telephone (LEC)	Y	Y	Y	Y	Y	Y	Y
Thad Southers, Chief Customer Officer, Carolina West Wireless (CMRS)	Y	Y	Y	Y	Y	Y	Y
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	Y	Y	Y	Y	Y	Y	Y
Secretary Jim Weaver, 911 Board Chair (NC DIT)	Y	Y	Y	Y	Y	Y	Y
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)	Y	Y	Y	Y	Y	N	Y

**Adjourn** – Chairman Weaver adjourned the meeting at 1:10 PM.

Next NC 911 Board Meeting – Friday, March 24, 2023, 10:00 AM – 12:00 PM  
Via Simultaneous Communication

