

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Friday, January 28, 2022**  
**10:00 AM – 12:00 PM**  
**Via Simultaneous Communication**  
**Microsoft Teams Meeting**



**NORTH CAROLINA 911 BOARD MEETING**  
**ROLL CALL**  
**Friday, January 28, 2022**  
**10:00 AM – 12:00 PM**  
**Via Simultaneous Communication with Microsoft Teams Meeting**



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



Governor's pledge to increase broadband access within the State. If anyone has concerns, he encouraged them to reach out to him or Ms. Harris so they could follow up and address those concerns.

2. **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.
3. **Public Comment** – Chairman Weaver read the invitation for public comment as published in the agenda. No public comment was indicated.
4. **Consent Agenda** – Chairman Weaver asked Ms. Harris to proceed with the consent agenda.
  - a) Minutes of Previous Meeting - December 3, 2021
  - b) NG 911 Reserve Fund

November 2021 Account Balance	\$ 81,822,239
November 2021 Disbursement	\$ 2,765,310
December 2021 Account Balance	\$ 81,252,194
December 2021 Disbursement	\$ 2,230,850
  - c) CMRS Account

November 2021 Account Balance	\$ 2,965,560
November 2021 Disbursement	\$ 155,869
December 2021 Account Balance	\$ 2,862,595
December 2021 Disbursement	\$ 199,501
  - d) PSAP Account

November 2021 Account Balance	\$ 6,159,502
November 2021 Disbursement	\$ 3,545,823
November 2021 Account Balance	\$ 7,507,917
November 2021 Disbursement	\$ 3,545,823
  - e) PSAP Grant/Statewide Projects Account

November 2021 Account Balance	\$ 48,872,125
Grant Funds Committed	\$ 29,725,832
November 2021 Account Balance	\$ 49,302,688
Grant Funds Committed	\$ 29,400,043
  - f) Grant Project Updates per Reports

Ms. Conner conducted the roll call vote to accept the consent agenda as presented. 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) 911 Board Member Round-Robin Introductions – Each Board member provided a brief introduction, with Ms. Neal sharing information about her candidacy for NENA 2<sup>nd</sup> Vice President during this time. The Board wished Ms. Neal all the best in this endeavor, knowing she will be a wonderful advocate for 911 across the Country.
- b) Staffing Updates – Ms. Harris advised a verbal offer has been made to a candidate for the NMAC Manager position and she hopes to make an official announcement next week. Efforts are underway for recruitment for the Tier 2 Technician position. The Administrative and Logistics Coordinator position interviews are scheduled for next week.
- c) COVID-19 Update – Case numbers continue to rise, and the Regional Coordinators continue their outreach to the PSAPs regularly as well as contact with ESF2, relaying that information to be aware of needs for COOP activation if they arise. Ms. Harris noted she was sad to report the COVID-related death of a telecommunicator in Randolph County and sent her condolences to their family and the PSAP family. She mentioned the NMAC had also been affected by COVID and Board staff successfully activated its COOP during the situation to ensure adequate staffing for the NMAC.
- d) Winter Weather ESF2 PSAP Coordination Activations – In G.S. §143B-1402(a)(1), the NC911 Board is tasked with coordination with State emergency operations, and it serves as the technical lead for all the PSAP service disruptions. Ms. Harris spoke about the activations and the role staff plays during such.
- e) 2021 State 911 Plan as Approved – The 2021 State 911 Plan was presented at the December meeting. However, some typographical and language corrections were made and the updated, final version is in the Board packet and on the website for download.

- f) 2022 Master Calendar Revision – The 2022 Master Calendar also needed revisions, The May 27 Board meeting was changed to May 20, 2022, and the July 29 Board meeting was changed to July 22, 2022. These revisions were not included in the published version of the calendar that was presented for approval in January. Ms. Harris further noted four meetings are slated to be held virtually with four others slated to be held in person. Should the need arise, meetings will be held on the dates slated as no meetings. Ms. Conner conducted the roll call vote to accept the calendar revisions. 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.*
- g) 2022 NC 911 Board Goals (Minor Typographical Revisions) – Some minor revisions were made to the 2022 Board Goals. The updated version was presented in the Board packet.
- h) NextGen 911 Migration Status – Ms. Harris congratulated the following on the recent migrations to the ESInet:
- Jones-Lenoir 911 (12/15/2021) – Migrated as i3. Viper hosted call handling equipment. First live call at 1202 Hours EST. PSAP #117 physical location, #180 (including backups)
  - Person County 911 (12/15/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1249 Hours EST. PSAP #118 physical location, #181 (including backups)
- i) NextGen 911 GIS Status Map – At the time of the meeting there were 93 jurisdictions i3 ready with seven jurisdictions still working to get GIS data i3 compliant.
- i. GIS Data Sharing – Division of Broadband and Digital Equity – As previously mentioned by the Chairman, Ms. Harris plans to forward Board members the letter that was sent to the PSAP community, GIS community, and county and city managers that details the data sharing effort.
- j) Legal Brief – Ms. Reeder gave a brief update, saying she has been tracking the legislature and working on the SIP admin pilot project. She has also worked on requests for proposals for the CRM. She is fielding questions regularly from staff regarding matters of eligibility and funding.
6. **Executive Committee Report** – Ms. Wright reminded the Board of the upcoming transition of leadership of the committee to the Vice Chair of the Board. This is one of the bylaw changes approved at the January 2022 meeting. She also mentioned that in the future the Committee and Ms. Reeder will be working together on any legislative issues that pertain to the Board.
7. **Education Committee Report** – Mr. Greene reported the committee did not have a January meeting. Data has been received from the PSAPs about the PSA pilot program. Ms. Harris, Ms. Turbeville, and Mr. Greene have plans to meet with Spectrum the first week of February to analyze the data and formulate a plan to distribute the program Statewide. A report will be given to the committee at their February meeting.
8. **Funding Committee Report** – Mr. Bone commented the Committee discussed a seat count determination request from a PSAP at the January meeting. The item was tabled until the February meeting to allow for more research and review.
9. **Finance Team Report** – Ms. Tapler reported she had been working on items related to the Board's financial operations, service charge forecast, and the upcoming budget for FY2023. She completed the Eastern region cost shifts and is currently working on the other 3 regions. Ms. Falco worked on revenue expenditure reports, eligibility requests, and assisted Ms. Harris with reviewing the ALC coordinator applications and setting up the interviews. Ms. Templeton stated the finance team had been reviewing reports and eligibility requests and prioritizing reports of PSAPs that attended the Priority One Collaboration Grant workshop, and those that intend to apply for grants. She reminded everyone that reports must be finalized by February 1, 2022. She also assisted with various administrative tasks related to the NMAC Manager interview process. She then gave an update on the PSAP Report Status for FY2019, FY2020, and FY2021 revenue expenditure reports as of January 14, 2022. For FY2019, 123 reports are completed with four awaiting signed revised reports. For FY2020, 85 are finalized, 28 are in the clarification process, and 14 are awaiting the signed revised report. For FY2021, 21 are finalized, 73 are in the clarification process, nine awaiting signed revised reports, and 25 reports awaiting review. She mentioned the number of FY2021 reports waiting to be reviewed has been greatly reduced since January 14.

**10. Grant Committee Report** – Mr. Shipp mentioned the upcoming FY 2023 PSAP grant program workshop, which will be held virtually on March 24, 2022. He also spoke about the Priority One Grant, and Ms. Harris reminded everyone the submission deadline is February 15, 2022. Ms. Harris added PSAPs should have grant reports in by the 5<sup>th</sup> day of each month to give staff time to review them and to include them in the Board packet She reminded the PSAPs it is a requirement of the grant to submit a monthly report.

**11. Standards Committee Report** – Ms. Wright reported the Committee had gone through membership changes due to the bylaws and mentioned there are non-voting positions available and encouraged PSAPs to reach out to Ms. Harris to express interest in serving on the committee.

**12. Technology Committee Report** – Mr. Shipp reported the Committee did not meet in January but has a date set for the February meeting. Mr. Rogers gave an update on the migrations over the past four years: in 2018 there were two cutovers. In 2019 there were 30.2020 had 32. And in 2021 there were 54 cutovers. The recent migrations of Jones-Lenoir and Person County leave only nine PSAPs - to migrate, and the plan is to complete all remaining PSAPs during 2022. Greene County is scheduled for late March, with Charlotte Fire, PD, and Medic all scheduled for April. Macon and Northampton may also occur in April, wrapping up with Anson and Currituck in May. Wilkes has no date set due to shipping delays with CPE purchased from a third-party vendor. Current migration demographics show 53 hosted Vesta, 47 hosted Viper, and 18 ESInet only. Mr. Rogers then gave an update on GIS status reporting only seven jurisdictions remain before the State reaches 100% i3 readiness. CGIA and GeoComm continue to work with PSAPs to achieve completion. There are 93 i3 PSAPS and 25 remaining RFAI sites with Gaston, Rutherford, and Durham moving from RFAI to i3 soon. The total population served by NG911 is 9,361,985 covering 88% of the population. Charlotte will account for 9.72% of the total population once they migrate in April 2022. Once that occurs NG911 will cover 96.7%of the State's. Total landmass covered by NG911 is 45,761.52 square miles, which is 93% of the State. For data analytics and the RapidDeploy Eclipse product, the data repository has been completed and notifications were sent out to PSAPs about the transition. Virtual roadshows are planned for February 23, 24, and 25 by region. On the Phase 2 OSP migrations, Lumberton has done well with direct OSP to ESInet for AT&T and five or six other sites are being selected for migration in the near future. The Committee will host a guest speaker from AWS at their next meeting in February. It will be a situational awareness and educational demonstration of the current cloud capabilities regarding data sharing between PSAPs. It is not vendor specific, but an opportunity for data sharing education related to CAD-to-CAD. Mr. Rogers spoke about initiating the COOP for the NMAC during the winter weather events and some service interruptions that occurred at PSAP. He thanked the NMAC staff who worked tirelessly through modified hours and the Financial Review Specialists and Regional Coordinators who all volunteered to assist. Efforts continue getting the NMAC Tier 2 technician position posted, and a candidate has been selected for the NMAC Manager position, and are excited to announce that person soon. Mr. Rogers welcomed Evan Warner, who recently joined the NMAC as a Tier 1 technician in a contract position. There were 161 tickets submitted to the NMAC in December, totaling 2,065 cases for 2021. There have been 166 tickets submitted this month, showing that PSAPs are utilizing the NMAC as intended. Three significant issues were reported since the last Board meeting, including a circuit issue in Stokes County, reported on Christmas day that was identified and mitigated after a few days. There was a Viper 1 Host CDR spill issue on the B host due to a database issue and a Viper 2 Host issue with the multicast forwarder service. Robert Sergi and Beth Meek from Intrado then spoke about these Viper events, as they affected multiple PSAPs. Pat Thetford of AT&T also spoke about the service interruptions.

**13. 911 Regional Coordinator Reports** – The Regional Coordinators gave brief reports. MS. Turbeville traveled to seven PSAPs to discuss expenditure reports, eligible funding, backup planning, and the Priority One grant. At 6:00 AM on December 17 the Gates County Emergency Services Manager alerted her of a significant reduction in available staff to maintain and operate their 911 center, which caused them to activate their COOP. The plan included alternate call routes with the Chowan and Perquimans 911 centers. The NMAC was notified to alt route 911 calls to Chowan, which gave time for Gates and Perquimans to plan for a full operational move to the Perquimans County 911 center. It was decided this would be a temporary long-term solution. The needed vendors were brought in for radio and CAD. Motorola moved existing equipment from Gates' backup center to Perquimans' primary center, and a temporary CAD solution was created by IT support. Perquimans already had Gates County GIS in their CAD system and worked with GeoComm to obtain the most up to date GIS information. Gates began full operations at Perquimans 911 center the evening of the same day and

Gates County telecommunicators began working alongside Perquimans telecommunicators inside the center. The temporary CAD solution was determined to not be the best option and Southern Software provided a CAD-to-CAD application, at no cost to either PSAP. The CAD vendor was very responsive to the situation. The CAD-to-CAD application was set up in less than 12 hours and no 911 calls went unanswered during the transition. Gates County continues working in the Perquimans 911 center. They are planning to move operations back to their center as soon as possible and are aggressively recruiting, hiring, and training. There are weekly calls with both PSAPs and their county managers to support Gates County and Ms. Turbeville thanked everyone involved who helped with the situation, the vendors and Chowan County 911, Perquimans County 911's Emergency Service Director Jonathan Nixon, and staff who opened their doors to Gates County. Ms. Conner traveled to Avery County with Ms. Gardner to discuss their PSAP review and financial planning. She also delivered NMAC swag to the Southwest region of the State and worked with Jackson County on their financial planning. She helped various PSAPs with their COOPs and thanked New Hanover County, who offered to help Buncombe County with any overflow calls anticipated during winter weather events. Ms. Gardner participated in PAT meetings and continued work on updating the Board website. Ms. Gardner and Ms. Turbeville have a meeting planned with DIT Communications to discuss redesign of the site. She visited 16 PSAPs in December to drop off orthoimagery devices and NMAC swag. Mr. Newberry had dropped off NMAC swag and conducted PSAP tours in the Southcentral region in December. He also participated in the NMAC Manager selection process and is excited for the announcement of the candidate. He has monitored COVID impacts for PSAPs with weekly outreach calls and worked with his regional PSAPs on their COOP planning and adjustments to their COOP, including tertiary planning with alternate routes.

14. **Election of 911 Board Vice Chair for 2022** – Ms. Harris opened the floor for nominations for the 2022 Board Vice Chair. Chief Cole nominated Jeff Shipp. Ms. Harris advised she also received an email nomination for Mr. Shipp, and no further nominations were raised. Ms. Wright made a motion to close nominations, seconded by Mr. Moore. Chairman Weaver called for a vote in favor of Mr. Shipp for Board Vice Chair. Ms. Conner conducted the roll call vote. All members present voted, except for Mr. Shipp who recused himself. The motion passed unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
15. **Other** – Ms. Harris noted there will be no Board meeting in February. The March meeting will be virtual, and she anticipates the April meeting to be in-person in Wayne County. No meeting is scheduled for May, but she asked Board members to keep that date on their calendar in case the need arises to conduct business. The June meeting should be held virtually.

APPROVED BY NC 911 BOARD 03/25/2022

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, January 28, 2022			
NC 911 Board Members	4. Consent Agenda	5. f) Master Calendar Revisions	14. Election of 911 Board Vice Chair 2022
David Bone, County Manager, Davie County	Y	Y	Y
Tommy Cole, Fire Chief, City of Graham	Y	Y	Y
Greg Coltrain, VP Business Development	Y	Y	Y
Brian Drew, Manager of Customer Design	Excused	Excused	Excused
Bo Ferguson, Deputy City Manager, City of Raleigh	Y	Y	Y
Greg Foster, Director of Communications	Y	Y	Y
Chuck Greene, Director of Governmental Affairs	Y	Y	Y
J.D. Hartman, Sheriff, Davie County (NO)	Y	Y	Y
Lee Kerlin, RF Engineer, T-Mobile Sprint	Y	Y	NP
Jeff Ledford, Chief, City of Shelby Police	NP	NP	NP
John Moore, Regional Manager, Government	Y	Y	Y
Melanie Neal, Director, Guilford-Metro	Y	Y	Y
Jude O'Sullivan, Chief Customer Officer	Y	Y	Y
Jeff Shipp, Vice President of Operations	Y	Y	Recuse
Earl Struble, Sr. Manager Verizon Res	Excused	Excused	Excused
Secretary Jim Weaver, 911 Board Chair	Y	Y	Y
Donna Wright, Director (Ret.), Richmond	Y	Y	Y

**Adjourn** – Chairman Weaver adjourned the meeting at 12:03 PM

*Next NC 911 Board Meeting - Friday, March 25, 2022, 10:00 AM - Noon  
Via Simultaneous Communication with Microsoft Teams*

