

**North Carolina 911 Board Meeting
MINUTES
Friday, June 25, 2021
10:00 AM – 12:00 PM
NCDOT - 1 South Wilmington Street, Raleigh
and Via Simultaneous Communication
Microsoft Teams Meeting**



Call to Order – Vice-Chair Shipp called the meeting to order at 10:00 AM and thanked Secretary Boyette and the NC DOT for hosting our meeting. He then asked Ms. Harris to proceed with the roll call.

Roll Call – Ms. Harris advised Ms. Berenson would call the roll of attendees and Ms. Conner would conduct roll call votes during the meeting.

**NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, June 25, 2021
10:00 AM – 12:00 PM
1 South Wilmington Street, Raleigh and
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	
Secretary Eric Boyette, 911 Board Chair (NC DOT)			N
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)			N
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)			N
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)		Y	
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y		
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)		Y	
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)		Y	
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)		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)			N
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		Y	
Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Y		
Chris Carlin, NMAC Technician		Y	
Stephanie Conner, Western Regional Coordinator	Y		
Iesha Duffy, NMAC Technician		Y	
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		
Stanley Meeks, NMAC Manager		Y	
David Newberry, South Central Regional Coordinator	Y		
Marsha Tapler, Financial Analyst		Y	
Sarah Templeton, Financial Review Specialist	Y		
Angie Turbeville, Eastern Regional Coordinator	Y		

APPROVED BY 911 BOARD 07/23/21

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GUESTS	IN PERSON	VIA MS TEAMS OR PHONE	ORGANIZATION
Adams, Ron		Y	Southern Software
Allred, Candace		Y	NCGA 911
Briggs, Joshua		Y	AT&T
Cress, Randy		Y	Rowan County
Desmond III, Michael		Y	Charlotte MEDIC
Evitt, Marie		Y	NC Sheriffs Association
Grayson, Terry		Y	Shelby PD
Gusa, Grayson		Y	NC APCO President – Davie Co.
Hall, Del		Y	Stokes County
Hopkins, Dave		Y	NCGA911
Jackson, Leigh		Y	NC DIT
Johnson, Jen		Y	NC DIT
Kerr, Logan		Y	Wilkes County Sheriff
Lamb, Alec	Y		NC DOT
Lassiter, Vivian	Y		911 VC
Main, Rob		Y	DC DIT
Moore, Christine		Y	Guilford Metro
Pratt, Denise		Y	Unknown
Reitz, Mike		Y	Chatham County
Ritter, Barry		Y	State 911 Plan Contractor
Rust, Corrine		Y	Charlotte Medic
Shaw, Jonathan		Y	NC DIT
Sherain, Christy		Y	Franklin County
Short, Brian	Y		911 VC
Smith, Brian	Y		AT&T
Szamosi, Anna		Y	NC DIT
Thomas, Rick		Y	RapidSOS
Turbeville, Jimmy		Y	Johnston County
Walker, Suzanne		Y	Raleigh-Wake Emergency Communications
Weaver, James	Y		Secretary, NC DIT
Williams, Vic		Y	CRS
Womble, Brenda		Y	Wilson County
Workman, Doug		Y	Town of Cary
PHONE NUMBERS	VIA MS TEAMS OR PHONE	ORGANIZATION	
919-946-0347	Y	Unknown	
919-573-7308	Y	Unknown	

1. **Vice-Chair's Opening Remarks** – Vice-Chair Shipp noted North Carolina is sending our prayers to Miami residents and those families involved in the tragic condominium collapse. He welcomed Secretary Weaver and thanked him for his participation.

2. **Ethics Awareness/Conflict of Interest Statement** – Vice-Chair Shipp read the Ethics Awareness/Conflict of Interest statement as published in the agenda. No conflicts were indicated.

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 – May 28, 2021

b) NG 911 Reserve Fund

May 2021 Account Balance \$ 84,614,498

May 2021 Disbursement \$ 421,541

c) CMRS Account

May 2021 Account Balance \$ 3,559,355

May 2021 Disbursement \$ 290,746

d) PSAP Account		
	May 2021 Account Balance	\$ 8,371,826
	May 2021 Disbursement	\$ 3,998,608
e) PSAP Grant/Statewide Projects Account		
	May 2021 Account Balance	\$ 12,131,692
	Grant Funds Committed	\$ 25,710,759
f) Grant Project Updates per Reports		

Vice-Chair Shipp asked for a motion to approve the consent agenda as presented. Mr. Green made a motion to accept the consent agenda as presented. The motion was seconded by Ms. Wright. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

5. Executive Director Report

- a) Ms. Harris announced the retirement of PSAP Director Mike Edge of Scotland County after 34 years of service. Reading information about his years of service and career in EMS and 911, she thanked him for his dedication and said he looks forward to spending time on his boat fishing and enjoying time with his family. Mr. Shipp also congratulated Director Edge for his years of service and thanked him on behalf of the board.
- b) 911 Board Appointment Status – T-Mobile will be presenting an individual to be considered for the vacant CMRS seat on the Board. An Orientation for all new board members, staff members, and Secretary Weaver will be held in August. The date is being confirmed. This meeting has come to be known as a “deep dive” – exploring the history of the board, the role staff plays, and ongoing projects. Invitations will be forthcoming.
- c) Biennial Audit Status - The draft biennial audit status report is in the Secretary’s hands as well as Mark Newsome who is DIT’s CFO. Ms. Harris is very pleased to announce there were no reported findings. Presentation will be made to the Board at the August meeting. She thanked the staff and Marsha for all her efforts with DIT Finance.
- d) State 911 Plan Update – Ms. Harris advised the work group consisting of thirteen (13) members has been assembled. She also noted the members of this working group are aligned with the representation of the Board. Staff will be meeting with the vendor, Ritter Strategic Services (RSS), on July 20th for a kickoff meeting. Each of the Regional Coordinators will be hosting meetings during the month of August. They have invited Mr. Ritter to speak about the State Plan in their respective areas, Other items of interest will be presented during these regional meetings. Board members will be made aware of these meetings and are welcome to attend if schedules allow. Mr. Ritter will present to the Board at the August 27 meeting. He will review goal accomplishments and begin discussion about creation of new goals. It is anticipated the updated State 911 Plan will be presented at the December meeting for approval.
- e) NextGen 911 Migration Status – Live Status Map - Currently 88 PSAPs have migrated.
 - Avery County 911 (06/09/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1128 Hours EST. PSAP #81/physical location #129 (including backups).
 - Caswell County 911 (06/09/2021) – Migrated as i3. Vesta hosted call handling equipment First live call at 1554 Hours EST. PSAP #82/physical location #131 (including backups).
 - Johnston County 911- Backup (06/11/2021) – Migrated as i3. Viper hosted call handling equipment. First live call at 1110 Hours EST. PSAP #83/physical location #133 (including backups).
 - Pineville PD 911 (06/16/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1126 Hours EST. PSAP #84/physical location #134 (including backups).
 - Cornelius PD 911 (06/16/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1439 Hours EST. PSAP #85/physical location #135 (including backups).
- f) NextGen 911 GIS Status – All 100 jurisdictions are participating in uploading their GIS data.
- g) 988 Planning Coalition – Ms. Harris, Mr. Bradford and Ms. Turbeville continue their participation in the 988 Planning Coalition. There has been a great effort for 911 to work with 988 to ensure there is collaboration because 988 will become that universal number for assistance for the suicide prevention line.
- h) Legislative Update – Mr. Bradford clarified the purpose of the 988 proposed rules is texting to 988. He reported the FCC has been looking at this very strongly. Analogous to the 911 system

and text to 911, similar regulations may be considered and adopted for text to 911. Mr. Bradford went on to report there was a PCS filed for H67 in the House. This is important to the Board as it makes a technical correction that relates to telecommunicator and other 911 staff liability. Mr. Bradford reminded the Board that HB 404 addressed the same issue, but this new filing is a clarification to the previous bill. Last week HB 203/SL 2021-34 to Extend Deadline for Police Telecommunicators to obtain training in EMD was passed to extend their time to obtain training/certification. The FCC did meet their deadline for the Report and Order. The final order was released and posted today. An item of particular interest is the funding for radio, as this is an issue across the country. The Commission has revisited this issue and has referred an additional question to the Strike Force. Mr. Bradford chairs the working group that is examining the question of whether criminal sanctions would help end fee diversion. Additional details will be announced when available. Mr. Bradford will be happy to entertain any questions Board members may have regarding any of these items.

- i) Staffing Update - Ms. Harris announced Mr. Means will be retiring in December. A plan is in place for filling this vacancy. The position will be posted nationally throughout the month of July with hopes of conducting interviews in August. Ms. Harris anticipates having someone in place by late September or early October to work with Mr. Means for two months before his retirement. She thanked Mr. Means for his tremendous efforts with NextGen 911 and commented he would be truly missed. Mr. Bradford has announced he too will be retiring in November. He takes with him a great deal of institutional and historical knowledge, having been with the NC 911 Board since its inception. He has provided exceptional guidance as our legal counsel and north compass, and he will be missed greatly. Ms. Harris has begun work with senior legal counsel at DIT about filling his position and will meet with the Executive Committee to discuss further. Secretary Boyette will be transitioning the chair of the Board to Secretary Weaver in August. Ms. Harris stated the efforts of Board and staff were made better because of these gentlemen. She and Vice-Chair Shipp thanked all three of those departing for their unmatched leadership and guidance.

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

7. **Education Committee Report** – Ms. Harris reviewed the 2021 Board goals and achievements for the Education Committee. Mr. Greene advised the committee did not meet this past month, but work toward committee goals continues. Ms. Turbeville reported she has been working on the recruitment project. Additionally, she has reached out to DIT Comms to discuss building a website as a landing platform for this initiative. Work continues on the NMAC PR program, and a mouse pad has been created to provide to the PSAPs that will include contact information and key information for the NMAC. She noted that attention will be turned to cyber security and the process has begun with analyzing assessments across the state to see how the Education Committee can deliver helpful cyber security information to the PSAPs.

8. **Funding Committee Report** – Ms. Harris reviewed the 2021 Board goals and achievements for the Funding Committee. Mr. Bone addressed Secretary Weaver to note during his tenure as Chair, Secretary Boyette was a staunch supporter of expanding the 911 Board Staff and this along with the team's diligence and commitment has led to great success in supporting the Board and PSAPs across the state.

- a) Wilkes County Emergency Communications Base Seat Count Request - Wilkes County Emergency Communications has 4 approved seats, plus its overflow seat. They requested one additional base seat, based on policy. Staff recommended the additional base seat, and the Funding Committee voted unanimously at its last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Conner conducted a roll call vote. All attending Board members voted and the motion was carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) Cary Police Department is the primary PSAP serving the Town of Cary. 911 centers have recording equipment to record each 911 communication as they come in. The purchase of such equipment is included on the 911 Board's Approved Use of Funds list. Cary has applied for consideration of eligibility for Recording as a Service (RaaS), rather than as an equipment purchase. This is a new cost per seat pricing model the vendor is offering. Onsite equipment is still required, as this is not a hosted solution. This request was discussed at the June 17th Funding Committee meeting, and at this meeting, the Funding Committee referred this back to staff to work with Cary P.D. to collect additional details about this request.

9. **Finance Team Report** – Ms. Tapler reported she is excited about the audit being complete with no findings. She has turned her attention to work on the AT & T billing, completion of the annual FCC fee report, worked with staff to determine PSAP eligibility, assisted with CAFRs, completed a risk assessment with the DIT auditors and is working to close the Board's finances for the fiscal year. Ms. Falco reported over the past few weeks, she and Ms. Templeton have attended several virtual and in person PAT meetings with the Regional Coordinators. They continue to assist PSAPs with low fund balances in helping them to determine their upcoming technology needs and purchases. Along with completing several reports she also assisted Ms. Berenson with the onboarding process. Ms. Templeton gave an update on FY 2019 and FY 2020 revenue/expenditure report status. For FY 2019 there are 85 finalized, 34 in the clarification process, and 11 awaiting the signed revised report. For FY 2020 there are 30 finalized, 34 in the clarification process, 11 awaiting the signed revised report, and 52 awaiting review.
10. **Grant Committee Report** – Ms. Harris reported there were twenty (20) grant applications submitted for the 2022 grant cycle. Staff is currently reviewing applications employing a new review checklist. The Grant Committee will convene next week for their initial review. Ms. Harris anticipates moving forward with two (2) presentation days, and will send a calendar invitation to each PSAP, the committee members, and staff for the individual presentation. The committee will then reconvene the last part of July to prepare the recommendations which will go to the Board for approval in August.
11. **Standards Committee Report** – Ms. Harris noted the 2021 Board goals and achievements for the Standards Committee. Ms. Wright stated that the Standards Committee is responsible for overseeing the peer review process of our PSAPs and when COVID struck, it had a great impact on a large part of the committee's work as they travel to the PSAPs to conduct assessments of progress made towards meeting the administrative codes. Due to restrictions, they have been unable to make progress on that goal. She continued to say they have turned their focus to looking at PSAP technology capabilities and grouping them in likeness. An ad hoc committee has been formed and they are drafting a purpose statement that defines efforts in that area. Ms. Wright and Ms. Gardner plan to conduct a refresher peer reviewer training in September. Ms. Wright hopes this will contribute to rebuilding this process.
12. **Technology Committee Report** – Ms. Harris noted the 2021 Board goals and achievements for the Technology Committee. Mr. Means reported there have been several ESInet migrations this month and more scheduled in July. He anticipates 100 migrations will be complete sometime in August. The migration process has made great strides in terms of timeline. In the beginning, migrations would take six to eight hours to complete. Now the average is two to two and a half hours. This is being looked at from a slightly different perspective, developing not only just a sharing technology platform, but a better governance strategy that will aid in creating uniformity in connectivity. Mr. Means concluded the report by delivering a formal prepared statement to the Board to summarize the status of the year-long cybersecurity study assessment process for the record:

The implementation of Next Generation 911 (NG911) network services for all NC citizens is a complex task. The migration to NG911 entails creation of a statewide IP transport system for 911 call traffic via a private IP network built specifically for Public Safety Answering Points. Like any IP based network, it is beneficial only if it maintains a high level of system availability. Therefore, the importance of maintaining uniform security standards is amplified in a shared network environment.

A robust multi-layered cybersecurity environment is mission critical for NC PSAPs to maintain service delivery objectives in a NG911 environment. And, while AT&T is responsible for the overall approach to network security for the ESInet and its hosted applications, PSAPs have the responsibility for the cybersecurity profile of their internal networks that connect to the ESInet. The assessment has provided a detailed view of the existing PSAP cybersecurity environment across the State. The report provides recommendations that will enable the 911 Board to determine the policy environment that will be necessary to ensure ESInet operational availability. Creation of such policies will serve to protect the contract interests of the State with AT&T while also helping the PSAPs to derive maximum benefit from the NG911 ESInet environment.

Best practices that govern IP networks are specified in numerous Federal and State security standards. The assessment governance for this project was distilled from numerous standards to create a subset that was tailored to the State's NG911 environment. While the assessment was a snapshot in time view, it has pointed out that regular audits should be performed either internally or by approved third parties to ensure cybersecurity requirements are met. This observation presents an opportunity for the Technology Committee to provide guidance to the Board on a potential strategy. This is also an EEC recommendation in their overall findings report.

PSAPs should provide an IP environment that logically separates the ESInet and its related components and services from the local government's IP infrastructure and services. The 911 Board is obligated to follow this rule of separation to ensure that the NG911 network is not compromised in order to protect the security and availability of NG911 services. Consequently, a policy framework should be developed to articulate this policy as an ongoing element of the Board's oversight responsibility. Such a policy must stipulate a clear delineation of operational and fiduciary responsibilities.

The assessment reports provided to each PSAP will help guide each PSAP in establishing a secure environment to maintain the highest levels of 911 service availability. This will ensure citizens will always have their 911 calls answered and acted upon as expediently as possible.


Mr. Meeks gave a report on the NMAC. Since the inception of the NMAC in January of last year, they have handled a total of 1871 tickets. There has been an uptick in admin line issues and connectivity bouncing. Currently there are 157 tickets. New NMAC employees Bernard Gardner and Ilesha Duffy have hit the ground running and are doing well. Interviews for additional technicians will begin next week. Mr. Meeks is continuing to review and update the PSAP NMAC handbook and a review of call flow process improvements. He is pleased to report the SolarWinds redeployment is complete thanks to the work of Chris Carlin and Rick Blumer.

13. 911 Regional Coordinator Reports - The Regional Coordinators gave brief reports. Ms. Turbeville congratulated Washington County 911 on their successful ESInet implementation. In the last weeks she has traveled to PSAPs for PAT meetings and reviewed grant applications in preparation of the upcoming grant cycle. Ms. Turbeville has also attended committee meetings and worked with PSAPs on their alt-routing plans. Mr. Newberry added that he has also helped with grant application reviews, virtually attended Johnston County 911's migration, and was able to attend those of Pineville PD 911 and Cornelius PD 911 in person. Ms. Conner visited Ashe and Alleghany Counties for PSAP meetings and attended the migrations of Avery County, Buncombe County as well as Asheville PD. She has plans for additional travel as she assists PSAPs with their grant applications and fund balance reports. Tina Gardner has worked on many of the same tasks as the other Regional Coordinators and added that they need to begin work on their performance evaluations and goals for 2022.

14. Other – No additional items were brought forward for discussion.

The next Board meeting will be held on July 23, 2021. It will be decided at a later date whether this meeting will be a hybrid format or solely using simultaneous communication via Microsoft Teams Meeting.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, June 25, 2021 10:00 AM – 12:00 PM 1 South Wilmington Street, Raleigh and Via Simultaneous Communication with Microsoft Teams Meeting 		
NC 911 Board Members	4. Consent Agenda	8. a) Wilkes County Seat Request
David Bone, County Manager, Davie County (NCACC)	Y	Y
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Not Present	Not Present
Tommy Cole, Fire Chief, City of Graham (NCSFA) [Non-Voting for this Meeting]	Y	Y
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	Y	Y
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Not Present	Not Present
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Not Present	Not Present
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	Y
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Y	Y
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Not Present	Not Present
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Y	Y
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Y	Y
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Y	Y
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	Y	Y
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	Not Present	Not Present
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)	Y	Y

APPROVED 7/23/2021

Adjourn – Vice-Chair Shipp adjourned the meeting at 11:54 AM.

Next NC 911 Board Meeting – Friday, July 23, 2021, 10:00 AM – Noon
Location – TBD



APPROVED BY NC 911 BOARD