

North Carolina 911 Board Meeting
MINUTES
Friday, March 25, 2022
10:00 AM – 12:00 PM
Via Simultaneous Communication
Microsoft Teams Meeting



NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, March 25, 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, North Carolina Association of County Commissioners		X	
Tommy Cole, Fire Chief, City of Graham (NC SFA)			Excused
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		X	
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 (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, T-Mobile 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)		X	
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	
Greg Dotson, NMAC Manager		X	
Jesha 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	

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NORTH CAROLINA 911 BOARD MEETING ROLL CALL

Friday, March 25, 2022
10:00 AM – 12:00 PM

Via Simultaneous Communication with Microsoft Teams Meeting



GUESTS	IN PERSON	VIA MS TEAMS OR PHONE	ORGANIZATION
Travis Allen		X	General Assembly Fiscal Research
Andrew Allvine		X	AT&T
Randy Beeman		X	City of Durham
Jonathan Bell		X	Randolph County
Gene Booth		X	Cumberland County
Matt Boyles		X	Stokes County
Josh Briggs		X	AT&T
Justine Buxton		X	GeoComm
Samantha Dutch		X	Scotland County
Brian Eaton		X	AT&T
Bill French		X	Lumberton Police Department
Amber Glisson		X	Hendersonville Police Department
John Heysel		X	New Hanover
Patrick Hover		X	Intrado
Stephanie Isbell		X	Charlotte Mecklenburg Police
Jen Johnson		X	NC DIT
Tim Johnson		X	NC CGIA
Brock Kearney		X	Greene County
Diane L'Africian		X	Intrado
Beth Meek		X	Intrado
Farshid Mohammadi		X	Intrado
Susan Nelson		X	GeoComm
Mary Beth Newns		X	Currituck County
Adan Pope		X	Intrado
Denise Pratt		X	GeoComm
Mike Reitz		X	Chatham County
Jean-Claude Rizk		X	AT&T
Robert Sergi		X	Intrado
Christy Shearin		X	Franklin County
Ben Shelton		X	NC CGIA
Ray Silance		X	Onslow County
Lynn Slycord		X	Kings Mountain Police Department
Tracy Trogdon		X	Fayetteville Police Department
Jimmie Turbeville		X	Johnston County
Jeff Williford		X	Wilson County
Doug Workman		X	Cary Police Department
PHONE NUMBERS			
919-573-7308 – John Moore			NC 911 Board
919-573-7003 – Jean-Claude Rizk			AT&T
919-819-1525 – Craig Shulz			AT&T

APPROVED BY NC 911 BOARD

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Call to Order – Secretary and Board Chair Jim Weaver called the meeting to order at 10:01 AM and asked to proceed with the roll call.

Roll Call – Ms. Harris advised Stephanie Conner would call the roll of attendees and Sarah Templeton would serve as the technical facilitator for the virtual meeting.

- Opening Remarks** – Chairman Weaver started the meeting by wishing Josh Briggs a happy birthday. He then thanked those who recently attended the 911 Goes to Washington event for representing NC 911. He spoke about the PSAP grant program workshop and said after attending he has an appreciation for the process PSAPs go through when applying for grants and for staff who need to

evaluate and make recommendations based on those applications. He reminded Board members of the Statement of Economic Interest (SEI) requirements that need to be completed and turned in soon.

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 - January 28, 2022
 - b) NG 911 Reserve Fund

January 2022 Account Balance	\$ 82,785,335
January 2022 Disbursement	\$ 480,517
February 2022 Account Balance	\$ 80,759,133
February 2022 Disbursement	\$ 3,823,796
 - c) CMRS Account

January 2022 Account Balance	\$ 2,976,831
January 2022 Disbursement	\$ 0
February 2022 Account Balance	\$ 2,867,994
February 2022 Disbursement	\$ 211,096
 - d) PSAP Account

January 2022 Account Balance	\$ 9,916,270
January 2022 Disbursement	\$ 3,545,823
February 2022 Account Balance	\$ 11,667,658
February 2022 Disbursement	\$ 3,545,303
 - e) PSAP Grant/Statewide Projects Account

January 2022 Account Balance	\$ 50,117,232
Grant Funds Committed	\$ 28,699,750
February 2022 Account Balance	\$ 48,755,376
Grant Funds Committed	\$ 26,521,758
 - 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) Staffing Updates – Ms. Harris introduced Greg Dotson as the new NMAC Manager and advised recruitment for the Administrative and Logistics Coordinator position is still in process.
- b) COVID-19 Update – Staff is returning to on-site visits and still working on a hybrid schedule. Ms. Harris anticipated removing this item from the agenda of future meetings.
- c) NextGen 911 Migration Status – [Live Status Map](#) – Ms. Harris congratulated the following on the recent migration to the ESInet:
 - Greene County 911 (03/23/2022) – Migrated as i3. Viper hosted call handling equipment. PSAP #119 physical location, #182 (including backups)
- d) NextGen 911 GIS Status Map – Mr. McLamb reported seven PSAPs are still working on i3 compliance for GIS data. He gave a brief report on each PSAP on the list. He mentioned GeoComm will be conducting webinars on April 5 – 6 for each region in conjunction with the Regional Coordinators to educate PSAPs and GIS staff on the importance of maintaining the GIS data.
- e) National Public Safety Telecommunicator Week (NPSTW), April 10 – 16, 2022 – An event has been planned, with more information forthcoming.
- f) NENA’s 911 Goes to Washington – A delegation traveled to Washington, DC to participate in the event, which brings hundreds of 911 professionals together with government leaders to address the most pressing 911 and emergency communications issues. The group was able to speak directly with several members of Congress about three main topics – NextGen 911, telecommunicator reclassification, and 911 Washington DC program reauthorization.
- g) CGIA 2020-2023 Cycle/Southern Piedmont and Mountains 2023 Proposal – Tim Johnson and Ben Shelton of CGIA gave a presentation on the proposal for the Southern Piedmont and Mountains

2023 Orthoimagery Project. The project represents the final phase of the 2020-2023 cycle the NC 911 Board approved in March 2019. CGIA continues to see increased value of the orthoimagery to stakeholders across North Carolina based on the NC911 Board investment in the program. High-quality imagery is critical to maintaining NextGen 911 datasets, assessing the impact of impervious surfaces on stormwater runoff, identifying building footprints, analyzing wildfire risks, and for many other purposes. Flights for the 2023 project will occur in the February to April 2023 timeframe and will be followed by end-user quality control throughout the summer with final delivery anticipated for mid-November 2023. The project will be completed at a total cost of \$3,323,851 which is a reduction of \$269,938 from the projected cost expressed in the proposal. A motion to approve the proposal as presented was brought forth by Mr. Shipp and seconded by Mr. Coltrain. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

- h) Legal Brief – Ms. Reeder noted there are no legislative matters to report. She has continued to work with Staff and Board members on projects and initiatives, as well as administrative matters.

6. Executive Committee Report – Mr. Shipp advised there are no matters for the Committee to report.

7. Education Committee Report

- a) Recruitment Campaign – Public Service Announcement – Ms. Turbeville gave a short presentation on the Recruitment PSA. The NC 911 Board partnered with Spectrum Reach to produce a telecommunicator recruitment public service announcement. A recruitment webpage was developed by DIT Communications to point interested applicants to the PSAP in the desired locality. All primary and secondary PSAPs were listed on the website and the PSA is also shown on the website. Spectrum Reach produced the video at no cost due to video footage shot locally at Johnston County 911 and Durham's 911 center. The total project budget of \$15,000 was used solely for campaign airings. The PSA aired in 9 counties with 3,737 total airings, of which 1,900 were provided by Spectrum Reach at no cost. All 127 primary and secondary PSAPs were accessed during the campaign. Most PSAPs in the pilot program that were actively recruiting saw an increase in applications, reporting multiple hits, shares, and likes on social media. Overall, the pilot program provided increased awareness of the 911 telecommunicator job opportunities in our State. Mr. Greene stated the consensus of the committee is to move forward with the project by taking it Statewide.
- b) General Committee Report – Staff continues to work with community colleges on training and course related opportunities. More exciting updates will be provided as discussions continue.

8. Funding Committee Report

- a) City of Jacksonville FY2023 Funding Reconsideration Request – The City of Jacksonville requested that funding not be reduced by \$164,749.89 and submitted a funding reconsideration for an additional amount of \$282,615.40, for a total of \$447,365.29. The plan is to use the funds for a CAD project, a recorder upgrade, and the implementation of an EFD fire dispatch system. The Committee voted unanimously to recommend Jacksonville's requests and brought this forward as a motion to the Board. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- b) Perquimans County FY2023 Funding Reconsideration Request – Perquimans County requested that funding not be reduced by \$59,061.53, and submitted a funding reconsideration for an additional amount of \$151,556.65, for a total of \$210,618.18. The plan is to use the funds for a one-time purchase of chairs, a point-to-point connection for backup operations, a recording system, a NetClock, computer workstations, and funding to cover an increase in annual radio maintenance costs. The Committee voted unanimously to recommend Perquimans County's requests and brought this forward as a motion to the Board. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- c) Estimated 3-Year Forecast – Service Charge FY2023 – Ms. Tapler presented highlights of the three-year forecast and related information about the current 911 service charge. The Committee is pleased about the potential reduction in the service charge rate in future years. The Committee voted unanimously to accept and approve the three-year forecast, as well as the maintenance of the current service charge rate of \$0.65, and brought this forward as a motion to the Board. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried

unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

- d) **General Committee Report** – Mr. Bone thanked staff for their efforts on the funding reconsiderations. He mentioned the presentations were straightforward and concise, which contributed to the communication between staff and PSAPs to work through the details. He also thanked Ms. Tapler and the Finance Team for the work on the three-year forecast and service charge. He reminded the Board that approval of the forecast is part of the budget development process, and the proposed FY2023 budget will be presented to the Committee at the April meeting.

9. **Finance Team Report** – Ms. Tapler completed the three-year forecast and the FY2021 financial statements that will be used in the FY2022 audit. She continues to work on the FY2023 PSAP distribution and budget, meeting with several PSAPs to review cost shifts. She estimates there are 15 more cost shifts to complete. She is still working on the Touchdown reconciliation with the EPMO group to reconcile billing issues and reconciling plain old telephone service (POTS) lines for the PSAPs. The finance team continues to review the CRM SOW and finalize cost recovery plans, and assists PAT teams on eligibility questions.

Over a one-month period, Ms. Falco and Ms. Templeton reviewed 74 eligibility requests, 42 in the Eastern/South Central regions and 32 in the Western/North Central region. The requests included console furniture, radios, CAD modules, automated dispatch software, archiving interface servers, computer workstations, and many other items, totaling over \$10 million in quotes that were reviewed. Around \$2.5 million has been approved as eligible to be paid out of the PSAPs Emergency Telephone System Fund for various projects. Several requests are still under review while staff waits for further documentation. Ms. Falco also assisted Ms. Turbeville with the funding reconsiderations presented earlier in the meeting.

Ms. Templeton attended several meetings with PSAPs to work on their financial planning tool regarding high/low fund balances. She gave an update on the status of FY2019, FY2020, and FY2021 PSAP revenue expenditure reports. All reports for FY2019 have been completed. For FY2020, 101 are finalized, 15 are in the clarification process, and 11 are awaiting the signed revised report. For FY2021, 43 are finalized, 68 are in the clarification process, 14 are awaiting the signed revised report, and 3 reports awaiting review.

10. **Grant Committee Report** – Mr. Shipp and Ms. Harris provided relevant dates for the Priority One and FY 2023 PSAP Grant Program.

a) **Priority One Grant**

- Initial Review of Applications (March 30)
- Applicant Presentations Day (April 19)
- Application Reviews and Recommendation to Board (June 2)
- Board Approval and Award (June 24)

b) **FY 2023 PSAP Grant Program**

- Virtual Workshop (Held March 24)
- Grant Application Posted to Website (March 31)
- Pre-Application Abstract Due (April 15)
- FY2021 Revenue/Expenditure Report Finalized (May 15)
- Eligibility Reviews Due to Staff (May 1)
- Grant Application Submission Deadline (May 31)

c) **PSAP Grant Program Progress Reports** – Brief updates were presented by grant recipients on the progress of their projects.

- **Greene County 911** – Brock Kearney presented an update on Greene County 911's plan to renovate a decommissioned National Guard Armory facility to house emergency services, the 911 center, and the EOC. Construction began in July 2020, but due to supply chain issues from COVID-19 it required two grant extensions. The facility was completed in December 2021, with the technology migration being completed in approximately three months. The facility successfully cut over on March 23, 2022.
- **Currituck County 911** – Mary Beth Newns presented an update on Currituck County 911's plan for a new public safety center that contains their PSAP, Sheriff's Office, Fire, EMS, Forestry, and Emergency Management and Operations Center. Weather-related delays slowed the start of the project, along with supply chain issues during COVID-19. There were

also radio system insufficiencies that needed to be addressed before proceeding with the tower buildout. The center is now complete with furniture ordered, the ESInet migration is nearing completion, equipment is being installed, and a go-live date is set for May 18, 2022.

- Franklin County 911 – Christy Shearin presented an update on Franklin County 911's plan for a new PSAP facility. The construction contract was awarded in January 2022. The rise in the cost of materials necessitated an adjustment in the design of the building. The construction phase is now underway, with their groundbreaking scheduled for April 6, 2022. A grant extension will likely be needed. The project team is evaluating progress weekly to determine the timeframe of extension needed.
- Cumberland County 911 – Gene Booth presented an update on Cumberland County 911's plan for renovating a building for their Emergency Services facility. Internal renovation is 65% complete, external renovation is around 75% complete. Although the building should be substantially completed by the end of April, supply chain issues and delays in delivery of the generator, UPS, and communications equipment shelter have pushed the go-live date to August 2022.
- Chatham County 911 – Mike Reitz presented an update on Chatham County 911's radio system project. Five new tower sites have been constructed, with upgrades made on the sixth site, and two other sites retrofitted. Training has been completed in 95% of the county and 80% of the new radios have been deployed or installed. The new MCC7500 consoles have been installed at both the primary and backup ECCs. The project experienced significant delays due to supply chain issues and work process changes and delays. Another delay was the ransomware incident that occurred in October 2020 causing an approximate six-month delay due to county processes being affected. The initial timeline for project completion was fall/winter of 2020 with several extensions being requested. The updated timeline for completion is summer 2022.

11. Standards Committee Report –The Committee met on March 3, which was the first meeting since bylaw changes approved by the Board that affected committee membership. As Committee Chair, Ms. Wright opted to add seven non-voting members to keep the PSAP community engaged. Twenty people expressed interest in serving as non-voting members. The voting members are Greg Coltrain, Brian Drew, Greg Foster, Candy Miller, Christine Moore, Christy Shearin, and Donna Wright. The non-voting members are Gene Booth, Chad Deese, Storm McIntyre, Dominick Nutter, Rodney Pierce, Amy Snider, and Kyle Thaggard. Sub-committees were formed for projects, including one for PSAP classification groups and one for PSAP Reviews.

12. Technology Committee Report – Mr. Shipp welcomed Greg Dotson as the new NMAC manager. Mr. Rogers gave an update on migrations, welcoming Greene County who went live on March 23, 2022. There are 119 PSAPs operational on the network with eight sites remaining. Currituck is scheduled for May 18, with Charlotte PD, Fire, and MEDIC migrations all occurring the week of May 23. Current migration demographics show 53 hosted Vesta, 48 hosted Viper, and 18 ESInet only. There are 94 i3 PSAPs and 24 remaining RFAI sites with Gaston and Rutherford moving from RFAI to i3. The total population served by NC911 is 9,383,018 covering 88% of the population. Charlotte will account for 9.72% of the total population once migrated in May. When this occurs NC911 will cover 98% of the population. Total landmass covered by NC911 is 46,027.45 square miles, which is 94% of the State. For data analytics and the RapidDeploy Eclipse product, the virtual roadshows were completed in February and were well received. Work continues for the ESInet-only sites to submit data necessary for the migration. RapidDeploy is working to get the hosted sites set up, and training will occur before go-live. A path forward has been identified for the SIP admin offering and the pilot project has been put back in the queue to complete the initial five PSAPs.

- a) AT&T and Intrado Issue Status Report – Josh Briggs from AT&T gave a summary of recent call handling performance issues on the Viper platform. Robert Sergi and Adan Pope from Intrado also spoke about the service interruptions.
- b) General Report – Mr. Dotson commented he is very happy in his new position and excited to support the NC911 Board and staff. His immediate goals for the NMAC are reviewing inbound call flow processes, working to improve Statewide call monitoring capabilities, and hiring a permanent Tier 2 technician to support the NMAC.

13. 911 Regional Coordinator Reports – Ms. Conner attended the 911 Goes to Washington event and said it was a great experience. She visited Clay County 911 to assist with questions related to the grant award, and with Jackson County to assist with fund balance review and financial planning tool. She also

assisted by working on the grant program process. Ms. Gardner worked with PSAPs on submitting information necessary for the RapidDeploy migration and the financial planning tool for high/low fund balances, attended the grant workshop, and assisted with eligibility requests. She and Ms. Turbeville met with DIT Communications to discuss changes to the 911 Board website. Mr. Newberry worked closely with Ms. Falco and PSAPs on spending plans for the upcoming fiscal year and was on the interview panel for the NMAC Tier 2 technician position. Ms. Turbeville also worked with PSAPs on spending plans and the financial planning tool. She congratulated Greene County 911 on migration to the ESInet and the opening of the new 911 center, noting she was happy to attend that day.

14. **Other** – Ms. Harris reminded Board members the April meeting would be held in person at the Wayne County PSAP/EOC in Goldsboro. There is no meeting scheduled for May, and June’s meeting will be held virtually.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, March 25, 2022					
NC 911 Board Members	4. Consent Agenda	5. g) CGIA 2020-2023 Cycle/Southern Piedmont and Mountains 2023 Proposal	8. a) City of Jacksonville Funding Reconsideration Request	8. b) Perquimans County Funding Reconsideration Request	8. c) Estimated 3-Year Forecast - Service Charge
David Bone, (NCACC)	Y	Y	Y	Y	Y
Tommy Cole, Fire Chief, City of Graham	Excused	Excused	Excused	Excused	Excused
Greg Coltrain, VP Business Development	Y	Y	Y	Y	Y
Brian Drew, Manager of Customer Design	Y	Y	Y	Y	Y
Bo Ferguson, Deputy City Manager, City of Raleigh	Y	Y	Y	Y	Y
Greg Foster, Director of Communications	Y	Y	Y	Y	Y
Chuck Greene, Director of Government Affairs	Y	Y	Y	Y	Y
J.D. Hartman, Sheriff, Davie County (NC)	Y	Y	Y	Y	Y
Lee Kerlin, RF Engineer, T-Mobile Sprint	Y	Y	Y	Y	Y
Jeff Ledford, Chief, City of Shelby Police	NP	Y	Y	Y	NP
John Moore, Regional Manager, Government	Y	Y	Y	Y	Y
Melanie Neal, Director, Guilford-Metro 911	Y	Y	Y	Y	Y
Jude O’Sullivan, Chief Customer Officer	Y	Y	Y	Y	Y
Jeff Shipp, Vice President of Operations	Y	Y	Y	Y	Y
Earl Struble, Sr. Manager Verizon Response	Y	Y	Y	Y	Y
Secretary Jim Weaver, 911 Board Chair	Y	Y	Y	Y	Y
Donna Wright, Director (Ret.), Richmond	Y	Y	Y	Y	Y

Adjourn – Chairman Weaver adjourned the meeting at 12:20 PM

Next NC 911 Board Meeting - Friday, April 29, 2022, 10:00 AM – Noon
Wayne County PSAP/EOC, Goldsboro and Simultaneous Communication

