

**North Carolina 911 Board Meeting
MINUTES
Friday, August 27, 2021
Via Simultaneous Communication
Microsoft Teams Meeting
10:00 AM – 12:00 PM**



**NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, August 27, 2021
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 (NCSFA)		X	
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	
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, Star Telephone (LEC)		X	
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)			X
Secretary Jim Weaver, NC 911 Board Chair (NC DIT)	X		
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)		X	
NC 911 BOARD STAFF			
Amy Berenson, Administrative and Logistics Coordinator	X		
Rick Blumer, NMAC Technician			
Richard Bradford, (DOJ) NC 911 Board Legal Counsel	X		
Chris Carlin, NMAC Technician			
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	
Gerry Means, Network Engineer/NG 911 Project Manager	X		
Stanley Meeks, NMAC Manager	X		
David Newberry, South Central Regional Coordinator		X	
Marsha Tapler, Financial Analyst		X	
Sarah Templeton, Financial Review Specialist		X	
Angie Turbeville, Eastern Regional Coordinator		X	

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NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
 Friday, August 27, 2021
 10:00 AM – 12:00 PM
 Via Simultaneous Communication with Microsoft Teams Meeting



GUESTS	IN PERSON	VIA MS TEAMS OR PHONE	ORGANIZATION
Stephanie Allen		X	Did Not Identify
Candice Allred		X	NGA 911
Drew Allvine		X	AT&T
Sharon Baugham		X	Cleveland County
Warren Bell		X	MCA
Rachel Bello		X	Wake County
Josh Biggs		X	MCA
Josh Briggs		X	AT&T
Michael Carter		X	Alleghany County
Mike Cavalluzzi		X	MCA
Jay Clegg		X	Did Not Identify
Jason Compton		X	Wake County/NC NENA
Chad Deese		X	Robeson County
Michael Desmond III		X	Charlotte MEDIC
Derrick – No Last Name Given		X	Did Not Identify
Greg Dotson		X	Rutherford County
Samantha Dutch		X	Scotland County
Kylie Felton		X	Pasquotank-Camden 911
Brandon Field		X	Motorola Solutions
Ellis Frazier		X	High Point 911
Chuck Freeman		X	NGA 911
Brock Hall		X	Burke County
Del Hall		X	Stokes County
April Hamm		X	Alleghany County
Ryan Hargraves		X	Cary Police Department
Greg Hauser		X	NC Emergency Management
Will Hoyt		X	Watauga County
Emily Hughes		X	NC DIT
John Irwin		X	Alleghany County
Jody Johnson		X	Did Not Identify
Bridget Kleine		X	Boone Police Department
Joseph Knox		X	Motorola Solutions
Mark Lane		X	MCA
Stori McIntyre		X	Cleveland County
Cindy Morgan		X	Spectrum Reach
Kylie Nall		X	NGA 911
Marche Pittman		X	Polk County
Mary Rector		X	Alleghany County
Mike Reitz		X	Chatham County
Brett Renfrow		X	Johnston County
Taylor Riddle		X	Motorola Solutions
Barry Ritter		X	Ritter Strategic Services
Daniel Roten		X	Alleghany County
Corrine Rust		X	Charlotte MEDIC
Christy Shearin		X	Franklin County
Craig Shultz		X	MCP
Ray Silance		X	Onslow County
Amy Snider		X	Watauga County
Frank Thomason		X	MCP
Herman Weiss		X	Chowan County
Ron Wells		X	Did Not Identify
Victor Williams		X	CRS
Wendy Williams		X	Alleghany County
Doug Workman		X	Cary Police Department
Chief Mike Yaniero		X	Jacksonville Police Department
PHONE NUMBERS			
336-469-2979 – Mark Gammon		X	Alleghany County
828-980-5550 – Jeremy Gregg		X	Polk County
704-943-6242 – Corrine Rust		X	Charlotte MEDIC
910-671-3160 - DNI		X	Did Not Identify
919-306-8270 - DNI		X	Did Not Identify
919-754-6643 - DNI		X	Did Not Identify

APPROVED BY NC 911 BOARD 9/24/2021

Call to Order - Chairman Weaver called the meeting to order at 10:05 AM and asked Ms. Berenson to proceed with the roll call.

Roll Call - Ms. Berenson called the roll of Board and Staff members. Ms. Harris noted Earl Struble had contacted her to advise he is working on matters in the Gulf of Mexico with the Verizon crisis response team there. She applauded the efforts of Verizon as well as AT&T particularly and most recently with the weather incident in Haywood County. She asked everyone to keep Haywood County in their thoughts and prayers. Ms. Conner proceeded to call the roll of guest attendees.

1. Chair's Opening Remarks - Chairman Weaver asked the Board's indulgence in giving him time to adjust to his new role. He said he was 100% behind Ms. Harris' decision to go virtual for right now as we look at the Delta variant of the Covid virus and the impact it is having across the state. Chairman Weaver is looking forward to getting back on the road and visiting some of the PSAPs and holding Board meetings in person. Perhaps in the next four to eight weeks this will change, but for right now safety is a top priority and of the utmost concern. Secretary Weaver went on to say he is a member of the Executive Committee for the National Association of State Chief Information Officers (NASCIO) and was pleased to announce North Carolina has won the award for Enterprise in Information Technology Initiatives and is recognized as the leader in the nation for NextGen 911. Ms. Harris and Mr. Means will be traveling to Seattle, Washington, to the NASCIO Annual Conference to accept this award on behalf of North Carolina. Chairman Weaver congratulated the entire staff and project team for making this happen.

2. Ethics Awareness/Conflict of Interest Statement - Chairman Weaver read the Ethics Awareness/Conflict of Interest statement. Ms. Wright recused herself from item 10a.

3. Public Comment - Chairman Weaver read the invitation for public comment. No public comment was indicated.

4. Consent Agenda (Roll Call Vote Required) - Chairman Weaver asked Ms. Harris to proceed with the consent agenda. At this time, Ms. Harris noted Ms. Templeton would be handling the technical facilitation for the meeting.

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| a) Minutes of Previous Meeting - July 23, 2021 | |
| b) NG 911 Reserve Fund | |
| July 2021 Account Balance | \$ 86,527,608 |
| July 2021 Disbursement | \$ 1,184,567 |
| c) CMRS Account | |
| July 2021 Account Balance | \$ 3,128,973 |
| July 2021 Disbursement | \$ 187,292 |
| d) PSAP Account | |
| July 2021 Account Balance | \$ 9,313,675 |
| July 2021 Disbursement | \$ 4,159,451 |
| e) PSAP Grant/Statewide Projects Account | |
| July 2021 Account Balance | \$ 10,573,665 |
| Grant Funds Committed | \$ 27,085,983 |
| f) Grant Project Updates per Reports | |

Chairman Weaver called for the vote of the Consent Agenda. Ms. Berenson conducted the roll call vote. All attending Board members voted in the affirmative. *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) 911 Board Appointment Status - Ms. Harris reported Edward Kerlin from T-Mobile/Sprint has been named to fill the vacant CMRS seat on the Board. Final and official notification will be forthcoming. She hopes to introduce Mr. Kerlin during the September Board Meeting.
- b) NextGen 911 Migration Status - Live Status Map - 98 PSAPs have migrated to the ESInet with 152 locations to date. Of those, 44 are Viper hosted, 41 Vesta hosted and 13 ESInet only. Burlington will be up next, followed by Alamance County Central Communications, slated for August 30. If schedules remain unchanged, Alamance County will be the 100 migration. Ms. Harris congratulated the following on their recent migrations:
- Harnett County 911 (07/21/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1128 Hours EDT. PSAP #91/physical location #143 (including backups).
 - Orange County 911 (07/28/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1357 Hours EDT. PSAP #92/physical location #145 (including backups).
 - Sanford PD 911 (08/11/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1123 Hours EDT. PSAP #93/physical location #147 (including backups).

- Hertford County 911 (08/11/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1329 Hours EDT. PSAP #94/physical location #148 (including backups).
- Warren County 911 (08/18/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1038 Hours EDT. PSAP #95/physical location #149 (including backups).
- Holly Springs PD (08/19/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1248 Hours EDT. PSAP #96/physical location #150 (including backups).
- North Carolina State Highway Patrol Troop B and H (07/21/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call 1129 Hours EDT for Troop B. First live call 1215 Hours EDT for Troop H. ESInet partners.

Ms. Harris reported if all goes to plan, migrations will be in the triple digits by August 30 with 123 migrations scheduled by the end of 2021. This will leave four (4) migrations for calendar year 2022, which are primarily bricks and mortar projects.

- NextGen 911 GIS Status - All jurisdictions are engaged in the submission of their statewide GIS datasets with 103 in the EGDMS, 66 i3 and 30 RFAI. We continue to partner with the NC Center for Geographic Information & Analysis (CGIA), forming a robust alliance among state agencies working with the project teams.
- 988 Planning Coalition - Ms. Harris, Mr. Bradford, and Ms. Turbeville continue participation in the coalition for the National Suicide Prevention Lifeline. The Coalition has been awarded a grant and are preparing to explore text to 988.
- Staffing Update - As previously reported, Ms. Harris noted Mr. Means will be retiring at the end of the year. The recruitment process for hiring his replacement is progressing and currently references are being checked. Ms. Harris anticipates the chosen candidate will be introduced during the September Board Meeting, allowing him or her to shadow Mr. Means for sixty (60) days. Also, as previously conveyed Mr. Bradford will be retiring November 1. Work with the Executive Committee continues, and the decision was made to once again partner with the NC Department of Justice to enter into a contractual agreement for full-time legal services. Ms. Harris has been working with Mr. Bradford's supervisor (Olga Vysotskaya) to develop a job description and hopes to have someone in place prior to Mr. Bradford's departure. Ms. Harris is encouraged with Ms. Vysotskaya's engagement in learning about the work of the NC 911 Board and the work Mr. Bradford has performed for the last twenty years, this will assist with identifying the most suitable candidate from the slate of applicants.
- Legislative Update - Mr. Bradford gave a brief report and noted Ms. Harris mentioned the latest appointee to the Board for general information. He went on to say Senate Bill 733 was sent to the House several days ago and the House referred it to the Rules Committee per normal procedure. Mr. Bradford stated the FCC's new rules relating to fee diversion were published in June with notice being published on August 17, 2021. This triggered a 60-day period, and the rules will be final on October 18, 2021. Mr. Bradford expects discussions about the rules will be taken up with discussion among the Board's committees during the coming months.

Ms. Harris shared the news Mr. Del Hall, the Emergency Communications Director for Stokes County has announced his retirement, effective August 30, 2021. Ms. Harris recognized Del for his 30 years of service in 911. Mr. Hall began his career as a telecommunicator in July 1991. He briefly left the PSAP and worked at Stokes Detention Center from 1995 - 1997 when he returned to work at the PSAP. Mr. Hall became a shift supervisor in 2000 and was promoted in 2003 to serve as Director. Mr. Hall is a past president of NC NENA and holds certifications through NENA as ENP and CMCP. He has served on the NC 911 Board Funding Committee since 2014. Some of Mr. Hall's accomplishments include the successful relocation of the PSAP to the Government Center and transitioning emergency agencies in Stokes County to the NC Viper 800 system. He plans to take some time to relax and will explore his options as he intends to remain active in the 911 industry. We thank him for his time on the Board and with NENA and wish him well. He will be remembered by his encouragement for all to, "get involved". Ms. Harris also reported Chief Buddy Martinette will officially be retiring from public safety on Thursday, September 9, 2021. He will be vacating his position and leaving Wilmington Fire Department. Chief Martinette came to North Carolina by way of Virginia having served there for many years. Chief Martinette served on the Board and contributed to the Education Committee Ad Hoc group working on the EMD and Training Certification policies. We thank Chief Martinette for his time on the Board and his notable 47 years in public service.

6. Executive Committee Report - Ms. Wright advised Jerri King, Emergency Services Director with Jones-Lenoir County has retired after 30 years of service. Ms. King was a member of the team which consolidated Jones and Lenoir Counties to form a consolidated 911 Center. The Executive Committee has been working closely to prepare for the upcoming retirement of Mr. Bradford. The committee has conveyed their wishes through Ms. Harris to Ms. Vysotskaya to be a part of the candidate interview process.

7. Education Committee Report - Mr. Greene reported the committee is presenting an exciting slate of information to the Board this morning for their consideration.

- a) **Training Eligibility - NENA Telecommunicator Core Competencies Online Program - (Roll Call Vote Required)** - Mr. Greene introduced Ms. Turbeville who reported the first item up for discussion is a training opportunity for telecommunicators. This new NENA online course provides forty-hour basic telecommunicator training in core competencies and does meet the National model. The course was approved by the Education Committee unanimously and comes to the full Board as a motion from the Committee. Ms. Berenson conducted the roll call vote. All Board members present voted in the affirmative to approve the NENA Telecommunicator Core Competencies Online Program. Ms. Harris noted this action does satisfy statutory requirements for telecommunicator training. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) **NC NENA and NC APCO - Training Sponsorship Request - (Roll Call Vote Required)** - Mr. Greene noted the second item up is a sponsorship request. Ms. Turbeville stated the joint Chapters for NC NENA and NC APCO have requested a sponsorship from the Board in the amount of \$750. This is for a three-hour training course offered by The Public Safety Group, entitled Critical Incident Stress Debriefing. The Chapters have worked closely with The Public Safety Group to provide this condensed version of the class. Though originally scheduled as an in-person training, due to Covid, this class will now be held virtually. Mr. Greene noted this is similar to sponsorship requests which have been granted in the past. This was approved by the Education Committee unanimously and comes before the full Board as a motion from the Committee. Ms. Berenson conducted the roll call vote. All Board members present voted in the affirmative to approve the \$750 sponsorship for the Critical Incident Stress Debriefing course. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- c) **Recruitment Public Service Announcement and Website - (Roll Call Vote Required)** - Mr. Greene is pleased to present the recruitment public service announcement and website to the Board as this is something he is especially enthusiastic about. He added this project was a part of the Education Committee's goals for 2021. The public service announcement was created as a way to reach out on behalf of the Board and PSAPs through non-traditional media to assist in the recruitment of greatly needed telecommunicators. Mr. Greene recognized Spectrum for acquiring funding to cover all production costs for the public service announcement, Ms. Harris, and Ms. Turbeville for all of their work and support for this project, fellow Board Member, Mr. Moore for bringing in the Spectrum folks and Ms. Cindy Morgan and her team for their work in producing marketing plan options. This project was a collaborative effort and Mr. Greene hopes it will have a great impact in driving interest and increase the number of applicants to the PSAPs. Following the showing of the video, Ms. Harris acknowledged Ms. Turbeville for her diligent work on this project, she thanked Spectrum for their partnership and recognized Charter, who have stepped up in a big way. Ms. Harris turned the floor over to Ms. Turbeville who introduced Cindy Morgan of Spectrum Reach to speak about the media campaign for the Board. Ms. Morgan began her presentation by saying she is very proud of her collaboration with Ms. Harris and Ms. Turbeville. She gave an overview of Spectrum Reach and the accolades they have received including being voted the number one most trusted media partner in America in 2020 by the Meyers Report. What sets Spectrum Reach apart, is their focus on data fueled advertising, which provides leverage when partnering with other companies. Ms. Morgan summarized the two advertising options which were previously presented to the Education Committee. The first campaign plan covered a smaller geographic location (Durham market) which would broaden the types and duration of programming options. The second option covers the entire state and would deliver the message to a larger audience; however, this would translate to a shorter flight time of four (4) weeks. Mr. Greene thanked Ms. Morgan for her diligence and advocacy. He continued to say the Education Committee discussed the two options, and the consensus of the committee went to option one. This will ensure the plan is working before expanding beyond the smaller test market. Ms. Turbeville reported she has been working with DIT Communications to create a landing page as part of the Board's website. She indicated once the public service announcement airs, interested parties can visit the website to read additional information about telecommunicator careers. There is also a section with links to specific PSAP

municipalities across the state. Ms. Turbeville concluded her comments by saying she has been working with the PSAPs in the test market area to collect data analytics from the website with comparisons between base data and changes to those numbers as the PSA is airing. General discussion was held regarding the marketing options. Ms. Harris thanked Bo Ferguson, Randy Beeman and Brett Renfrow for opening up their PSAPs to graciously host the film crew, enabling the production of the public service announcement. Ms. Wright made a motion to proceed with option one to commence this process and thanked the committee for their dedicated work on this project. Mr. Greene amended the motion to include approval for the website and the public service announcement. Ms. Wright accepted the amendment proposed by Mr. Greene and made a motion to proceed with option one, approve the website and the public service announcement. Mr. Greene seconded the motion. Ms. Berenson conducted the roll call vote. All Board members present voted, with Mr. Moore being recused from this item as noted. The motion carried unanimously to approve option one in the amount of \$15,000.00, along with the website and the public service announcement. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

8. Funding Committee Report - Mr. Bone reported the Funding Committee met on August 19, 2021. The only action item for that meeting was approval of minutes. Mr. Bone concluded by deferring to the Finance Team to make their reports.

9. Finance Team Report - Ms. Tapler reported she has participated in several data analytics IFB meetings, Board committee meetings, Regional PSAP meetings, PAT meetings and the Ad Hoc data sharing meetings. She recently submitted the final documentation to DIT to close out the fiscal year for the 911 Board Fund. Ms. Tapler continues her work on the Board financials. The Finance Team is working on outstanding funding reconsiderations and the due date to submit new funding reconsiderations is August 31, 2021. The team met this month to complete the CRM financial module acceptance testing information which has been submitted to Mr. Bradford for his review. Ms. Tapler is working on the flow charts and the information for the deliverables. The Finance Team has also been working on updating the Approved Use of Funds list and continues to work with the PSAPs on eligibility relating to equipment and software. Ms. Templeton stated the Finance Team has attended multiple PAT meetings to review revenue expenditure reports, eligibility requests, funding reconsiderations and discuss CAFR comparisons with PSAP managers and finance directors. They have successfully presented at three Regional PSAP meetings and attended work groups for the North Carolina State 911 Plan. The PSAP revenue expenditure report status update was provided. For FY2019, 127 reports were received, 104 have been finalized, 11 are awaiting the signed revised report and 12 are in the clarification process. For FY2020, 127 reports were received, 61 are finalized, 15 are awaiting the signed revised report, 50 in the clarification process and 1 has not been reviewed. Ms. Templeton reminded PSAP managers the FY2021 revenue expenditure report is due on September 7, 2021.

10. Grant Committee Report - Mr. Shipp began his report by sending kudos and thanking all Board staff and the PSAP community for their participation with the regional meetings. Mr. Shipp continued by presenting the 2022 Grant Program committee recommendations.

- a) 2022 Grant Program Committee Recommendations - (Roll Call Vote Required) - The NC 911 Board Grant Committee met on Wednesday, June 30, 2021, for the initial review of the grant applications for the FY2022 PSAP Grant Program Cycle. Twenty (20) applications were received, requesting a total of \$31,792,676.69. Five (5) applications were determined to be incomplete and lacking required/supporting documentation, with one of those also determined to have ineligible expenditures which had not been reimbursed to the Emergency Telephone System Fund (ETSF). The remaining fifteen (15) applications proceeded in the review process. Applicants appeared virtually at separately scheduled times on Friday, July 16, and Wednesday, July 21, to present their projects to the Committee.

The Grant Committee convened on Friday, July 30, and again on Thursday, August 5, to review the applications for recommendations to the Board.

The total recommended grant award dollar amount for the FY2022 grant cycle is \$8,450,854.24. The recommended grant awards also identify approximately \$1,208,721.82 in potential PSAP reconsideration requests. All awards are contingent upon final review of the identified components

for which grant funding eligibility shall be validated, and upon each grantee's acceptance of the amount awarded for completion of the project as presented in the grant application. Some awards are for the grant as submitted, while others are for specifically referenced items listed below. PSAPs are listed in alphabetical order.

- Alamance County Central Communications (MCC 7500 Console Upgrade) - Incomplete application. Lacking required/supporting documentation.
- Alleghany County E 911 (Alleghany County PSAP Relocation and Upgrade) - \$135,000.00 per grant request.
- Boone Police Department (MCC7500 replacement) - \$252,565.43 per grant request.
- Burke County 911 (CAD Acquisition and Implementation) - \$135,303.57 per grant request.
- Chowan County Central Communications (Chowan Backup Radio Project) - \$154,037.85 per grant request.
- Cleveland County Communications (Cleveland County 911 Facility Project) - \$3,525,591.00 of overall grant request as follows: 50% of architect fees, consulting fees, construction costs, and third-party costs in the amount of \$2,416,360.00 (excluding the cost of building permits); 100% contingency fees for construction in the amount of \$398,488.00; and technology costs in the amount of \$710,743.00, excluding the costs for microwave link, radio tower, power distribution, and the voice logging recorder.
- Cumberland County Emergency Communications (New 911 Center) - Incomplete application. Lacking required/supporting documentation.
- Franklin County Emergency Communications (Franklin County VHF Analog Paging Upgrade/Expansion) - Recommendation not to fund.
- Kings Mountain Police Department (Mindshare Interface) - Recommendation not to fund.
- Moore County Public Safety (Moore County 911 Center Communications System Upgrade) - Incomplete application. Lacking required/supporting documentation.
- Onslow County - Jacksonville PD (Onslow County-City of Jacksonville CAD Update for Interoperability Project 2022) - \$925,982.00 of overall grant request for non-eligible CAD costs that do not relate to RMS and JMS modules.
- Pamlico County Communications (Pamlico County Equipment/Software Replacement) - Incomplete application. Lacking required/supporting documentation.
- Pasquotank-Camden 911 (Pasquotank-Camden Radio Upgrade) - \$331,021.40 per grant request.
- Perquimans County Emergency Communications (Perquimans County 911 Communications - End-of-Life Equipment Replacement) - \$ 209,107.64 of overall grant request, this amount excludes the tower lighting in the amount of \$67,316.36.
- Polk County E-911 Communications (Polk County Renovation and Relocation Project) - \$2,412,964.00 of overall grant request as follows: 50% of architect fees, consulting fees, construction costs, and third-party costs in the amount of \$1,937,680.00 (excluding the cost of building permits); 100% of contingency fees for construction in the amount of \$202,933.00; and technology costs in the amount of \$272,351.00.
- Raleigh Wake 911 (Disaster Recovery and Backup Solution) – Incomplete -application. Lacking required/supporting documentation. Ineligible expenditures not reimbursed to the Emergency Telephone System Fund (ETSF)
- Richmond County Emergency Communications (Richmond County End of Life Radio Project) - Recommendation not to fund.
- Robeson County E-911 Communications (Radio Replacement @ Backup Center) - \$106,899.99 per grant request.
- Watauga County 911 Communications (Console and subscriber unit replacement) - \$154,130.86 of overall grant request to fund the MCC7500 project, with the exclusion of the APX radios for field responders.
- Wilson County 911 (Replacing End of Life Consolettes) - \$108,250.50 per grant request.

At the August 5, 2021, meeting of the Grant Committee, Mr. Coltraine made a motion to approve the applications in the amount of \$8,450,854.24. Mr. Bone seconded the motion and it passed unanimously via roll call vote with all members voting in the affirmative.

Mr. Shipp advised the FY2022 Grant Program recommendations come to the full Board as a motion from the Grant Committee. General discussion was held regarding the recommendations. Ms. Berenson conducted the roll call vote. All Board members present voted, with Ms. Wright being recused from this item as noted. The motion to approve the FY2022 Grant Program Committee Recommendations carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

- b) 2022 Priority One Collaboration Grant - (Roll Call Vote Required) - Mr. Shipp shared comments about collaboration between PSAPs being priority, especially in the last several years, for the Grant Committee and he is pleased to present the 2022 Priority One Collaboration Grant to the Board.

At the Friday, July 30, 2021, and Thursday, August 5, 2021, meetings of the Grant Committee, Mr. Shipp brought forward for discussion utilizing a portion of the grant funding for an initiative to encourage PSAP collaboration. Members discussed the objective and parameters, for what will be the Priority One Collaboration Grant. Initial parameters include the following, with these being refined by staff and committee over the coming weeks.

Collaborative efforts have been a priority of the 911 Board, and the Grant Committee has elected to create a significant grant opportunity in the amount of \$5,000,000.00, which focuses on collaboration of PSAPs in the following areas:

- Consolidation of two or more primary 911 centers among contiguous or regional jurisdictions where economies of scale and cost savings efficiencies may be realized. This may include bricks and mortar projects, radio communications, and CAD to CAD. (Not to include transfer of 911 calls between primary PSAPs.)
- Consolidation studies.
- Primary to primary backup capabilities. Creation of backup capabilities at a current primary PSAP - removing the standalone backup. (Logical network backup versus a physical backup.)
- Radio communications consolidation for dispatching capabilities to establish a single primary answering point with more than one dispatch center in a jurisdiction.
- Co-location of two or more primary PSAPs where economies of scale and cost savings efficiencies may be realized. This may include bricks and mortar projects, radio communications, CAD to CAD, servers, recorders, other PSAP technologies, etc.

The timeline, grant application, workshop, and specific process is to be determined by staff.

Consolidation vs Co-location

Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support 911 and ultimately NG911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

PSAP Consolidation: Two or more PSAPs consolidate into one operating entity.

Colocation: Two or more PSAPs will be housed separately in the same building and are operated separately.

Primary PSAP Serving as Backup: One primary PSAP that also functions as a backup for one or more PSAPs housed elsewhere.

Regional PSAP:

GS 143B-1400 25a Regional PSAP - Any of the following:

- (1) A primary PSAP operated by or on behalf of two or more counties and any number of municipalities, approved by the Board, for 911 call taking.
- (2) A PSAP operated by any combination of a county or city and a major military installation as defined in G.S. 143-215.115, if operated subject to an intergovernmental support agreement under 10 U.S. Code Section 2679.

At the August 5, 2021, meeting of the Grant Committee, Mr. Foster made a motion to approve creation of the Priority One Collaboration Grant in the amount of \$5,000,000.00. Mr. Dotson seconded the motion and it passed unanimously via roll call vote with all members voting in the affirmative.

Mr. Shipp advised the FY2022 Priority One Collaboration Grant comes to the full Board as a motion from the Grant Committee. General discussion was held regarding the new grant and Mr. Shipp emphasized Board approval for this grant will activate a separate grant cycle. Ms. Berenson conducted the roll call vote. All Board members present voted, with Ms. Wright being recused from this item. The motion to approve the FY2022 Priority One Grant carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

- c) **Statewide Projects - (Roll Call Vote Required)** - Mr. Shipp reported at the Thursday, August 5, 2021 meeting of the Grant Committee the following statewide projects were discussed for recommendation. These projects benefit all PSAPs across the state while realizing economies of scale through such procurement opportunities.

Estimated Statewide Projects

FY2023 Orthoimagery (Contract to be signed before end of year FY 2022.)	\$ 3,723,908
Calendar 2023 Data Analytics (Procurement in process.)	\$ 2,000,000
FY2023 Interpretive Services (Contract signed before end of year FY 2022.)	<u>\$ 290,000</u>
Total	\$ 6,013,908

At the August 5, 2021, meeting of the Grant Committee, Mr. Hauser made a motion to approve the proposed Statewide Projects for the identified fiscal years in the amount of \$6,013,908. Mr. Coltrain seconded the motion and it passed unanimously via roll call vote with all members voting in the affirmative.

Mr. Shipp advised the estimated statewide projects come to the full Board as a motion from the Grant Committee. Ms. Berenson conducted the roll call vote. All Board members present voted, with Ms. Wright being recused from this item. The motion to approve the Estimated Statewide Projects carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

- d) **General Report** - The committee will convene in the next few weeks to discuss the newly adopted Priority One Grant.

11. Technology Committee Report – Mr. Means reported 98 PSAPs have migrated to the ESInet. Of those, 44 are Viper hosted, 41 Vesta hosted and 13 ESInet only. As it currently stands, there will be 50 Viper hosted, 55 Vesta hosted and 22 ESInet only. Mr. Means was pleased to report this project is in the home stretch and confirmed the information Ms. Harris presented 123 migrations are scheduled by the end of 2021. This will leave 4 migrations for calendar year 2022, which are primarily bricks and mortar projects. Eleven migrations are scheduled for September, three in October, seven in November and two migrations are slated for December. The largest of these is Charlotte-Mecklenburg, which is ready with their circuits and data, however there are currently some delivery issues with routers. Mr. Means moved on to GIS, confirming 98 PSAPs are i3 ready with approximately 17 of these needing some adjustments to retrieve their data. Folks are working hard to get things done in a timely manner, especially with the EGDMS database and fixing the new alignment errors. Mr. Means continued and reported the Invitation for Bid for data analytics has garnered five bids. The evaluation process is underway. Ms. Rachel Bello has agreed to Chair the Data Sharing Ad Hoc Committee which is scheduled to meet bi-weekly. The goals, scope and timetable will be discussed along with continuity plans, in future meetings. A preliminary framework document is planned by the end of the year. Mr. Meeks shared a brief report for the NMAC. On July 15,

2021, at about 12:45 HRS EDT, multiple PSAPs in the western part of the state had a service disruption. This affected Cherokee, Clay, Swain, Jackson, and Graham Counties within the Frontier Communications footprint. The cause was related to a commercial power outage in West Virginia area which caused a failure in the equipment. Once the power was restored, the counties began to come back online about 13:30 HRS EDT. On July 30, 2021 around 1800 HRS EDT, various PSAPs were reporting numerous abandoned calls on the Viper 3 platform. The cause of this was incorrect synchronization during a migration preparation. A restart of the primary object server solved this issue and data was cleared out of the abandonment. This issue was resolved about 21:30 HRS EDT. Intrado is in the midst of developing protection against this occurring in the future and a fix will be a part of an upcoming software release. Mr. Meeks continued and said the NMAC is engaged with ECaTS as they are working with AT & T in rectifying unresolved call data errors. Various reports have come from the PSAPs in regard to ECaTS data and Mr. Meeks wants to reassure the Board the NMAC is continuing to stay engaged and working to resolve these issues. Hiring efforts of additional staff at the NMAC are nearly complete, and now it is just a matter of waiting to hear back from internal operations before onboarding can begin. Mr. Shipp added there are many federal and state initiatives now to promote broadband and over time, we will begin to see many opportunities for redundancy as it relates to broadband.

12. 911 Regional Coordinator Reports - The regional coordinators gave brief reports. Ms. Conner reported she has been extremely busy this month, notably with the tropical storm impacting the western part of North Carolina. She was in contact with the affected PSAPs during the passage of the storm and also arranged a TERT coordination for Haywood County as they were severely impacted during the storm. This successful TERT deployment lasted from Wednesday through Sunday. Cleanup work from the storm continues. Ms. Gardner has participated in a number of PAT meetings and held the North Central Regional PSAP Managers meeting. She has since received emails regarding the review process, rules, and legislation. Additionally, Ms. Gardner has attended various committee meetings during the last month. Ms. Turbeville addressed the Board and added she held the Eastern Regional PSAP Meeting on Thursday, with 49 in attendance. Some of these have reached out to inquire about becoming Peer Reviewers and some who would like to initiate alternate route planning. She was pleased with the number of folks who took time out of their busy schedules to join. Mr. Newberry hosted the South-Central Regional Meeting on Wednesday and reported he was pleased with the turnout as well. He encouraged folks to reach out to the Regional Coordinators for more information. Mr. Newberry congratulated Sanford Police Department, Mount Holly and Holly Springs for their successful ESInet migrations. Secretary Weaver thanked the Regional Coordinators and the entire 911 Board Staff for all they do. Mr. Greg Foster wanted to especially thank Ms. Conner for her support and let the Regional Coordinators know it means the world to the PSAP managers to know they have such a dedicated team always at the ready.

Ms. Neal departed the meeting at 11:45 AM.

Mr. Coltrain departed the meeting at 11:58 AM.

13. State 911 Plan - Ms. Harris introduced Barry Ritter, to present the State 911 Plan update. Mr. Ritter thanked the Board for their time and support of the State 911 Plan. Ritter Strategic Services was contracted in 2018 to facilitate the update of the 2010 State 911 Plan for North Carolina. The strategies which were employed in 2018 proved to be successful, and this methodology will be used for the current update. The 2018 State 911 Plan update included ten goals and 29 objectives. Unlike most states, the 2018 State Plan for North Carolina was written, adopted, and has served as a useful, guiding tool for the work of the Board. The 2021 State 911 Plan update will contain a combination of existing and new goals identified by staff and the Study Group. Mr. Ritter is pleased to report the majority of the 2018 Goals which were outlined in the plan have been substantially and effectively completed. The one goal which did not require any action, this was due to a change in federal law. Mr. Ritter reviewed the timeline to develop the new plan and anticipates it will be presented to the full Board during the December meeting. Ms. Harris noted the members of this working group are aligned with the representation of the Board and she was encouraged with the engaged interaction of the group members during the initial meeting. Ms. Harris also reported staff was heartened and inspired when they learned of the substantial progress toward achieving these goals of the previous two years during the staff kickoff meeting. She thanked Mr. Ritter for his work and participation in the Regional PSAP managers meetings during the last week.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTE
 Friday, August 27, 2021
 10:00 AM – 12:00 PM
 Via Simultaneous Communication with Microsoft Teams



NC 911 Board Members	4. Consent Agenda	7. a) Training - NENA Telecommunicator Core Competencies	7. b) NC NENA an NC APCO - Training Sponsorship	7. c) Recruitment PSA and Website	10. a) 2022 Grant Program Committee Recommendations	10. b) 2022 Priority One Collaboration Grant	10. c) Statewide Projects
David Bone	Y	Y	Y	Y	Y	Y	Y
Tommy Cole	Y	Y	Y	Y	Y	Y	Y
Greg Coltrain	Y	Y	Y	Y	Y	Y	Y
Brian Drew	Y	Y	Y	Y	Y	Y	Y
Bo Ferguson	Y	Y	Y	Y	Y	Y	Y
Greg Foster	Y	Y	Y	Y	Y	Y	Y
Chuck Greene	Y	Y	Y	Y	Y	Y	Y
J. D. Hartman	Y	Y	Y	Y	Y	Y	Y
Jeff Ledford	Y	Y	Y	Y	Y	Y	Y
John Moore	Y	Y	Y	Recused	Y	Y	Y
Melanie Neal	Y	Y	Y	Y	Y	Y	Y
Jude O'Sullivan	Y	Y	Y	Y	Y	Y	Y
Jeff Shipp	Y	Y	Y	Y	Y	Y	Y
Earl Struble	Not Present	Not Present	Not Present	Not Present	Not Present	Not Present	Not Present
Secretary Jim Weaver	Y	Y	Y	Y	Y	Y	Y
Donna Wright	Y	Y	Y	Y	Recused	Recused	Recused

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

The next Board meeting will be held on Friday, September 24, 2021, using simultaneous communication via Microsoft Teams Meeting.

Adjourn - Chairman Weaver adjourned the meeting at 12:19 PM.



*Next NC 911 Board Meeting - Friday, September 24, 2021, 10:00 AM – Noon
 Via Simultaneous Communication with Microsoft Teams*

APPROVED BY NC 911 BOARD 09/24/2021