

North Carolina 911 Board Meeting
MINUTES
Friday, September 30, 2022
10:00 AM – 12:00 PM
Via Simultaneous Communication
Microsoft Teams Meeting



North Carolina 911 Board Meeting Roll Call
Friday, September 30, 2022
10:00 AM - 12:00 PM
Via Simultaneous Communication with Microsoft Teams Meeting



NC 911 Board Members	VIA MS Teams	Not Present
David Bone, Executive Director, Eastern Carolina Council (NCACC)	Present	
Tommy Cole, Fire Chief, City of Graham (NCSFA)		Excused
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC) <i>(Joined at 11:13 AM)</i>	Present	
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Present	
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Present	
Greg Foster, Director of Communications, Alexander County (NCAR&EMS)	Present	
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Present	
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Present	
Melanie Jones, Director, Guilford-Metro 911 (APCO)	Present	
Lee Kerlin, RF Engineer, Tmobile Sprint (CMRS)		Excused
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Present	
John Moore, Regional Manager, Government and Education Sales, Spectrum Comm (VoIP)	Present	
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Present	
Jeff Shipp, Vice President of Operations (Ret.), Star Telephone (LEC)	Present	
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)		Excused
Secretary Jim Weaver, 911 Board Chair (NC DIT)	Present	
Donna Wright, Director (Ret.), Richmond County Emergency Services (NENA)	Present	
NC 911 Board Staff		
Rick Blumer, NMAC Technician		Excused
Stephanie Connor, Western Regional Coordinator	Present	
Greg Dotson, NMAC Manager	Present	
Kristen Falco, Financial Review Specialist	Present	
Bernard Gardner, NMAC Technician		Excused
Tina Gardner, North Central Regional Coordinator	Present	
Pokey Harris, Executive Director	Present	
Jesus Lopez, (NC DIT) NC 911 Board PM	Present	
David Newberry, South Central Regional Coordinator	Present	
Amanda Reeder, Special Deputy Attorney General	Present	
Tom Rogers, Network Engineer/NG 911 Project Manager	Present	
Marsha Tapler, Financial Analyst	Present	
Sarah Templeton, Financial Review Specialist	Present	
Angie Turbeville, Eastern Regional Coordinator		Excused
Evan Warner, NMAC Technician		Excused

APP

North Carolina 911 Board Meeting Roll Call

Friday, September 30, 2022

10:00 AM - 12:00 PM

Via Simultaneous Communication with Microsoft Teams Meeting



Guests	Via MS Teams	Organization
Candace Allred	X	Intrado
Laura Barton	X	911 Authority
Rachel Bello	X	Wake County
Josh Briggs	X	AT&T
Michel Brkovic	X	Intrado
Eddie Buffaloe	X	Secretary of DPS
Lee Canipe	X	Eastern Communcations
Jean-Claude Rizk	X	Intrado
Jason Compton	X	NC NENA
Kim Denton	X	Franklin County
Timothy Deranek	X	AT&T
Michael Desmond	X	Charlotte Medic
Brian Elvington	X	Intrado
Jason Fuqua	X	Rapid Deploy
Del Hall	X	Stokes County (Retired)
Greg Hauser	X	NC Emergency Management
Liz Hodges	X	Currituck County
Phil Howell	X	Ashe County
Christy Jones	X	Chief of Staff for Governors Office
Wes Jones	X	Rapid Deploy
Walt Kaplan	X	Rapid Deploy
Diane Lafricain	X	Intrado
Karen Liddick	X	911 Authority
Denis Marin	X	Intrado
Beth Meek	X	Intrado
Candy Miller	X	Iredell County
Susan Nelson	X	Geocomm
Adan Pope	X	Intrado
Denise Pratt	X	Durham County Sheriff
Kyle Randleman	X	Star Communications
Will Ray	X	Director of Emergency Management, DPS
Barry Ritter	X	Ritter Strategic Svcs
Taylor Rolling	X	Currituck County
Corinne Rust	X	Charlotte Medic
Craig Schulz	X	Misson Critical Partners
Stacy Schwartz	X	AT&T
Robert Sergi	X	Intrado
Christy Shearin	X	Franklin County
Thad Southers	X	Star Communications
Lynn Slycord	X	Kings Mountain PD
Pat Thetford	X	AT&T
Frank Thomason	X	Misson Critical Partners
Suzanne Walker	X	Raleigh Wake 911
352-672-4039	X	Joined after Roll Call
919-869-4013	X	Joined after Roll Call

APPROVED BY NC 911 BOARD 12/02/2022

Call to Order – Secretary and Board Chairman Jim Weaver called the meeting to order at 10:02 AM and asked to proceed with the roll call.

Roll Call – Ms. Harris advised due to the activation of the State Emergency Operations Center (EOC) because of the impending impact of Hurricane Ian across the state, she was attending the meeting from the EOC along with Mr. Rogers and Mr. Greene who were also there due to the activation. She also advised Ms. Falco would call the roll of attendees and Ms. Templeton would serve as the technical facilitator for the meeting.

1. **Chair’s Opening Remarks** – Chairman Weaver stated his thoughts and prayers are with everyone impacted by Hurricane Ian, which was rapidly approaching the State as the meeting began.
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. Ms. Wright recused herself from the discussion on agenda item 5e, Executive Directors Report, Richmond Community College 911 Communications and Operations Associates Degree.
3. **Public Comment** – Chairman Weaver read the invitation for public comment as published in the agenda. Mr. Hauser, NC Emergency Management Communications Branch Manager and State ESF2 lead, commented on the preparedness for the weather event at the EOC. Mr. Hauser expressed the importance of the PSAP Coordination efforts in response to an emergency and how vital the 911 community is to the process. He expressed his appreciation to the NC 911 Board, 911 centers, and PSAP Managers. Chairman Weaver thanked Mr. Hauser for his work at the State EOC during the weather event.
4. **Consent Agenda** – Chairman Weaver asked Ms. Harris to proceed with the consent agenda.
 - a) Minutes of Previous Meeting – August 26, 2022
 - b) NG 911 Reserve Fund

August 2022 Fund Balance	\$ 78,242,902
August 2022 Disbursement	\$ 54,507
 - c) CMRS Account

August 2022 Account Balance	\$ 2,512,532
August 2022 Disbursement	\$ 0.00
 - d) PSAP Account

August 2022 Account Balance	\$ 22,953,058
August 2022 Disbursement	\$ 2,960,723
 - e) PSAP Grant/Statewide Projects Account

August 2022 Account Balance	\$ 21,723,687
Grant Funds Committed	\$ 21,693,451
 - f) Grant Project Updates per Reports

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

5. **Executive Director Report** –
 - a) Biennial Audit – Ms. Harris noted Ms. Tapler is preparing for the biennial audit for fiscal years 2021 and 2022, with anticipated engagement from the State Auditor’s office in December or January.
 - b) NextGen 911 Migration Status – [Live Status Map](#) – Ms. Harris advised Mr. Rogers would provide the migration status during the Technology Committee report.
 - Wilkes County 911 (08/30/2022) – Migrated as i3. ESInet-Only. PSAP #125/physical location #192 (including backups).
 - c) NextGen 911 GIS Status Map – All 100 jurisdictions across the staff have completed the initial update of GIS data and are currently in maintenance status.
 - d) PSAP Managers Meeting Recap – Ms. Harris thanked everyone that attended the PSAP Managers Meeting in August and noted it was a successful meeting. She added that staff is already making notes on topics for next year.
 - e) Richmond Community College 911 Communications and Operations Associates Degree – The degree being created is the first in the State, country, and world. On October 4, an official

announcement will be made at Richmond Community College with several Board members and staff in attendance.

- f) Cybersecurity Remediation Initiatives – Regional cybersecurity tabletop exercises (TTXs) are being planned for spring 2023. Staff is working on offering the PSAP community cybersecurity training to the PSAP community that is similar to what was implemented for NC DIT employees. In addition, staff is planning a cybersecurity plan workshop for the PSAP community to learn how to draft a cybersecurity plan that can stand alone or accompany a local cybersecurity plan. Multi-factor Authentication (MFA) is another top priority of the Board, so staff has prepared a survey for the PSAP community inquiring if MFA is used at each individual PSAP and if PSAPs would be interested in funding to assist with the cost of MFA.
- g) NASNA Regional Interoperability Workshop (Washington, DC) – The State 911 Director, Pokey Harris, the State SWIC, Greg Hauser, Mr. Rogers, and policy individuals from the State, Ms. Reeder and Monica Fuller, NC DIT Legislative Liaison attended the workshop. Ms. Harris noted NC has a strong relationship with the Interoperability Office and the NC 911 Board, and it was very evident during the many areas of discussion during the workshop.
- h) GICC Outreach Meetings – CGIA has been performing GIS outreach meetings across the State and invited Board staff to participate to share about NG911 mapping datasets. Staff has attended two that have already been held and will be attending two more in the series.
- i) NC 988 Planning Coalition/National Suicide Prevention Lifeline – Ms. Harris remains engaged with the 988 Planning Coalition in NC bringing information about the role of PSAPs for those individuals calling 988 for help.
- j) Legal Brief – Ms. Reeder stated there is nothing to report from the legislature, but she is continuing to monitor. She added that she has been involved with the majority of the items on the agenda.

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

7. **Education Committee Report**

- a) Macon County Training Request: Training 911 Heroes Telecommunicator Training Bundle Online Subscription – Macon County requested approval for the Training for 911 Heroes Telecommunicator Training Bundle Online Subscription. The annual subscription provides online 2-hour training courses that are self-paced for telecommunicators. There are a total of 45 courses in the subscription service and several training activities. Out of the 45 courses, five courses are not eligible per legislation. If there are changes to the subscription content, such as removing the ineligible courses or adding other courses, a PSAP can bring it back to the Committee and Board for approval. The Education Committee voted unanimously at its last meeting to recommend for approval the Training 911 Heroes Telecommunicator Training Bundle Online Subscription at 90%, therefore bringing this item forward as a motion to the Board. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. 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.*
- b) NENA Center Manager Certification Program (CMCP) / FY2023 Budget Amendment – Mr. Greene advised at the August Board meeting, staff announced the Board is hosting the CMCP course in partnership with Lumberton Emergency Communications. The Board is paying the registration fee for one manager or supervisor per PSAP until the class was filled. There was so much demand for the class, NENA approved a second class to be held in North Carolina on March 20-24, 2023. The course location has not been confirmed. Staff recommended Committee approve the additional CMCP course to include a budget amendment of \$22,000 from the Board's Administrative Account. There are sufficient funds in the Administrative Account to cover the cost of registration. Prior to the Committee voting, Mr. Greene conferred with the Chair of the Funding Committee, and he is amenable to this. Mr. Bone commented he was glad to support the effort. The Education Committee voted unanimously at its last meeting to recommend for approval a budget amendment of \$22,000.00 from the Administrative Account to fund the course registration for a second NENA Center Manager Certification Program (CMCP) course to be offered in March 2023, therefore bringing this item forward to the Board as a motion. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

Ms. Harris introduced Christy Jones, Chief of Staff for the Governor's Office, who was also activated to the State EOC in response to Hurricane Ian. Ms. Jones expressed appreciation and thanked attendees for keeping North Carolinians safe during a state of emergency and on a daily basis. She shared

comments about the critical role telecommunicators play in the lives of every citizen and visitor to the State as being the true first, first responders, again expressing appreciation.

- c) General Committee Report – Ms. Conner provided an update for Ms. Turbeville, who was on vacation. Ms. Conner noted Ms. Turbeville has been working with Ms. Wright on the Richmond Community College 911 Communications and Operations Associate Degree. In addition, she has been working on the logistics and potential locations for the second CMCP course.

8. Funding Committee Report

- a) Gates County FY2023 Funding Reconsideration – Mr. Bone noted NC General Statute § 143B-1406 outlines the statutory requirements regarding the distribution of 911 funds to PSAPs. One of the key parts of G.S. § 143B-1406 (a)(4) states reconsideration requests for funding in the current fiscal year must be done in the first quarter of the fiscal year. This year, the Board received only one reconsideration request, whereas typically, it receives several this time of year. He commented this is a testament to the effectiveness of the PSAP Assistance Team (PAT) concept, the outreach and support efforts of staff on the technology plans and the PSAP financial planning tool, as well as the proactive leadership in the PSAPs. Mr. Bone thanked everyone for the diligent efforts and commitment to this initiative.

Gates County requested a Funding Reconsideration of \$81,073.20 to cover FY2023 operational and capital expenses involving a cost increase from Lumen (now Brightspeed), new furniture, chairs, workstations, software licensing, CAD maintenance, and a CAD server. The Funding Committee voted unanimously at its last meeting to recommend for approval the FY2023 Gates County Funding Reconsideration request in the amount of \$81,073.20, therefore bringing this item forward to the Board as a motion. Mr. Bone asked if there were any questions for Ms. Templeton who worked with Gates County on the reconsideration request. No questions were heard from Board members. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. 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.*

- b) Approved Use of Funds List Proposed Changes – Mr. Bone thanked staff for the herculean effort with the initial review as well as the review of comments and incorporation of these comments into the draft presented to the Board. He thanked the Funding Committee and the PSAP managers who provided input into the draft being presented to the Board. There was extremely productive and beneficial discussion at the Funding Committee meetings on the proposed changes and feedback, and he greatly appreciated the professionalism and diligence of all involved. Ms. Harris thanked staff for the work on the proposed changes along with Ms. Reeder for cross referencing legislation and Administrative Code. Ms. Harris advised Ms. Reeder has been making notes for possible updates for legislation and Administrative Code. She thanked the PSAP community for submitting comments and staff for reviewing the 179 comments received from 17 respondents. Staff reviewed and addressed each comment. Ms. Harris asked Ms. Templeton to provide further remarks. Ms. Templeton advised at the September 22 Funding Committee meeting the proposed changes were presented including revisions after comments were submitted. At the September 22 meeting, the Funding Committee approved for recommendation the proposed changes document with an additional change to the Percentage of Eligibility section and denoting that section's application within the document where relevant. Those additions were made to the Approved Use of Funds document being presented to the Board. The Approved Use of Funds Proposed Changes document was reorganized to allow a better flow to the document including sections for phone, furniture, CAD, radio, ancillary software, ancillary hardware, training, hosted solution, and implemental functions as presented. Mr. Bone advised the Funding Committee voted unanimously at its last meeting to recommend for approval the proposed changes to the Approved Use of Funds List, therefore bringing this item forward to the Board as a motion. Mr. Bone asked if there were any questions from the Board. Ms. Wright thanked the PSAP managers involved in the discussion with the Funding Committee to shape the document. Ms. Wright advised one item that she believes needs to be added to the list for further consideration of change is that larger chairs are eligible with no additional approval steps being necessary. With there being no further discussion about the motion, Ms. Falco 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) General Committee Report – Mr. Bone noted the next opportunity for submission of a Funding Reconsideration request is February 2023. The estimated PSAP distributions for FY2024 will be disseminated in December. After PSAPs review the estimated distribution, a PSAP can request a

funding reconsideration for the fiscal year. These reconsideration requests must come before the Board no later than the May meeting as per the Funding Reconsideration Policy.

Will Ray, Director of Emergency Management for the State of North Carolina joined by phone along with Eddie Buffalo, Secretary of the Department of Public Safety. Secretary Buffalo thanked attendees for the partnership with the State of NC in the State EOC for this event and for their daily work with NG911 across the State. Mr. Ray provided a brief update on Hurricane Ian and the Statewide impact of the weather event. He reinforced the effective partnership of ESF2 with the 911 PSAP community with the State EOC. Ms. Melanie Jones provided comment to Mr. Ray to recognize the work of Greg Hauser as SWIC for NC and his collaborative efforts. Mr. Ray agreed Mr. Hauser is a great asset to the State. Ms. Wright seconded Ms. Jones' comments.

- 9. Finance Team Report** – Ms. Tapler reported participation in several meetings including training, grant recipient reimbursements, grant workshops, revenue expenditure reports, and funding reconsiderations. She briefed on the work being done on the budget revision forms for the NC DIT Budget Office to align with the current budget that Governor Cooper signed with the Board's approved budget. Accounts payable are being processed. Documentation is being finalized for the Regional Coordinators to work with PSAPs who have high and low fund balances. The Financial Planning tool is being used for this review and analysis. The FY2024 estimated PSAP distribution is being completed, understanding there will be adjustments as reports are finalized and high and low fund balance work is performed. Work continues with DIT finance on the chart of accounts in the new accounting system, as does training for the overall new system. Financial statements and information for FY2022 are being completed in preparation for the upcoming biennial audit.

Ms. Falco has been working on eligibility requests and organizing the FY2022 revenue expenditure report submission documentation. Ms. Falco reported review of 16 eligibility requests from the South Central and Eastern regions for netclock, recorders, Neverfail servers, workstations, paging software, printers, and furniture. The cumulative cost of requests for eligible and ineligible totaled \$857,170.50. Based on legislation, Administrative Code, and the Approved Use of Funds List the amount deemed eligible for us of 911 funds was \$237,466.95

Ms. Templeton advised of work on revenue expenditure reports, eligibility requests, funding reconsiderations, the Approved Use of Funds List proposed changes, as well as, preparing for and attending the FY2023B and P1 grant workshops. She gave an update on the status of PSAP revenue expenditure reports as of September 29, 2022. For FY2020, 126 are finalized, and one report is in the clarification process. For FY2021, 125 are finalized, and three are in the clarification process. For FY2022, five are finalized, nine are in the clarification process, two are awaiting signed revised reports, 108 have not been reviewed, and three reports have not been received. The FY2022 reports were due on September 1, which is the deadline that was established in Administrative Code in 2016. Notifications were sent to the PSAPs with any outstanding report, which included a deadline of submission and finalization by September 27. Funding distribution was withheld for PSAPs that did not meet the deadline with outstanding reports, and the funding will remain withheld until they are finalized or submitted. Ms. Harris thanked staff for the hard work on finalizing the reports. Ms. Harris advised once FY2022 reports are submitted and or FY2020 and FY2021 are finalized the funding will be reinstated for those that funding is currently being withheld.

10. Grant Committee Report

- a) PSAP Grant Program Progress Reports – The following grant recipients presented brief updates on the progress of their projects.
- Greene County 911 – Ms. Harris advised Greene County did not provide the grant progress by the required due date for inclusion in this meeting's Board packet. The County is now scheduled to report at the December Board meeting.
 - Currituck County 911 – Ms. Hodgins provided an update on Currituck County's completed grant that has closed out. She advised the move to the new building occurred in May 2022. She expressed appreciation to the Board for the grant opportunity and the support. She hoped everyone would be able to come to visit the new center soon.
 - Franklin County 911 – Ms. Shearin provided an update on new facility project accomplishments and progress for the grant. The builder advised the facility was expected to be substantially complete by May 2023 with a certificate of occupancy by June 2023. Due to the timeline, an extension request has been submitted to the Executive Director. Ms. Shearin addressed some

project challenges the county encountered. Ms. Denton, County Manager expressed appreciation for the grant opportunity and support.

- Cumberland County 911 – Ms. Harris advised Cumberland County did not provide the grant progress report by the required due date for inclusion in this meeting's Board packet. The County is now scheduled to report at the December Board meeting.
 - Chatham County 911 – Ms. Harris advised Chatham County did not provide the grant progress report by the required due date for inclusion in this meeting's Board packet. The County is now scheduled to report at the December Board meeting.
- b) FY2023 Funding Allocation Recommendation – Mr. Shipp made a motion to approve the transfer of the PSAP Account ending account balance for FY2022 in the amount of \$21,776,154 to the PSAP Grant and Statewide 911 Projects Account. Mr. Shipp noted this was normal procedure this time of year. Ms. Tapler reviewed the Funding Allocation spreadsheet. Mr. Bone seconded the motion. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- c) General Committee Report – Mr. Shipp thanked the Secretary, Executive Director and staff for the acceptance of the FY2023B and Priority One (P1) grant cycles along with the efforts preparing for an FY2023B grant cycle. The FY2023B and 2023 P1 grant workshops occurred on September 21. Ms. Harris provided an update about the grant workshops with 41 in attendance, representing 32 PSAPs at the FY2023B grant workshop. At the 2023 P1 grant workshop, 17 individuals attended representing 16 PSAPs. Ms. Harris reminded everyone that the grant application opens on Monday, October 3 and applications are due Thursday, December 1, at 11:59 PM. She thanked the Committee for the hard work and commitment to the additional grant cycles. Ms. Harris advised grant agreements for PSAPs awarded in the FY2023A grant cycle will be sent Monday, October 3. Mr. Shipp commented that every grant cycle is unique, and this is the first time the Board is having a B grant cycle that he can remember. He stated he is excited for the new grant cycle to begin.

Greg Coltrain joined the meeting at 11:13 AM.

11. Standards Committee Report

- a) PSAP Assessment Vendor Selection / FY2023 Budget Amendment – Ms. Wright requested comments from Ms. Harris and Ms. Reeder regarding this item. Ms. Harris provided opening comments explaining the requirement of PSAP assessments formerly known as Peer Reviews. Ms. Harris noted the Board is behind on completing peer reviews due to a lack of volunteers and the pandemic. A subcommittee was formed to review the IFB and assist in the procurement process and vendor review. Ms. Reeder advised until the procurement process is complete by State law it is confidential, and no details could be shared at this meeting. Ms. Wright made a motion to authorize the Executive Director to enter into a contract with the vendor selected as offering the best value procurement as defined by G.S. 143-135.9 as selected by the Standards PSAP Assessment subcommittee for purposes of the PSAP Assessments project (formerly known as Peer Reviews), and to include the necessary FY2023 budget amendment of the PSAP Grant/Statewide Projects Account. Mr. Shipp seconded the motion. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. All members present voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- b) General Committee Report – Ms. Wright provided an update on the two subcommittees. She thanked Ms. Conner for her work on the IFB process and PSAP assessment documents. Ms. Conner and the subcommittee have been updating the PSAP assessment documents to have all documents updated prior to vendor selection. Ms. Harris thanked Ms. Conner for her work along with the DIT Procurement Office for assistance during the procurement process. Ms. Gardner provided an update on the PSAP classification subcommittee. The subcommittee is working on development of a statement to address the purpose of the subcommittee and the intended outcome of its work. Ms. Wright thanked Ms. Shearin and Ms. Miller for leading the two subcommittees.

12. Technology Committee Report

- a) NMAC / Administration Renovation / FY2023 Budget Amendment – Mr. Shipp advised staff has been diligently working on the renovation project for the NMAC and administrative office space. He thanked DIT for the assistance on the project. Mr. Shipp made a motion to approve the identified increased cost for the NMAC and administrative space renovation in the amount of \$169,096.00, to include an FY2023 budget amendment for 25% of the cost from the Administrative Account in the amount of \$42,274.00, and 75% of the cost from the Next Generation 911 Reserve Fund in the

amount of \$126,822.00. Mr. Moore seconded the motion. Ms. Harris commented the cost increase was not anticipated as the reconstruction effort will require additional work that was not previously identified. With there being no further discussion about the motion, Ms. Falco conducted the roll call vote. 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.*

- b) AT&T and Intrado Ongoing Viper Issue Update – Mr. Shipp asked Mr. Rogers, the Board's NG 911 Network Engineer to introduce AT&T and the Intrado team. Mr. Rogers introduced Mr. Briggs, AT&T Project Manager who introduced Ms. Schwartz, AT&T, Vice President – Public Safety and FirstNet Sales. Ms. Schwartz discussed what is occurring in the Viper environment and what is being done for performance improvement. She advised there will be weekly executive governance calls, they are adding staff in the State for service support and will provide deliverables with a timeline. Ms. Meek, Intrado, Senior Vice President of Operations, provided comments on the additional challenges for the Viper system in NC. She advised a group of executives has been engaged with Intrado from the engineering and product team to take a holistic and systemic approach to the problem. She summarized the approach of enhanced monitoring and alarming of the system, quality control, and a test environment that will mimic NC with the same system and number of PSAPs. Mr. Pope, Intrado, Chief Technology Officer, commented on the test environment being a good practice for the deployment issues. He added that enhanced monitoring will provide a quick and effective response to issues. Mr. Pope advised Intrado is focused and will make this right. Mr. Jean-Claude Rizk, AT&T, Director of Public Safety Sales, provided an overview of the improvement plan and actions associated with it. The executive dashboard will have expected updates and deadlines. Previously, Intrado has been reacting when issues occurred. The improvement plan will provide an enterprise view of the Viper platform through a dashboard provided to AT&T and the NMAC to monitor metrics, health, and data.

Ms. Harris provided comments on the Viper hosted calling handling issues. She noted a level three (L3) engineer with Intrado has been in the State to stabilize and optimize the platform. The engineer was supposed to be here for a period of 91 stable days, but due to ongoing issues, he has been here for several months. Ms. Harris stated that payment for any Viper PSAP is being withheld until there is stability with the system. Ms. Harris noted Mr. Moore asked a question in the chat on if the Intrado issues created any liability for the Board or the affected PSAPs. Ms. Harris responded it does not, because every issue has been addressed with AT&T and Intrado to seek resolution. Ms. Reeder provided comments and stated she currently does not have concerns regarding liability as it relates to the Board, as any issues will be presented to Intrado to resolve. Ms. Harris noted the system has failed to deliver information (ANI/ALI) which can cause delays but there has not been a failure of call delivery. She has spoken with Intrado leadership multiple times and expressed a lack of confidence that the issues will not escalate to delayed delivery or calls not being delivered at all. Ms. Wright stated concerns on about the optics for the Board, as the Board recommended the project. Ms. Harris emphasized there is not a problem with the ESInet - the issues are with the hosted call handling solution. Mr. Weaver commented on the need for a solid foundation to build on as discussions begin for NG911 2.0. He stressed the need for resolution and requested appropriate attention and focus from the vendor on the problem so the Board and project can continue to move forward. Ms. Schwartz stated she appreciates the transparency and will continue to communicate and provide progress reports to reinstall confidence and get the environment stable. Ms. Meek reiterated she appreciates the candor of Ms. Harris, and the Board has her commitment along with Mr. Pope's commitment as a team to address the issues and reach a solution in which the State can have confidence. Mr. Shipp advised vendor partners are valued and thanked them for the transparency and accountability.

- c) General Committee Report – Mr. Rogers advised there has been one migration since the August Board meeting. There are 125 PSAPs operational on the ESInet with two sites remaining. Wilkes County became PSAP number 22 of the ESInet-Only sites and number 101 to reach i3 status. Current migration demographics include 54 hosted Vesta, 49 hosted Viper, and 22 ESInet-Only. Total population served by NG911 is 10,546,429 covering 99% of the State's population. The total land mass covered by NG911 is 48,082.98 square miles, which is 98% of the State. Current migration demographics include 54 hosted Vesta, 49 hosted Viper, and 22 ESInet-Only. All PSAPs are i3 compliant and the GIS data is in maintenance mode and the focus is to keep all data current.

Mr. Rogers provided a SIP administrative calls (SIP Admin) update on Union County and Perquimans County. Union County is the first on the Viper platform and Perquimans County is the first on the Vesta platform, and both are fully operational in inbound and outbound calls. Richmond County is scheduled for October 20. The City of Durham and Carteret are expected to deploy SIP

admin by the end of the year.

RapidDeploy is on schedule, as all PSAPs have been online since September 22 and administrative training was extended through October 27. In October, all PSAPs will enter the soak period, which will assist in identifying any issues. Mr. Rogers introduced Mr. Fuqua with RapidDeploy to speak. Mr. Fuqua provided comments on the partnership between RapidDeploy, NC, and AT&T. He expressed his excitement on continuing to move forward with the project.

The Technology Cybersecurity Ad hoc is planning tabletop exercises for each region in the spring with the Cybersecurity and Infrastructure Security Agency (CISA). The staff is finalizing a questionnaire to send to PSAPs about Multi-Factor Authentication (MFA) utilization and how it is integrated.

13. **911 Regional Coordinator Reports** – Due to time constraints and attendees needing to return to tasks at hand relating to the impending weather, the 911 Regional Coordinators did not provide reports.
14. **Other** – Ms. Harris noted the October meeting will not be held in Davie County and an update will be provided within a few weeks as to whether the Board would hold a virtual meeting in October.

APPROVED BY NC 911 BOARD 12/02/2022

Roster of Roll Call Votes:

<p style="text-align: center;">NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, September 30, 2022</p>								
NC 911 Board Members	4. Consent Agenda	7. a) Macon County Training Request: Training 911 Heroes Telecommunicator Training Bundle Online Subscription	7. b) NENA Center Manager Certification Program (CMCP) / FY2023 Budget Amendment	8. a) Gates County FY2023 Funding Reconsideration	8. b) Approved Use of Funds List Proposed Changes	10. b) FY2023 Funding Allocation Recommendation	11. a) PSAP Assessment Vendor Selection / FY2023 Budget Amendment	12. a) NMAC / Administration Renovation / FY2023 Budget Amendment
David Bone, Executive Director, Eastern Carolina Council (North Carolina Association of County Commissioners)	Y	Y	Y	Y	Y	Y	Y	Y
Tommy Cole, Fire Chief, City of Graham (NCSFA)	Excused	Excused	Excused	Excused	Excused	Excused	Excused	Excused
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	N/P	N/P	N/P	N/P	N/P	N/P	Y	Y
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Y	Y	Y	Y	Y	Y	Y	Y
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Y	Y	Y	Y	Y	Y	Y	Y
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	Y	Y	Y	Y	Y	Y	Y
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y	Y	Y	Y	Y	Y	Y
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Y	Y	Y	Y	Y	Y	Y	Y
Melanie Jones, Director, Guilford-Metro 911 (APCO)	Y	Y	Y	Y	Y	Y	Y	Y
Lee Kerlin, RF Engineer, TMobile Sprint (CMRS)	Excused	Excused	Excused	Excused	Excused	Excused	Excused	Excused
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Y	Y	Y	Y	Y	Y	Y	Y
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Y	Y	Y	Y	Y	Y	Y	Y
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Y	Y	Y	Y	Y	Y	Y	Y
Jeff Shipp, Vice President of Operations (Ret.), Star Telephone (LEC)	Y	Y	Y	Y	Y	Y	Y	Y
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	Excused	Excused	Excused	Excused	Excused	Excused	Excused	Excused
Secretary Jim Weaver, 911 Board Chair (NC DIT)	Y	Y	Y	Y	Y	Y	Y	Y
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)	Y	Y	Y	Y	Y	Y	Y	Y

Adjourn – Chairman Weaver adjourned the meeting at 12:02 PM.

Next NC 911 Board Meeting - Friday, October 28, 2022, 10:00 AM – 12:00 PM
 Tentative as a Virtual Meeting

APPROVED

