



North Carolina 911 Board
Standards Committee Meeting Agenda
Via Simultaneous Communication
Microsoft Teams Meeting
January 5, 2023
10:00 AM to 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Roll Call	Tina Gardner
2.	Executive Director's Opening Remarks	Pokey Harris
3.	Chair's Opening Remarks	Donna Wright
4.	Ethics Awareness/Conflict of Interest Statement	Donna Wright
5.	Approval of November 3, 2022, and November 15, 2022 Minutes – <i>Roll Call Vote</i>	Tina Gardner
6.	Legal Brief	Amanda Reeder
7.	Technology Committee Update	Tom Rogers
8.	PSAP Assessment Update	Stephanie Conner
9.	PSAP Assessment Book Template	Donna Wright
10.	PSAP Technology Plan Template	Tina Gardner
	Adjourn	

Ethics Statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

Does any member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Committee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.



North Carolina 911 Board
Standards Committee Meeting Minutes
Via Simultaneous Communication
Microsoft Teams Meeting
November 3, 2022
10:00 AM to 12:00 PM

Committee Members	Via Teams	Not Present
Donna Wright	<input checked="" type="checkbox"/>	
Greg Coltrain		<input checked="" type="checkbox"/>
Brian Drew	<input checked="" type="checkbox"/>	
Greg Foster	<input checked="" type="checkbox"/>	
Candy Miller	<input checked="" type="checkbox"/>	
Christine Moore	<input checked="" type="checkbox"/>	
Christy Shearin	<input checked="" type="checkbox"/>	
Non-Voting Members		
Gene Booth		<input checked="" type="checkbox"/>
Chad Deese		<input checked="" type="checkbox"/>
Stori McIntyre	<input checked="" type="checkbox"/>	
Dominick Nutter		<input checked="" type="checkbox"/>
Rodney Pierce		<input checked="" type="checkbox"/>
Amy Snider		<input checked="" type="checkbox"/>
Kyle Thaggard		<input checked="" type="checkbox"/>
Staff		
Stephanie Conner	<input checked="" type="checkbox"/>	
Greg Dotson	<input checked="" type="checkbox"/>	
Kristen Falco	<input checked="" type="checkbox"/>	
Tina Gardner	<input checked="" type="checkbox"/>	
Pokey Harris	<input checked="" type="checkbox"/>	
David Newberry	<input checked="" type="checkbox"/>	
Amanda Reeder	<input checked="" type="checkbox"/>	
Tom Rogers	<input checked="" type="checkbox"/>	
Marsha Tapler	<input checked="" type="checkbox"/>	
Sarah Templeton	<input checked="" type="checkbox"/>	
Angie Turbeville	<input checked="" type="checkbox"/>	
Guests		
Doug Workman - Cary PD	<input checked="" type="checkbox"/>	
Justin Combs – Alexander County	<input checked="" type="checkbox"/>	

The meeting convened at 10:01 a.m.

1. **Roll Call** – Tina Gardner conducted roll.
2. **Executive Director Opening Remarks** - Pokey Harris thanked the Standards Committee members and the subcommittees for their time and service this year.
3. **Chairs Opening Remarks** - Donna Wright thanked everyone for attending the meeting.
4. **Ethics Awareness/Conflicts of Interest** - Ms. Wright read the ethics statement. Ms. Wright noted that the vendor, Mission Critical Partners (MCP), will be mentioned today; she worked for them in the past, but has been separated from them for some time. Ms. Wright asked that this be noted in the minutes. No conflicts were stated.
5. **Approval of September Minutes** - Ms. Wright reviewed the minutes and no changes were noted. Christine Moore made a motion to accept the minutes of the September 1,2022, meeting. Brian Drew seconded the motion. Tina Gardner conducted a roll call vote. The motion passed unanimously.

Committee Members	September 2022 Minutes
Greg Coltrain	NP
Brian Drew	Y
Greg Foster	Y
Candy Miller	Y
Christine Moore	Y
Christy Shearin	Y
Donna Wright	Y

6. **Legal Brief** - Amanda Reeder stated the PSAP Assessment subcommittee did an enormous amount of work and thanked them for their efforts. She added that the materials in Items 8 and 9 of the agenda were the products of a dedicated group of individuals and everything in the documents addressed in Item 9 has been cross-checked rigorously against the Administrative Code.
7. **Technology Update** - Tom Rogers gave a status on the PSAP migrations to the ESInet. Mr. Rogers also spoke about the importance of GIS maintenance. He then gave an update on the new data analytics program the Board is offering through RapidDeploy.

Mr. Rogers reported on the possible change out of the Viper call handling equipment. Ms. Harris noted that executive-level weekly meetings with Intrado will begin on November 4, 2022 to discuss ongoing issues. Ms. Harris made it clear that the Board is not satisfied with their response and if the issues are not corrected, the State will move away from their hosted call handling platform.

8. **PSAP Assessment Vendor Selection** – Donna Wright discussed the IFB process and reported the selected vendor is Mission Critical Partners (MCP). Ms. Wright stated a kickoff meeting with MCP had been scheduled. Tina Gardner asked Stephanie Conner to speak about the kickoff meeting. Ms. Conner verified the meeting is scheduled for November 29, 2022. Ms. Conner stated she spoke to

MCP representatives, and they are excited about getting the project started and appreciative of the opportunity.

Ms. Reeder spoke about the procurement process and thanked Ms. Conner for her work on this project. Ms. Harris also spoke about the procurement process and thanked DIT procurement for their help with this project. Ms. Harris noted the new staff position for conducting PSAP assessments is moving in the right direction.

- 9. Rules and PSAP Review Subcommittee** – Stephanie Conner thoroughly reviewed the PSAP Assessment, PSAP Corrective Action Plan, and the PSAP Assessment Report documents. A few changes were noted in the discussion, and Candy Miller made a motion to accept the documents with the noted changes. Christine Moore seconded the motion. Tina Gardner conducted a roll call vote. The motion passed unanimously.

Committee Members	PSAP Assessment Documents
Greg Coltrain	NP
Brian Drew	Y
Greg Foster	Y
Candy Miller	Y
Christine Moore	Y
Christy Shearin	Y
Donna Wright	Y

- 10. Classification of PSAPs Subcommittee Update** – Christy Shearin and Tina Gardner both expressed what a monumental task this subcommittee had. Ms. Shearin stated the subcommittee will regroup after the first of the year, and discuss ways to make a mission more attainable.

- 11. Standards Committee Goals 2023** – Tina Gardner reviewed the goals and Ms. Wright spoke about needing a game plan for updating the rules. Ms. Wright noted updating the rules will be a huge undertaking. Ms. Wright asked for comments, ideas, or changes in wording for the goals; there was no discussion.

The proposed goals are:

1. Review technological or operational changes that may need to be addressed in Administrative Code and/or policy, collaborating with other committees as indicated.
2. Continue to explore the feasibility of establishing PSAP types based on demographics and service delivery to define the small, medium, and large PSAPs like the methodology utilized by FEMA.

3. Monitor the progress of the PSAP assessments to ensure adherence to the State Administrative Code.

Candy Miller made a motion to accept the goals and Christine Moore seconded the motion. Tina Gardner conducted a roll call vote. The motion passed unanimously.

Committee Members	Standards Committee Goals 2023
Greg Coltrain	NP
Brian Drew	Y
Greg Foster	Y
Candy Miller	Y
Christine Moore	Y
Christy Shearin	Y
Donna Wright	Y

12. Other – There was no other discussion.

Meeting adjourned at 11:11 a.m.



North Carolina 911 Board
Standards Committee Meeting Minutes
Via Simultaneous Communication
Microsoft Teams Meeting
November 15, 2022
1:00 PM to 1:15 PM

Committee Members	Via Teams	Not Present
Donna Wright	<input checked="" type="checkbox"/>	
Greg Coltrain	<input checked="" type="checkbox"/>	
Brian Drew		<input checked="" type="checkbox"/>
Greg Foster	<input checked="" type="checkbox"/>	
Candy Miller	<input checked="" type="checkbox"/>	
Christine Moore	<input checked="" type="checkbox"/>	
Christy Shearin	<input checked="" type="checkbox"/>	
Non-Voting Members		
Gene Booth		<input checked="" type="checkbox"/>
Chad Deese		<input checked="" type="checkbox"/>
Stori McIntyre		<input checked="" type="checkbox"/>
Dominick Nutter		<input checked="" type="checkbox"/>
Rodney Pierce		<input checked="" type="checkbox"/>
Amy Snider		<input checked="" type="checkbox"/>
Kyle Thaggard		<input checked="" type="checkbox"/>
Staff		
Stephanie Conner	<input checked="" type="checkbox"/>	
Greg Dotson	<input checked="" type="checkbox"/>	
Kristen Falco	<input checked="" type="checkbox"/>	
Tina Gardner	<input checked="" type="checkbox"/>	
Pokey Harris	<input checked="" type="checkbox"/>	
David Newberry	<input checked="" type="checkbox"/>	
Amanda Reeder	<input checked="" type="checkbox"/>	
Tom Rogers	<input checked="" type="checkbox"/>	
Marsha Tapler	<input checked="" type="checkbox"/>	
Sarah Templeton	<input checked="" type="checkbox"/>	
Angie Turbeville	<input checked="" type="checkbox"/>	
Guests		

The meeting convened at 1:04 p.m.

- 1. Roll Call** – Tina Gardner apologized to the committee for omitting the 2023 meeting dates on the November 3, 2022 agenda. Ms. Gardner conducted roll call.
- 2. Executive Director Opening Remarks** - Pokey Harris again thanked the Standards Committee members for attending and their work on the committee this past year
- 3. Chairs Opening Remarks** - Donna Wright also thanked everyone for attending the meeting.
- 4. Ethics Awareness/Conflicts of Interest** - Ms. Wright read the ethics statement. No conflicts were stated.
- 5. Proposed Meeting Dates For 2023** – Tina Gardner reviewed the proposed meeting dates for 2023.

January 5
March 2
May 4
July 6
September 7
November 2

All meetings will begin at 10:00 am and end at noon.

Candy Miller made a motion to approve the meeting dates and Greg Coltrain seconded the motion. There was no further discussion. Tina Gardner conducted a roll call vote. The motion passed unanimously.

Committee Members	September 2022 Minutes
Greg Coltrain	Y
Brian Drew	NP
Greg Foster	Y
Candy Miller	Y
Christine Moore	Y
Christy Shearin	Y
Donna Wright	Y

- 6. Other** – No other discussion

Meeting adjourned at 1:08

Overview

This section is intended to provide a overview of your organization and its strategic goals. It is also intended to make a link between your strategic goals and your technology goals.

- *Inline w/NC911 board established policy*
- *Align with future plans of the PSAP*
- *Established refresh cycle*

About Our Organization

A quick description of what your organization does and who it serves. It might also include a copy of your mission statement.

Organizational Goals

A bullet list of the goals / objectives in your organization's current strategic plan. If you don't have a current strategic plan, a list of program areas and projects could be included here.

Technology Goals

A mapping between your strategic goals and your tech goals. This can be done in table format as outlined in the following example:

** Mission statement focus*

<i>*Goals from strategic plan</i>	<i>Technology related goals</i>
Improve service to stakeholders by making it easier from staff in all program areas to work together on stakeholder cases.	Upgrade organizational database systems so that they can be used as an integrated case management system across all program areas.
Increase number of past stake holders that stay connected to the organization as customers, donors or volunteers.	Create monthly e-newsletter that informs past stakeholders of happenings and volunteer opportunities in our organization.
Ensure continuity of Operations.	Create and conduct drills annually to test agency back up plan
<i>Compliance within all legislative rules</i>	

Technology Assets

This section describes the current state of technology within your organization including equipment such as Computer Aided Dispatch, CPE, hardware and software related to processing the 911 call.

Technology Infrastructure

This section should describe the infrastructure that an organization has – computers, internet connections, printers, etc.

<i>Item</i>	<i>Description</i>	<i>Purchase Date</i>	<i>Replacement Plan</i>	<i>Delineate Eligible %</i>
Computer Aided Dispatch Desktop computers	Eligible costs for necessary computer hardware include Computer Aided Dispatch (CAD) workstation computers, servers, and ancillary equipment; GIS workstation computers, servers, and ancillary equipment; and voice logging recorder computers;			
Software	Eligible costs for necessary computer software include software used in conjunction with the computer hardware to provide callers with access to the PSAP by dialing 911;			
Database Provisioning	Database provisioning includes creation of the automatic location identification (ALI) database and the GIS base map database			
GIS	GIS base map eligible expenses include mapped street centerlines, together with costs for creation and maintenance of the base map;			
UPS/Generator	Nonrecurring costs of establishing a wireless Enhanced 911 system include emergency generator or uninterruptible power supplies necessary for 911 system operation; and			

Furniture	Nonrecurring costs of establishing a wireless Enhanced 911 system include Telecommunicator furniture necessary for 911 system operation; and			
Phone	Rates associated with local telephone companies' charges related to the operation of the 911 system include monthly charges for delivery of 911 calls, automatic number identification (ANI), ALI, and monthly charges for telephone interpreter services.			
Fiber Data connectivity	Local network data fiber connectivity between backup or secondary PSAP.			
<i>Add more as needed ...</i>				

Additional Information

Provide additional information about technology infrastructure needs. Questions to consider include:

- *How many staff need full time computer access? How many additional computers are needed for part time staff and volunteer computer access?*
- *How many locations does the organization have? Do all locations have a LAN, a printer and high speed Internet access?*
- *Are there areas where software upgrades and replacements are needed?*
- *What is the plan for providing technical support for staff and volunteers?*
- *Do you have diverse routing?*

Technical Skills

List all the technical skills of your staff, what training is absent and necessary to be productive - e.g. writing HTML, social media, good at using Excel

Supervisors' ability to troubleshoot in order to determine outside support call out. Determine actions necessary during faults and failures to minimize service impact.

Vendor Relationships

List all your relationships - past and present - with vendors or IT companies who have done technology work for you.

Vendor	Service Provided	Level of Support
CAD		
Phone		
Radio		
Reverse 911		

Technology Assessment

Strengths & Challenges

Based on your assessment of technology assets, assess your organization's technology strengths and challenges.

	Strengths	Challenges
Infrastructure	No servers to maintain as cloud alternatives are used instead.	Computers are old and slow
Software	New website that makes it easier to donate online and learn about our services	No CRM - information is scattered around organization in different places
Skills	Alice has experience using Salesforce at her previous job	Most staff are not strong at using technology
Vendor Relationships	Good relationship with vendor that built website, they have given us an ongoing maintenance	
Attitudes towards technology (management, staff, clients, board)	Board is very comfortable with technology and pushing us to improve in this area.	Most staff are comfortable with their current processes and are reluctant to change.

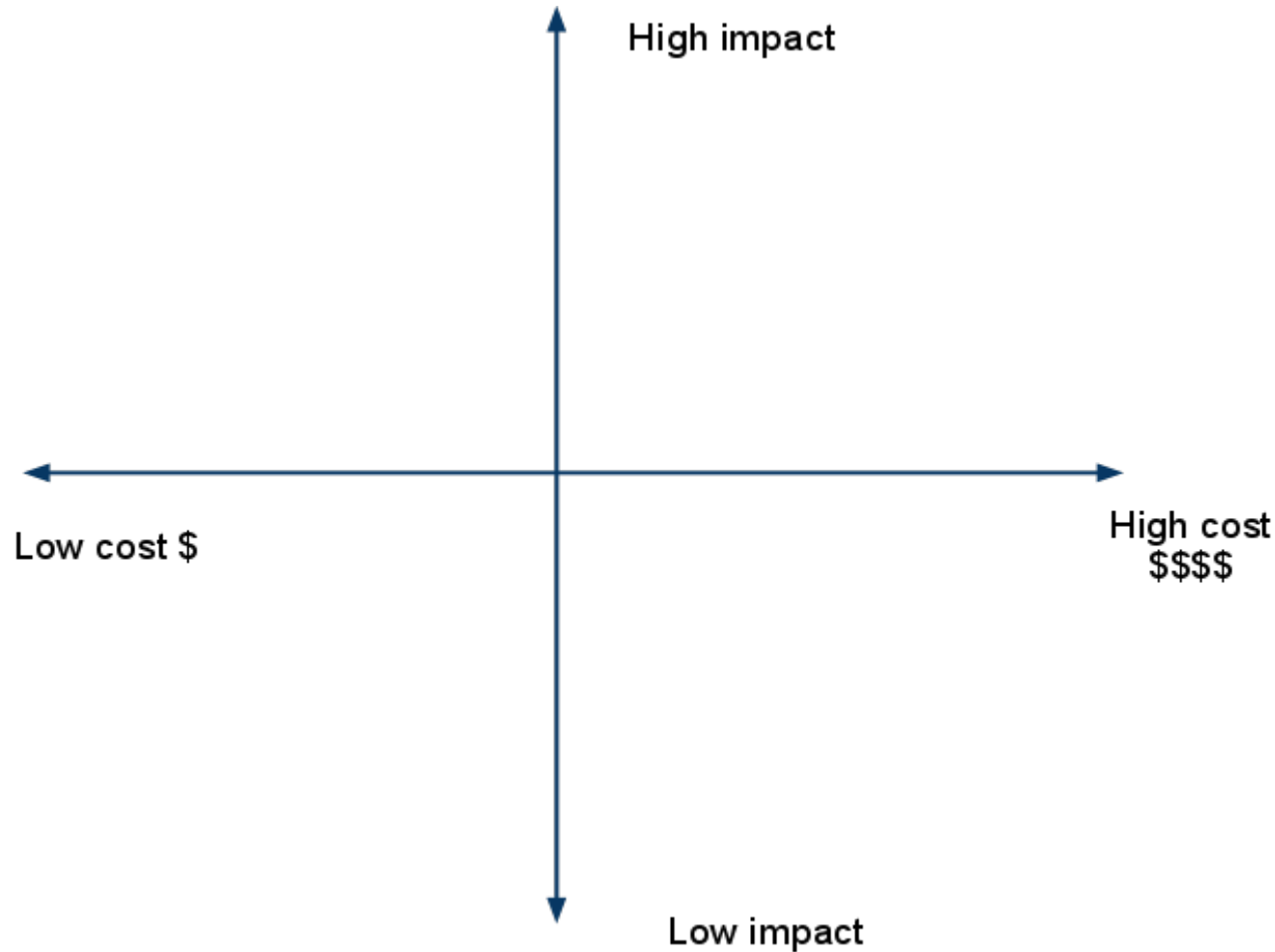
Identified Areas of Concentration

Based on your strengths and challenges, list projects or areas you could work on. For each area, consider:

- 1. How will this project help you meet your organization goals?*
- 2. How does this help you maintain compliance with legislative rules?*
- 3. How much it might cost (high level estimate)*
- 4. What are the other work and costs you will have to make this happen - e.g. training, data migration, new infrastructure, market research on donors*
- 5. How you can use your strengths to assist you*
- 6. next steps to move forward on this project*
 - Research, select and implement - Train staff on how to use content management system for new website
 - Upgrade computers

Set Priorities

Place the areas of work you have identified on the chart. You may want to do some research to see if your assessment of your projects is accurate (e.g. is your assessment of the cost realistic). In determining the impact, consider your mapping of organizational and technology goals. Based on this prioritizing, determine which projects you will actively pursue and which will have to be addressed later or in a more limited way.



Most urgent (high impact) to least priority (low impact)

1.- CAD replacement

2- CPE replacement needed- no longer under support

	High Impact	Low Impact	Cost
Examples:			

NC 911 Board Approved Best Practices on Replacing Equipment

Using the information, you've already gathered, you can figure out when you should purchase equipment. Keep in mind how long it takes to get RFP responses etc. when determining when to replace.

Equipment from Eligible 911 Expenditure List	Replacement Recommendation	Year Purchased	Year To Replace
<u>Phone Systems:</u>	<u>Years</u>	<u>Year</u>	<u>Year</u>
Telephones sets used to answer 911 calls	2		
CPE equipment	5		
Headsets	1.5		

Touchscreen Monitor	4		
Monitors	3		
Keyboards	1		
Mouse	1		
Servers used exclusively for Telephone Sets.	5		
<u>Furniture:</u>	<u>Years</u>		
Cabinets	10		
Tables	10		
Desks that hold eligible 911 equipment	7		
Telecommunicator Chairs	3		
<u>Hardware:</u>	<u>Years</u>		
Servers used exclusively for Telephone	5		
CAD Server	5		
Voice Logging Recorder	5		
GIS Server	5		
Paging	5		
Console/Alias Database Management	4		
Radio Console Network Switching	3		
Radio Console Touchscreen Monitor	4		
Radio Console Monitor	3		
Radio Console Keyboard	1		
Radio Console Mouse.	1		
Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems	3		
Touchscreen Monitor	4		
Monitor	3		
Keyboard	1		
Mouse	1		
Microphones	3		

Speakers	3		
Headset jacks	1		
Footswitches	1		
Console audio box (CAB).	4		
Time synchronization devices (e.g. Spectracom Net Clock)	5		
Facility Uninterrupted Power Supply (UPS) for 911 only related equipment (excluding batteries)	15		
Emergency Power Generator that serves the 911 center	20		
Eligible dispatch equipment	5		
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles	5		
Fax Modem (for rip & run)	3		
Printers (CAD, CDR, Reports, etc)	3		
Radio Console Ethernet Switch	5		
Radio Console Access Router	4		
Back Up Storage Equipment for 911 Data Base Systems	5		
Mobile Message Switch	5		
Paging Interface with Computer Aided Dispatch (CAD) system	3		
Alpha / Numeric Pager Tone Generator	3		
Radio Console (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation)	5		
Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System	5		
Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center	4		

Technology Budget

This section provides a high level technology budget. An example is provided here (costs are not necessarily representative):

<i>Item</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>	<i>Notes</i>
Infrastructure and support	\$12,000	\$12,000	\$12,000	Four people / workstations x TCO cost of \$250/month per workstation.
Web site – baseline	\$5,000	\$5,000	\$5,000	Hosting and freelance webmaster
Web site - upgrades	\$2,000	\$0	\$0	New e-newsletter system
Strategic project – new CRM	\$0	\$12,000	\$2,000	Implementation in 2012 and training in 2013
Cyber Security	18,000	0	22,000	Implantation with 2 year contract
<i>Total</i>	<i>\$19,000</i>	<i>\$29,000</i>	<i>\$19,000</i>	

Action Plan

This section provides a high level list of all of the tasks required to implement your technology plan.

% Eligible Expense	Task	Due by
	<i>Research CRM options</i>	<i>Q2 - 2011</i>
	<i>Replace all computers and upgrade to Windows 7</i>	<i>Q4 - 2012</i>

Appendix A: Training and Support

This section describes the approach that will be taken to providing training and support within an organization. Issues and challenges to consider in this section include:

- *Providing ongoing training to deal with turnover of staff and volunteers.*
- *Defining baseline technology skill sets and a method for ensuring that relevant staff and volunteers have these skills.*
- *Creating a process for writing technology training objectives into staff members' personal development plans or other annual planning/evaluation processes.*
- *Accommodating different learning styles by offering access to different kinds of training – mentoring, mini-classes, formal classroom training, self-paced online training. Most kinds of training can be found from outside training providers, which keeps costs low and quality high.*
- *Promoting just in time learning by keeping a collection of up to date reference books and offering staff and volunteers a collection of technical support bookmarks that provide useful reference material.*