



	<p><b>North Carolina 911 Board Technology Committee Meeting Thursday, July 14, 2022 10:00 am-12:00 pm</b></p>
<p><b>Meeting Conducted by Use of Simultaneous Communication</b></p>	

<u>Topic</u>	<u>Presenter</u>
1. Welcome	Jeff Shipp
2. Roll Call	David Newberry
3. Ethics Awareness/Conflict of Interest Statement	Jeff Shipp
4. Opening Remarks	Jeff Shipp/Pokey Harris
5. Approval of March 10, 2022 Minutes	Jeff Ship/David Newberry
6. Military DISA Installations Engagement	Kevin Brown
7. ESINet/GIS Implementation Update	Tom Rogers
a. Implementation Update	
b. GIS project Update	
c. Data Analytics Update	
d. SIP Admin Update	
e. Cloud based CAD-to-CAD	Tom Rogers/Pokey Harris
f. NMAC update	Greg Dotson
8. AT&T/Intrado Issue Update	Josh Briggs
9. Closing Remarks	Jeff Shipp/Pokey Harris
10. Adjourn	Jeff Ship

Next Meeting: August 11, 2022



**North Carolina 911 Board  
Technology Committee Meeting  
MINUTES**

**Thursday, June 9, 2022  
10:00 AM - 12:00 PM**

**Meeting Conducted by Use of Simultaneous Communication**

**Attendance**

Phone/Teams   In-Person   Absent

<b>Members</b>			
Rachel Bello			NP
Randy Cress			
Bo Ferguson			NP
Red Grasso			NP
Greg Hauser			NP
Lee Kerlin			
Glenn Knox	P		
John Moore	P		
Jude O'Sullivan	P		
Jeff Shipp	P		
Earl Struble	P		
<b>Staff</b>			
Rick Blumer			NP
Stephanie Conner			NP
Greg Dotson	P		
Kristen Falco	P		
Bernard Gardner			NP
Tina Gardner			
Pokey Harris	P		
Jesus Lopez	P		
David Newberry	P		
Amanda Reeder	P		
Tom Rogers	P		
Marsha Tapler	P		
Sarah Templeton	P		
Angie Turbeville	P		
Evan Warner			NP
<b>Guests</b>			
Josh Briggs – AT&T			

Justine Buxton – Randolph County			
Johnathan Bell – Randolph County			
Lynn Slycord – Kings Mountain PD			
Buck Mims – National Public Safety Group NC			

1. **Chair’s Welcome & Goals for Today’s Meeting** – Meeting was called to order at 10:00 AM by Chairman Jeff Shipp
2. **Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
3. **Ethics Awareness/Conflict of Interest Statement** – Chairman Shipp read the Ethics Awareness/Conflict of Interest Statement. No Board or Committee members recused.
4. **Executive Director Opening Remarks** – Pokey Harris delivered opening remarks. She thanked the Technology Committee members for their work and advised they have been instrumental in the ESInet migration projects. She noted that 124 PSAPs have been migrated. She stated looking forward there are several projects to address including cybersecurity remediation, SIP admin lines, and the CAD-to-CAD project.
5. **February 2022 Meeting Minutes Approval** – Motion to approve minutes made by Randy Cress. Seconded by Glen Knox. Roll call vote was conducted by David Newberry and the motion carried unanimously.

**Minutes Vote**

Rachel Bello	NP
Randy Cress	Y
Bo Ferguson	NP
Red Grasso	NP
Greg Hauser	NP
Lee Kerlin	Y
Glenn Knox	Y
John Moore	Y
Jude O’Sullivan	Y
Jeff Shipp	Y
Earl Struble	Y

- 6. ESInet Update** – Tom Rogers provided the ESInet update. He noted that Currituck, Charlotte PD, Fire, and Medic were migrated. He advised he attended the Currituck migration with Greg Dotson and attended the Charlotte PD migration with David Newberry. Tom recognized the entire Charlotte project team for the successful migration and noted it was a complex project with many stakeholders involved. Tom advised there are three remaining migrations (Anson, Northampton, and Wilkes Co). Mr. Shipp asked if there were any ESInet-only to hosted pivots. Josh Briggs advised there are several active projects and more to be added. Mr. Rogers advised Seymour-Johnson AFB is speaking directly with AT&T, preparing to execute a mutli year contract for ESInet connectivity. Mr. Rogers noted that staff and an ad-hoc is looking at cybersecurity remediation. He noted that specific vulnerabilities could not be discussed on an open call.
- 7. GIS Update** – Mr. Rogers provided the GIS update. He stated that PSAPs have been given a deadline of June 30 to be ready with data at 98%+ and no critical errors. Mr. Shipp asked how often PSAPs should upload their data. Mr. Rogers stated monthly is preferable.
- 8. Data Analytics Update** – Mr. Rogers provided the data analytics update. He noted that the project timeline is being finalized and user training would begin soon.
- 9. SIP Admin Line Update** – Mr. Rogers noted the SIP Admin project has been rebooted. Perquimans and Union will be finished, then Carteret, Durham, and Richmond will be added to the pilot. Ms. Harris said staff was reviewing with NC DIT and looking at a price structure. SIP admin lines are not a 1-to-1 match with legacy offering. Pricing model could be concurrent call paths. She noted the purpose of the pilot is to work through details and address concerns.
- 10. NMAC Update** – Greg Dotson provided the NMAC update. He stated a new Tier 2 would be starting July 5. He stated a meeting is scheduled with DIT facility management to discuss requirements of moving the NMAC and other staff position work spaces to the old printer room at the DIT data center.
- 11. AT&T Update** – Josh Briggs provided the AT&T update. He noted an Intrado Tier 3 technician is still on site in Raleigh. He advised a project is in progress to move the Viper system to a single 6 node architecture. He advised the team is waiting on hardware at the host. He stated the team is still waiting on hardware ordered in September 2021 to turn up Vesta 3. This impacts projects pivoting from ESInet-only to hosted ESInet. Mr. Briggs advised multiple OSP migration projects have either been kicked off or have been ordered including Verizon Wireless, ATTMO, Wilkes Telephone, ATMC, Intelliquent, Frontier, RTMC, Century Link, Surry Telephone, and Carolina West. He stated negotiations are continuing with Windstream. He noted this portion of the ESInet project is ahead

of schedule. Ms. Reeder reported that there is a communications service provider that has questioned whether the Board designated the points of interconnection (POIs) for the ESInet, as required by G.S. 143B-1406(e1)(2). The response that the Board has offered to that communications service provider, through the Chair, is that the Board designated the POIs when it entered into a contract in June 2017 with AT&T and charged that company with creating and implementing the ESInet. However, to further address this concern, there will be an item on the Board's June agenda to ratify the POIs established by AT&T.

**12. Closing Remarks** – Ms. Harris provided closing remarks and again thanked the committee and noted the importance of maximizing the ESInet and continuity planning. Mr. Shipp asked for some highlights of “NG911 2.0” and what would come in the future. Ms. Harris noted that CAD-to-CAD, continuity, and data sharing opportunities would come next and would be broad. Ms. Harris also noted the National 911 office commissioned a nationwide study about standards for data sharing. Mr. Briggs noted that NC Emergency Management is planning to connect to the ESInet.

**13. Adjourned** – Mr. Shipp adjourned the meeting at 10:58.

**DRAFT**



## **Roll Call (David Newberry)**

## **Ethics Awareness/Conflict of Interest Statement (Jeff Shipp)**

In accordance with G.S. 138A-15, it is the duty of every subcommittee 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 subcommittee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

## **Opening Remarks (Jeff Shipp/Pokey Harris)**

## **Military DISA Installations Engagement (Kevin Brown)**

## **Approval of Minutes (Jeff Shipp/David Newberry)**

## **ESInet Update (Tom Rogers)**

Due to project delays, network build, and vendor issues dates for project completion are now expected to extend until third quarter 2022. As of June 27, 2022 we have 124 PSAPs migrated to ESInet.

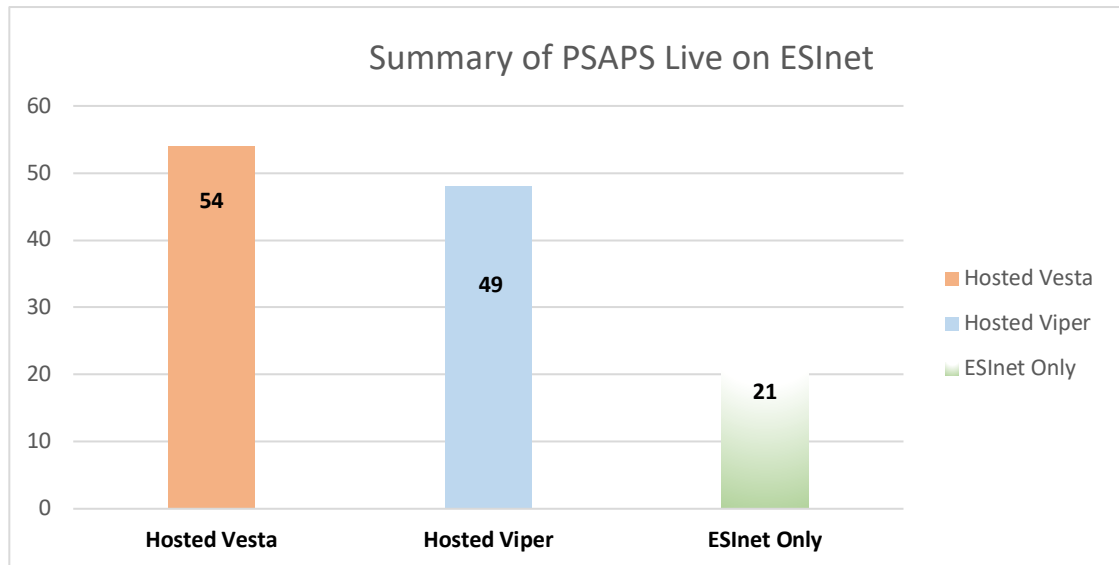
The remaining three (3) PSAPs: Anson, Northampton, and Wilkes are expected by Q3, 2022. A 100% migration attainment should be achieved with the final three. Anson County is at risk for delay due to the selective router not being able to accept SS7 connection from ESInet. Wilkes recently received dates from Motorola / cutover scheduled for August 30, and Northampton has been delayed by fiber construction.

### ***Next Up Migrations:***

Anson County (?)	Wilkes County (August 30)	Northampton County (Q3)
---------------------	------------------------------	----------------------------



## Current Status of PSAP Deployments by Service Type



*\*Hosted Viper #49 is Macon Count*

### [NC NG911 Deployment Map](#)

Of note: there are no green counties!

#### Additional project notes:

- Military Sites Update –
  - Seymour Johnson AFB is securing a multi-year contract with AT&T to onboard ESInet – First in Country to Nationwide AT&T ESInet
  - NCEM – 24hr Watch to onboard ESInet – Contract stage now
- Cybersecurity Remediation
  - Ad hoc committee discussing remediation opportunities and planning to launch a remediation project in October – more information/details to come.



## GIS Update (Tom Rogers)

### [NC Next Generation 911 GIS Services Webpage](#)

- 3 jurisdictions remain to reach 100% i3 readiness (as of 6/27/2022).
  - Cleveland County and Kings Mountain – not scheduled (270 critical errors/97.71)
  - Lincoln County – not scheduled (162 critical errors/97.53%)
  - Onslow County – Q3 migration (0 critical errors/94.9%)
- NCCGIA and GeoComm are continually working with jurisdictions. All jurisdictions remain engaged.
- RFAI PSAPs: 24    i3 PSAPs: 100
- Statistics
  - Total Population served by NG 911: 10,477,959 (99%).
  - Total land mass covered by NG911: 7,328.7 sq. mi. (96%).

In support of the governance policy, the link below will be used to monitor compliance for making timely updates to the data set. NCCGIA published the link in April.

### [NC NextGen911 Days Since Last Upload Dashboard \(arcgis.com\)](#)

- PSAP & GIS Managers are now receiving automated notification emails to alert them of map status

## Data Analytics Update (Tom Rogers)

- Training taking place from mid-July through September. 2 sessions per week and upon completion access to online academy. Implementation expected in October. ECATS to remain available through 2022.

## SIP Admin Lines Update (Tom Rogers/Pokey Harris)

- Pilot project has been revived.
- Perquimans County and Union County scheduled to complete setups in July





## **Cloud Based CAD-to-CAD (Tom Rogers/Pokey Harris)**

- Motion to approve the staff recommendation of 50% for the CAD-to-CAD cloud-based subscription service such as the Unify hub provided PSAPs can provide formal agreement to receive and dispatch 911 calls (ILAs, SOGs, SOPs) between primary PSAPs and to include secondary PSAPs. The motion also provides that for those PSAPs with formal agreements in place for approval of 100% of the eligible costs of the CAD-to-CAD cloud-based subscription service if the vendor can provide an invoice showing eligible and ineligible costs clearly notated.

## **NMAC (Greg Dotson)**

- Staffing update
  - Tier 1 technician positions (2 state positions) created and working through HR process to fill positions now
  - Tier 2 positions filled and Tyree Grant started July 6th
- Ticket Report

## **AT&T/Intrado Issue Update (Josh Briggs)**

## **Closing Remarks (Jeff Shipp/Pokey Harris)**

## **Adjourn (Jeff Shipp)**

**Next Meeting: August 11, 2022**