



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

**February 9, 2023
10:00 AM - 12:00 PM**

Meeting Conducted by Use of Simultaneous Communication

Attendance

	Phone/Teams	In-Person	Absent
Members			
Rachel Bello	P		
Randy Cress			NP
Bo Ferguson	P		
Red Grasso	P left at 10:58		
Greg Hauser	P left at 11:06		
Lee Kerlin			NP
Glenn Knox			NP
Jeff Ledford	P		
John Moore	P		
Kyle Randleman	P		
Earl Struble	P		
Staff			
Stephanie Conner	P		
Greg Dotson	P		
Kristen Falco	P		
Tina Gardner	P		
Pokey Harris	P		
David Newberry	P		
Amanda Reeder	P		
Tom Rogers	P		
Marsha Tapler	P		
Sarah Templeton	P		
Angie Turbeville	P		
Tyree Grant	P		
Guests			
Michael Catagnus - Edgecombe County			
Doug Workman – Cary PD			
Steven Ingram – Cary PD			
Josh Benfield – Caswell County			
Lynn Slycord – Kings Mountain PD			

Chad Deese – Robeson County			
Crystal Batton – Robeson County			
Van Williams – Apex Systems			
Justin Combs – Alexander County			

- 1. Chair’s Welcome & Goals for Today’s Meeting** – Meeting was called to order at 10:01 AM by Chairman Bo Ferguson. He welcomed Committee members, staff, and guests. He said he appreciated the opportunity to serve as Chair of the Technology Committee and was grateful for the technical expertise on the Committee. He welcomed Jeff Ledford and Kyle Randleman to the committee.
- 2. Roll Call** – David Newberry called the roll. All attendees were present by phone or Teams only.
- 3. Ethics Awareness/Conflict of Interest Statement** – Chairman Ferguson read the Ethics Awareness/Conflict of Interest Statement. No Committee members recused.
- 4. Executive Director Opening Remarks** – Pokey Harris thanked Chairman Ferguson for accepting the role as Committee Chair. She noted that one PSAP remains for migration and Next Gen 911 in North Carolina continues to progress. She stated the SIP admin proof of concept will be delivered to the Technology Committee at its April meeting. She also noted that discussion is underway to determine the feasibility of utilizing FirstNet for diversity in areas where other carrier options have been less successful. She noted that cybersecurity efforts are underway and requested input from PSAPs.
- 5. November 2022 Meeting Minutes Approval** – Motion to approve minutes made by Red Grasso and seconded by Rachel Bello. Roll call vote was conducted by David Newberry and the motion carried unanimously.

Minutes Vote

Rachel Bello	Y
Randy Cress	NP
Bo Ferguson	Y
Red Grasso	Y
Greg Hauser	NP for vote
Lee Kerlin	NP
Glenn Knox	NP
Jeff Ledford	Y
John Moore	Y
Kyle Randleman	Y

- 6. Cybersecurity Ad Hoc** – Ms. Harris gave the update. She stated in the FY 2023 budget money was allocated for cybersecurity initiatives. She noted that a multi-factor authentication survey was sent to the PSAPs for cost recovery. She also noted training was another focus area. She stated a cybersecurity tabletop exercise will be held in each region in partnership with NC Emergency Management and CISA. She said CISA will handle the planning and will deliver an after-action report (AAR). The 911 Board will reimburse lodging, travel, and meals for participants. She said information will be sent out after the February regional PSAP meetings, but a hold the date has already been sent. Ms. Harris said other states have done a statewide cybersecurity tabletop, but North Carolina is the first to include PSAPs. She also noted three (3) PSAPs will share their experiences from a cybersecurity incident.
- 7. ESInet Update** – Mr. Rogers provided the ESInet update. He advised Anson County is the only remaining PSAP to migrate and no migration date is available. The originating service provider (OSP) is the cause of the delay. Mr. Rogers stated a Viper host merge project is underway to consolidate three (3) hosts into two (2) hosts. The first PSAP to be migrated to the new platform will be Cabarrus who is coming from ESInet-only to hosted. Ms. Harris said this has always been the plan for equipment replacement. A schedule to onboard the remaining PSAPs to the new platform will be created. Rutherford County migrated to hosted Vesta and ten (10) PSAPs are in the queue to move from ESInet-only to a hosted solution. Eight (8) PSAPs will use Vesta and two (2) will use Viper. Mr. Rogers said the NC Emergency Management 24-Hour Watch is scheduled to migrate to the ESInet in April.
- 8. GIS Update** – Mr. Rogers provided a GIS update. He stated staff has been working closely with PSAPs to get uploads completed on a consistent basis. He stated PSAPs receive an email if the data is more than 30 days old and a website dashboard is live for PSAPs to see their current status.
- 9. Data Analytics Update** – Mr. Rogers provided the data analytics update. He noted that weekly meetings are held with AT&T and RapidDeploy. A custom report was requested by one PSAP and the call counts for abandoned calls for Viper sites issue is being addressed by the RapidDeploy team. The projected resolution is end of first quarter 2023. He said the RapidDeploy Academy remains available to all PSAPs as an online training option.
- 10. SIP Admin Pilot** – Mr. Rogers stated Carteret County migrated to SIP admin February 6th and Durham is scheduled to migrate on February 16th, both as part of the SIP admin pilot. He said currently the demarcation point for legacy admin lines is at the PSAP and with the SIP offering the demarcation will be at the

Viper or Vest host. He said the FCC has put out notice that copper services need to be phased out. Ms. Harris said the 911 Board allows up to \$75 per position per month (excluding long distance charges, which are allowed separately) to be claimed for approved seats. She said the purpose is to allow a telecommunicator to call back a 911 caller if contact is lost. She stated for the SIP admin phone service the Board will be billed directly for approved seats. Ms. Harris clarified that admin calls would not traverse the 911 call path. She said 42 PSAPs have signed up as interested and reiterated that the project would be presented to the Technology Committee in April 2023 for approval.

11. NMAC Update – Greg Dotson provided the NMAC update. He stated three (3) additional NMAC positions will be added in July and three (3) current contractors will move to State employee status.

12. Other – John Moore asked if there have been cost savings with implementation of the ESInet. Ms. Harris stated there have been some costs savings, but carriers have developed different billing philosophies to recapture costs. It is expected that when all selective routers are decommissioned the largest cost savings will be seen.

13. Adjourned – Mr. Ferguson adjourned the meeting at 11:25 AM.

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