



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

**Thursday, November 12, 2020
10:00-12:00**

Meeting Conducted by Use of Simultaneous Communication

	Phone	In-Person	Absent
Members			
Rachel Bello			x
Randy Cress	x		
Bo Ferguson			x
Red Grasso	x		
Greg Hauser			x
Glenn Knox	x		
John Moore	x		
Jude O'Sullivan	x		
Jeff Shipp	x		
Earl Struble	x		
Staff			
Richard Bradford	x		
Rick Blumer			x
Chris Carlin			x
Stephanie Conner	x		
James Covington			x
Kristen Falco	x		
Tina Gardner	x		
Saman Gharib			x
Pokey Harris	x		
Jesus Lopez	x		
Gerry Means	x		
Stanley Meeks	x		
David Newberry	x		
Marsha Tapler	x		
Sarah Templeton	x		
Angie Turbeville	x		
Guests			

Candy Miller – Iredell County			
Kyle Thaggard – High Point			

- Chair’s Welcome & Goals for Today’s Meeting** – Jeff Shipp called the meeting to order at 10:00 AM and welcomed the attendees.
- Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
- Executive Director Opening Remarks** – Pokey Harris introduced Sarah Templeton as the new Financial Review Specialist. She advised the annual visioning meeting with AT&T will take place afternoon of 11/12/20. Ms. Harris stated the ESInet road shows began three years ago and Durham migrated two years ago. Ms. Harris stated that North Carolina remains and innovator for 911.
- October 8, 2020 Meeting Minutes Approval** – Motion by Red Grasso and seconded by Glen Knox. Minutes vote was unanimous.

Minutes Vote

	YES	NO	Absent
Rachel Bello			X
Randy Cress	X		
Bo Ferguson			X
Red Grasso	X		
Greg Hauser			X
Glenn Knox	X		
John Moore	X		
Jude O’Sullivan	X		
Jeff Shipp	X		
Earl Struble	X		

- ESInet/GIS Implementation Update** -- Gerry Means provided NG911 project status updates. He advised a break in migrations was taken. This was due to a PSAP member that tested COVID-19 positive and was in direct contact with AT&T and Motorola technicians. Mr. Means stated that delays due to COVID may push project to end of 2021. Mr. Means advised contact has been made with all military bases. Chairman Shipp asked about the State Highway Patrol status. Mr. Means advised planning is done and orders for equipment has been placed. Estimated migration for SHP is late spring or early summer.

6. **GIS Update** – Mr. Means advised every county is engaged in the GIS effort. Mr. Means advised there has been excellent support from NCCGIA. Mr. Means said the approach of using a managed service for GIS data has been very successful. Ms. Harris advised more discussion will be had as to future role of NCCGIA.
7. **NMAC**– Mr. Means reported ticket volume justifies additional NMAC staff. Mr. Means advised additional process changes are being made to CRM.
8. **Cyber Security** – Mr. Means advised he is pleased with the response to COVID-19 protocols. PSAPs are provided with agreements to sign for onsite assessment. Personal protective equipment is being worn by assessors. Mr. Means stated the contract with End to End Computing ends March 2021. He is working with Richard Bradford on extension and has been advised by End to End there is no cost impact.
9. **SIP Admin Line** – Mr. Means advised the infrastructure is due by the end of year. He advised AT&T is working on a process for porting numbers and target is early February to begin porting. He advised the 725T contract has been renegotiated which is now lower cost for concurrent calls and is a multi-year contract.
10. **Continuity Planning** – Continuity planning meetings will be held on December. Mr. Means advised an ESInet summary document has been created that includes definitions. Ms. Harris advised discussion will include alternative radio solutions and encouraging PSAPs to partner with other PSAPs. Ms. Harris stated that North Carolina was 1 of 9 states impacted by the 800-number outage that impacted connections to language line/interpretive services.

11. **Technology Committee Goals** –

- Continuity Planning – Enhanced PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform. Define basic elements of continuity planning. PSAPs should have defined rules for abandonment and alternate routing. Continued workshops and outreach for continuity planning with PSAPs
- Cyber security – Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review.
- ESInet – Commit to 60 PSAP migrations to the ESInet. Goal is to map a potential conversion plan to meet or exceed the migration goal.
- GIS – Exploration of ongoing ALI database maintenance via automated applications.
- Hosted CAD – Assemble workgroup or ad hoc to being analysis/exploration of a hosted CAD offering to PSAPs, establishing realistic goals and timeline for the first year of this effort. Perform SWOT analysis.

12. Technology Committee Goals Vote – Goals vote motion by Randy Cress and seconded by Red Grasso. Vote to accept goals was unanimous.

	YES	NO	ABSENT
Rachel Bello			X
Randy Cress	x		
Bo Ferguson			X
Red Grasso	x		
Greg Hauser			X
Glenn Knox	x		
John Moore			X
Jude O’Sullivan	x		
Jeff Shipp	x		
Earl Struble	x		

13. Adjourn – 12:07 PM

Approved 01/14/2021