

North Carolina 911 Board Meeting
MINUTES
Friday, October 22, 2021
NC DIT – 3700 Wake Forest Road – Emerald Conference Room
And
Via Simultaneous Communication
Microsoft Teams Meeting
10:00 AM – 12:00 PM



North Carolina 911 Board Meeting Roll Call
Friday, October 22, 2021
10:00 AM - 12:00 PM
In person and Via Simultaneous Communication with Microsoft Teams Meeting



NC 911 Board Members	In Person	VIA MS Teams	Not Present
David Bone, County Manger, Davie County (NCACC)	X		
Tommy Cole, Fire Chief, City of Graham (NCSFA)		X	
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	X		
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)		X	
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)		X	
Greg Foster, Director of Communications, Alexander County (NC Assn. of Rescue EMS)			EXCUSED
Chuck Greene, Director of Government Affairs, AT&T (LEC)	X		
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)		X	
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)			EXCUSED
Lee Kerlin, RF Engineer, TMobile Sprint (CMRS)		X	
John Moore, Regional Mgr, Government and Education Sales, Spectrum Comm (VoIP)		X	
Melanie Neal, Director, Guilford-Metro 911 (APCO)	X		
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)		X	
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	X		
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)			EXCUSED
Secretary Jim Weaver, 911 Board Chair (NC DIT)	X		
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)	X		
NC 911 Board Staff			
Amy Berenson, Administrative and Logistics Coordinator	X		
Rick Blumer, NMAC Technician		X	NMAC
Richard Bradford, Legal Counsel	X		
Chris Carlin, NMAC Technician			NMAC
Stephanie Conner, Western Regional Coordinator	X		
Iesha Duff, NMAC Technician			NMAC
Kristen Falco, Financial Review Specialist	X		
Bernard Gardner, NMAC Technician			NMAC
Tina Gardner, North Central Regional Coordinator		X	EXCUSED
Pokey Harris, Executive Director	X		
Jesus Lopez, (NC DIT) NC 911 Board PM	X		
Gerry Means, Network Engineer/NG 911 Project Manager	X		
Stanley Meeks, NMAC Manager	X		
David Newberry, South Central Regional Coordinator	X		
Tom Rogers, Network Engineer/NG 911 Project Manager	X		
Marsha Tapler, Financial Analyst			EXCUSED
Sarah Templeton, Financial Review Specialist	X		
Angie Turbeville, Eastern Regional Coordinator			EXCUSED
Troy Whitfield, NMAC Technician			

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North Carolina 911 Board Meeting Roll Call
Friday, October 22, 2021
10:00 AM - 12:00 PM
Via Simultaneous Communication with Microsoft Teams Meeting



Guests	In Person	Via MS Teams	Organization
Ron Adams	X		Southern Software
Drew Allvine		X	AT&T
Randy Beeman		X	City of Durham
Josh Briggs		X	AT&T
Bill Gibbs		X	Lincoln County
Red Grasso		X	NCDIT
Del Hall		X	NC NENA/Stokes Ret.
Stephanie Isbell		X	Charlotte Mecklenburg PD
Tim Johnson	X		NC CGIA
Glenn Knox		X	NCDIT
Matt McLamb	X		NC CGIA
Candy Miller		X	Iredell County
Dominick Nutter		X	Raleigh-Wake
Ronald Rombs Jr.		X	Charlotte Mecklenburg PD
Lynn Slycord		X	Kings Mountain PD
Suzanne Walker		X	Raleigh-Wake
PHONE NUMBERS			
404-441-1358 - Did Not Identify		X	Did Not Identify

Call to Order - Chairman Weaver called the meeting to order at 10:03 AM and asked Ms. Harris to proceed with an introduction. Ms. Harris welcomed Lee Kerlin from T-Mobile/Sprint who has been named to fill the vacant CMRS seat on the Board. Ms. Harris indicated Mr. Kerlin will be sworn in during the December meeting.

Roll Call - Ms. Berenson called the roll of Board and staff members. Ms. Conner proceeded to call the roll of guest attendees. Ms. Harris noted Tina Gardner and Marsha Tapler were absent from today's meeting.

1. Chair's Opening Remarks - Chairman Weaver made brief remarks, observing this was Richard Bradford's last Board meeting and there would be time prior to the close of the meeting for some reflection and comments recognizing Mr. Bradford and Mr. Means. Chairman Weaver thanked Mr. Bradford for all of his contributions to the NC 911 Board noting he will be greatly missed.

2. Ethics Awareness/Conflict of Interest Statement - Chairman Weaver read the Ethics Awareness/Conflict of Interest statement. Ms. Wright recused herself from item 10a.

3. Public Comment - Chairman Weaver read the invitation for public comment. No public comment was made.

4. Consent Agenda (Roll Call Vote Required) - Chairman Weaver asked Ms. Harris to proceed with the consent agenda. Ms. Harris noted Ms. Templeton would be the technical facilitator for today's meeting.

- a) Minutes of Previous Board Meeting - September 24, 2021
- b) NG 911 Reserve Fund

September 2021 Account Balance	\$ 83,632,102
September 2021 Disbursement	\$ 4,002,280
- c) CMRS Account

September 2021 Account Balance	\$ 3,109,145
September 2021 Disbursement	\$ 61,555

d) PSAP Account	
September 2021 Account Balance	\$ 2,656,948
September 2021 Disbursement	\$ 3,545,823
e) PSAP Grant/Statewide Projects Account	
September 2021 Account Balance	\$ 48,861,483
Grant Funds Committed	\$ 26,793,292
f) Grant Project Updates per Reports	

Ms. Wright made a motion to approve the consent agenda as presented. Ms. Neal seconded the motion. Ms. Berenson conducted the roll call vote. All attending Board members voted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

5. Executive Director Report

- a) 911 Board Appointment Status - As previously noted, Mr. Lee Kerlin is in attendance and this appointment concludes this item for the Board which will be removed from future agendas.
- b) NextGen 911 Migration Status - Live Status Map - Ms. Harris congratulated the following on their recent migrations:
 - Robeson County 911 (09/21/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1101 Hours EDT. PSAP #104/physical location #160 (including backups).
 - Brunswick County 911 (09/28/2021) - Migrated as i3. First live call at 0944 Hours EDT. PSAP #105/physical location #161 (including backups).
 - Watauga County 911 (09/29/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1107 Hours EDT. PSAP #106/physical location #162 (including backups).
 - Pamlico County 911 (09/29/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1128 Hours EDT. PSAP #107/physical location #163 (including backups).
 - Beech Mountain 911 (09/30/2021) - Migrated as i3. Vesta hosted call handling equipment. PSAP #108/physical location #164 (including backups).
 - Boone PD 911 (09/30/2021) - Migrated as i3. Vesta hosted call handling equipment. PSAP #109/physical location #165 (including backups).
 - Pender County 911(10/06/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1242 Hours EDT. PSAP #110/physical location #167 (including backups).

Ms. Harris was happy to report there are 111 completed migrations which represent 168 physical locations including the backup facilities. There are 45 on the Viper hosted platform and 49 hosted on the Vesta platform, with 16 ESInet only. Ms. Harris reported if schedules remain unchanged, all but one migration will be complete by the end of the first quarter of 2022. Unfortunately, due to supply chain issues the last migration needs to be postponed. Mr. Means noted the tentative date for the final migration will be in March 2022.

- c) NextGen 911 GIS Status - All jurisdictions are engaged in the submission of their statewide GIS data. Work continues with approximately 10 jurisdictions to revise and finalize data.
- d) 988 Planning Coalition - Ms. Harris, Mr. Bradford, and Ms. Turbeville continue participating in the Coalition for the National Suicide Prevention Lifeline. The Coalition has been awarded a \$100,000 grant and are exploring efforts to establish the National Suicide Prevention Lifeline for those who are in need and seeking assistance. The initiative includes text to 988 capabilities. Ms. Harris reported these meetings will conclude at the end of the year.
- e) Staffing Update - Ms. Harris introduced Mr. Tom Rogers, who has officially joined the team and is shadowing Mr. Means until his departure in December. Mr. Rogers thanked Ms. Harris for the opportunity to work with the Board and be a part of the organization. He was pleased to have been a part of Brunswick County's ESInet migration before his tenure with the Brunswick Sheriff's Office ended. His work with Mr. Means continues and will be instrumental as he assumes the duties of the NC911 Network Manager and Project Manager in December. Ms. Harris added Mr. Rogers had a busy few weeks with many meetings and training sessions as he navigates his new responsibilities. As previously reported, Ms. Harris noted Mr. Bradford will be retiring November 1. Interviews for his position were held the week of October 11. Ms. Harris and Mr. Bone

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participated on the interview panel. Ms. Harris is hopeful the process will conclude shortly, and new legal counsel will be introduced during the December Board meeting. Ms. Harris announced Stanley Meeks has accepted a position with the State of Texas working in IT procurement and contracts, and he has tendered his resignation to the Board. He will be departing October 25. Ms. Harris, Mr. Means and Mr. Rogers have commenced the recruitment process and are working with Human Resources to fill this vacancy.

- f) State 911 Plan Update - Ms. Harris announced the State 911 Plan will be presented for Board approval during the December Work Session/Board Meeting. There have been three successful Study Group meetings to date facilitated by Barry Ritter and Laura Barton of Ritter Strategic Services. Staff, Board, and Committee members had an opportunity to provide input into this quickly moving process.
- g) Legislative Update - Mr. Bradford reported there has been no legislative action since the last Board meeting which directly impacts the Board. HB 404 is pending and is presently with the Conference Committee.

Mr. Bradford proceeded to give an update on his work with the FCC Strikeforce. He said his work there was enjoyable and informative and the issues which were discussed by the Committee reflected discussions held by the NC 911 Board and Committees as it relates to NextGen 911. Though the conversations were similar, implementation across the country was widely diverse. The purpose of the Strikeforce was to study how the Federal Government can most expeditiously end diversion of 911 fees. Mr. Bradford's recommendation is to utilize the Strikeforce report for future legislative planning and discussion. This document will also serve to direct the work of the NC 911 Board and its Committees.

There were three workgroups associated with the Strikeforce. The first workgroup was charged with determining whether current laws were effective, they said, "No". Workgroup two was assigned the question of whether criminal penalties would further prevent 911 fee diversion. The group said, "Yes". Workgroup three was assigned with identifying the impact of 911 fee diversion and underfunding. There were a few recommendations from all the workgroups and one of those was to require audits and reporting at the state level. The second recommendation was to authorize the FCC to take direct action in 911 fee diversion. The third recommendation was to further develop data collection and annual reporting. Mr. Bradford chaired Workgroup two, that contributed several recommendations on data collection. Their focus was on whether criminal penalties would further prevent 911 fee diversion. The model they favored was a discipline model where there would be a fine, and an escalation of fines leading up to a percentage of the fees diverted. If these escalating penalties were unsuccessful, the committee suggested having a means to issue only temporary licenses or suspend licenses if taken together with a remediation plan. This, however, would be highly problematic for the offending jurisdictions as it would involve changes within their legislature. The hope is that changes will be made, and some states will continue to modify their laws and behavior like West Virginia who made legislative alterations after an auditor's report in 2018 and ceased to be a fee diverting state in 2020.

Mr. Bradford recommends studying what the FCC has identified as acceptable and unacceptable, which is well suited for the committee structure of this Board, and he expects this will carry forward in various ways over the next two years. In addition, Mr. Bradford noted the FCC's rules provide a method for "safe harbor". The "safe harbor" is a means by which a state (not local governments) can petition the FCC for a determination for expenses within the intent of the legislation and the FCC's rules. Mr. Bradford observed it will be important for his successor to track and monitor developments in this area to help in guiding the work of the 911 Board. Ms. Harris thanked Mr. Bradford for his service and time while participating on the FCC Strikeforce. For clarity, Mr. Bradford's summary document containing links to the full report and the presentation which was shared during the last public meeting of the Strikeforce is included in these minutes as Attachment A.

- h) NSGIC Geospatial Excellence Award - Ms. Harris announced North Carolina is receiving another award and introduced Tim Johnson, CGIA Director and Matt McLamb, CGIA Assistant Director, to present the NSGIC Geospatial Excellence Award. Mr. Johnson began his comments stating it was great to see everyone in person. The NSGIS Geospatial Excellence Awards celebrate 30 years of facilitating smart policy, partnership-building, innovation, and professional growth.

NSGIC was formed to provide a unified voice on geographic information and technology issues, advocate for states' interests and support its membership in statewide initiatives. The Geospatial Excellence Awards recognize geospatial initiatives which embody the NSGIC spirit. North Carolina was a charter member of this organization, which represents the entire nation. The 2021 NSGIC Annual Conference was held in Dallas, Texas in September. During the conference, Mr. Johnson received this award on behalf of the state of North Carolina and the NextGen 911 Team. Mr. Johnson submitted a nomination for this award as the NextGen 911 program was exemplary. The roll the 911 Board played with their support of this project was key in its success. Mr. Johnson said the word catalyst was prominently displayed on the award inspiring him to look this up in the dictionary and the word catalyst means precipitates action. This is what the NextGen 911 program accomplished, and the achievement of the completion of this program serves as an example for the entire nation. Mr. Johnson is pleased to present this award to Ms. Harris, Mr. Means, the team, and the NC 911 Board.

Ms. Harris expressed her appreciation, recognizing the collaboration of the 911 Board team and CGIA, and the role this alliance has played in the success of this program. She continued to say the awards received speak volumes about the collaborative efforts of the work and serve as a tangible reminder of what we have accomplished in North Carolina. Mr. Means added his thoughts about how pleased he is the team has gelled in the manner it has and created such a structure and process. He thanked Mr. Johnson for his foresight and encouragement which was a fundamental element in the culmination of this project.

Chairman Weaver stated Covid was a "chief innovation officer" as it allowed people to think, work, and collaborate differently and is impressed with the high-level of work of this team. Transitioning from one award to another, Chairman Weaver noted a successful National Association of State Chief Information Officers of the States conference was held in Seattle last week. A highlight of the conference for Secretary Weaver was the awards ceremony on Tuesday night where North Carolina was recognized as a national leader in NextGen 911 and presented with the Enterprise IT Management Initiatives State IT Recognition Award along with three other projects from North Carolina. These awards honor outstanding contributions to advance state technology policy through the promotion of best practices, adoption of new technologies and advancement in service delivery.

6. Executive Committee Report - Chairman Weaver introduced Ms. Wright to give the Executive Committee Report. Ms. Wright asked Ms. Harris if the PSAPs will have input into the State Plan before the final draft is prepared. Ms. Harris agreed the plan will be sent out to the PSAPs for their review before it is presented to the Board for approval. Ms. Wright reported the Executive Committee met on October 15 to discuss some Bylaw changes which will be presented to the Board once the new language crafted. Ms. Wright noted Mr. Bone attended the interviews held for Mr. Bradford's position to serve as the representative for the Executive Committee.

Mr. Cole departed the meeting at 10:54 AM.

7. Education Committee Report - Mr. Greene reported the Education Committee did not meet this month, however the committee is keeping busy with tracking the progress of the PSA. Mr. Greene introduced Ms. Conner to present in Ms. Tuberville's absence the updated statistics for this campaign. Ms. Conner reported Ms. Turbeville sent this information before she departed for vacation. Ms. Conner also updated the report, so this report will cover both sets of data. Ms. Turbeville ran a report from September 6 through October 14. During this time period, there were 3,942 airings on the Spectrum Reach dashboard with 47 networks and the top five networks were Lifetime network, Spectrum News, BET, Oprah Winfrey Network and MTV. Ms. Conner ran a report five days later from the Spectrum dashboard, showing 4,245 airings with 49 networks with the same top five networks. For the Board's website the Google Analytics Dashboard, from September 6 through October 14, there were 541 page views, 278 users and 222 sessions. One week later, there were 622 page views, 321 users and 278 sessions. Ms. Conner is optimistic the PSA is driving traffic to the website and garnering attention. Secretary Weaver asked if there was an increase in applicants due to the campaign. Ms. Conner responded this would be the next step with hopes the PSAPs will be able to report on specific numbers. However, the initial feedback indicates some increase in interest at some of the PSAPs and the hope is by the end of the campaign there will be

an increase in interest and applications. Ms. Wright reported the PSAPs are pushing this out as well, using the PSA on their personal and business social media pages. Mr. Greene indicated the goal, once the campaign is over, is to review the data with Spectrum and look at the website traffic to cross reference this with the numbers and airings as well as the networks it has been shown on during the times which there have been spikes. As this begins to roll out statewide, this data will be helpful in determining the networks to focus on during the statewide campaign. Ms. Harris commented on Ms. Wright's observation with the PSA was being used by others on social media, which was an unanticipated, but exciting outcome.

8. Funding Committee Report - Mr. Bone reported the Funding Committee has two action items for the Board's consideration.

- a) Currituck Communications FY 2022 Funding Reconsideration (Roll Call Vote Required) - Mr. Bone advised Currituck Communications has requested a funding reconsideration in the amount of \$436,255.14 for the purpose of radio console dispatch workstations, which has been an item regularly funded through the reconsideration process. The 911 Board staff has recommended the request and the Funding Committee voted unanimously to approve this reconsideration request and this comes before the Board as a motion from the Funding Committee. Ms. Berenson conducted the roll call vote. All Board members present voted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) General Report - Mr. Bone stated staff reviewed a number of other PSAP funding reconsiderations, however these were all withdrawn. Some withdrew due to the availability of fund balance in the PSAP while others planned to resubmit next year. Mr. Bone stated the Funding Committee had a productive conversation regarding 2022 goals and he appreciates everyone's efforts with this. The committee looks forward to presenting those to the Board during the December meeting. Mr. Bone stated he had nothing further to report.

9. Finance Team Report - Ms. Falco reported the finance team spent a good deal of time reviewing reconsiderations, most of which were withdrawn. The team has also been working on finishing up PSAP reports, reviewing many eligibility requests and attending multiple PAT meetings.

Ms. Templeton gave an update on the PSAP revenue expenditure report status. For FY2019, 127 reports were received, 110 have been finalized, six are in the clarification process, and 11 are awaiting the signed revised report. For FY2020, 127 reports were received, 76 are finalized, 35 are in the clarification process, and 16 are awaiting the signed revised report. For FY2021, 128 reports were received, three are finalized, 13 are in the clarification process, and one is awaiting the signed revised report and 111 are waiting to be reviewed. For FY2019, a few reports were outstanding due to discrepancies found upon comparing the Board report and the CAFR. The PSAPs are researching these inconsistencies and the Finance Team has given a deadline of November 1, 2021, to finalize FY2019 reports. If any expenditures in question remain on reports after November 1 they will be removed as ineligible expenditures.

Chairman Weaver inquired where the Finance Team was in terms of closing out 911 Board's last fiscal year. Ms. Harris responded Ms. Tapler is working on this and it is moving forward. Mr. Bone questioned whether there may be a slow-down of reconsideration requests from the PSAPs as they take up so much of the team's time. Ms. Falco responded from a staff perspective, the more education PSAPs have with budgeting and planning for large future expenditures, we may see a decrease in reconsiderations coming forward. Also, it will be important for the PSAPs to understand there is only one fiscal year to spend reconsideration monies. Ms. Falco believes the PAT concept is working to educate the PSAPs in these types of matters. Ms. Harris added these issues can be addressed with education and PAT meetings, though there are still some PSAP managers who need face to face meetings for these to be successful. Once the PATs are able to get back into the field, it will help PSAP managers in understanding the reconsideration process. Ms. Harris noted there were seven reconsideration requests although there have been upwards of 17 reconsideration requests in the past and submission numbers are decreasing because of focused education and an understanding of the process. Ms. Wright asked about the deadline of November 1, 2021, for FY2019, and Ms. Harris clarified the team has been working within the government structure and have been asking for this information for more than a year. The hard deadline of November 1 was provided to encourage prompt responses.

Ms. Harris notified the Board Chief Ledford had been in touch and with apologies for his absence, however he had been called away on an urgent police department matter.

10. Grant Committee Report - Mr. Shipp stated the Grant Committee was presenting one item for the Board today.

- a) **Chowan County Central Communications - Grant Award Amendment** (*Roll Call Vote Required*) - Chowan County Central Communications was previously approved for a grant award for the requested amount of \$154,037.85 for the Chowan Backup Radio Project. As noted at the previous Board meeting, all awards are contingent upon final review of the identified components for which grant funding eligibility shall be validated. Upon final review of non-eligible radio cost, the total recommended grant award for Chowan County Central Communications is \$136,781.62. This is brought forward as a motion to recommend the grant award be amended for Chowan County Central Communications for their Chowan Backup Radio Project to \$136,781.62 of overall grant request for non-eligible radio costs. A motion was made by Mr. Shipp to accept the recommended amendment. Mr. Bone seconded the motion. Ms. Berenson conducted the roll call vote. All Board members present voted, with Ms. Wright being recused from this item as noted. The motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) **Priority One Collaboration Grant** - Mr. Shipp is very enthusiastic for this newly created opportunity. Mr. Shipp asked Ms. Harris to close out the committee report. Ms. Harris reported staff has worked feverishly in the last few weeks to produce the grant application which was sent to the Grant Committee. Committee members responded with their feedback. November 1 was set as the release date for this grant in addition to a December 9 date for the Grant Workshop. Work is being done in collaboration with DIT Comms on the announcement, which will go out on the PSAP Listserv, and the Regional Coordinators are on deck to send this out to their respective PSAPs. Mr. Bradford noted one of the issues which is addressed in this grant is similar to past grants as it does include clawback provisions and things of that nature. Those in local government may be more familiar with this concept when applying for grants through the State Department of Commerce or some of the Federal grants. This is one of the substantive changes between the two forms which will become clear as this process evolves.
- c) **General Report** - Ms. Harris noted Perquimans County has recently responded to the grant award notification they will be declining their grant award. We will be scheduling a meeting to discuss priorities for the upcoming (regular) grant cycle.

11. Standards Committee Report - Ms. Wright indicated the Standards Committee met on October 7 and discussed the status of the Ad Hoc Committee work concerning classifying PSAPs. The Committee is looking for more members to serve on the Ad Hoc, so this ambitious project can be completed.

The Standards Committee also discussed goals and are planning to present these to the Board during the December meeting. Peer reviews were also a topic of discussion and how adjustments to this process can be implemented to incorporate 911 Board staff, so a funding consideration may be a subject for the Board to discuss in the future. Mr. Shipp asked if virtual reviews could be a substitute for on-site meetings. Ms. Wright responded they had attempted the virtual approach, and these were unsuccessful. Ms. Wright added discrepancies from prior reviews will also need to be researched to ensure they are corrected. Addressing this work will be a top priority for the upcoming year. Ms. Harris added discussions regarding staff augmentations to the peer review process have been held. In the interim, possibly a third-party vendor could be brought in to bring this program up to date. All energies are focused on this issue as peer reviews are a requirement for the Board. Ms. Harris will be meeting with Ms. Wright and Ms. Tapler to discuss budget and explore remedies for this situation. Mr. Bradford stated there is a peer review training piece in place to instruct potential reviewers to look at this from a Board point of view. Ms. Harris indicated Ms. Gardner and Ms. Conner will play a key role in this training. Mr. Greene asked if we do proceed with an alternate model, will the PSAPs have a problem as they will no longer be peer reviews. Ms. Wright responded and said she has been extremely vocal in encouraging engagement in the peer process to little avail. This lack of engagement is what is driving these discussions. Covid did contribute to this problem, in addition, the PSAP managers are now in seats and dealing with a mass exodus of 911 professionals. Mr. Bradford added the rules do not actually require a peer to conduct the review, and it is within the Board's authority to combine peers and non-peers to meet this requirement. Ms. Wright reported she has always promoted the idea of a peer review, so this could be a learning experience for newer PSAP managers as well as alleviating staff participation. However, due to the engagement problem, this does not currently seem to be an option.

Secretary Weaver asked, "What does NextGen 911 look like five to ten years from now as maintenance and operations mode will now be the focus?" Ms. Harris responded the goals which will be presented to the Board in December and the NC 911 State Plan will address the issues of data sharing, maintaining the GIS data and emerging technologies. All of these issues have been discussed from a committee and staff level, and among the State Plan Study Group members.

12. Technology Committee Report - Mr. Shipp represented the Board on Monday for a special NextGen 911 project team update for Tom Rogers at the office in Raleigh. This meeting was held with the goal of bringing Mr. Rogers up to date, beginning with some history and continuing with a review of where the project has been and where it is going. This was a productive day and Mr. Shipp was pleased to participate.

Mr. Meeks gave a brief report for the NMAC. As of September 20, the NMAC is now at a staffing of five with the addition of Troy Whitfield. Mr. Whitfield has joined the evening staff and his training is progressing. Mr. Meeks reported on September 17, about 1:00 AM the NMAC received reports of a service disruption in Cherokee, Swain, and Mitchell Counties. The networks were continually bouncing and degrading and the PSAPs were put into abandonment mode and Frontier Communications was contacted. Service was fully restored to all of the PSAPs around 4:30 AM. The problem was caused by a scheduled maintenance upgrade, which lacked any advanced notification. Conversations were held with the 911 service manager, and he has worked internally to fix this communications error. Frontier communications have improved since this incident on September 17. The only other outstanding issue is with ECaTS data. Various PSAPs continue to experience discrepancies. This situation is being closely monitored by Mr. Meeks, who is receiving daily updates. Mr. Meeks concluded his remarks by thanking the Board and the staff for the opportunity stating it has been an honor and a privilege to work with the NC 911 Board. Mr. Meeks is pleased the NMAC is up and running, and will continue to thrive with a strong and dedicated staff. Ms. Neal said Mr. Meeks' responsiveness to her push back particularly regarding network downtime is greatly appreciated. Ms. Neal thanked Mr. Meeks for everything and wished the best for him in future endeavors.

Ms. Wright brought up the troubling issue of Frontier network outages and asked Ms. Harris if anything could be done to remedy these debilitating problems. Ms. Harris said she has given advice to PSAPs, as the customers, to contact representatives at the Utilities Commission to see if they can get assistance there. Ms. Harris reported there has been a concerted effort to facilitate these conversations and a great deal of time has been put in by staff to try to assist, however, at the end of the day, the jurisdictions are the ones who need to drive these discussions. The Board can assist with support, not in terms of appearing, but providing documentation and information regarding general 911 operations. Mr. Means noted for the carrier in question, the problem is a financial issue, and investments in infrastructure will have to be made to achieve significant progress in this area. There are some intrinsic issues with the way this business is being managed and they are in a precarious situation in terms of their reliability and fortitude of their infrastructure. Ms. Harris thanked Ms. Wright for her apt comments and indicated these discussions are ongoing with the carrier promising improvements and not following through. Ms. Wright questioned whether these issues have been brought before the FCC and Ms. Conner confirmed there was a complaint filed from a North Carolina PSAP manager.

Mr. Means advised there are 111 PSAPs operational on the network. There are an additional 12 unfunded/independent PSAPs also live, this includes the State Highway Patrol. Next up is Chatham County on November 2, followed by Alexander County on November 3, Yadkin County on November 10, Bladen County on November 17, and Haywood County on November 17. Charlotte Fire, Medic, PD will delay into February 2022 due to supply chain issues with Cisco Routers. Macon, Greene, Person, and Jones-Lenoir migrations are scheduled for the remainder of 2021. The projected total for 2021 is 120 PSAPs live on the ESInet. Current migration demographics include 49 Vesta hosted, 45 Viper hosted and 17 ESInet only. The end of year migration demographics projections include 53 Vesta hosted, 49 Viper hosted and 18 ESInet only. GIS is closing in on 100% completion. 105 jurisdictions have i3 ready uploaded data sets. Only ten remain to reach 100%. These are working on RCL and alignment issues and are actively engaged. This achievement means all i3 and existing RFAI PSAPs have met the i3 standard. The CGIA team is also working to support the completion. As of October 31, Brandon Moore's support contract closes and GeoComm is now moving to the support phase of the contract. RFAI PSAPs number 25 with three active RFAI to i3 projects for Gaston, Rutherford, and Durham. There are currently

86 i3 PSAPs. The GIS Governance Model version 4 is completed. The re-write using the Kansas model has been completed and review comments were received from several members of the review team. The Technology Committee will need to weigh in on the rules making authority of the Board for proper enforcement.

The total population served by NG911 is 9,053,279 (85%) and the total land mass covered by NG911 is 41,788 square miles (85%). The Data Analytics IFB evaluations are finished, and the award was made to AT&T proposing the Rapid Deploy Eclipse Analytics. The solution built on MS Power BI and will provide call data reporting and new data discovery abilities including workforce management, staffing projections, call volumes, location accuracy and call transfers. This meets the specification for using natural language queries. Ms. Harris added ECaTS has extended a six-month transitional contract and Ms. Tapler is presently in the process of executing this contract. Ms. Harris said we do anticipate having the new data analytics project implemented and engagement with the PSAP community to roll this out in similar fashion to previous projects with regional meetings held with the PSAP managers. Mr. Means indicated applications will be implemented in a SAAS (software as a service) mode to include all infrastructure, future enhancements, technical support, and feature enhancements over the life of the contract. Initial meetings will be scheduled within the week with the assignment of an AT&T project manager. The official award date is October 6, 2021. Mr. Means has conducted five meetings of the Ad-Hoc sub team from the Technology Committee. A game plan has been put in place beginning with the team's review of the NIST IR 8255 document entitled, "*Interoperability of real-time public safety data: Challenges and future states*". This document will help us develop a game plan and evaluate future potential difficulties. The Ad-Hoc has been broken into two sub-teams: Data Format and Schemas with Gerry Means, Tom Rogers and Jimmy Steward and Data Access Control with Randy Cress and David Newberry. Mr. Means is working to develop a playbook of system management and service planning advice to assist with the transition effort. Discussions with Josh Briggs are being held on key strategic objectives in the transition to, 'run and manage'. OSP migrations will be the focus as we move to an all IP 911 infrastructure.

Mr. Means introduced Josh Briggs to give an overview of originating service providers (OSP) Direct IP Ingress to AT&T ESInet. Mr. Briggs is pleased to report we are about six months ahead of schedule with the OSPs. There have been conversations with all of the OSPs regarding their various levels of progress. Both Verizon Business and Wireless have forecasts and transport orders in progress. AT&T mobility also has some TDM transport orders in progress. T-Mobile/Sprint uses a third-party and there is a direct IP connection in place which is currently being tested in Kansas. Wilkes Telephone, ATMC and Windstream all have active transport orders in various levels of development. In terms of AT&T Mobility, there is a connection in place, and they are targeting the week of November 1 for the City of Lumberton, for a direct IP connection. After a period of 30 days, they will begin moving other PSAPs off the legacy selected router directly to the ESInet. Ms. Harris was very excited to see the City of Lumberton will be the first direct IP connection as Mr. Bill French has worked diligently and progressively to assist in this process.

Ms. Conner reported Sheriff Hartman did have to drop from the call, but sends his congratulations to Mr. Means and Mr. Bradford. Mr. Moore also had to go to another meeting, but wanted to thank Mr. Means and Mr. Bradford for their stellar service to the NC 911 Board and the citizens of North Carolina. You both will be sorely missed. Godspeed. Mr. Hall sends his congratulations and best wishes to Mr. Bradford.

13. 911 Regional Coordinator Reports - The regional coordinators present gave brief reports. As noted, the Eastern and North Central reports were not available.

Mr. Newberry has been working with the Finance team determining eligibility for some new quotes. He had several PAT meetings with more scheduled for next week. He was able to attend the NC Department of Information Technology series on cybersecurity. He encourages everyone to participate in future opportunities similar to this as there was a lot of useful information presented and he found it particularly beneficial.

Ms. Conner congratulated Watauga, Beech Mountain, and Boone for their recent migrations. She is pleased to report the Regional Coordinators have begun to return to their fieldwork and expects to be onsite for Alexander County's migration. Ms. Conner has spent a great deal of time on the Priority 1 Collaboration Grant Application and participated in several project calls and PAT meetings. Ms. Conner has been working with some of her PSAPs on grant meetings as they move forward. In addition, a PSAP

reached out to ask for a Peer Review and this has been scheduled for next week.

Chairman Weaver thanked Mr. Shipp for covering for him during the upcoming December Board meeting as he will be unable to participate due to previously scheduled state CIO business.


14. Other – Ms. Harris asked, and the Board indicated they were interested, in attending a dinner the evening prior to the December meeting.

Ms. Harris wanted to share some comments and acknowledged Mr. Means, stating Mr. Gerry Means has 17 years of service working for the State of North Carolina, most notably as the Network Engineer for the North Carolina 911 Board. He is a seasoned manager with broad technical and business operations experience and has held roles which included senior positions in multiple areas including strategic business planning, customer relationship management, IT service management, and process development in both public and private sectors. Mr. Means' advanced level of technical depth in the areas of network infrastructure, server applications, and network design has played a key role in his success leading North Carolina to be the recognized frontrunner for Next Gen 911 migration. This means the success and reliability of 911 will be greatly improved as it will enhance emergency number services to create a faster and more resilient system. This will ensure North Carolina residents can reach 911 services regardless of their location or the communication technology they use. Next Gen 911 also improves the PSAPs (public safety answering points) ability to help manage call overload, natural disasters, and the transferring of emergency calls based on location tracking. In addition, Mr. Means has developed and implemented industry standard based internet protocol service management policies and procedures necessary to provide 24/7 support to all North Carolina public safety answering points. He manages and supervises the 911 Board Network Monitoring and Assistance Center (NMAC) which provides advanced technical support in the areas of incident management, problem resolution, service monitoring and user support for all NC PSAPs. This service is the first of its kind in the Nation. To further the migration to internet protocol based NG911 services, Mr. Means represents North Carolina with his active participation in National 911 organizations such as the National Emergency Number Association (NENA), the Association of Public-Safety Communications Officials (APCO) and the National Association of State 911 Administrators (NASNA).

With thirty plus years of experience managing highly skilled, knowledgeable workers, high standards of integrity and an outstanding work ethic, Mr. Means retires with a storied legacy that will improve lives for all North Carolinians for years to come. Mr. Means resides in Cary with his wife Rodell. He and Mrs. Means enjoy spending time with their grown children who reside in North Carolina and Texas, and they especially enjoy time with their grandchildren. Gerry has noted this is one reason he is looking so forward to retirement. Gerry assists with the care of his elderly mother who resides in South Carolina. Mr. Means dedicates a tremendous amount of time to serving his church and its ministries. He is also engaged in mentoring programs devoted to improving the quality of life for young African American men. Ms. Harris concluded her comments thanking Mr. Means for his time and service to the NC 911 Board.

Ms. Harris then addressed Mr. Bradford noting he had graduated from Franklin Pierce Law Center in 1988. His studies there, focused on Intellectual Property and technology law. In addition, Mr. Bradford is a graduate of North Carolina State University. Richard Bradford, affectionately nick-named RB by Ms. Harris, joined the Department of Justice as Special Deputy Attorney General in 2000, and has represented the NC 911 Board since 2002. Mr. Bradford's legal representation includes the Board, and its committees, in all aspects of operations including the development of legislation and policies. This work includes maintaining knowledge of FCC actions relevant to 911 as well as legislative developments in other states. The NC 911 Board has been recognized nationally for implementing a unified statewide 9-1-1-RESInet, and Richard has been integral to this work. In addition, he represents the North Carolina Department of Information Technology. In that capacity, he has been regularly involved with communications technologies, information/data security, IT infrastructure and similar project areas. Richard is very involved in music, wood working, cooking, and his activities at his mountain get-away. Mr. Bradford leaves having provided historical and institutional knowledge for this staff through the years which he has been engaged. More than this, he has guided, educated, and served as a trusted advisor to Ms. Harris during her tenure as executive director. Mr. Bradford will be deeply missed by the NC 911 Board, staff, and Ms. Harris.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, October 22, 2021 10:00 AM – 12:00 PM Via Simultaneous Communication with Microsoft Teams 			
NC 911 Board Members	4. Consent Agenda	8. a) Currituck Communications	10. a) Chowan County
David Bone	Y	Y	Y
Tommy Cole	Y	Not Present During Vote	Not Present During Vote
Greg Coltrain	Y	Y	Y
Brian Drew	Y	Y	Y
Bo Ferguson	Y	Y	Y
Greg Foster	Excused	Excused	Excused
Chuck Greene	Y	Y	Y
J. D. Hartman	Y	Y	Y
Jeff Ledford	Excused	Excused	Excused
John Moore	Y	Y	Y
Melanie Neal	Y	Y	Y
Jude O'Sullivan	Y	Y	Y
Jeff Shipp	Y	Y	Y
Earl Struble	Excused	Excused	Excused
Secretary Jim Weaver	Y	Y	Y
Donna Wright	Y	Y	Recused

Adjourn - Chairman Weaver adjourned the meeting at 12:17 PM and invited attendees to stay to watch a specially produced video followed by a reception honoring Mr. Bradford and Mr. Means.



Next NC 911 Board Meeting - Friday, December 3, 2021 – This will be a hybrid meeting with a location to be announced and Via Simultaneous Communication with Microsoft Teams

ATTACHMENT A

FCC final rule on 911 fee diversion

Summary for the 911 Board, 22 October 2021

The FCC publishes collected 911 related materials at: [911 and E911 Services | Federal Communications Commission \(fcc.gov\)](#). The Report and Order in the Matter of 911 Fee Diversion was published on June 25 and is included in those materials. The final rules are copied below; see pp. 2-4.

Legislative changes effected December 2020 removed deference to states' (state, herein means all states and taxing jurisdictions) purposes and limited imposition of 911 fees to those "*consistent with the purposes and functions designated in the [FCC's] final rules issued under paragraph (3) as purposes and functions for which the obligation or expenditure of such a fee or charge is acceptable.*" 47 USC §615a-1(f)(1).

Federal law does not require states to impose a 911 fee. Rather, the law allows states to impose a fee applicable to CMRS or IP enabled voice services for the support or implementation of 911 / E911 services. Some states have "multi-purpose" fees which, in practice, direct or support diverting 911 related fees to non-911 purposes. The FCC noted such legislation is superseded by federal law and that Congress's intent on this issue was made clear in 2007: "the NET 911 Act is not intended to allow 911 or E-911 fees to be used for other public safety activities that, although potentially worthwhile, are not directly tied to the operation and provision of emergency services by PSAPs." The scope of 911 calling has expanded to include text to 911 and NG911. For this reason, the FCC relied on the NET 911 Act and RAY BAUM'S Act in adopting and applying the new rules to all communications services regulated by the Commission that provide emergency communications, including wireline services.

The legislation also added a method (the "safe harbor") for states to petition the FCC for a determination that expenses are within the intent of the legislation and the FCC's rules: meaning that the expenses are "acceptable".

The final rules clarify that fee diversion includes distribution of 911 fees to a political subdivision that obligates or expends such fees for a purpose or function other than those designated by the Commission.

The final rules were adopted to specifically fulfill the FCC's responsibility to identify "acceptable" expenditures. The final rules provide illustrative examples of acceptable expenditures, and the Commission explicitly stated that the examples are non-exclusive. States have discretion to make reasonable, good faith determinations whether expenditures are acceptable. The proposed rule and associated illustrative examples were adopted with one addition for PSAP operating costs: *PSAP operating costs, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility and including NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911.*

The final rules retain the Commission’s determination that all public safety radio expenses do not directly support 911 services. However, the Commission recognized that acceptable radio expenses are not limited to those “inside the PSAP”, with the added understanding that such expenses might include integrated communications systems that support caller location or enhance 911 reliability and resiliency. The demarcation between acceptable and unacceptable radio expenses was referred to the Strike Force for consideration in its report to Congress. The Commission declined to further address its approach to underfunding analysis as a prerequisite to finding fee diversion, and to provide more detail regarding underfunding as the Board requested. However, the Commission did refer the topic of underfunding to the Strike Force for study.

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Subpart I – 911 Fees

9.21 Applicability.

9.22 Definitions.

9.23 Designation of acceptable obligations or expenditures for purposes of section 902 of Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, section 902(c)(1)(C).

9.24 Petition regarding additional purposes and functions.

9.25 Participation in annual fee report data collection.

9.26 Advisory committee participation.

§ 9.21 Applicability.

The rules in this subpart apply to States or taxing jurisdictions that collect 911 fees or charges (as defined in this subpart) from commercial mobile services, IP-enabled voice services, and other emergency communications services.

§ 9.22 Definitions.

For purposes of this subpart, the terms in this section have the following meanings set forth below. Furthermore, where the Commission uses the term “acceptable” in this subpart, it is for purposes of Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, section 902(c)(1)(C).

911 fee or charge. A fee or charge applicable to commercial mobile services, IP-enabled voice services, or other emergency communications services specifically designated by a State or taxing jurisdiction for the support or implementation of 911 services. A 911 fee or charge shall also include a fee or charge designated for the support of public safety, emergency services, or similar purposes if the purposes or allowable uses of such fee or charge include the support or implementation of 911 services.

Diversion. The obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions designated by the Commission as acceptable pursuant to § 9.23. Diversion also includes distribution of 911 fees to a political subdivision that obligates or expends such fees for a purpose or function other than those designated as acceptable by the Commission pursuant to § 9.23.

Other emergency communications services. The provision of emergency information to a public safety answering point via wire or radio communications, and may include 911 and E911 service.

State. Any of the several States, the District of Columbia, or any territory or possession of the United States.

State or taxing jurisdiction. A State, political subdivision thereof, Indian Tribe, or village or regional corporation serving a region established pursuant to the Alaska Native Claims Settlement Act (43 U.S.C. 1601 *et seq.*).

§ 9.23 Designation of acceptable obligations or expenditures for purposes of section 902 of Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, section 902(c)(1)(C).

- (a) Acceptable purposes and functions for the obligation or expenditure of 911 fees or charges for purposes of section 902 are limited to:
- (1) Support and implementation of 911 services provided by or in the State or taxing jurisdiction imposing the fee or charge; and
 - (2) Operational expenses of public safety answering points within such State or taxing jurisdiction.
- (b) Examples of **acceptable purposes and functions include, but are not limited to, the following, provided that the State** or taxing jurisdiction **can adequately document** that it has obligated or spent the fees or charges in question for these purposes and functions:
- (1) PSAP operating costs, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility and including NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911;
 - (2) PSAP personnel costs, including telecommunicators' salaries and training;
 - (3) PSAP administration, including costs for administration of 911 services and travel expenses associated with the provision of 911 services;
 - (4) Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations; and
 - (5) Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems.
- (c) Examples of **purposes and functions that are not acceptable** for the obligation or expenditure of 911 fees or charges for purposes of section 902 include, but are not limited to, the following:
- (1) Transfer of 911 fees into a State or other jurisdiction's general fund or other fund for non-911 purposes;
 - (2) Equipment or infrastructure for constructing or expanding non-public safety communications networks (e.g., commercial cellular networks); and
 - (3) Equipment or infrastructure for law enforcement, firefighters, and other public safety/first responder entities that **does not directly support** providing 911 services.

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- (d) If a State or taxing jurisdiction collects fees or charges designated for “public safety,” “emergency services,” or similar purposes that include the support or implementation of 911 services, the obligation or expenditure of such fees or charges shall not constitute diversion provided that the State or taxing jurisdiction:
- (1) Specifies the amount or percentage of such fees or charges that is dedicated to 911 services;
 - (2) Ensures that the 911 portion of such fees or charges is segregated and not commingled with any other funds; and
 - (3) Obligates or expends the 911 portion of such fees or charges for acceptable purposes and functions as defined under this section.

§ 9.24 Petition regarding additional purposes and functions.

- (a) A State or taxing jurisdiction may petition the Commission for a determination that an obligation or expenditure of 911 fees or charges for a purpose or function other than the purposes or functions designated as acceptable in § 9.23 should be treated as an acceptable purpose or function. Such a petition must meet the requirements applicable to a petition for declaratory ruling under § 1.2 of this chapter.
- (b) The Commission shall grant the petition if the State or taxing jurisdiction provides sufficient documentation to demonstrate that the purpose or function:
- (1) Supports public safety answering point functions or operations; or
 - (2) Has a direct impact on the ability of a public safety answering point to:
 - (i) Receive or respond to 911 calls; or
 - (ii) Dispatch emergency responders.

§ 9.25 Participation in annual fee report data collection.

- (a) If a State or taxing jurisdiction receives a grant under section 158 of the National Telecommunications and Information Administration Organization Act (47 U.S.C. 942) after December 27, 2020, such State or taxing jurisdiction shall provide the information requested by the Commission to prepare the report required under section 6(f)(2) of the Wireless Communications and Public Safety Act of 1999, as amended (47 U.S.C. 615a-1(f)(2)).
- (b) Each state or taxing jurisdiction subject to paragraph (a) of this section must file the information requested by the Commission and in the form specified by the Public Safety and Homeland Security Bureau.
- (c) Paragraph (b) of this section contains information collection and recordkeeping requirements. Compliance will not be required until after approval by the Office of Management and Budget. The Commission will publish a document in the *Federal Register* announcing that compliance date and revising this paragraph accordingly.

§ 9.26 Advisory committee participation.

Notwithstanding any other provision of law, any State or taxing jurisdiction identified by the Commission in the report required under section 6(f)(2) of the Wireless Communications and Public Safety Act of 1999, as amended (47 U.S.C. 615a-1(f)(2)), as engaging in diversion of 911 fees or charges shall be ineligible to participate or send a representative to serve on any advisory committee established by the Commission.