



**North Carolina 911 Board
Technology Committee Meeting
Thursday October 14, 2021
10:00-12:00**



Meeting Conducted by Use of Simultaneous Communication

<u>Topic</u>	<u>Presenter</u>
1. Welcome	Jeff Shipp
2. Roll Call	David Newberry
3. Approval of Minutes	David Newberry
4. Opening Remarks	Pokey Harris
5. Legislative Update	Richard Bradford
6. ESINet/GIS Implementation Update	Gerry Means
a. Implementation Update	
b. GIS project Update	
c. Data Analytics Award	
d. NMAC update	
e. Cybersecurity update	
f. SIP Admin	
g. Transition Planning	
7. 2021 – 2022 Goal Plans	Gerry/Pokey
a. Update	
b. Timelines	
8. Adjourn	Pokey Harris

Next Meeting: Next Meeting: November 2021



Roll Call

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

No Meeting held for the month of September.



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

**Thursday, July 29, 2021
10:00-12:00**



Meeting Conducted by Use of Simultaneous Communication

Attendance

Phone/Teams In-Person Absent

Members			
Rachel Bello	P		
Randy Cress	P		
Bo Ferguson (left 11:40)	P		
Red Grasso	P		
Greg Hauser	NP		NP
Glenn Knox	P		
John Moore	P		
Jude O'Sullivan	NP		NP
Jeff Shipp	P		
Earl Struble	NP		NP
Staff			
Amy Berenson	P		
Rick Blumer	NP		
Richard Bradford	P		
Chris Carlin	P		
Stephanie Conner	P		
Ilesha Duffy	P		
Kristen Falco	P		
Bernard Gardner	NP		
Tina Gardner	P		
Pokey Harris	P		
Jesus Lopez	NP		
Gerry Means	P		
Stanley Meeks	P		
David Newberry	P		
Marsha Tapler	P		
Sarah Templeton	P		



Angie Turbeville	NP		
Guests			

- Chair’s Welcome & Goals for Today’s Meeting** – Meeting was called to order at 10:00AM by Chairman Jeff Shipp
- Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
- Executive Director Opening Remarks** – Pokey Harris delivered opening remarks. Ms. Harris stated Ninety-two (92) PSAPS have been migrated and by the end of the year PSAPs to migrate should be in the single digits. Ms. Harris stated the Data Sharing Ad-hoc is receiving lots of attention and some in the vendor community have been asking questions. She noted the Ad-Hoc is not open to vendors and any questions should be directed to her or Gerry Means. She noted the data sharing project is not ready for procurement at this time. Mr. Shipp advised the vendor community will be involved at the right time.
- June 2021 Meeting Minutes Approval – Need who made motion and seconded**

Minutes Vote

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

- ESInet/GIS Implementation Update** – Gerry Means provided the ESInet update and advised 92 PSAPs are live. He stated Jones-Lenoir was postponed due to a schedule change. Two migrations for sure will happen in 2022 due to new building projects. The project team is working with Motorola and Mobile Communications America (MCA) to schedule ESInet only sites. Mr. Means stated Seymour Johnson AFB upgraded their call handling platform and are working with AT&T to install ESInet circuits. No updates from Camp Lejeune. Sixty-two (62) PSAPs are i3 and six (6) RFAI to i3 migrations have been scheduled. There is currently no target date for all PSAPs to be on i3. All State Highway Patrol troops are migrated. Ms. Harris stated SHP is excited about the partnership. Ms. Harris gave kudos to the Grant Committee and Technology Committee for this project.



- 6. GIS Update** – Mr. Means provided the GIS update. All counties have i3 data ready and all counties are engaged with GIS. The GeoComm contract is moving toward maintenance status. Monthly fees will be allocated on per county basis. The needs of the Technology Committee will shift to governance and policy creation. The governance model document is closer to completion. The final version expected to be ready for Technology Committee review in August.
- 7. Business Intelligence Invitation for Bid** – Mr. Means advised an IFB seeking to implement a comprehensive data analytics application to improve performance reporting, forecasting, and trend analysis was posted July 16, 2021. The first round of questions were answered. August 2, 2021 is the IFB due date. Randy Cress asked where the data ingest points would be. Mr. Means stated all data would be centralized. Bo Ferguson stated this is a very useful direction and an important next step to benefit the PSAP community. Mr. Ferguson thanked the NMAC for their data reporting assistance. There was further group discussion on how analytics could be useful including continuity planning, high volume of calls contingencies, and route planning.
- 8. NMAC**– Gerry Means provided the NMAC update. Solar Winds is back online. The NMAC is adding staff and looking at different sources of talent. New talent will be brought on in mid-August. Stanley Meeks advised staff is looking at opening a new NMAC space.
- 9. Cyber Security** – Gerry Means provided the cyber security update. The End-to-End contract is complete. All reports have been issued and purchase orders are being closed out. During the June 911 Board meeting, Board members expressed desire for more information regarding the results. A closed meeting will be coordinated to provide additional information. Randy Cress thanked board staff including Pokey Harris, Gerry Means, and Richard Bradford for maintaining data integrity and stated it will help drive future participation.
- 10. SIP Admin Line** – Gerry Means provided the SIP admin line project update. In conversation with legal, current state statute does not allow for 911 Board to continue with SIP admin lines. The 911 Board would need to address current legislation. Randy Cress stated he believes the SIP admin project should be pursued on all avenues. Ms. Harris noted the focus needs to be on the management of the SIP offering and that the NMAC cannot be use for that purpose. Ms. Harris stated this is a catalyst for legislation moving from legacy to NG911. She also noted SIP allow for cost savings and efficiency in operations.
- 11. Technology Committee Goals** – Mr. Means advised the first Data Sharing Ad Hoc has kicked off. Ms. Harris stated Rachel Bello has agreed to serve as the Chair. She stated PSAPs keep discussing the need for this interoperability. Chairman Shipp and Ms. Harris noted it would be beneficial to align with the NC Statewide Communications Interoperability Plan (SCIP).
- 12. Other** – Red Grasso applauded the succession planning to replace Gerry Means who retires at the end of the year.
- 13. Adjourn** – 11:52 AM



Welcome to 2021...the year we get it DONE!

ESINet Update

In-Production sites

Primary PSAPs operational as of 10/8/2021

Alamance County #100!	Alleghany County	Ashe County	Asheville PD	Avery County	Beaufort County
Beech Mountain PD	Bertie County	Boone PD	Brunswick County	Buncombe County	Burke County
Cabarrus County	Caldwell County	Carteret County	Cary PD	Caswell County	Catawba County
Cherokee County	Chowan County	City of Durham	City of Fayetteville	City of Jacksonville	City of Lumberton
City of New Bern	City of Rocky Mount	Clay County	Cleveland County	Columbus County	Cornelius PD
Craven County	Cumberland County	Dare County	Davidson County	Davie County	Duplin County
Eastern Band Cherokee Indians	Edgecombe County	Forsythe FD	Franklin County	Gaston County	Gates County
Graham County	Granville County	Guilford Metro	Halifax County	Harnett County	Havelock PD
Henderson County	Hoke County	Holly Springs PD	Iredell County	Jackson County	Johnston County
Kings Mountain PD	Lee County (Sanford)	Lincoln County	Madison County	Martin County	McDowell County
Mitchell County	Montgomery County	Moore County	Mt. Holly PD	Nash County	New Hanover County
Onslow County	Orange County	Pamlico County	Pasquotank County	Pender County	Perquimans County
Pineville PD	Pitt County	Polk County	Randolph County	Richmond County	Robeson County
Rockingham County	Rowan County	Rutherford County	Sampson County	Scotland County	Shelby PD



Stanly County	Stokes County	Surry County	Swain County	Tarboro PD	Transylvania County
Union County	Vance County Henderson	Wake County Raleigh	Warren County	Washington County	Watauga County
Wayne County	Wilson County	Winston-Salem PD	Yancey County		
<i>Approved Secondary PSAPs Operational as of 10/7/2021</i>					
Burlington PD	Elkin PD	Hendersonville PD	Hickory PD	Kernersville PD	Mooreville PD
Mt. Airy PD	Newton PD	Statesville PD			

Unfunded/Independent

Apex PD	Concord PD	Durham SO	Forsythe SO	Kannapolis PD
State Highway Patrol Troops A/C/D	State Highway Patrol Troop E	State Highway Patrol Troops F/G	State Highway Patrol Troop B	State Highway Patrol Troop H

Next Up Migrations: October-November

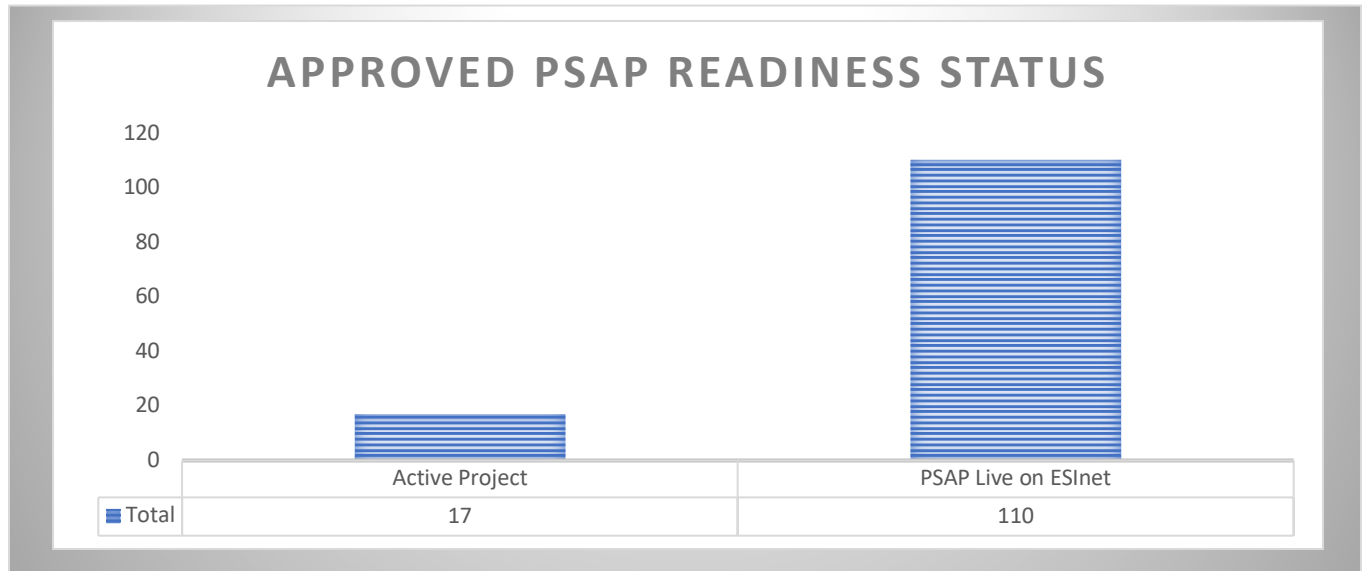
City of High Point (10/19)	Chatham County (11/2)	Alexander County (11/3)	Yadkin County (11/10)	Bladen County (11/17)	Haywood County (11/17)
Charlotte Fire (11/30)					

Current status of PSAP deployments by service type

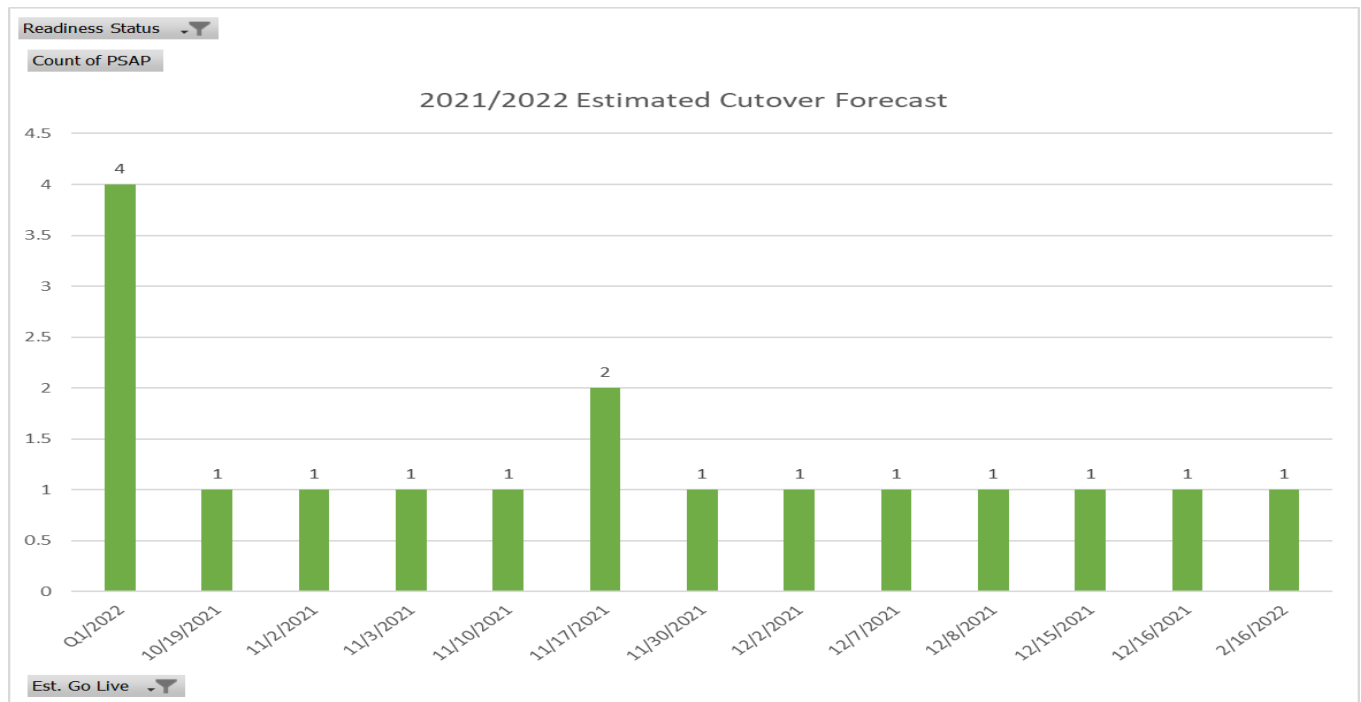
Current Deployment Service Types		End-State deployment Service Types	
Hosted Viper	45	Hosted Viper	50
Hosted Vesta	49	Hosted Vesta	55
ESINet Only	16	ESINet Only	22
Total	110		127



Currently at 87.30 % completion rate for total statewide PSAP migration.



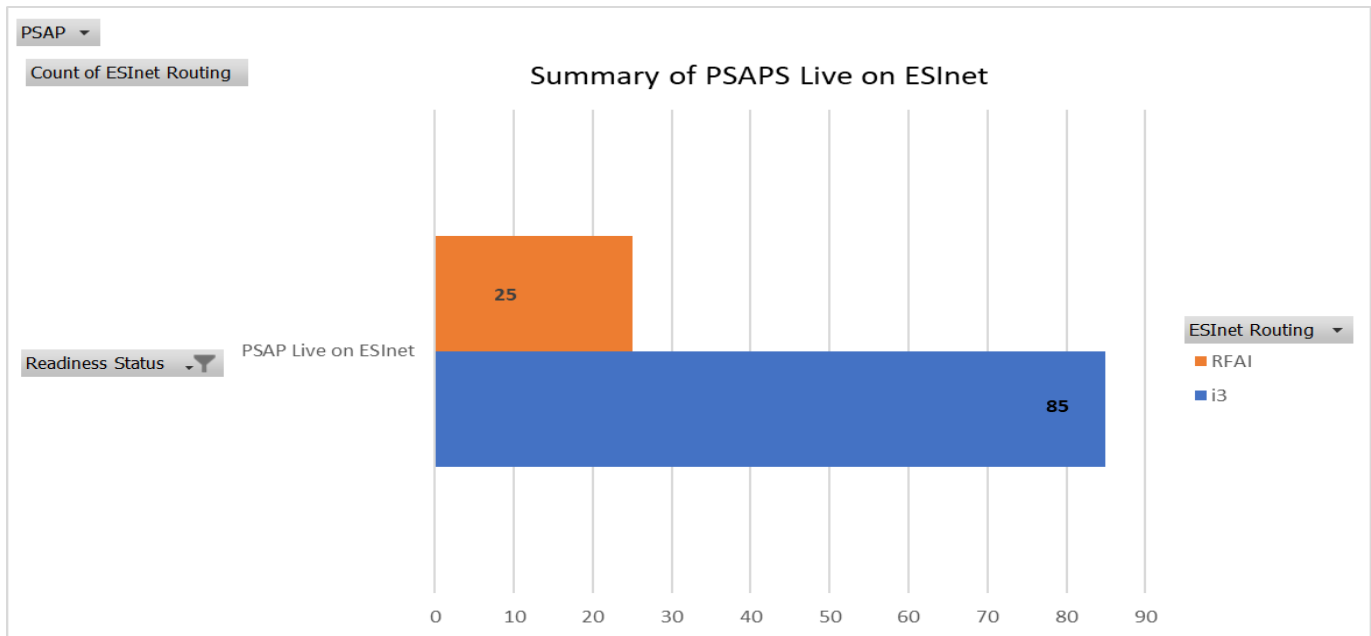
Firm dates for project completion by 12/30/2021 have been confirmed for 12 PSAPs which takes us to a total of 122 live PSAPs. The remaining five (5) PSAPs: Anson, Currituck, Macon, Northampton, and Wilkes will likely move to 2022. A 96% migration attainment will be achieved with the PSAP migrations to be completed in 2021.





Additional project notes:

- Military Sites: No updates on Service Branch negotiations with DoD command. No updates since mid-summer.
- I3 vs. RFAI Status: See chart below:



[NC NG911 Deployment Map](#)

Of note: there are no green counties!

GIS Update

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

- Over 100 jurisdictions with production i3 ready GIS data or live as i3. All localities have data and only 11 are not yet i3 ready.
- 85 PSAP jurisdictions are live as i3. Plans for the conversion of two live RFAI PSAPs to i3 coincident with neighboring SAP migrations were successful:
 - Cumberland w/ City of Fayetteville
 - City of Lumberton w/ Robeson County
- Two RFAI to i3 conversions were delayed due to technical issues with MCA supplied firewalls. Both are live RFAI migrating to i3. The vendor has resolved the technical issue and testing so far has been positive



- Gaston County
- Rutherford County
- GIS Governance Model version 4 completed. Re-write using the Kansas model has been completed and review comments received from several members of the review team. Committee will need to weigh in on the rules making authority of the Board for proper enforcement.
- In support of the governance policy, the link below will be used to monitor compliance for making timely updates to the data set.

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

New Item: BI IFB Posting

- IFB Posted on July 16. All vendor responses have been received and reviewed.
- Vendors submitting bids
 - AT&T
 - Intrado
 - EthosIQ
 - Texcico
 - ithena

INTENT, USE, DURATION AND SCOPE

The NC 911 Board's authority is set forth in NC General Statutes § 143B-1400 *et seq.* This includes IP based 911 call delivery to all North Carolina Public Safety Answering Points (PSAPs) by means of a dedicated network (the State ESInet). Connections between the public internet and the State ESInet are not permitted. The ESInet service is supplied by AT&T in conjunction with various vendor partners. The shift from a legacy network comprising multiple wireline telecommunications companies' infrastructure provides several advantages including creating a greater uniformity of service delivery, providing access to a wider range of system and user performance data, and redundancies for call routing. All of these advantages assist the State and local governments in serving the citizens.

Improving data analyses will support the Board's Statewide 911 Plan, which is available on the Board's webpage: <https://it.nc.gov/media/1435/download?attachment>. The Board's goals include using improved data analyses to enhance 911 call routing for redundancies, policy-based call routing, PSAP-to-PSAP backup and regionalization of PSAPs.

The 911 Board (Board) seeks a secure cloud solution that will provide near real time analytics of 911 call data generated by PSAPS across the State. Call data is currently captured at each PSAP, however, the ESInet enables richer data sets improving data collection and analyses. The Board seeks a solution deploying enterprise business



intelligence (BI) and data warehousing. The mission of these systems is to provide users, e.g., the Board staff and PSAP personnel, with access to a complete, consistent, non-redundant, and centrally consolidated data source. NC 911 Board stakeholders are demanding better access to data, faster development of BI and analytics applications, and agile solutions in sync with evolving requirements in the evolution to an IP based 911 system. See Section 3.8 for solution specifications and Section 3.9 for key deliverables.

- **Contract award discussion**

NMAC

- Have added two new contractors Bernard Gardner, Iesha Duffy. Will add one additional as we begin the next fiscal year. Have successfully migrated the two Tier 2 Techs to permanent employee status. Looking to add one more contractor to Tier 1.
- Now looking to expand T1/T2 with permanent hire with PSAP technical support experience. Developing the job posting now. Budget was accounted for in the 2021-2022 plan.
- Ticketing overview report: NMAC Dashboard and Trends - Stan Meeks.



Cyber Security

- Conducted three PSAP post assessment discussions to determine the value and impact of the assesment
- Conducted a closed session review with the Board of the results of the assesment and the feedback received from the three PSAPs who were consulted.
- Topic of further discussion re: goals for 2022

Status Brief

PSAPs By Size	Final Reports Issued
Blue/Large	6
Green/Medium	39
Orange/Small	80
<u>Totals</u>	<u>125</u>

SIP Admin Lines Update

- All infrastructure buildout is complete. Two pilot sites still have infrastructure on place.
- Project will halt at this time due to issues with financial authorization for the service under current reimbursement statutes.
- Discussion item for today's meeting

2021 Goals Discussion: Key topics this month

CAD Data Sharing: Update

Cyber Security Next Steps



2022 Goals discussion

Proposed Goals

FirstNet integration – Legislative framework, standards for use,

SIP Admin Lines – Legislative allowance needed, span of authority

Complete RFAI to i3 migrations

Cybersecurity – Identify funding solution/partnership to complete bi-annual cyber security assessments. (Have standards committee develop framework for minimum requirements, based on recommendations from technology committee)

Data Sharing and Hosted CAD – Data sharing Ad-Hoc will continue to develop framework and timeline for statewide data sharing. The ad-hoc will continue analysis and exploration of a hosted CAD offering, establishing realistic goals and timeline for the second year of the effort.



2021 Goals

Technology Committee	
<ul style="list-style-type: none"> Continuity Planning – Enhanced PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform 	12/30/2021
<ul style="list-style-type: none"> Commit to 60 PSAP migrations to the ESINet. Goal is to map a potential conversion plan to meet or exceed the migration goal. 	12/31/2020
<ul style="list-style-type: none"> Cyber security – Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review. 	9/30/2020
<ul style="list-style-type: none"> GIS – Exploration of ongoing ALI database maintenance via automated applications. 	9/30/2020
<ul style="list-style-type: none"> CAD Data Sharing (re: Hosted CAD) – Assemble workgroup or ad hoc sub-committee 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. 	9/30/2020