



AGENDA

NORTH CAROLINA 911 BOARD MEETING

January 30, 2015

Banner Elk Room

3514A Bush Street

Raleigh, NC

10:00 AM – 12:30 PM

<u>Page</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
3	Chairman's Opening Remarks <i>Introduction of Richard (Rick) Edwards of Sprint to fill the unexpired term of William Benson representing a CMRS provider appointed by Senate President Pro Tem Berger</i>	Chris Estes	5
5	Ethics Awareness/Conflict of Interest Statement <i>In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.</i>	Chris Estes	5
7	Consent Agenda <i>(vote required)</i> <i>(Complete Reports Located in Agenda Book On Web Site)</i> <ul style="list-style-type: none"> a) Minutes of December 5, 2014 Board Meeting b) PSAP Liaison Report c) Network Specialist Report - Bone d) Network Specialist Report - Corn e) Update On 2014/2015 Revenue Expenditure Reporting f) Grant Project Updates g) CMRS November '14 Fund Balance \$ 1,501,621 <ul style="list-style-type: none"> 1) CMRS November '14 Disbursements \$ (783,991) h) PSAP November '14 Fund Balance \$ 6,174,008 <ul style="list-style-type: none"> 1) PrePaid November '14 CMRS Revenue \$ 771,452 i) CMRS December '14 Fund Balance \$ 1,940,821 <ul style="list-style-type: none"> 1) CMRS December '14 Disbursements \$ (353,348) j) PSAP December '14 Fund Balance \$ 7,852,729 <ul style="list-style-type: none"> 1) PrePaid December '14 CMRS Revenue \$ 728,513 k) Grant Fund November '14 Balance \$ 250,507 <ul style="list-style-type: none"> 1) Grant Fund November '14 Encumbered \$ 38,359,180 l) Grant Fund December '14 Balance \$ 266,446 	Chris Estes	5

1) Grant Fund December '14 Encumbered \$ 36,450,804

18 Public Comment

Chris Estes

The E911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the E911 Board members. When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speakers:

21	Election of 911 Board Vice Chairman for 2015 <i>(vote required)</i>	Chris Estes	10
24	Executive Director Report a) Update On Staffing & Retention Class b) Showcasing GIS in North Carolina: In State and Local Government c) Update On Durham 911 / Frontier Tariff Issue	Richard Taylor	15
37	Update On FirstNet In North Carolina	Allan Sadowski	20
55	Lenoir County Grant Extension Request <i>(vote required)</i>	Richard Taylor	5
58	Update On NextGen 911 Committee	Jeff Shipp	10
61	Update On 911 Standards Committee a) January 15, 2015 Meeting Summary b) PSAP Compliance Process	Laura Sykora Richard Bradford	15
68	Update On Funding Committee a) Military PSAP Funding b) School Safety Coordination	Jason Barbour Richard Taylor	15
80	Proposal for Statewide PSAP Assessment <i>(vote required)</i>	Laurie Flaherty National 911 Office Andrea Kiernan Booz-Allen-Hamilton	25
95	Review of 2015 Goals a) Committee Appointments	Richard Taylor Chris Estes	10
98	NC 911 Board Social Media Update	Tina Bone	5
99	January 911 Outages a) Frontier, January 11, 2015	David Dodd	5

b) CenturyLink, January 28, 2015

104 Other Items

Adjourn

Next 911 Board Meeting

**February 27, 2015
911 State Office
3514A Bush Street
Raleigh, NC**

911 Funding Committee

Tuesday, February 10, 2015
2:00 pm
Banner Elk Room
3514A Bush Street
Raleigh, NC

911 Standards Committee

Tuesday, February 17, 2015
10:00 am
Banner Elk Room
3514A Bush Street
Raleigh, NC

911 Education Committee

Thursday, February 19, 2015
10:00 am
Banner Elk Room
3514A Bush Street
Raleigh, NC

Showcasing GIS In NC

Wednesday, February 25, 2015
4:00 – 6:00pm
The Innovation Center
217 W. Jones St.
1st Flr DENR Green Square Bldg
Raleigh, NC



NORTH CAROLINA 911 BOARD MEETING

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Banner Elk Room

3514A Bush Street

Raleigh, NC

10:00 AM – 12:30 PM



*Introduction of Richard (Rick) Edwards of Sprint
to fill the unexpired term of William Benson
representing a CMRS provider appointed by
Senate President Pro Tem Berger*

Ethics Awareness/Conflict of Interest Statement

Chris Estes

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest.

Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today?

If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

- a) Minutes of December 5, 2014 Board Meeting**
- b) PSAP Liaison Report**
- c) Network Specialist Report - Bone**
- d) Network Specialist Report - Corn**
- e) Update On 2014/2015 Revenue Expenditure Reporting**
- f) Grant Project Updates**
- g) CMRS November '14 Fund Balance \$ 1,501,621**
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North Carolina 911 Board
MINUTES
Dare County Commissioners Room
954 Marshall C Collins Drive
Manteo, NC
December 5, 2014

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NENA) Johnston County 911	Tina Bone (OITS)	Ronnie Barefoot (NC NENA)
Darryl Bottoms (NCACP) Pilot Mountain PD-Online	Richard Bradford (DOJ)	Chris Boulbol (CenturyLink- phone)
Chris Estes (Chairman)-NC State CIO	Ronnie Cashwell (OITS)	Jerry Boggs (Catawba Co 911) - phone
Andrew Grant (NCLM) Town of Cornelius-Online	Dave Corn (OITS)	Sherri Bush (L. R. Kimble)
Rick Isherwood (CMRS) Verizon Wireless	David Dodd (OITS)	Lee Canipe (Frontier)-phone
Dinah Jeffries (NC APCO) Orange Co. EMS	Marsha Tapler (OITS)	Michael Cone (Wilson Co 911) - phone
Jeff Shipp (LEC) Star Telephone	Richard Taylor (OITS)	Meghan Cook (NC OITS) - phone
Rob Smith (LEC) AT&T		Brad Frazier (Shelby PD) - phone
Laura Sykora (LEC) CenturyLink		Ellis Frazier (NC APCO) - phone
Lee Worsley (NCACC) County of Durham		Chris Jordan (CenturyLink)- phone
		Heather Joyner (Halifax Co. 911)
		Larry Lyles (CenturyLink) - phone
<u>Members Absent</u>	<u>Staff Absent</u>	
Tommy Cole (NCSFCA) Pinecroft-Sedgefield Fire Dist.		Melanie Neal (Guilford- Metro 911) - phone
Eric Cramer (LEC) Wilkes Communications		Laura Nock (Dare Co. 911)
Margie Frye (VOIP) Time Warner		Bobby Outten (Dare Co. Manager)
Sherriff Len Hagaman (NCSA) Watauga County		Tonya Pearce (City of Durham 911)
Jimmy Stewart (NCAREMS) Hoke County 911		Philip Penny (Mission Critical Partners)
Slayton Stewart (CMRS) Carolina West Wireless		Trey Piland (Dare County 911)

		Erik Ricklefs (Stancil Solutions) – phone
		Mark Roblee (CenturyLink) - phone
		Jordan Rubright (CenturyLink) - phone
		Bruce Williams (Wireless Communications) - phone
		Brenda Womble (Wilson Co 911) - phone

Chairman’s Opening Remarks

Chairman Estes called the meeting to order at 10:01 a.m.

Chris Estes welcomed everyone to the meeting and asked for identification from those attending via teleconference.

Chairman Estes welcomed those present to the meeting and thanked Bobbie Outten, Dare County Manager for hosting the Board. Mr. Outten thanked the Board for coming and for what it does to assist Dare County’s 911. He explained that they are consolidating 911 centers in Dare County with other counties creating regional 911 centers and he thanked the Board for their help during the process. Chairman Estes then commented on the facilities and the professionalism of the 911 center in Dare County and how they are continuing their education and that the Board would hope to support them more in the future. He also thanked Bobbie Outten for the tour of the Dare County 911 Center on December 4, 2014.

Ethics Awareness and Conflict of Interest Statement

Chairman Chris Estes read the ethics awareness/conflict of interest statement printed on the agenda and asked the Board members to indicate if they felt they had any conflict or potential conflict of interest with any of the matters scheduled to come before the Board today. No conflicts were cited.

Approval of Minutes-Minutes for the October 31, 2014 Board Meeting

Chairman Estes and the Board addressed item three of the agenda as a package. Richard Taylor announced that there was a correction that needed to be made to the minutes from the October 31, 2014 Board meeting. The name Todd Corning needed to be deleted and replaced with Todd Piett from Intrado. Laura Sykora’s name was left off the list of members of the school safety committee in the October 31, 2014 minutes. Marsha Tapler stated that there needed to be a change to the number of \$42,307,75500, this number should be \$42,307,755.00 for the amount of the grant fund encumbered. Rob Smith asked that the consent agenda be accepted with these

changes notated. Chairman Estes called for a vote and this motion was seconded by Jason Barbour. All voted in favor, with no opposition.

Consent Agenda

(Complete Reports are located in the Agenda Book Website.)

The following items were voted on collectively by the Board members:

- a) Minutes for the October 31, 2014 Board Meeting**
- b) PSAP Liaison Report**
- c) Network Specialist Report-Bone**
- d) Network Specialist Report-Corn**
- e) Update on 2014/2015 Revenue Expenditure Reporting**
- f) Grant Project Updates**
- g) CMRS Fund Balance-\$1,602,720**
 - 1) CMRS Disbursements-(\$291,686)**
- h) PSAP Fund Balance-\$5,018,837**
 - 1) Prepaid CMRS Revenue-\$740,436**
- i) Grant Fund Balance-\$234,871**
 - 1) Grant Fund Encumbered-\$41,399,083**

Executive Director Report

- a) PSAP Manager's Group Update

Richard Taylor stated that this meeting was held during the first part of November. There were a large number of people there-105 in all. This included PSAP representatives and finance officers. It was viewed as a success as there was a lot of positive feedback on the projects that are being started. There will be a lot of things that develop from this. One of the things taken away from this meeting was that the PSAP Directors have asked that the Board have a better relationship with them including a weekly newsletter and a list serve for the financial officers and the PSAP Managers so that they can communicate with each other when they need to do so. This will help them exchange information and allow the Board to communicate with them more easily. A newsletter will go out every Tuesday giving an update on whatever is going on from the different areas that the staff is responsible for.

Marsha Tapler answered Andrew Grant's questions regarding how to get into the list serve. She stated that she had sent this information out already (Mr. Taylor answered this for her) and she had added the finance directors and will need to add a few more due to changes in in some local finance officers.

Jeff Shipp stated that those on the Board should be on the list serve and receive the newsletter. Laura Sykora added that members of the Board may need this information as well so they should be included in who receives it because the Board can pick up on things that need attention.

Richard Taylor stated that the articles in the newsletter need to be kept short and to the point with more detailed information added to the website. He mentioned that there should be a secure area for the PSAP Managers and the finance managers to obtain information on the website. He also stated that there is a need for a training program for retention which David Dodd is working on. Many of the PSAPs are asking for training for both their staff and their managers. Managers have a lot more to do than supervising so a training program needs to be developed for them. Mr. Taylor said that they were looking into developing one specifically for North Carolina which will meet their needs and that David Dodd is working on that.

The PSAP Managers are also requesting that there be a resource library on the website so that they can obtain information and see what others are doing. This will help them get information as staff, but it needs to be in a library for them. The finance officers would also like to have this access to the library particularly in preparing purchasing information (they want a secure area on the website of their own not just with the PSAP Managers). Some municipalities are paying different amounts from others for the same 911 expenses. The finance directors are very interested in this. They also need more information on CAD systems and how to report what their expenses are so they can include it on their revenue expenditure reports. PSAP directors are also in need of involvement as well.

In March, regional meetings will be taking place in Eden and New Bern. Another will take place in western North Carolina once a location has been selected for it.

Dinah Jeffries stated that the meeting was a positive step in that it identified the needs of the PSAP Managers and the Board and she challenged the PSAP Managers that were there to reach out to those that were not at the meeting. She feels that there should have been more directors there. There was a lot of good communication, but everyone needs to be involved. This is vital to making things work better for all. She wants to see it work, but it will take effort. She challenges everyone to get others to come to the meeting so that their voices can be heard.

Chairman Estes asked for other comments and Laura Sykora stated that it was a great meeting for idea generation and applauded that the managers are willing to commit to meeting annually. Jeff Shipp commented that the managers appreciated the opportunity to

come in and work together. Chairman Estes added that he appreciated the help of the staff in making it happen.

b) Presentation of FirstNet Stakeholders Meeting

Richard Taylor stated that there would be a parallel between FirstNet and 911. He stated that Chairman Estes could not have picked a better person to fill the job as chair than Allen Sadowski. He put together a great meeting on November 19, 2014. Mr. Taylor presented at this meeting and showed many of the correlations and the relationships between the two organizations. FirstNet is not radio, it is data held at 911 centers as a central location. He said that in the presentation he was able to show that it is not two different things, but the same thing. Laura Sykora asked if there could be an update on FirstNet at the next meeting in January. She has been reaching out to Allen Sadowski herself and she presented the idea that it would be great for him to come to this meeting. Chairman Estes and Richard Taylor agreed that this would be a good idea because of the progress being made. Rob Smith asked if there could be an early distribution of information so that they could have more information and Chris Estes and Mr. Taylor said that this could be done.

c) Presentation of Joint Legislative Oversight Committee on Information Technology

Richard Taylor addressed this point on the agenda and said that he was able to speak to those involved in the outages. He was presented with information as to why and what happened. He also spoke with those involved about the backup situation. Chairman Estes attended this meeting and congratulated Mr. Taylor on his performance at the meeting. Mr. Taylor thanked Lee Worsley for mentioning him to another group, the North Carolina Association of Local Government Budget Officers. He announced he would give a presentation on 911 funding issues. He feels that this is a good audience because many of these people are finance officers that have to work with 911. In January he and Dave Corn will be presenting to the Police Chiefs on NextGeneration 911.

Public Comment

There were no public comments at this time.

Update on October 31, 2014 911 Outage

Laura Sykora stated that there was an outage on the October 31, 2014 and more information is now available on what happened. The outage was due to a fiber cut and a written report has been given to Richard Taylor. Larry Lyles, Chris Boulbol and Chris-Jordan Rubright with CenturyLink were available for comment online/telephone. Laura Sykora wanted to speak about what was being done to fix this situation. She stated that they have worked with Dinah Jeffries and her team to make sure that the numbers were being rerouted to administrative lines (they were testing to make sure that these reroutes worked). Any group that wants to have testing of

rerouting can have it, they just have to ask. They are sending out PSAP authorization forms to get information on rerouting calls if needed. They sent out 50 forms and so far they have received 20 back. She said they are also getting information on PSAPs regarding redundancy. Part of the issue on the 31st was that the backups were also affected. There will be a meeting in Orange County in the near future to make sure things are being handled correctly. Dinah Jeffries and Laura Sykora thanked CenturyLink for their work in this matter. She then asked Chris Jordan and Larry Lyles for comments. No comments were made.

Approval of Estimated FY16 Distributions

Marsha Tapler showed a presentation for this topic on the agenda. In the presentation she stated that the PSAPs are required to have the estimated distributions presented to them by December 31, 2014 so the Board will need to vote at this time on the estimated funding for FY2016.

In her presentation she showed the last two years distributions to the PSAPs. She stated that 20% would carry forward based on the average of the last two years distributions. The data she showed covers how this has increased and decreased which will determine the next fiscal years' funding. She listed what the PSAPS were currently getting what was being reconsidered or changed due to adding secondary PSAPs. There was other information on this report which she reviewed verbally with the Board. The amount \$46,271,289 proposed for FY2016 PSAPs estimated funding. It was up to the Board to approve with the reductions or without.

Laura Sykora asked if the PSAPs have a chance for a reconsideration, Marsha stated, yes. She also stated that this information may change in the future due to those reports still outstanding.

The vote taking place would be for the estimated amounts based upon reported information. Chris Estes said that this was a good explanation. A copy of this report is available on the NC911 website.

Richard Taylor said to the Board that this was just an estimated report and that PSAPs can start in January seeing what their funding will be so that they can work on budgets. The localities can come back to the Board and make requests if they have different needs. Marsha Tapler mentioned that Mitchell County would like to keep their fund balance as they have a capital purchase to make. She added that she was not sure if it should be part of this vote or the vote on June 1, 2015. Laura Sykora and Jason Barbour asked that this be brought before the funding committee. Marsha agreed.

Jason Barbour said that they were voting on a moving target as the estimate could go up and down. But he made a motion to accept it. Laura Sykora seconded the motion. All in favor; no opposition.

Approval of 2015 Meeting Dates

In regards to the meeting dates for 2015 Chairman Chris Estes asked for a vote. Richard Taylor expressed concern that there may be changes due to other meeting schedules and they are trying to coordinate with other state and county government associations. Chairman Estes asked if there could be a 30 day notice for changes and Mr. Taylor said that there would be, the dates they were approving were only tentative dates. Jeff Shipp motioned that the proposed dates be accepted. Dinah Jeffries seconded the motion. All in favor; no opposition.

Update on NextGeneration 911 Committee Report

Jeff Shipp addressed this item of the agenda. The RFP for technical support is open. He hopes to have a recommendation for the committee as soon as possible. He brought up the potential for the committee and staff to develop a high level overview for five years out and three years out of how the NextGeneration system will work and what it will look like when it does. Richard Bradford said that this is the second part of process and involves another RFP. Chairman Estes agreed that this is something that should be done, but the first RFP is only for technical support.

Update on 911 Standards Committee

Laura Sykora addressed item number eleven on the agenda. The standards committee met in November. Ms. Sykora said that in the January meeting they should have the wording right and the Board should review it to make sure that the wording is right. She has spoken with Richard Bradford, Richard Taylor, and Dave Corn and stated that the enforcement will not cause issues with the rules. Richard Bradford added that the only thing he would add would be that the enforcement procedures need to be accurate. The emails that have gone out have brought up issues, so it wise to have a conversation in a forum to explain why the wordings of the rules and for the enforcement need to be changed. They are not changing the scope. As far as the rules process, to go back too long in time there is a side road for the rules process which directs any agency to have approval from the Office of State Budget and Management. He said that the Board's rules and enforcement have not received this completely. He also stated that this is on the way, but they have to work on it. We need this official approval. Some parties want the tables to simply look different with no changes in content. They are in process and at a staff level they will look at it as quickly and hard as they can to get this done.

Chris Estes asked if there has been outreach to the PSAPs. Laura Sykora and Dave Corn said that they have spoken with other groups just like the standards committee. She said that the enforcement subcommittee has fire, EMS, police, NENA, APCO, and others giving them a voice in the process. Chairman asked for more comments and none were made.

Funding Committee Report

- a) Jason Barbour stated that he was able to meet with people in Jacksonville, Onslow County, and officials from the base. He said that Richard Bradford had not received

answers for all of his questions though while there. Richard Taylor stated he met with their IT people. He said that he is not sure if everything he saw was how it sets up. There is conflicting information with what is on file. He is going back next week. He also stated that back in the August meeting there was a discussion regarding the Department of Defense budget which might change the military's stance on getting funding from the State. He said that Meghan Cook, the legislative liaison, is working with OITS government affairs contacts in Washington, and she has said that the budget was passed last night with this piece taken out of it. That means that they cannot get funding from the State. Jason Barbour asked if that makes their request moot, but in response Richard Taylor said they would have to be approached as a backup PSAP and treated as such. Jason Barbour said there was a lot of discussion on this there and they did not want to work that way (Richard Taylor had suggested this and they did not want to work that way). They could maybe be a secondary PSAP. He also stated that no one from Fort Bragg came, only the City of Fayetteville. He added that they had nowhere near the same relationship as Camp Lejeune and Jacksonville.

Dinah Jeffries showed concern about why the county is not involved and the relationship between Jacksonville and their county, why are the county and city not working together. She said it sounds like they just want PSAP funding. Jason Barbour stated that the county and the city were separating buildings. They seem to be separating and pieces are moving. Len Hagaman was there, Richard Bradford, and Laura Sykora were also there. It was a good meeting. But they are far from a conclusion. Jason Barbour stated that they are going to be continue working on this. Richard Taylor said then that we want to help, but we need to do it right or it may raise issues in the future. Chris Estes said that policies must be applied consistently.

- b) Richard Taylor spoke about the school safety program. On the 17th of December there will be a meeting with the School Public Safety Coordination Committee to find out what everyone is doing. Mr. Taylor stated that someone has already written a telecommunicator program for handling an active shooter at a school. He said that it is interesting to have others doing things outside the 911 community, but there is a lack of communication between different groups and this needs to be worked out. He thanked Chris Estes for getting all the groups together as 911, DPS, DPI, and others are concerned about this. Jason Barbour stated that last week there was an active shooter at a school in his county.

Chris Estes brought up the Governor's Safer Schools Initiative and the Department of Public Safety as being concerned about how the responders are handling the calls and how those calling in call in the emergency.

NC911 Social Media

Tina Bone announced that NC911 now has a FACEBOOK page.. She showed the page to the Board. Richard Taylor said that they would like to add a banner reading "call when you can, text when you can't". Chris Estes raised the concern that they need to make sure that people know

not to use FACEBOOK to try to get help. It is for information purposes only. Not all call centers can take “TEXT 911”. Jeff Shipp asked that this should also be added to the website and the FACEBOOK page. Jason Barbour asked if each Board member could have their biographies included in the site. Chairman Estes said that it was good for information in that they could get information from the public and pointed out that many PSAPs are using this.

Ms. Bone also stated that NC911 has a TWITTER account.. She said that she would be doing this and keeping it updated. Chairman Estes mentioned again that there needs to be a disclaimer that people cannot use the TWITTER site to get 911 help. Ms. Bone then said that those that cannot get on the website. They give her their contact information so that they can get emails.

Jason Barbour said that many people in Johnston County use social media to get information regarding highways. Chris Estes said that there is staff in the Department of Transportation and the Chief Information Officers’ Group that could help with this matter. Mr. Taylor asked that the PSAP directors and others speak up and that the Board is reaching out to them for their input and help in this matter. Chairman Estes said that this was a good start for outreach from the Board, but stated once more that people need to know these sites are for information only and they cannot get help through these sites.

Review of 2015 Goals

Richard Taylor announced that the information that was originally put together on a tally sheet would be going out to the Board on Monday. Mr. Taylor reiterated that the meeting the day before was great and the Board got a lot done. The discussions that took place were great and he was satisfied with the comments and the work that was done. He also looks forward to the next meeting in the spring. He stated that the goals will be published soon and that others will know the focus of the Board in the future. Chairman Chris Estes added that there are a lot of members from the PSAP group that would like to be involved in the different committees. Mr. Estes then added that the proposed funding committee should have a subcommittee and he wanted to get with Jason Barbour about adding members to the funding committee. Mr. Estes suggested that for everyone to have a voice there needed to be a funding subcommittee made.

Other Items

Chairman Estes thanked the Board for the work that they were doing to help the PSAPs and thanked the NC911 staff for their help in putting the meeting together and making sure that information and opportunities to help were there.

Jeff Shipp thanked Dare County for their welcome. Mr. Shipp also stated that in future sessions they should look at call volumes and dispatch volumes. He said that this would help create efficiencies in the future. Dinah Jeffries said that this could include dispatch. Jason Barbour stated that what one center refers to as a dispatch is not the same across the state. Richard Taylor then added that this number could be hard to get and Chairman Estes responded that the teams

will have data on what they are doing and the calls they are taking. Laura Sykora then said that when they are considering secondary funding did they not get a per call amount? Ms. Sykora stated that this information may work for this purpose. Mr. Taylor agreed, but they will need this information for all PSAPs and that it may just need to be updated.

Dinah Jeffries said that there was an individual in Winston-Salem working on a project regarding school violence (mass violence and active shooters). Chairman Estes said that the emergency management group would be the ones to handle this, but Ms. Jeffries said that the person in Winston-Salem had already put together committees for fire, EMS, and other groups, but 911 was left out. NC911 is now being invited to the table. She said that the Presidents of NENA and APCO, Melanie Neal, Rodney Cates, law enforcement, and Jason Barbour (who was interested) should be involved. She spoke with Chairman Estes and said that her committee is not the one to develop a training program. They are looking to create standards to serve as guides for those in the centers. Richard Taylor said that he may want to be involved as well. John Dorman with Emergency Management may be involved in this and coordinating it. Ronnie Barefoot came up at this time to make a “public comment”. He is from NC NENA and said that he would like to be involved in the school violence project.

Richard Taylor thanked Laura Nock and Trey Piland, both of Dare County, and others for their help in handling the meeting and hosting the Board as well as offering and giving tours of the Dare County 911 centers.

Adjourn

Chairman Chris Estes made a motion to adjourn at 11:29 a.m. Jason Barbour seconded the motion. Unanimous vote.

The E911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the E911 Board members.

When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speakers:

Election of 911 Board Vice Chairman for 2015
(vote required)

Chris Estes

Section 6 excerpt of the
Bylaws of the
North Carolina 911 Board

Section 6: Chair. The 911 Board Chair shall be the State Chief Information Officer or designee as provided by G.S. §62A-41(4). The Board shall select a vice-chair annually from the appointed members by simple majority vote. The vice-chair term of office shall be one year.

These Bylaws were approved at a meeting of the 911 Board North Carolina on July 16, 2010.

By: ____The North Carolina 911 Board

NC 911 Board 2015 Vice Chairman Election Ballot

*To cast your vote, place a check mark beside your choice for Vice Chairman or write in a name of a Board member.
Sign your ballot.*

_____ *Barbour, Jason*

_____ *Write-In Vote*

_____ *Board Member Signature*

Executive Director Report

Richard Taylor

- a) Update On Staffing & Retention Class
- b) Showcasing GIS in North Carolina:
In State and Local Government
- c) Update On Durham 911 / Frontier Tariff
Issue

PSAP Staffing and Employee Retention Class

Carthage, NC



Winston-Salem, NC



Waynesville, NC



Williamston, NC



Jacksonville, NC



I was able to attend the Staffing Retention Class held in Haywood County last week and I wanted to let the board know that I appreciate the opportunity to have such a beneficial class close enough that I could attend. As luck would have it I began the interview process to hire a new 911 Addressing employee on Monday, and this class enabled me to completely revamp my interview and hiring process.

Misty Hembree

Graham County Communications Director

It was a good class. It was also good to be able to meet and fellowship with other area 911 Directors. I hope you continue to have more classes in Western North Carolina. It is often difficult to travel a long distance for a class due to time constraints and budget issues. If you will be faithful to offer more classes in this area I will be faithful to attend.

Wanda Hall

Sylva, NC 28779

Thank you for having the Staffing and Retention class in the Western Area. It contained a lot of helpful information. I hope you will continue to offer classes in our area.

Misty Tabor

Assistant Director Swain County 911

I just wanted to thank you and the Board for scheduling this class in Haywood County. Traveling 6 hours for a class unfortunately is not an option for us financially or time wise. As a matter of fact, this is the first class that myself and my assistant Kim were able to attend in over a year. It was wonderful to have a class so close and to be with other PSAP Managers in our geographical area and share the unique experiences and hurdles that we have to deal with in our mountainous region.

Janice Costello

Supervisor

Cherokee County 911 Communications

Executive Director Report

Richard Taylor

- b) Showcasing GIS in North Carolina:
In State and Local Government
- c) Update On Durham 911 / Frontier Tariff
Issue



SHOWCASING GIS in NC

**Legislative Event:
Geographic Information Systems (GIS)
In State and Local Government**

**The Innovation Center, 217 W. Jones St.,
1st Floor of the DENR Green Square Building**

February 25, 2015 from 4:00-6:00 PM



Sponsored by the North Carolina
Geographic Information Coordinating Council
Contact: Stan Duncan, Chair
sduncan@hendersoncountync.org

Briefing by Chris Estes and Stan Duncan at 4:00 PM
Exhibits are open until 6:00 PM



SHOWCASING GIS in NC

February 25, 2015 from 4:00-6:00 PM

*State and Local Government GIS
Serving NC through Collaboration:
Transportation, Forest Resources,
Economic Development, Broadband,
Recreation, Public Safety and more*



Sponsored by the North Carolina
Geographic Information Coordinating Council

Briefing by Chris Estes and Stan Duncan at 4:00 PM
Exhibits are open until 6:00 PM

400 copies of this card were printed at \$204.32 or \$.51 per card.

Executive Director Report

Richard Taylor

c) Update On Durham 911 / Frontier Tariff
Issue

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release ("Release") is dated, made, and entered into by and between the City of Durham (the "City") and Frontier Communications of the Carolinas LLC ("Frontier"), effective as of the date last written below. Frontier and the City are collectively the "Parties," and each individually is a "Party."

RECITALS

WHEREAS, Frontier and the City have made certain claims against each other regarding provision and billing of 911 Emergency Telephone Service by Frontier to the City; and

WHEREAS, the Parties agree that it is in their mutual interests to settle all claims against each other, without any admission of law or fact;

NOW, THEREFORE, in consideration of the mutual covenants contained herein and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties covenant and agree as follows:

TERMS AND RELEASES

1. SETTLEMENT PROVISIONS

A. **Payment.** In full and complete settlement of claims, demands, rates, bills and charges of Frontier for its 911 Emergency Telephone Services provided to the City through November 19, 2014, including 911 Emergency Telephone Services as shown on Frontier's bills dated through the three November 19, 2014 bills to the City, the City shall pay Frontier the sum of six hundred thirty thousand dollars (\$630,000) (the "Payment") on or before December 31, 2014.

B. **Future E-911 Service.** (i) Beginning with Frontier's December 19, 2014 bill to the City and ending twenty-four (24) months thereafter, Frontier shall provide all of its 911 Emergency Telephone Service to the City (which are specified in Section 2 of the 23-page document titled "General Customer Services Tariff No. 3," a copy of which is attached hereto as Exhibit A) at a flat monthly rate of thirteen thousand dollars (\$13,000). The types of services to which that flat monthly rate shall apply shall not exceed the types of services that Frontier currently provides to the City. For purposes of this section B, Frontier's 911 Emergency Telephone Service includes but is not limited to Subscriber Line Records; 911 Database Management and Processing; and 911 Selective Routing. Except for the price to be paid for such services, the tariff terms and conditions governing Frontier's provision of 911 Emergency Telephone Service to the City shall continue to apply. (ii) If any approvals of the North Carolina Utilities Commission are required in order to make any clauses, provisions, sections, or other parts of this instrument valid and enforceable, it shall be the responsibility of Frontier to obtain them, and Frontier

shall indemnify and hold the City harmless for any liability to Frontier or any other person for failure to obtain any required approvals.

C. **Release.** In consideration of the Payment and other covenants contained herein, the receipt and sufficiency of which are hereby expressly acknowledged, Frontier, for itself and each of its parents, predecessors, successors, assigns, assignees, affiliates, divisions, departments, subdivisions, owners, partners, principals, trustees, creditors, shareholders, joint ventures, co-venturers, principals, officers, directors, attorneys, vendors, accountants, nominees, agents (alleged, apparent or actual), representatives, employees, managers, administrators, insurers, representatives, and/or each person or entity acting or purporting to act for them or on their behalf, as well as any past, present or future person or any entity and all those who claim through them or could claim through them, whether acting in such capacity or individually (collectively "Releasors") UNCONDITIONALLY AND IRREVOCABLY REMISE, WAIVE, SATISFY, RELEASE, ACQUIT AND FOREVER DISCHARGE the City and each of its parents, predecessors, successors, assigns, assignees, affiliates, divisions, departments, subdivisions, owners, partners, principals, trustees, creditors, shareholders, joint ventures, co-venturers, principals, officers, directors, attorneys, vendors, accountants, nominees, agents (alleged, apparent or actual), representatives, employees, managers, administrators, insurers, representatives, and/or each person or entity acting or purporting to act for them or on their behalf, as well as any past, present or future person or any entity whatsoever (collectively the "Releasees"), and each of them respectively, whether acting in such capacity or individually, from and against any and all past and present claims, counterclaims, actions, suits, rights, causes of action, lawsuits, set-offs, costs, losses, controversies, agreements, promises and demands, or liabilities, of whatever kind or character, direct or indirect, whether known or unknown or capable of being known, arising at law or in equity, by right of action or otherwise, including, but not limited to, suits, debts, accounts, bills, damages, judgments, executions, warranties, attorneys' fees, costs of litigation, expenses, claims and demands whatsoever that the Releasors, or their attorneys, agents, representatives, predecessors, successors and assigns, have or may have against the Releasees, for, upon, or by reason of any matter, cause, or thing, whatsoever, in law or equity, including, without limitation, the claims made or which could have been made by the Releasors relating to 911 Emergency Telephone Service rates and charges, up to and including Frontier's November 19, 2014 bills to the City. This Release does not apply to non-911 Emergency Telephone Service rates, charges or claims of any kind, including but not limited to such relating to regular telephone service rates and charges.

D. **Denial.** Neither Party admits any liability to the other Party, which liability is hereby denied, and makes the settlement hereunder to avoid further dispute and to buy its peace.

2. ADDITIONAL TERMS

A. Adequate Consideration. The consideration received in connection with this Release is fair, adequate and substantial and consists only of that provided for in the terms set forth in this Release.

B. Further Assurances. Each Party agrees to take all reasonable steps necessary to effectuate the terms of this Release.

C. No Admission of Liability. Each of the Parties understands and agrees that this Release and the settlement provided for herein are intended to compromise disputed claims and defenses, to avoid litigation and to buy peace, and that this Release and the settlement provided for herein shall not be construed or viewed as an admission by any Party of liability or wrongdoing, such liability being expressly denied.

D. Choice of Law. This Release shall be construed in accordance with and all disputes hereunder shall be controlled by the laws of the State of North Carolina without regard to its choice of law rules.

E. No Interpretation of Captions or Headings. The captions and headings within this Release are for ease of reference only and are not intended to create any substantive meaning or to modify the terms and clauses either following them or contained in any other provision of this Release.

F. Severability. If any provision of this Release or the application thereof is held invalid by a court, arbitrator or government agency of competent jurisdiction, the Parties agree that such a determination or invalidity shall not affect other provisions or applications of this Release which can be given effect without the invalid provisions and thus shall remain in full force and effect or application. By way of example and not limitation, if subsection (i) of section 1.B (Future E-911 Service) is held to be invalid, the remainder of this Release intended to be in full force and effect and application.

G. Natural Interpretation and Counterparts. The Parties shall be deemed to have cooperated in the drafting and preparation of this Release. Hence, any construction to be made of this Release shall not be construed against any Party. This Release may be executed in counterparts and each executed counterpart shall be effective as the original. All faxed, emailed, or electronic signatures affirming this Release constitute an original signature.

H. Entire Agreement. This Release constitutes a single, integrated, written contract expressing the entire understanding and agreement between the Parties, and the terms of this Release are contractual and not merely recitals. There is no other agreement, written or oral, expressed or implied between the Parties with respect to the subject matter of this Release and the Parties declare and represent that no promise, inducement or other agreement not expressly contained in this Release has been made conferring any benefit upon them or upon which they have relied in any way.

I. **Amendments to this Release.** All amendments or changes of any kind to this Release must be in writing, executed by both Parties.

J. **Advice of Counsel.** Each Party to this Release acknowledges that it has had the benefit of advice of competent legal counsel with respect to its decision to enter into this Release. The individuals whose signatures are affixed to this Release in a personal or representative capacity represent that they are competent to enter into this Release and are doing so freely and without coercion by any other Party or non-party hereto.

K. **Successors.** This Release shall insure to the benefit of the respective successors, and assigns of the Parties, and each and every one of the Releasees shall be deemed to be intended third-party beneficiaries of this Release.

L. **Authorized Signatories.** The respective signatories of the Parties hereby represent and affirm that they have the authority of their respective principals and that no further votes, approvals or other actions are necessary to enter into this Release.

M. **Attorneys' Fees.** Each of the Parties shall bear its own attorney's fees, costs, and expenses in connection with the matters set forth in this Release, including, but not limited to, the negotiation and preparation of this Release.

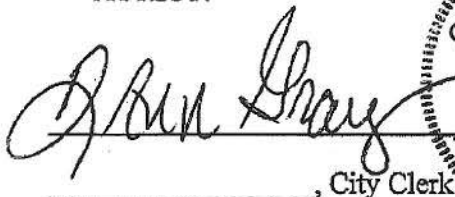
N. **No Waiver.** The waiver of any breach of any term of this Release by any Party shall not be deemed a waiver of any subsequent or prior breach.

O. **Notice of City Policy.** THE CITY OPPOSES DISCRIMINATION ON THE BASIS OF RACE AND SEX AND URGES ALL OF ITS CONTRACTORS TO PROVIDE A FAIR OPPORTUNITY FOR MINORITIES AND WOMEN TO PARTICIPATE IN THEIR WORK FORCE AND AS SUBCONTRACTORS AND VENDORS UNDER CITY CONTRACTS.


IN WITNESS WHEREOF, the Parties hereto evidence their agreement as a sealed instrument and have executed this Release as of the day and year last below written ("the Effective Date").

CITY OF DURHAM

ATTEST:


_____, City Clerk




_____, Thomas J. Bonfield, City Manager

SETTLEMENT AGREEMENT AND RELEASE between the City of Durham and Frontier Communications of the Carolinas LLC

Date Executed by City:

Dec. 23, 2014

This instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act.

Susan M. Sandhoff 12/22/14
(signature of finance officer)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC

Authorized Representative:

Rhonda M. Ingh

Title:

Region President

Date Executed by Frontier:

12/22/14

Update On FirstNet In North Carolina

Allan Sadowski



FirstNet in North Carolina

Allan Sadowski
Director of Infrastructure Planning – FirstNetNC
Office of Digital Infrastructure

What is the need?

Interoperable Communications –
The Greatest Need for Safety Responders



Provide a reliable
and resilient
broadband
network to perform
life saving
missions



Rugged, easy to use
devices designed to
meet public safety
requirements and
provide a rich set of
applications and
services



Improve
communications
providing mission
critical data and
saving lives



How do we meet it?



- ✓ DATA, VIDEO, IMAGE & TEXT
- ✓ INTEROPERABILITY
- ✓ DEDICATED, RELIABLE NETWORK FOR ADVANCED COMMUNICATIONS

Introducing FirstNet



- The Middle Class Tax Relief and Job Creation Act of 2012 establishes responsibility for building and operating a Nationwide Public Safety Wireless Broadband System
- FirstNet is a 4G **wireless data communications** cellular network providing Emergency Responders with a robust data interoperability capability – where none exists or for when commercial services are overloaded or under duress (hurricanes, ice storms, beach weekends)

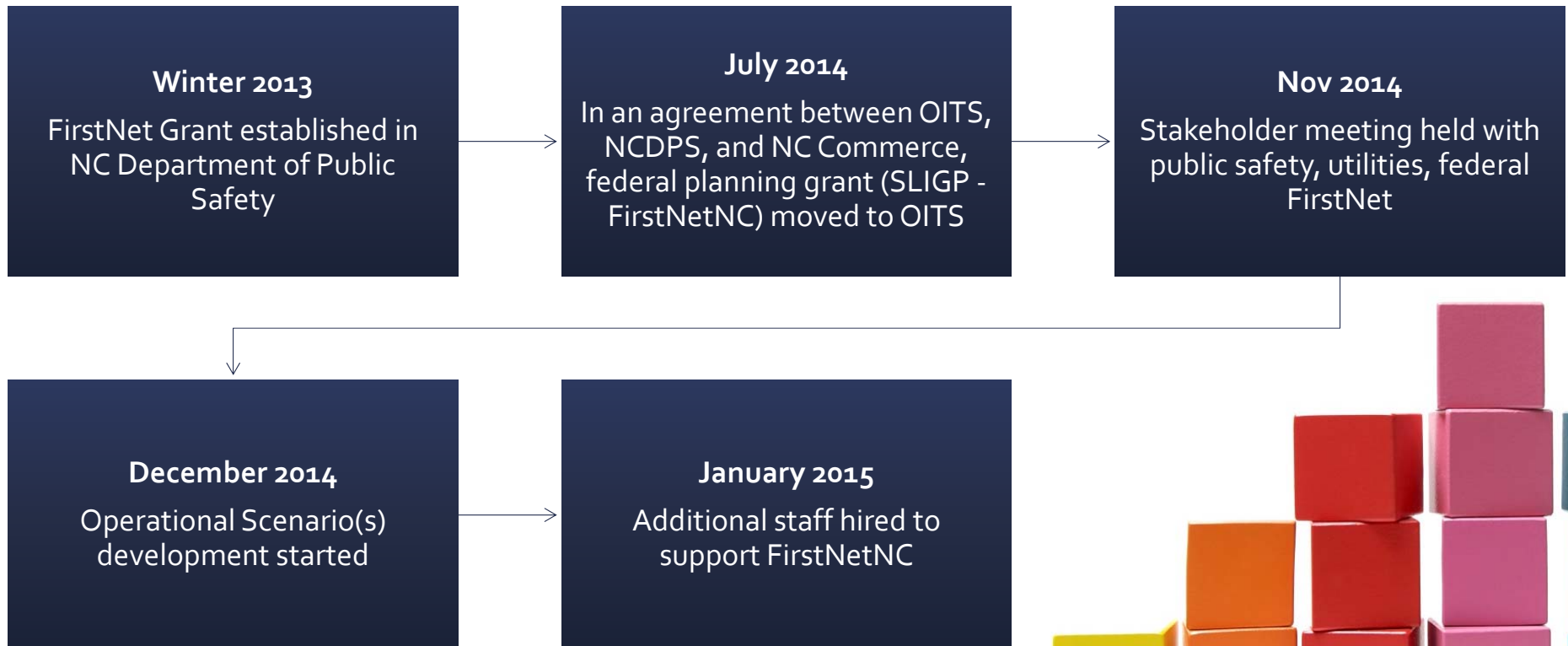


How do we get there?

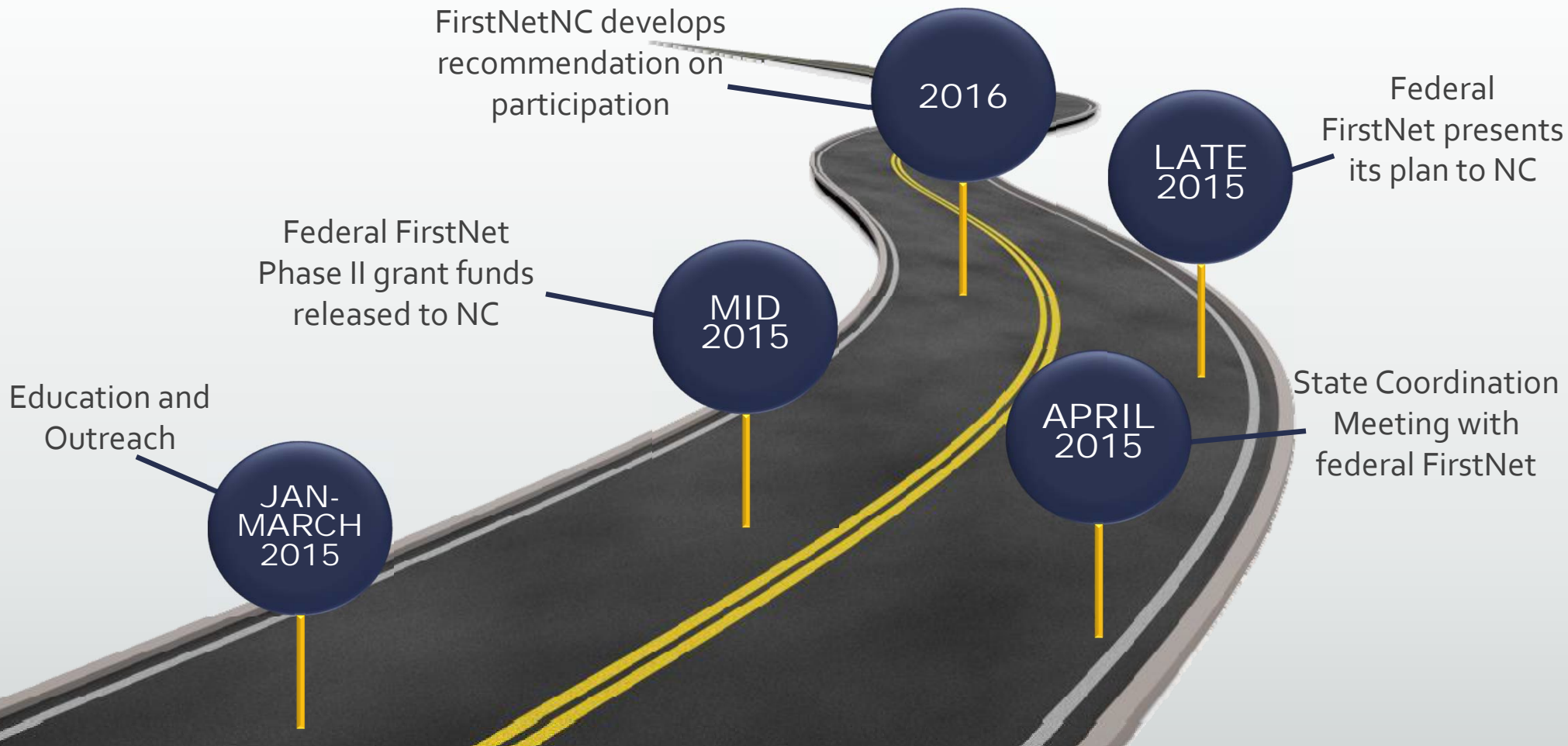
- Education, outreach, and planning
- Identify requirements and needs, design, and data gathering
- Use of existing state, local and commercial infrastructure where available
- Partnership with utilities, telecommunication companies, and critical infrastructure providers is crucial to success
- Develop partnerships with organizations, associations, and stakeholders to gain feedback, support and recommendations



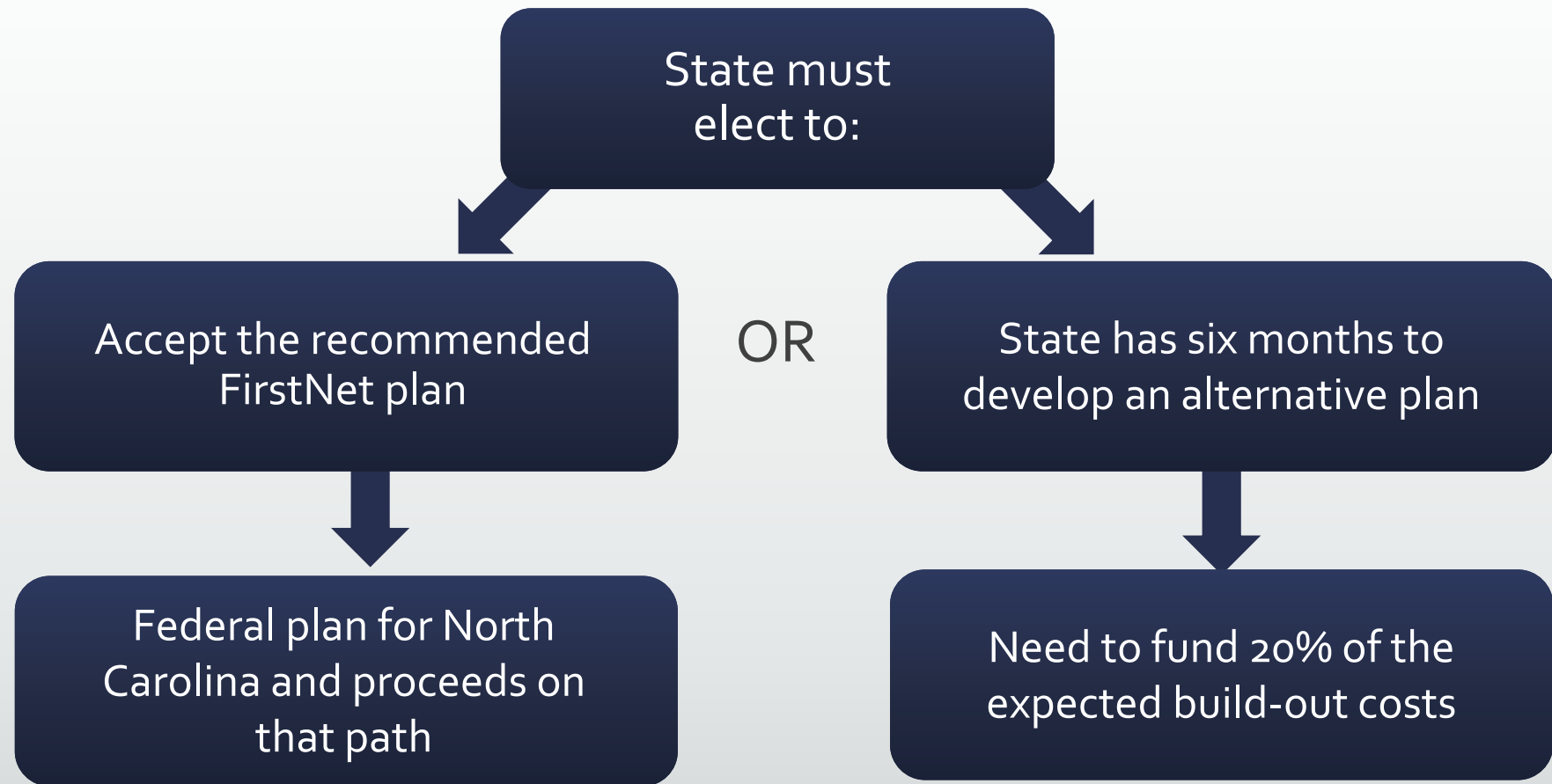
Putting FirstNetNC Together



Future FirstNet Timeline



The State's Decision



Covering the state



The challenge: Providing SUBSTANTIAL COVERAGE to 700+ public safety agencies, 100 counties, and a federally recognized tribe in coverage areas including urban and rural

To meet this challenge, FirstNet is considering a network architecture using land-based cellular, satellite infrastructure and deployable systems to provide coverage.

4G LTE is **10X**
faster than 3G wireless service



Costs and Development



Public Retail Rates

T-Mobile
ATT
Verizon
Sprint

Government Plans

Verizon (\$40/ Unlimited – State Rate)

Verizon (\$25/ Unlimited – Charlotte's Rate)



Charlotte BTOP Business
Care - \$46/user

3 startups - \$0/user



So what's the difference?



compared to



Today's low speed data options

Low Pressure = Low Bandwidth
Local = Limited access and coverage

Future Public Safety Broadband

High Pressure = High Bandwidth
Mobile = Full access and coverage where needed

Common Questions & Concerns



Common Questions & Concerns



Will FirstNet replace our Land Mobile Radio systems (LMR)?



No FirstNet is a DATA system

There are NO plans to use FirstNet to replace existing voice communications



Common Questions & Concerns



Is this a mandate from the state?

No, while the state is under a federal mandate to provide education, outreach, and requirements gathering for a public safety wireless data system. There is no plan to force any public safety entity in North Carolina to join FirstNet



Common Questions & Concerns



How soon will it be available and will we have coverage in my town?



We anticipate at 4 to 6 years before we see FirstNet frequencies in active use in North Carolina



Time for Questions?



Thank you



Lenoir County Grant Extension Request

(vote required)

Richard Taylor

ROGER DAIL
Director
252-526-6666

DERAL RAYNOR
Fire Marshal
252-526-6666

Lenoir County Emergency Services

JERRI KING
Deputy Director
252-526-6666

PAIGE JOHNSON
Communications
Manager
252-526-6666

November 12, 2014

Richard Taylor, ENP
Executive Director
Information Technology Services
NC 911 Board
PO Box 17209
Raleigh, NC 27619-7209

Subject: FY13 E911 Consolidation Program Grant Funding Extension Request

Dear Mr. Taylor,

Lenoir County (Lenoir) has been in negotiations with Onslow County (Onslow) for several months to finalize an agreement to share a P25 system level core. While Lenoir continues to negotiate with Onslow to achieve the original plan to share a core, they are also exploring other options for a core in the event that the parties cannot reach an agreement. The other core options have a minimum 8 week lead time with the contractor, Motorola.

Due to the ongoing negotiations and the possibility that another core solution may be necessary; the Lenoir County Department of Emergency Services will not be able to finalize the implementation of the radio system by the grant program required end date of December 2014.

Detailed impact to the project schedule includes:

- The Onslow portion of the microwave link has not yet been installed due to the pending agreement.
 - Without that microwave hop, the core signals cannot get to the Lenoir Master site at Central Ave.
 - The Lenoir/Jones Co. backup facility radio equipment is installed, however without the Onslow microwave hop there is no connectivity to the core.
- The delays caused by the lagging negotiations have now reduced the time available to complete installation and optimize the system. An additional two months will be needed after the agreement is executed.
- Should negotiations with Onslow fail, another solution must be implemented. An additional three months will be needed to complete re-design, equipment procurement, installation, testing and optimization.
 - Note that if an agreement must be negotiated with another core owner (another County), then an additional 30-60 days may be needed

The schedule is negatively impacted by the ongoing negotiations with Onslow County, and further delay is possible should a different solution be necessary. Therefore, Lenoir County is requesting an extension of the grant program completion date to March 31, 2015.

If there are any questions or if additional information is needed, contact me at (252) 526-666, or by email at rdail@co.lenoir.nc.us

Sincerely,

A handwritten signature in black ink that reads "Roger Dail". The signature is written in a cursive, flowing style.

Roger Dail, Director
Lenoir County Department of Emergency Services

CC: file

Update On NextGen 911 Committee **Jeff Shipp**

December and January Activity

- The RFP for Technical Support was posted on December 2.
- General Information about the RFP
 - The 911 Board wishes to contract for technical services to prepare one or more Requests for Proposals (RFP), assist the Board in reviewing and evaluating proposals received, and similar work.
 - The 911 Board's succinct purpose statement for the NG911 RFPs is: to seek a solution that will meet current 911 needs, provide an ESInet IP backbone for NG911 applications, increase PSAP interoperability, and allow for an error free transition from the current e-911 environment to a Next Generation 911 environment for all primary PSAPs; presently there are 123 primary PSAPs. Secondary PSAPs, backup PSAPs and facilities which may be integrated such as PSAPs located on military bases or University campuses may be considered during development of the new NG911 RFP.
 - Bidders must demonstrate experience in designing and implementing IP networks (ESInets), technical expertise in the areas of GIS, hosted systems, NOC and Help Desk support of operations, CAD interoperability, and radio interoperability. The North Carolina 911 Board seeks a client advocate to provide independent expertise and advice throughout this phase of a critical project.
 - Bidders must be independent of all equipment, network, hardware, and software providers. The selected Bidder must recuse themselves from directly or indirectly providing the state's PSAPs with equipment, network, hardware or software for three (3) years following contract execution and must recuse themselves from bidding on the RFP(s) they assist in creating. 911 product vendors, value-added resellers (VARs), local exchange carriers (LECs), and 911 service providers, including subsidiaries and partners of the aforementioned business categories are excluded from responding to this RFP in the interest of maintaining a high level of impartiality and the integrity of the project.
- The Question and Answer period elicited 4 questions and they were answered on January 14.
- Proposals from respondents are due February 13.
- Proposal evaluation will ensue.

NC 911 Board NextGen 911 Committee

- Best and Final Offers from Finalists will occur by March 4.
- Oral presentations will occur around March 11.
- Committee recommendation the 911 Board by the March Board meeting.

Update On 911 Standards Committee

Laura Sykora
Richard Bradford



Meeting Summary

911 Board Standards Committee

January 15, 2015
 NC 911 Board Office
 3514 Bush Street
 Raleigh, NC
 10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Margie Fry (Phone)	Tina Bone	Stanley Kite/Craven Co (phone)
Dinah Jeffries (Phone)	Richard Bradford	Jeff Shipp (Phone)
Christy Shearin (Phone)	Dave Corn	
Jimmy Stewart	David Dodd	
Laura Sykora	Marsha Tapler	
Donna Wright (Phone)	Richard Taylor	
Brandon Zuiderma		
<u>Members Absent</u>	<u>Staff Absent</u>	
Rodney Cates		
<u>Enforcement Comm-Present</u>		
Greg Foster (Phone)		
Judy Jenkins		
Rob Merchant		
Jim Soukup (Phone)		
<u>Enforcement Comm-Absent</u>		
Jeff Dulin		
Carson Smith		

Chair's Opening Remarks

Meeting called to order at 10:01 AM by Laura Sykora, who welcomed two new members (Brandon Zuiderma to the Committee and Rob Merchant to the Enforcement Sub-Committee. Richard Taylor called the roll.

Review of Last Meeting

Dave Corn gave an update on the Standards process, going back to the beginning in 2010, when the process first started. The Standards were based loosely on NFPA 1221 and NENA best practices. The Checklist idea was tabled until the Rules are finalized. The Compliance process started around the end of 2012, which is when the Enforcement Sub-Committee was formed. At the last meeting, the PSAP Compliance Process was looked at in more detail, and that is where the meeting will continue today.

At this point, Richard Taylor took a few minutes to show the Committee the new changes being made to the web page, which will include summaries of all past meetings of the Standards Committee since its creation. Laura asked about being able to include the most current versions of documents as a part of the summary process.

Discussion of the Enforcement Process

Laura then started a step by step review of the Compliance/Enforcement process.

Step 1.1 the suggestion was made to modify the wording that "Site Reviews will begin within one year from the date the rules are effective." The Committee was good with this change.

Step 1.2 was approved as is.

Step 1.3 was approved as is.

Step 1.4 was approved as is.

Step 1.5 was approved as is.

Step 1.6 was changed to read: "If the PSAP site review identifies a deficiency and the deficiency is not corrected within 30 days notice of the deficiency, the next PSAP site review will be conducted within 12 months."

Step 1.7 was approved as is.

There were no changes suggested/made in Step 2.

Step 3.1 was approved as is.

Step 3.2 was amended to read: "At it's next scheduled meeting the Standards Committee will discuss any matter referred by the Executive Director."

Step 3.3 was approved as is.

Step 3.4 was approved as is. Richard Bradford said this is where "Finding of facts" will occur.

Rules Review Process

Laura asked Richard Bradford to give an update on the Rules Review Process. The Rules process requires a certification from OSBM for the process to continue. Richard Bradford thought there was a cause to move forward, but OSBM did not give that approval. OSBM determined there is major

financial impact from the Rules, but there are no major changes, and no way to capture the potential costs.

Backup PSAP Update

David Dodd gave a brief update on Backup PSAP plan compliance. Currently there are about 30 approved plans, and another 10 or so are in process. Richard Taylor discussed some interoperability issues in Cleveland County, and how a vendor stated they would require their customers to purchase new CAD servers now, then they would provide the CAD interoperability after 7/1/2016, when the Backup PSAP Plan legislation goes into effect.

Schedule Next Meeting

The next meeting of the Standards Committee will be held on Tuesday, February 17th, at 10:00 AM at the 911 Board office on Bush St, in Raleigh, NC. Laura adjourned the meeting at 11:55 AM.

January 15, 2015

PSAP COMPLIANCE PROCESS

DEFINITIONS

Corrective Action Plan – A plan to correct deficiencies.

Deficiency – Failure to fulfill a PSAP operation rule.

Full compliance – Completion of a site review free of deficiencies

Site review – An examination of a PSAP to determine compliance with Rules.

Written Response – An acknowledgement of deficiencies and statement of deficiencies corrected within 30 days of the site review report.

STEP 1 – SITE REVIEW PROCESS

1. Every PSAP will be inspected to determine its fulfillment of PSAP operation rules. Site reviews will begin within one year from the date the rules are effective. Failure to fulfill PSAP operation rules is a deficiency. Inspectors will deliver reports to the Executive Director.
2. Site reviews will be performed by peer reviewers supervised by Staff members. Peer reviewers will include volunteers selected by the Board from outside the region of the PSAP to be inspected. Staff members may accompany peer reviewers for any site review.
3. A site review report will be delivered to the PSAP stating whether the PSAP fulfilled PSAP operation rules. The report shall identify any deficiencies.
4. The PSAP will not be re-inspected for 3 years if the site review finds no deficiencies.
5. If the site review finds a deficiency and that deficiency is corrected to the satisfaction of the Staff reviewer within 30 days' notice of the site review report, the PSAP will not be re-inspected for 3 years.
6. If the PSAP site review identifies a deficiency and the deficiency is not corrected within 30 days' notice of the deficiency, the next PSAP site review will be conducted within 12 months.
7. Deficiencies found or reported at the PSAP may result in additional site reviews.

January 15, 2015

STEP 2 – PSAP WRITTEN RESPONSE AND CORRECTIVE ACTION PLAN (CAP)

1. A PSAP shall deliver a Written Response to the Staff reviewer acknowledging any deficiencies reported. The PSAP's response is due within 30 calendar days of receiving the Site review report.
2. The PSAP's Written Response will also identify actions the PSAP has taken to remediate the deficiencies and a statement that the deficiencies have been corrected.
3. Deficiencies remaining after the PSAP's Written Response shall be the subject of a Corrective Action Plan. A Corrective Action Plan shall be submitted by the PSAP to the Executive Director for approval within 90 calendar days of the PSAP site review report. The Plan may be extended one time if requested up to another 90 calendar days at the discretion of the Executive Director.
4. If the Corrective Action Plan is approved, the PSAP will correct the deficiencies under the terms, conditions, and time frames stated therein. A Staff reviewer will follow-up to ensure that the PSAP completes the corrective action(s) and verify that the PSAP is in compliance.
5. If the Corrective Action Plan is not approved by the Executive Director, the PSAP will be requested to submit another Corrective Action Plan within a specified period of time until an approved Corrective Action Plan is submitted and approved by the Executive Director.

STEP 3 – STANDARDS COMMITTEE ACTION

1. If no Corrective Action Plan is approved or the PSAP fails to deliver a CAP or there is insufficient activity to implement the approved Corrective Action Plan, the Executive Director will refer the matter to the Standards Committee for action.
2. At its next scheduled meeting, the Standards Committee will discuss any matter referred by the Executive Director. The Standards Committee will provide notice of that meeting to the PSAP. The Standards Committee shall deliver notice of its conclusions and recommended actions to the PSAP Director with a copy to the appropriate supervising or managing authority of that PSAP.. Inclusive of the conclusions from the Standards Committee, will be a request for response from the PSAP Director and/or the supervising or managing authority to the Standards Committee.
3. If there is no response from the PSAP as requested by the Standards Committee or if the response is unsatisfactory, the Committee will send a letter to the appropriate supervising or managing authority of that PSAP with a copy to the PSAP Director asking for a reply by a specified date.
4. If there is still no response from the PSAP or the supervising or managing authority or if the response is unsatisfactory the Standards Committee will refer the matter to the 911 Board with a recommendation for further action.

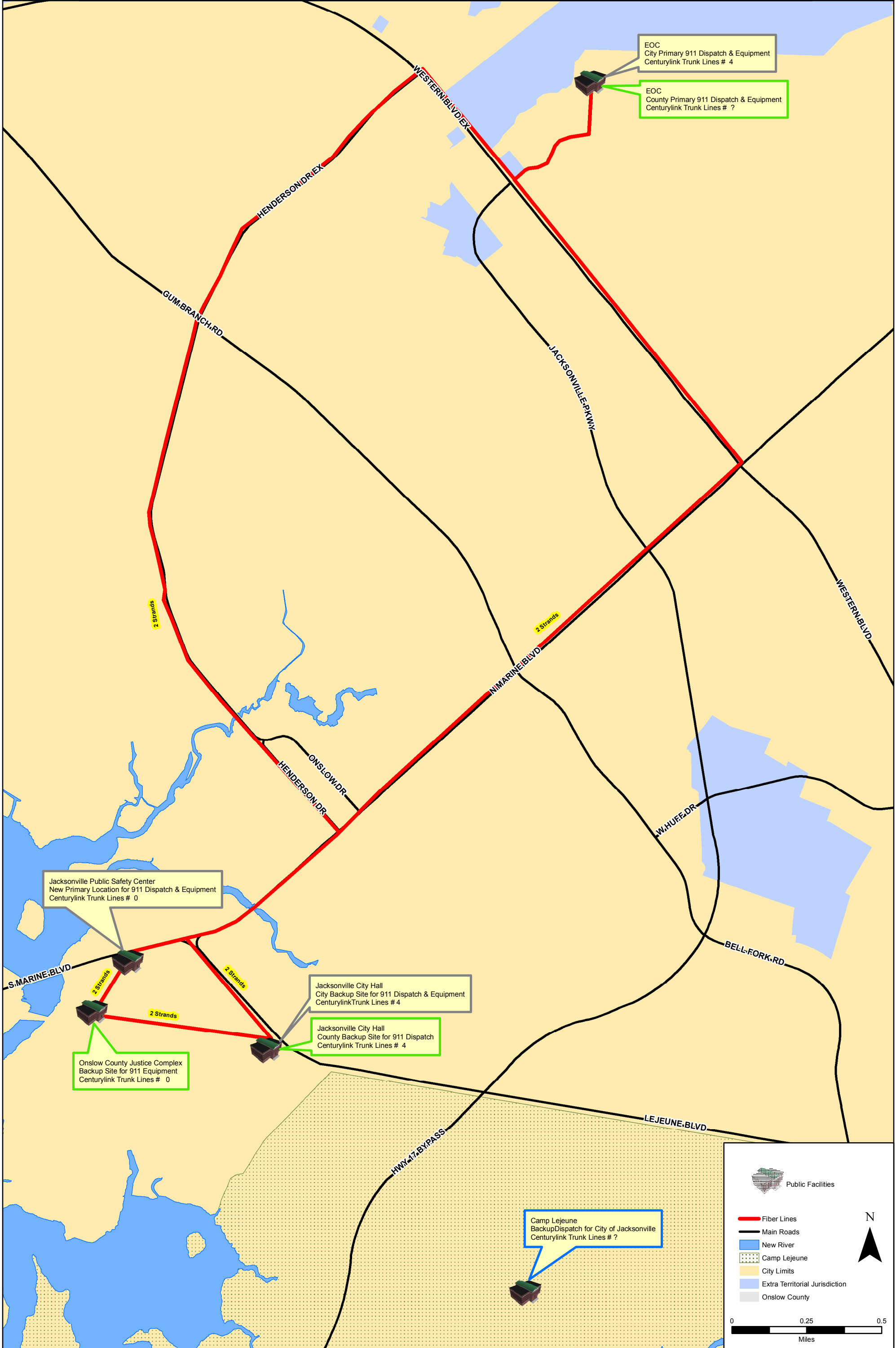
DRAFT – VERSION 14

January 15, 2015

5. The 911 Board will follow the process it has established for PSAPs who fail to comply with the Rules as found in rules (TBD; draft rules include .0106, .0202, .0203).

Update On Funding Committee	Jason Barbour
a) Military PSAP Funding	Richard Taylor
b) School Safety Coordination	

Infrastructure Inventory for E-911 in Jacksonville NC





**City of Jacksonville
Public Safety**

PO Drawer 436 • Jacksonville, NC • 28541-0128 • 910 455-1472 • fax 910 938- 6937
An internationally accredited Fire Service and Law Enforcement Agency



Public Safety Director, Michael G. Yaniero

October 10, 2014

Chris Estes, Chairman
State Chief Information Officer
North Carolina 911 Board
PO Box 17209
Raleigh, NC 27619-7209

Dear Chairman Estes:

Thank you for the opportunity to present our concerns before the 911 Board regarding the military Public Service Answering Point (PSAPs) which operates in our community. Before discussing the City of Jacksonville's request for funding of the Marine Corps Installations East-Marine Corps Camp Lejeune (MCIEAST-MCB CAMLEJ) 911 PSAP center, please allow me to give the Board some background. In 2007, MCIEAST-MCB CAMLEJ consolidated its dispatching center under a unified 911 center. Prior to 2007, 911 calls on MCIEAST-MCB CAMLEJ PSAP were answered by the City of Jacksonville and Onslow County and transferred to the Base. Later that year, the City and County worked with MCIEAST-MCB CAMLEJ PSAP to answer those calls directly in order to get first responders to the scene of emergencies as quickly and efficiently as possible. Currently, MCIEAST-MCB CAMLEJ PSAP answers 45,000 911 calls per year.

In 2007, the City and MCIEAST-MCB CAMLEJ met with the North Carolina 911 Board and developed a Memorandum of Understanding (MOU) between MCIEAST-MCB CAMLEJ and the City to provide 911 back-up and a secondary PSAP services for the City of Jacksonville. Over the past several years, the MOU has changed and the three PSAPs in Onslow County meet on a monthly basis to discuss interoperability and back-up issues for the three centers. In 2012, the City and County PSAP lost power and for approximately two hours the PSAP on MCIEAST-MCB CAMLEJ seamlessly answered all 911 calls for Onslow County and the City of Jacksonville until these issues were resolved.

It is our belief that the 911 Board should recognize the value of the PSAP on Camp Lejeune and fund it accordingly. The City of Jacksonville requests the following:

1. To change the definition of a back-up PSAP. As we currently understand, the definition of back-up PSAP includes funding all eligible expenses for 911 services above the equipment's current capacity used by MCIEAST-MCB CAMLEJ PSAP's. The request would include expanding the definition to include existing infrastructure and maintenance of MCIEAST-MCB CAMLEJ PSAP and any upgrade in the future for that existing infrastructure. The City of Jacksonville believes that since MCIEAST-MCB CAMLEJ PSAP

acts both as Jacksonville's back-up and the overflow for 911 calls, the existing equipment MCIEAST-MCB CAMLEJ PSAP and the maintenance costs should be eligible for funding as defined by the 911 Board as approved eligible equipment.

2. The definition of secondary PSAP be changed from "able to receive the voice and data of an enhanced 911 call transferred from a **Primary PSAP** and to complete the call taking process dispatching law, medical, fire, or other responder" to include answering those calls directly that a Primary PSAP would have to answer if the secondary PSAP did not exist. If MCIEAST-MCB CAMLEJ 911 center did not exist, the City of Jacksonville's 911 PSAP would answer and dispatch these calls. The City believes that the City would require additional resources if MCIEAST-MCB CAMLEJ PSAP did not exist.

3. The City of Jacksonville also requests a FY15 funding reconsideration for these additional expenses in the amount of approximately \$259,497.25.

We have attached an itemized list of our understanding of eligible expenses. If you have any questions please give me a call. Thank you for your consideration in this matter. The City of Jacksonville and MCIEAST-MCB CAMLEJ are committed to providing the best 911 services to our entire community.

Sincerely,



Michael Yaniero
Director of Public Safety
City of Jacksonville

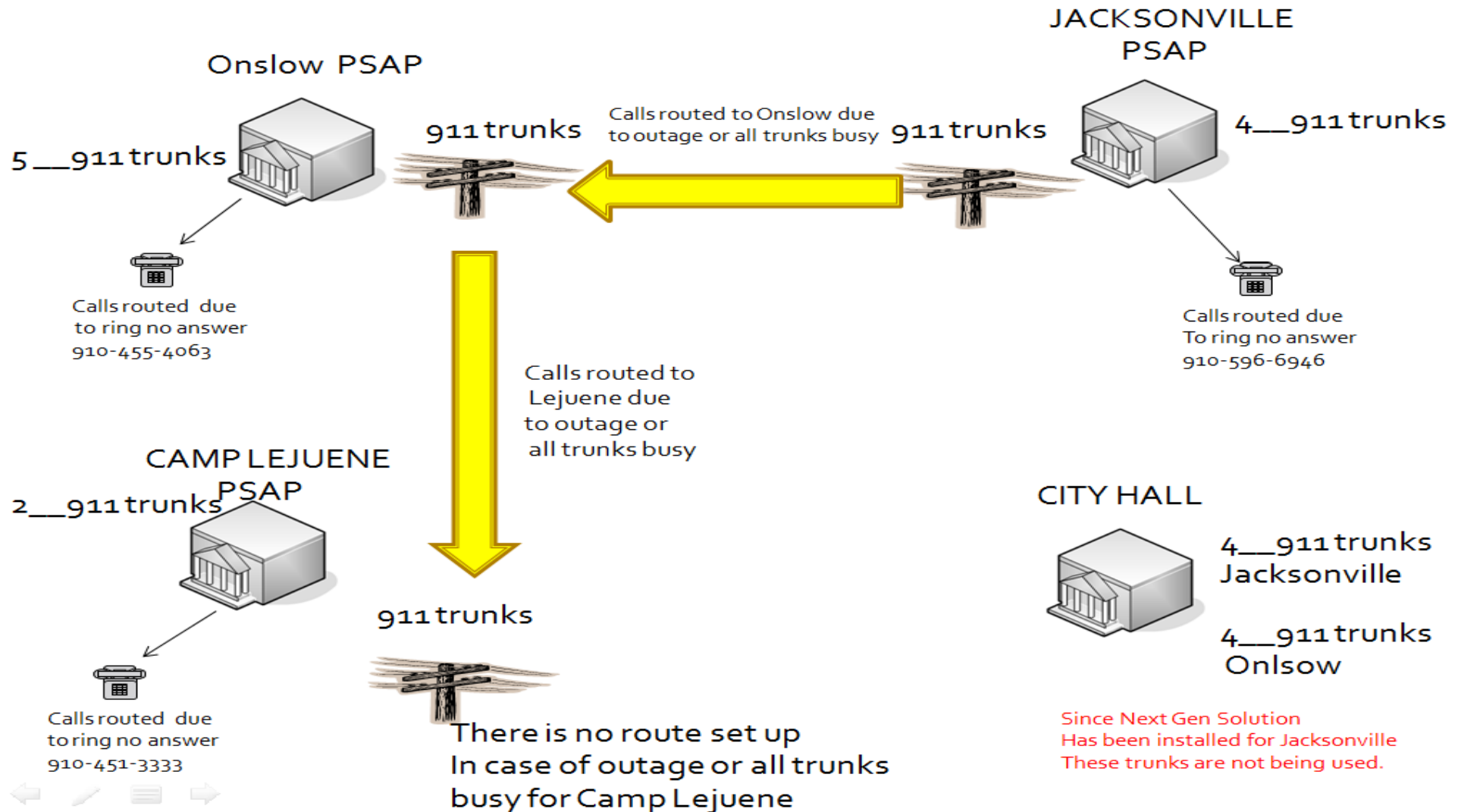
Enclosure: 1. 911 Funding Requirements

Copy to: General Robert Castellvi
Colonel Eric Eldred
Major General Robert Dickerson, Retired
Chief Harold Medlock
Darryl Black
Major Bobby Lumsden
Fayetteville City Manager Ted Vorhees
Jacksonville City Manager Richard Woodruff

MCB Camp Lejeune 911 Funding Requirements

Training	Cost per Seat	Requested Seats	Total Cost
CAD System Administrator Course	\$5,000.00	5	\$25,000.00
PowerPhone Recertification	\$329.00	18	\$5,922.00
Powerphone Continuing Education	\$89.00	18	\$1,620.00
NENA Comm Ctr Mngr Crs	\$5,000.00	2	\$10,000.00
Technical			
CAD System Maintenance Contract	\$80,951.55	1 Year	\$80,951.55
Public Safety Regulated Services (8 ALI Trunks)	\$2,760.00	12 Months	\$33,120.00
Cell Phone Provider (CRMS) Services. 7 Cellular Providers at \$230.00 each per month	\$1,610.00	12 Months	\$19,320.00
CAD to CAD Interface (estimate 200K -250K)	TBD	One Time Cost	TBD
		Total Cost	\$133,391.55

Public Safety - 9-1-1 Call Handling



Taylor, Richard

From: Chris Koltyk <ckoltyk@jacksonvillenc.gov>
Sent: Wednesday, December 17, 2014 4:42 PM
To: Taylor, Richard
Cc: Mike Yaniero; Ronald Massey
Subject: FW: Jacksonville - NG 911 Question

Richard,

Below is the email You requested. I have personally tested 911 call today. After 20 seconds of ringing at the Jacksonville 911, my call was routed to Camp Lejeune 911. Call came through cama trunks with my number and location. Let me know if you have any questions.

Chris Koltyk
Chief Information Officer
City of Jacksonville
815 New Bridge Street | PO BOX 128
Jacksonville, NC 28541-0128
P: 910.938.5297

From: Proctor, Jill [mailto:jill.proctor@intrado.com]
Sent: Tuesday, December 16, 2014 12:48 PM
To: Chris Koltyk; Carrie La Basco; Andrew Curd; Kelly Nix; Kelsey, Lara; Kevin Wattenbarger; bwilliams@wirelessnc.com; Jimmy Laws; Mike Harry
Cc: Mike Yaniero
Subject: RE: Jacksonville - NG 911 Question

The requested changes have been made in our network. Please have a test call made as soon as possible to verify alternate routing is working as expected.

Current (as of 12/16/2014 12:45pm ET):

- Attempt IP route 1 for 10 seconds, then if timer expires
- Attempt IP route 2 for 10 seconds, then if timer expires
- Attempt routing to Camp LeJeune via handoff to CenturyLink selective router
- CenturyLink will manage additional failover routing if attempt to Camp LeJeune fails

Note that CenturyLink no longer controls the failover to alternate PSAPs for Jacksonville due to CPE error or ring no answer timers, and also no longer controls abandonment routing for Jacksonville – Intrado now manages this for the city. The only exception is if all trunks from the CenturyLink selective router to Intrado are down.

Update On Funding Committee	Jason Barbour
b) School Safety Coordination	Richard Taylor

Kym Martin, Executive Director, Center for Safer Schools

Mike Anderson, Center for Safer Schools

Tonya Pearce, Funding Committee, NC 911 Board

Dinah Jeffries, Orange Co Emergency Management (NC 911 Board)

Laura Sykora, CenturyLink (NC 911 Board)

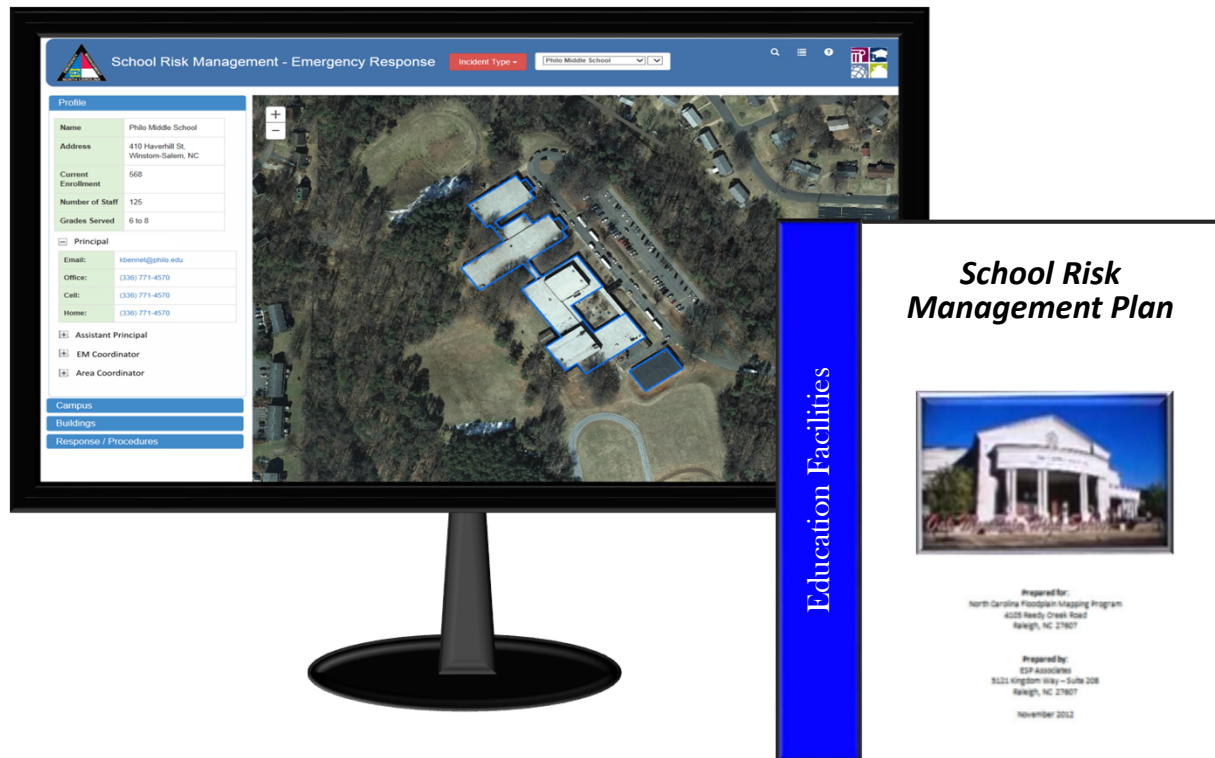
John Dorman, Geospatial Technology, DPS

Dr. Ben Matthews, Dept. Public Instruction

Jason Barbour, Johnson County 911 (NC 911 Board)

Allan Sadowski, NC FirstNet

Richard Taylor, NC 911 Board



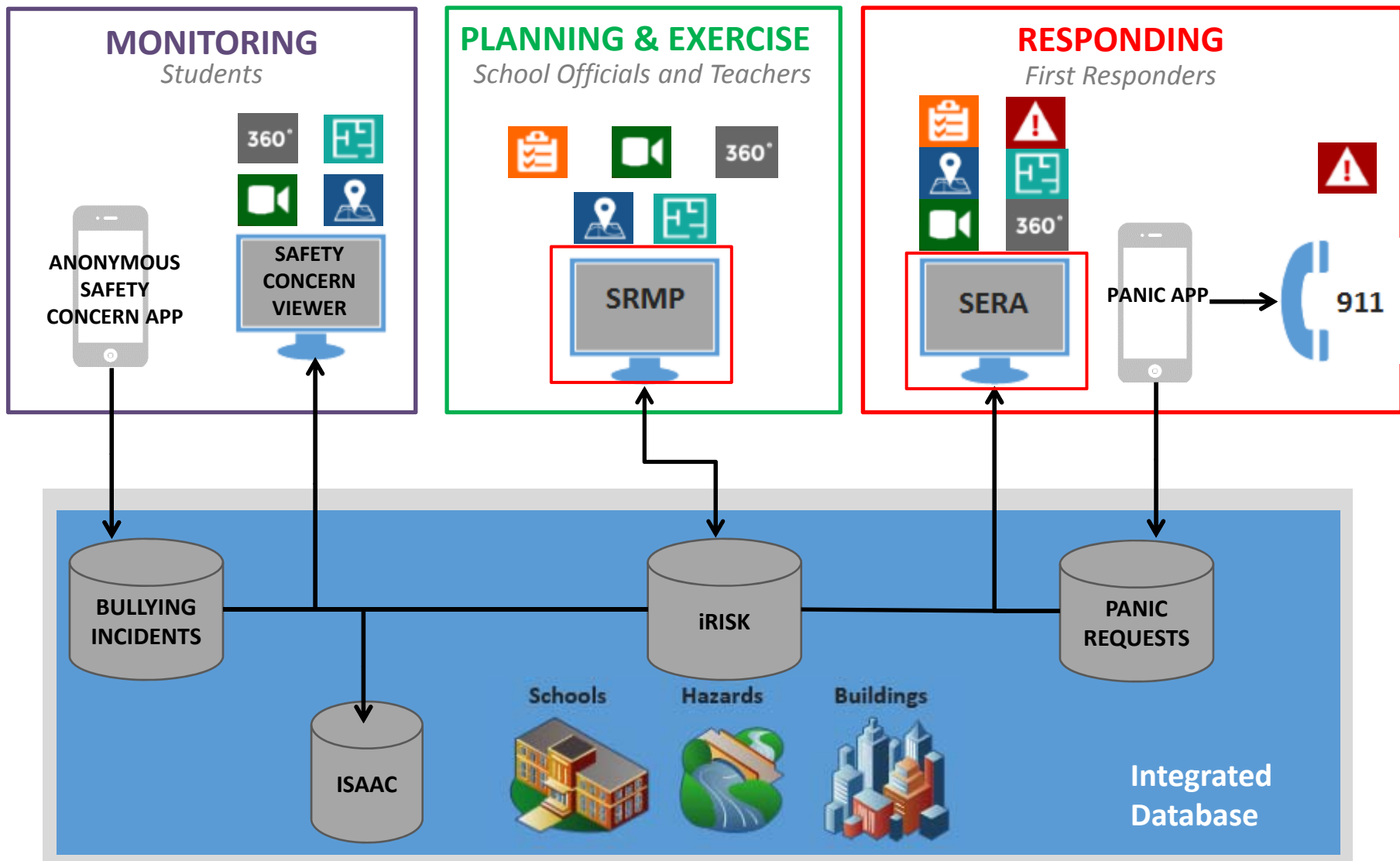
School Risk Management - Initiative

Supporting Risk Planning and Emergency Response

Update
January 22, 2015

Integrated School Risk and Response Management Framework

Vision Build Out



PLANS



LIVE VIDEO



VIRT. TOUR



MAPS



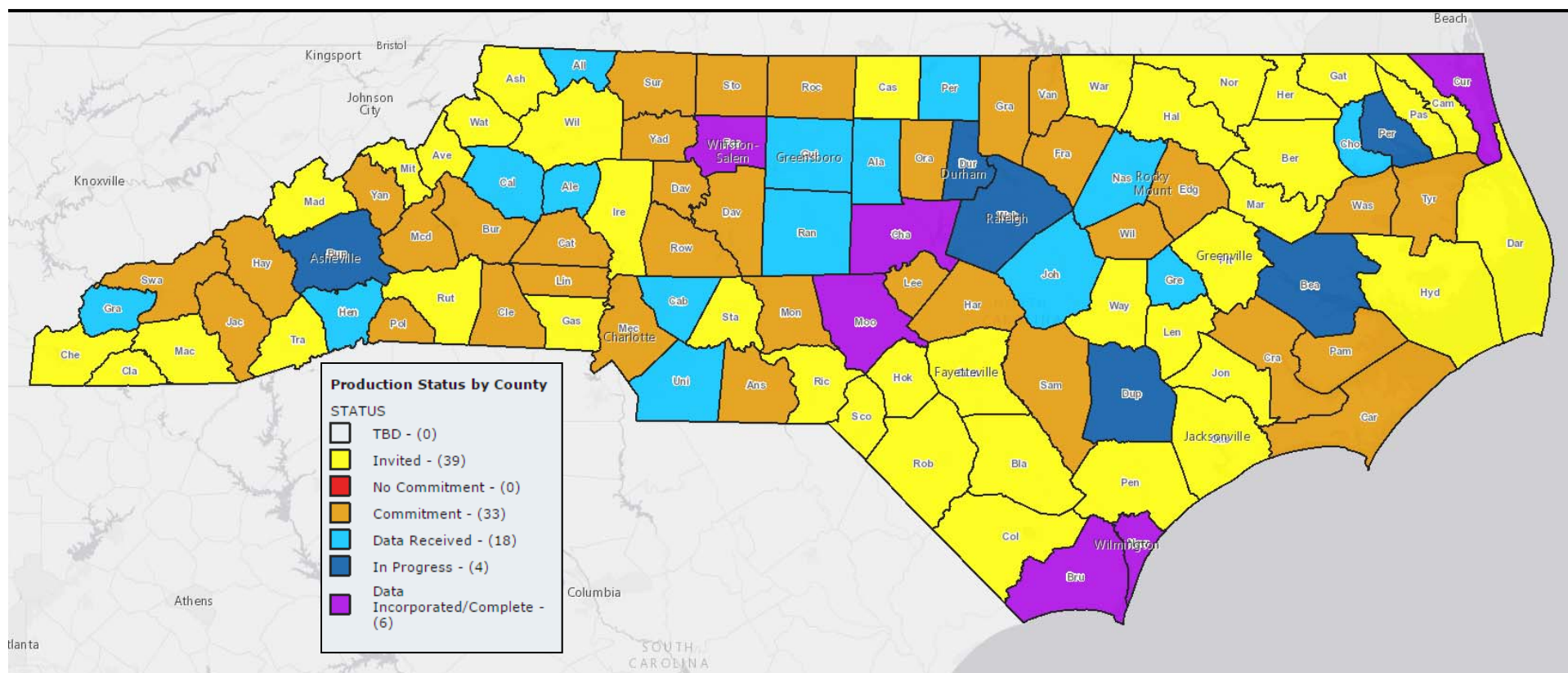
FLOOR PLANS



ALERTS

School Risk Management – Building Schematics

01/22/2015



Proposal for Statewide PSAP Assessment
(vote required)

Laurie Flaherty
National 911 Office
Andrea Kiernan
Booz-Allen-Hamilton

911 State Assessment Overview

North Carolina 911 Board

January 30, 2015

Agenda

- ▶ Overview of North Carolina's Self Assessments to Date
- ▶ Where North Carolina would like to be & Plans for Next Generation 911
- ▶ How Statewide 911 Assessment Process can Contribute to North Carolina's Plan
- ▶ Overview of 911 Statewide Assessment Process
 - Sample Assessment Schedule
 - Sample Assessment Costs
- ▶ Next Steps
- ▶ Q&A

North Carolina State 911 Plan (2010)

- ▶ In 2005, during the Session of the General Assembly, the North Carolina Wireless 911 Board was charged with developing a comprehensive, enhanced wireless emergency telecommunications plan for communicating E-911 call information across networks or among PSAPs
- ▶ In 2007, the Board was given responsibility for collection of wireline and Voice Over Internet Protocol (VoIP) devices as well as wireless phones and thus, the name of the North Carolina Wireless 911 Board was changed to reflect these changes
- ▶ In response to these responsibilities, the North Carolina 911 Board contracted with Intrado to assist in collecting and analyzing data to produce a plan with short and long term implementation processes and recommendations
 - This report, while helpful, needed a better understanding of the cost of providing 911 in North Carolina
 - In May 2009, the 911 Board created a 911 Study Group of individuals representing various disciplines of local government having responsibilities in the 911 field
- ▶ 911 Study Group
 - 12 members met 11 times between July 2009 and May 2010
 - The following slide reviews the report produced on May 4, 2010

North Carolina State 911 Plan (2010)

Recommendations:

1. Create Sustainable PSAP Funding Model
2. Expand the Definition of the 911 System
3. Expand the Eligible Use of 911 Fees by PSAPs
4. Establish PSAP Operational Standards
5. Establish PSAP Training Curriculum
6. Hire 911 Technical and Project Management Staff
7. Require MLTS to Provide ANI/ALI
8. Create Next Generation 911 Process
9. Grant 911 Board Ability to Pay for 911 Network
10. Implement Cost Effective Purchasing
11. Establish Grant Fund for PSAP Consolidation
12. Create Central 911 Data Repository
13. Implement Statewide GIS/ALI Database

Proposed Timeline

Jul 2010

Dec 2010

Jul 2011

Jan 2012

Dec 2012

Jun 2015

Gain Legislative
approval of changes
Recommendations:
1, 5, 7, 8

Recommendations:
2, 3, 4, 13

Recommendation:
#1, 11

Recommendations:
9, 10

Recommendation:
6

Recommendations:
#12

Completed Recommendations

✓ #1, 2, 3, 4, 5, 6, 7, 8, 9, 10, and 11

In Progress Recommendations

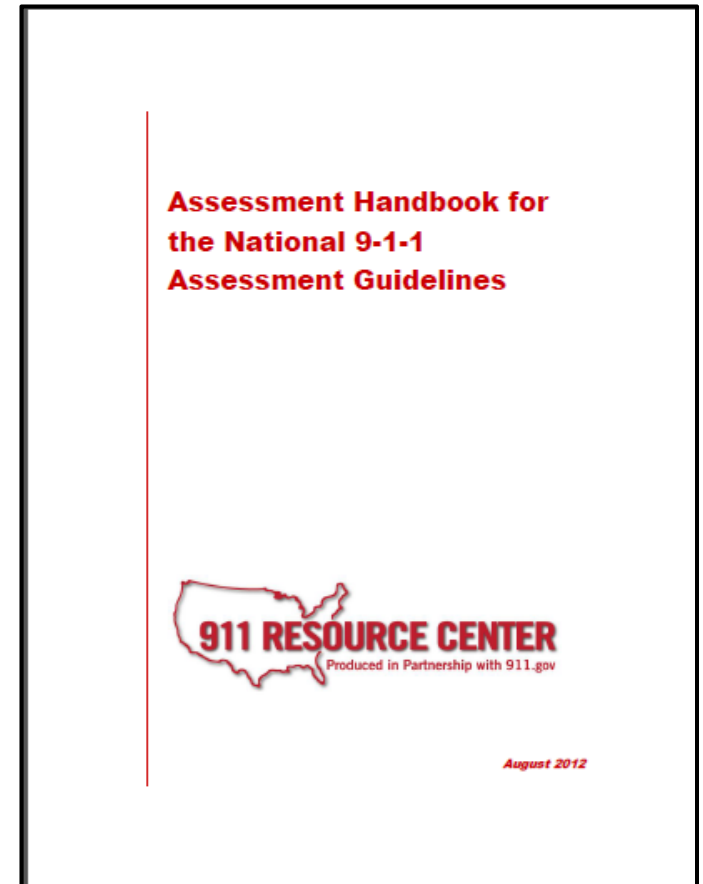
✓ #12 and 13

Planning for Next Generation 911

1. NC has RFP to write RFP for NG911 by end of 2015
2. NC is confident that 911 is moving in the right direction
1. NC NG911 system must fit into national NG911 system
2. How can you confirm that before investing in NG911?
3. Could you use an objective source of information that's not trying to sell you anything to find out?
4. How about peers who are also deploying NG911?

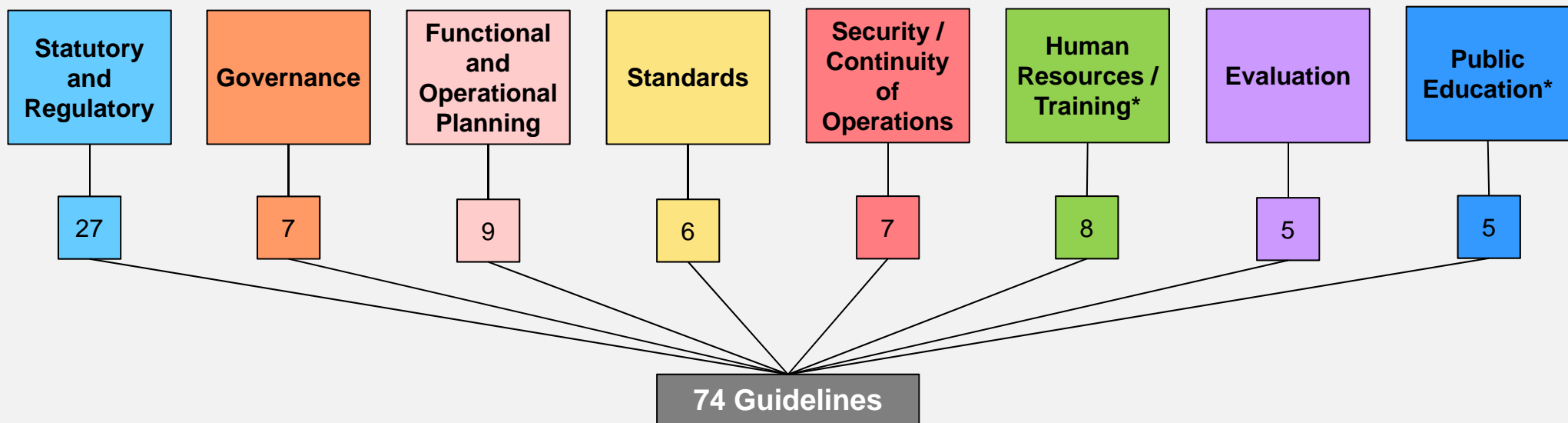
Background of National 911 State Assessment Guidelines

- ▶ Modeled after EMS assessments, which have been used for many years, to help EMS systems identify strengths and leverage resources to make improvements
- ▶ 911 Assessment Guidelines were developed by diverse representatives from the 911 community over two years as part of National 911 Assessment Guidelines Working Group (NAGWG)
- ▶ Successful pilot assessment conducted in Delaware
- ▶ Assessments are done at the request of the state and are **voluntary**
- ▶ Process assesses the **operation** of the statewide 911 system
 - ***NOTE: assessment is not a technical evaluation***
- ▶ Final report is the property of the state



Overview of National 911 State Assessment Guidelines

- ▶ The state is not compared to other states – but compared against an objective benchmark to assess the status of a particular function within the overall **operation** of a statewide 911 system
- ▶ A total of 74 guidelines exist in eight categories



- ▶ The guidelines illustrate functions of effective 911 systems, but do not dictate exactly **how** to achieve an end result

**Indicates guidelines NC would like to focus on*

Guideline Example

- ▶ Each guideline includes a description of the levels of criteria, the rationale for why the guideline is relevant and important to the assessment, and guidance for the assessors

Guideline SR1: The statutory environment provides for comprehensive statewide 9-1-1 coordination.		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) provides for the roles and responsibilities of statewide 9-1-1 coordination.	Statute(s) provides authority for statewide planning, with a mechanism for input from stakeholders statewide.	Statute(s) provides authority and funding.
Rationale: Statewide 9-1-1 coordination helps improve uniform quality service across the state. Lack of comprehensive coordination can increase costs and decrease desirable outcomes.		
Guidance: Statewide coordination should include all 9-1-1 stakeholders, all 9-1-1 accessible services (e.g., wireline, wireless, Voice over Internet Protocol [VoIP] and emerging technologies) and governmental and non-governmental entities. Comprehensive coordination includes statewide planning, funding support, stakeholder involvement, uniform statewide adherence to established technical and operational standards, influencing policy creation to the benefit of the stakeholders, public education, training, enforcement, rulemaking, procurement authority, grant writing assistance, grant management, dispute resolution, and program evaluation.		

911 State Assessment Benefits and Outcomes

- ▶ Provides a comprehensive appraisal of a statewide 911 system across a diverse set of topics
- ▶ Provides an objective assessment at the national level using a benchmark developed by the 911 community
- ▶ Conducted by a group of experienced 911 peers and leaders within their domain of expertise, who are also developing NG911 networks and systems
- ▶ Identifies strengths and weaknesses within the current 911 system, providing a “roadmap” for improvement
- ▶ Generated by a neutral, non-profit third-party, the report can confirm/validate the needs of the statewide 911 system
- ▶ Performed onsite, providing an opportunity for state representatives and stakeholders to exchange information and ideas with the assessment team

“The assessment will enhance our current strategic plan in setting the goals that we need to achieve in providing first rate service to the ones that we serve and protect.” Delaware’s E911 Administrator, Terry Whitham

911 State Assessment Logistics

- ▶ An assessment team will typically consist of 5-7 assessors and administrative support
- ▶ Assessment team spends 5 business days on site completing assessment process

National 911 Program

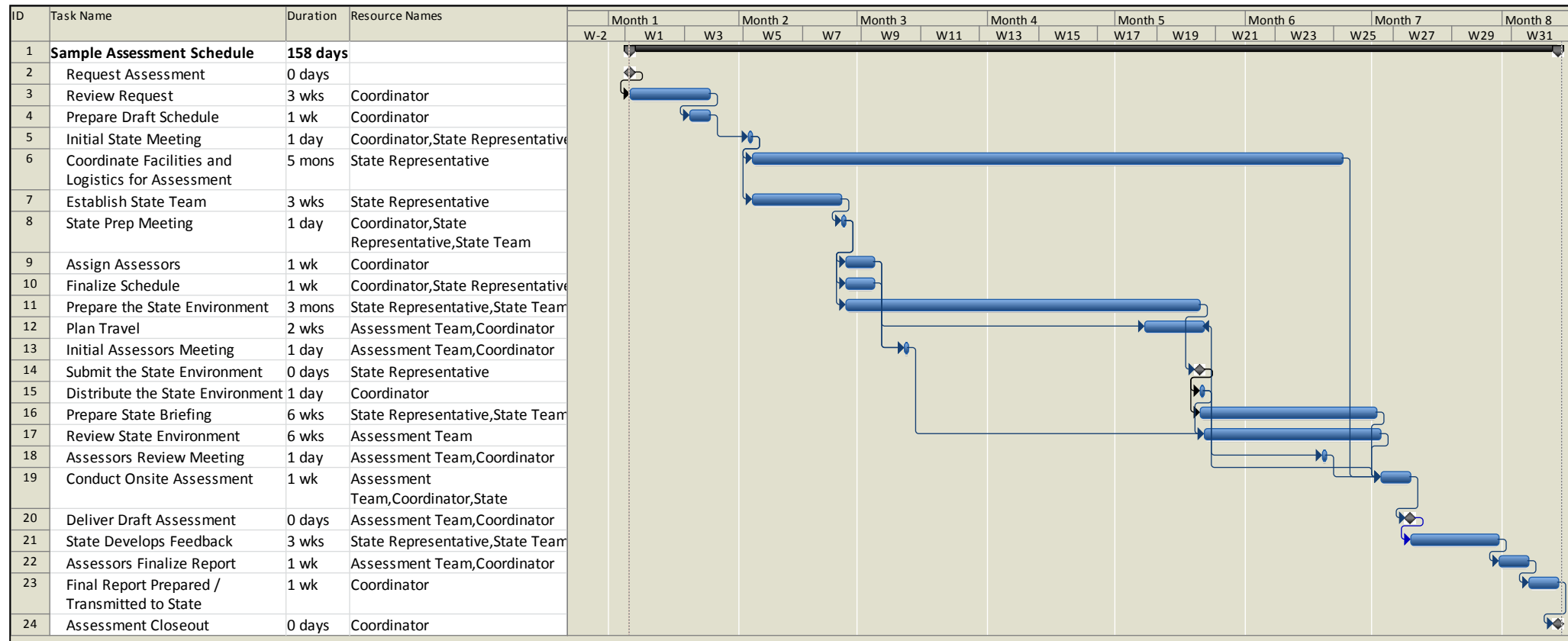
- ▶ Assist NC with assessment planning
 - Develop local/state PSAP assessment team members
- ▶ Develop an assessment schedule
- ▶ Coordinate (and train as needed) the assessment team
 - Provide team with guidelines to review (one month prior to assessment)
- ▶ Assist with logistics planning
- ▶ Support the onsite assessment process
- ▶ Continue support through resources and check-in with NC Board

North Carolina

- ▶ Initial kick-off meeting
- ▶ NC assessment team gathering
- ▶ Engage all stakeholders to ensure commitment to data collection efforts
- ▶ Complete current environment document
- ▶ Plan logistics for on-site assessment (facilities, etc.)
- ▶ Arrange schedules for assessment team
 - In-person gathering upon assessment team arrival
- ▶ Prepare a state briefing for the assessors
- ▶ Reimburse assessment team for expenses (see cost estimate)

Sample 911 State Assessment Preparation Schedule

6 – 9 months



****Expected project duration of 6-9 months is varied dependent on the state's preparation needs***

Sample 911 State Assessment Costs

Cost	Description	Low	High	Pilot Cost
Honorarium	Estimated at \$200 per day, per assessor	\$7,000	\$7,000	\$0
Airfare	Range: \$550 to \$850 per flight (for the pilot, some assessors drove while some required airfare)	\$3,850	\$5,950	\$4,866
Hotel	Hotel (based on GSA per diem) – Richmond, VA (\$113), Raleigh, NC (\$98), St. Paul, MN (\$135)	\$3,864	\$5,460	\$3,416
Meals	Meals (based on GSA per diem) – Richmond, VA (\$66), Raleigh, NC (\$66), St. Paul, MN (\$71)	\$2,310	\$2,485	\$2,100
Supplies	Assorted Supplies (paper, pens, snacks, etc.)	\$20	\$50	\$44
Local Travel	Transportation to and from the airport (pilot included 2 mid-sized rental vehicles and fuel)	\$445	\$645	\$458
Facilities Rental	One or two conference-style meeting rooms for 5 days – Range: \$100 to \$250 per day	\$500	\$2,500	\$572
Total		\$17,989	\$24,090	\$11,456

Note: Costs based on six assessors and one administrative support person for a 5-day, 4-night assessment period and does not include the Assessment Coordinator. Variations should be expected due to the local economy, state rules, and/or other factors. Many costs could be reduced by using available state resources. For example, using a state or PSAP facility for the meetings, or leveraging state contracts with hotels or caterers, could reduce or eliminate some assessment costs. However, the majority of a state's cost will be in the data gathering effort prior to the assessment.

911 State Assessment: Next Steps

- ▶ Schedule kick-off meeting
 - Discuss data collection requirements/efforts
 - Discuss tools available to assist with data collection
 - Discuss logistics (conference space)
 - Review costs
- ▶ Schedule planning discussions
- ▶ Develop assessment schedule

Questions



Review of 2015 Goals

Richard Taylor

a) Committee Appointments

Chris Estes

North Carolina 911 Board Goals for 2015

- #1 Financial Reporting Efficiencies “Easy Button”
Funding Committee
- #2 NG 911 Deployment
NextGen 911 Committee
- #3 Outreach to Stakeholder Management Officials
Education Committee
- #4 Backup & Recovery
Standards Committee
- #5a More Communications w/PSAP Managers (both ways)
Education Committee
- #5b Communications Training Assistance
Education Committee

2015

911 Board Committees

911 Funding Committee-~~Standing~~

*Jason Barbour - Chair
*Tommy Cole
*Andrew Grant
*Len Hagaman – vice chair
*Laura Sykora
Randy Beeman (Cumberland Co 911)
Dave Bone (Martin Co Manager)
Del Hall (Stokes Co 911)
Tonya Pearce (Durham 911)
Wesley Reid (Guilford Metro 911)
*(Secondary PSAP Funding subcommittee
Of Funding Committee)*
Tom Adkins (Hickory Police Chief)
Mike Yaniero (Jacksonville Police Chief)

Grant Committee-~~Standing~~

*Darryl Bottoms
*Jeff Shipp
*Tommy Cole
*Rick Isherwood - Chair
*Slayton Stewart

911 Standards Committee

*Margie Fry
*Dinah Jeffries
*Jimmy Stewart
*Laura Sykora – Chair
*vacant Board member
Rodney Cates (Carteret Co 911)
~~*Barry Furey (Raleigh Wake 911)*~~
Christy Shearin (Franklin Co 911)
*Donna Wright (Richmond Co Emergency
Management)*
Brandon Zuidema (Garner Police Chief)

(Standards Enforcement Committee)

Jeff Dulin (Charlotte Fire Dept)
Greg Foster (Alexander Co 911(EMS))
Judy Jenkins (Cornelius PD (NENA))
Robert Merchant (Pineville Police Chief)
Carson Smith (Sheriff, Pender Co)
Jim Soukup (Durham 911 (APCO))

NG-911 Committee

*Jason Barbour
*vacant Board member
*Jeff Shipp - Chair
*Lee Worsley
*vacant Board member
Terry Bledsoe (Catawba Co IT)
Randy Gullledge (Anson County IT)
Bence Hoyle (Cornelius Police Chief)
Allan Sadowski (NC FirstNet)
Joe Sewash (CGIA)
Frank Thomason (Rowan County EM)

911 Board Education Committee

*Margie Fry - Chair
*Jeff Shipp
*Jimmy Stewart
*Laura Sykora
Judy Jenkins (Cornelius PD)
Heather Joyner (Halifax Co)
Lora Nock (Dare Co Communications)
Brian Short (Vance-Henderson)
Rick Thomas (Apex PD)
(Education Training Sub-Committee)
Dinah Jeffries – Board Member
Judy Jenkins (Cornelius PD)
Crystal McDuffie (APCO)
Lora Nock – Chair (Dare Co)
Tonya Pearce (Durham 911)
*Donna Wright (Richmond Co Emergency
Management)*

NC 911 Board Social Media Update Tina Bone

January 911 Outages

David Dodd

- a) Frontier, January 11, 2015
- b) CenturyLink, January 28, 2015



Frontier Report of Outage – Western North Carolina – Sunday, January 11, 2015

Background: On Sunday, January 11, 2015, at approximately 8:11 AM, Frontier experienced a transport failure on an OC-48 fiber ring involving Frontier's Sylva, NC, node, which is one of twelve nodes on the ring. The remaining eleven nodes are operated by AT&T. The outage isolated toll and 9-1-1 service for the affected areas.

Areas Affected: NC switch isolations, Transport and High Speed Internet experienced a loss of communications visibility for Sylva, Andrews, Franklin and Murphy, NC. 9-1-1 Centers experiencing the loss of calls on 9-1-1 trunking included Madison, Yancey, McDowell and Mitchell Counties.

Subscribers Affected: Residents served included the Sylva office: 3257 working subscriber lines; Andrews Office: 1853 working subscriber lines; Murphy office: 2234 working subscriber lines and the Franklin office: 4732 working subscriber lines. County PSAPs with loss of ANI/ALI on 9-1-1 subscriber lines include McDowell County: 17,508; Mitchell County: 2880; Yancey County: 7803; Madison County: 10,000.

- At approximately 8:11 AM, calls were reported from multiple sources of a failure to reach 9-1-1. Frontier determined switch isolations in multiple offices. The Frontier Customer Care Center opened MSI Alert: LVL3 ID#104913AN. Some reports indicated that subscribers reached fast busies when dialing 9-1-1 and other calls overflowed to PSAP Administrative lines.
- The Frontier Network Operating Center was active in diagnosing the issue and quickly determined it to be a common cause. Central office technicians were immediately called out and dispatched to the Sylva, NC, central office. They arrived at the Sylva office at approximately 9:00 AM.
- Technicians performed testing and diagnostics for the following hour, isolated the trouble and made the necessary repairs. Service was fully restored to the OC-48 ring and all affected central offices and PSAPs by 10AM.

Resolution: Technicians identified a faulty card in the system switching equipment. After it was isolated, it was replaced with a backup card. The faulty card had failed to switch traffic across the OC-48 ring. The reason is undetermined with no previous record of an incident of this description.

Further Action: By approximately April 1, 2015, Frontier will complete the deployment of services to a second and diverse OC48 fiber ring. This ring will minimize the possibility of future outages of this type, providing a diverse route and automatic fail-over for all services that were affected by this failure.

From: Kevin Medlin [<mailto:kmedlin@orangecountync.gov>]
Sent: Wednesday, January 28, 2015 9:03 PM
To: Rubright, Jordan; Liles, Larry R
Cc: Dinah Jeffries; James Groves
Subject: Outage tonight 1/28/15

Evening everyone,

We lost our Rocky Mounty trunks tonight, good thing is the fail over worked like it was supposed to. The lines rolled over to our Clinton trunks and admin lines. I was advised by the NROC that it was a fiber cut. Just wondering did it occur between Rocky Mount and Wake Forest so the diversified route on the Rocky Mount did not come into play? The lost occurred about 1739 hrs



Orange County Emergency Services

E9-1-1 DATA SYSTEMS MANAGER

Kevin Medlin
kmedlin@orangecountync.gov

510 Meadowlands Drive
Hillsborough, NC 27278
<http://www.orangecountync.gov/emergency>

O - 919.245.6139
M - 919.627.1495
F - 919.732.8137

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

From: Rubright, Jordan [<mailto:Jordan.Rubright@CenturyLink.com>]
Sent: Thursday, January 29, 2015 12:46 PM
To: Kevin Medlin; Liles, Larry R
Cc: Dinah Jeffries; James Groves
Subject: RE: Outage tonight 1/28/15

Hello Kevin,

The outage was not due to a fiber cut, as we both figured it wasn't... It was caused by human error. Someone apparently put a loop back on an M13 mux incorrectly. Thankfully we did the Failover testing the other month and had all that working. Real world scenario and it worked, which is good news.

Have a great week!

Jordan

From: James Groves
Sent: Thursday, January 29, 2015 2:05 PM

To: Rubright, Jordan; Liles, Larry R
Cc: Dinah Jeffries; Kevin Medlin
Subject: RE: Outage tonight 1/28/15

Hi Jordan. Thank you for the clarification on the issue last night.

Here is my concern. From the info that I have, it was our Data Systems Manager that had to call the NROC to report an issue (after he was notified by our Center that ANI/ALI was not working).

He called the NROC, and “evidentially” they did not know there was a problem. When they did check...they were not getting a wink back or could not see the trunks (some sort of trouble).

This goes back to our conversation at our office...what is going on with monitoring and notification? Apparently it has not been fixed.

I'd appreciate a specific answer to each of these questions: “Why didn't the NROC know there was an issue” and “Why weren't we notified”?

Thank you,

Jim Groves, M.A., MEP, CEM
Director of Emergency Services - Orange County, NC
O - 919.245.6140
M - 919.943.8970

*Follow us on [Twitter](#) @OCNCemergency
A Prepared, Coordinated, and Integrated Emergency Services System*

From: Kevin Medlin [<mailto:kmedlin@orangecountync.gov>]
Sent: Thursday, January 29, 2015 2:16 PM
To: Dodd, David D
Cc: Dinah Jeffries
Subject: FW: Outage tonight 1/28/15

David,

Just to let you know we had another loss of our Rocky Mount trunks last night. The failsafe worked correctly, and lines were automatically rerouted to our Clinton trunks, with rollover to the admin lines if needed. Below you will see the responses. Our main questions are:

- 1) There was still no notification from the NROC for the loss of trunks, outage, whatever it would be classified. They were not aware of the situation until I had called, and then there was some discussion about another county had just called. They had to get “DRM” on the phone who then said it was a fiber cut with no ETA. Our question is was there no alarm or no monitoring of the circuit?
- 2) The notification issue has been the sticking point. I guess it goes back to monitoring, and even after I reported it, there was no notification of updates to the repair. Upon calling back I got the response that the transport tickets are closed, so it must be fixed.



Orange County Emergency Services

E9-1-1 DATA SYSTEMS MANAGER

Kevin Medlin
kmedlin@orangecountync.gov

510 Meadowlands Drive	O - 919.245.6139
Hillsborough, NC 27278	M - 919.627.1495
http://www.orangecountync.gov/emergency	F - 919.732.8137

Other Items

Effective February 12

****New Phone Numbers****

Richard Taylor 919-754-6624

David Dodd 919-754-6625

Adjourn

Next 911 Board Meeting

**February 27, 2015
911 State Office
3514A Bush Street
Raleigh, NC**

911 Funding Committee

Tuesday, February 10, 2015

2:00 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC

911 Education Committee

Thursday, February 19, 2015

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

911 Standards Committee

Tuesday, February 17, 2015

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

Showcasing GIS In NC

Wednesday, February 25, 2015

4:00 – 6:00pm

The Innovation Center

217 W. Jones St.

1st Flr DENR Green Square Bldg

Raleigh, NC