



# AGENDA

## NORTH CAROLINA 911 BOARD MEETING

March 18, 2016

Hampton Inn

1382 Highway 258 South

Kinston, NC

10:00 AM – 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
	Welcome Comments	Craig Hill Chairman, Lenoir Co Commissioners	
	Roll Call	Richard Taylor	5
1.	Chairman's Opening Remarks ~ Introduction of Legislative Guests Rep. Michael Speciale (R – Dist. 3 Beaufort, Craven, Pamlico)	Chris Estes	10
2.	Ethics Awareness/Conflict of Interest Statement	Chris Estes	5
	<b><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></b>		
3.	Consent Agenda ( <i>vote required</i> ) (Complete Reports Located in Agenda Book On Web Site)	Richard Taylor	10
	a) Minutes of February 26, 2016 Board Meeting		
	b) PSAP Liaison Report		
	c) Network Specialist Report – Tina Bone		
	d) Network Specialist Report - Corn		
	e) Update On 2014/2015 Revenue Expenditure Reporting		
	f) Grant Project Updates		
	g) Grant Fund Balance \$ 1,387,336		
	1) Grant Fund Encumbered \$ (32,207,133)		
	h) NG911 Fund Balance \$ 631,260		
	1) NG911 Fund Disbursements \$ (0.00)		
	i) CMRS Fund Balance \$ 4,600,401		
	1) CMRS Disbursements \$ (452,663)		

j) PSAP Fund Balance \$ 12,286,507

1) PrePaid CMRS Revenue \$ 821,413

4. Public Comment

Chris Estes

*The NC 911 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 NC 911 Board members. When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.*

Speakers:

- |     |   |   |    |
|-----|---|---|----|
| 5.  | Executive Director Report                           | Richard Taylor                                  | 15 |
|     | a) Update on Regional PSAP Managers Meetings        |   |    |
|     | b) Update On FY2017 Grant Program                   |   |    |
| 6.  | NG911 Project Update                                | Jeff Shipp                                      | 10 |
| 7.  | Status of Back-up PSAP Compliance                   | Tina Bone                                       | 5  |
| 8.  | FCC Task Force on Optimal PSAP Architecture (TFOPA) | Richard Taylor<br>Richard Bradford<br>Dave Corn | 30 |
| 9.  | 911 Funding Committee Report                        | Jason Barbour                                   | 20 |
|     | a) Funding Reconsideration Request                  |   |    |
|     | i. Catawba Co.– Newton PD                           |   |    |
|     | ii. CMPD-Charlotte Fire                             |   |    |
|     | iii. Davie Co                                       |   |    |
|     | iv. Rutherford Co                                   |   |    |
|     | v. Vance-Henderson Co                               |   |    |
|     | <i>(vote required for each)</i>                     |   |    |
|     | b) 911 Fee for FY 2017                              |   |    |
|     | <i>(vote required for each)</i>                     |   |    |
| 10. | New 911 Board Website                               | Richard Taylor                                  | 10 |

Other Items

Adjourn

**Next 911 Board Meeting**

**April 22, 2016  
NC 911 Board Office  
3514A Bush Street  
Raleigh, North Carolina**

**911 Standards Committee**

Wednesday, March 23, 2016  
10:00 am  
3514A Bush Street  
Raleigh, NC

**911 Funding Committee**

Wednesday, April 6, 2016  
2:30 pm  
3514A Bush Street  
Raleigh, NC

**Education Committee**

Thursday, April 7, 2016  
10:00 am  
3514A Bush Street  
Raleigh, NC

**PSAP Funding Sub-Committee**

Wednesday, April 13, 2016  
10:00 am  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC

**911 Standards Committee**

Wednesday, April 13, 2016  
2:30 pm  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC

**NG911 Committee**

Thursday, April 14, 2016  
10:00 am  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC

**NG911 GIS Sub-Committee**

Tuesday, April 19, 2016  
2:30 pm  
Pinehurst Room  
3514A Bush Street  
Raleigh, NC





# **NORTH CAROLINA 911 BOARD MEETING**

**Hampton Inn**

**1382 Highway 258 South**

**Kinston, NC**

**10:00 AM – 12:00 PM**

*Lenoir County Welcome*

*Craig Hill  
Chairman*

*Lenoir County Commissioners*

**Roll Call**

**Richard Taylor**

# Chairman's Opening Remarks

**Chris Estes**

# **Chairman's Opening Remarks**

**Chris Estes**

**~ Introduction of Legislative Guests**

**Rep. Michael Speciale**

**(R – Dist. 3 Beaufort, Craven, Pamlico)**

# **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.*

*Consent Agenda*

*Richard Taylor*

*(vote required)*

*(Complete Reports Located in Agenda Book On Web Site)*



**North Carolina 911 Board  
MINUTES  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC  
February 26, 2016**

<b><u>Members Present</u></b>	<b><u>Staff Present</u></b>	<b><u>Guest</u></b>
Jason Barbour (NCNENA) Johnston Co 911 (911 Board Vice Chair)	Tina Bone (DIT)	Ron Adams-Southern Software
Dave Bone (NCACC) Martin Co	Richard Bradford (DOJ)	Fred Baggett-NCACP
Darryl Bottoms (NCACP) Pilot Mountain PD	Dave Corn (DIT)	Teresa Bank-DIT
Rick Edwards (CMRS) Sprint	David Dodd (DIT)	Randy Beeman-CCES
Chris Estes (911 Board Chair)	Karen Mason (DIT)	Rachel Bello-Wake Co
Andrew Grant (NCLM) Town of Cornelius (WebEx and phone)	Marsha Tapler (DIT)	Brian A. Drum-Catawba Co 911
Len Hagaman (Sheriff) Watauga Co	Richard Taylor (DIT)	Greg Foster-Alexander Co 911
Greg Hauser (NCSFA) Charlotte Fire Department		Candy Strezinski-Iredell Co 911
Dinah Jeffries (NCAPCO) Orange Co Emergency Services (WebEx and phone)		Victor Williams-Beaufort Co S.O.911
Robert Smith (LEC) AT&T		Paul Winstead-Centurylink
Jeff Shipp (LEC) Star Telephone		Doug Workman-Cary 911
Jimmy Stewart (NCAREMS) Hoke Co 911		
Slayton Stewart (CMRS) Carolina West Wireless		
Laura Sykora (LEC) CenturyLink		
Buck Yarborough (VoIP) TWC		
<b><u>Members Absent</u></b>	<b><u>Staff Absent</u></b>	<b><u>WebEx Guest Attendees</u></b>
Eric Cramer (LEC) Wilkes Communications		Bill Boger-CMPD
Rick Isherwood (CMRS) Verizon		Cliff Brown-Federal Engineering
		Sarah Collins-NCLM
		Jon Greene-GeoComm
		Grant Hunsucker-Montgomery Co ES
		James Johnson-Avery Co Comm

		Jim Lockard-Federal Engineering
		Frank Marum-TSS
		Melanie Neal-Guilford Metro 911
		Corinne Walser-Medic911
		Tammy Watson-Pineville PD
		Bruce Williams-Wireless Comm
		Stephanie Wiseman-Mitchell Co 911
		Brenda Womble-Wilson Co ECC
		Donna Wright-RCES

### **Chairman's Opening Remarks**

At 10:00 North Carolina 911 Board Chairman Chris Estes convened the meeting, asking Executive Director Richard Taylor to conduct the roll call of Board members. Noting his absence, Mr. Taylor observed he had expected Eric Cramer to attend, and had received no word otherwise. He mentioned Jason Barbour had phoned to let him know he was in route, but was delayed by congestion caused by a traffic accident and was expecting to arrive soon. He then polled the Board members who had indicated they would attend the meeting remotely by teleconference and WebEx. Both Dinah Jeffries and Andrew Grant responded that they were online. Mr. Taylor advised guests attending by WebEx that staff was experiencing video feed problems and was working diligently to resolve them, and the audio and screen shots were still working fine. Mr. Taylor concluded by informing Chairman Estes that a quorum was present.

Chairman Estes announced a new Board member had joined the Board, and asked Buck Yarborough to share a little about himself. Mr. Yarborough said he works for Time Warner Cable (TWC), has been with the company for thirty-one years, is the Senior Director for Government Relations, is based in Greensboro, and is honored and proud to be part of the Board. Chairman Estes asked Mr. Taylor if Mr. Yarborough needed to be sworn in, but Mr. Taylor said the Governor's Office had selected him, received approval from the Ethics Commission, and sworn him in yesterday, so nothing more needs to be done.

### **Ethics Awareness/Conflict of Interest Statement**

Chairman Estes read the ethics awareness/conflict of interest statement printed on the agenda and asked 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. None were cited, and Chairman Estes reminded Board members that if they become aware of any during the meeting, they were welcome to bring them up at that time.

### **Consent Agenda**

Mr. Taylor said that no corrections to the minutes of the January 29, 2016 meeting had been submitted and hearing none offered said they would stand as presented.

Moving to the financial report, he noted that this month staff will be closing out several grants, including Burke Co, Lenoir Co, Anson Co, Bladen Co, Gates Co, Orange Co, and Swain Co; Henderson Co and Herford Co remain open. He observed not quite all the money allotted to those grants was used, so a small surplus will remain in the Grant Fund for use on this year's grants. He stated \$33,348,685 is encumbered in the Grant Fund and \$1,367,585 is unencumbered.

While on the subject of grants, Mr. Taylor reminded everyone of the statutory change regarding use of grant award money, so staff has been rewriting the grant application procedures concurrent with DIT moving the Board's website from one server to another, which has complicated things. He assured everyone, however, that the grant application process will begin next Friday, March 4<sup>th</sup>, and staff will be sending out notifications plus passing out information at the PSAP Managers meetings beginning next week, and added the application window will be 90 days. He said his goal is to use a completely different form which is basically a Word document with "fill in the blanks" functionality that the applicants may save and return to much more easily than they could the earlier form.

Returning to the finances, he noted the new NG911 fund balance stands at \$578,782 collected in January with no disbursements to date. He added that the first month's collections do not earn interest, but future collections will as the account is an interest bearing one. Turning to the CMRS fund, he reported a fund balance of \$4,371,777 with disbursements for the month of \$187,748. Moving to the PSAP fund, Mr. Taylor relayed that pre-paid revenue for the month stands at \$704,234, adding it looks like the monthly revenue amounts are starting to level off to an average range. He then noted the current fund balance after dispersal is \$10,662,747. Saying that concluded his report, he offered to field any questions Board members might have.

Hearing none, Chairman Estes called for a vote to accept the consent agenda as presented which passed unanimously.

### **Rule-making Public Hearing**

Observing that the Board is always anxious to hear comments from the public regarding its work, Chairman Estes asked if anyone present, either in person or on the phone, wished to address the Board during the public comment portion of the meeting. Hearing no response, he moved into the Public Hearing for the rule-making process.

Chairman Estes began the Public Hearing regarding rule-making by explaining these rules were initially presented at the rule-making hearing on August 28, 2015, and due to the comments received about them have since been modified and revised. He then read a summary of the six rules proposed for adoption as Mr. Taylor projected copies onscreen (documentation may be found at: [https://www.nc911.nc.gov/Board/agenda/Book/20160226\\_Tab04\\_Public%20Rulemaking%20Hearing.pdf](https://www.nc911.nc.gov/Board/agenda/Book/20160226_Tab04_Public%20Rulemaking%20Hearing.pdf))

After the reading Chairman Estes said to let the record show that no written comments had been received and asked if anyone present wished to make any orally. Hearing none, he solicited a motion to adopt the rules as presented today. Laura Sykora made the motion in her capacity as Standards Committee Chair, Jeff Shipp seconded, and it passed without abstention. Chairman Estes thanked Ms. Sykora for all the work she and her committee have done on the standards, and Ms. Sykora added thanks to Teresa Bank from DIT for all her help.

### **Executive Director Report**

Mr. Taylor began his report by projecting onscreen the Evaluation of Statement of Economic Interest Filed by Mr. Robert D. (Buck) Yarborough, Jr. from the State Ethics Commission. He noted that as is the case with every member of the Board, the Commission found a potential for conflict of interest which does not preclude Mr. Yarborough's serving on the Board.

The next item Mr. Taylor addressed was the issue of telecommunicator certification, noting that it had been discussed at length in both the Standards Committee and Training Committee over the years. He observed the State 911 Assessment completed last November made several observations about telecommunicator certification, and shared those observations onscreen as he spoke to each one.

Mr. Taylor related that over the last year several national organizations and companies have been working on minimum training guidelines for 911 telecommunicators (TCs) and have come up with a *Recommended Minimum Training Guidelines for the 911 Telecommunicator* document which he displayed onscreen. He said one of the things they noted was that with today's mobile communications "...the ability to access 911 services at any time and in any place has become a constant, and the need for consistent minimum training for the 911 telecommunicator has been recognized by the 911

community.” He continued by observing this is both a problem and an opportunity nationwide, and in North Carolina, as we start moving forward with NextGen 911 and its ability to move voice and data from PSAP to PSAP, we want to be sure that we’re providing that same level of service from PSAP to PSAP. He observed that having well trained TCs at some PSAPs and less well trained, if trained at all, TCs at other PSAPs creates a lack of consistency in the level of service given to people accessing 911 across the state. He added that despite much discussion at the committee level, we have not yet made any progress toward addressing that problem.

Mr. Taylor said he feels this is one of the projects that should be a number one priority for the Board. He added that representatives from the Sheriffs’ Education and Training Standards Commission (the Commission) have spoken to the committees on various occasions, and they are willing to work with the Board to craft a solution to the problem. Observing he and staff feel there is no need to “reinvent the wheel”, he added they don’t feel we need to have two separate certification programs, either, as a vehicle is already in place through the Commission. He also noted that another comment made in the 911 Assessment was that we need to work more closely with other state agencies. So Mr. Taylor and David Dodd, the staff member assigned to the Training Committee, met with staff from the Justice Academy with the Commission and explained to them what they would like to do. Mr. Taylor said his thinking right now, admittedly at the “50,000 foot view” level, is to see if the Commission would be willing to work with us and do whatever’s necessary, which would probably require a statutory change, to come up with a requirement that all TCs in North Carolina have to be certified utilizing the Commission as the credentialing agency and the Justice Academy and community college system as providers of that training. He said he thinks instead of trying to have multiple organizations providing training, and the perception that one organization’s training is better or worse than another’s, we would be better off to work with the people in the state that “do this for a living”. He added he thinks the consistency of credentialing, continuing education, etc., with that arrangement would simplify and expedite mandating that training.

Mr. Taylor continued that the Commission is meeting in March in Johnston County and he has asked to be put on the agenda for that meeting to at least begin the conversation and start talking with them about how we can work together to come up with a certification program for all North Carolina TCs.

Chairman Estes asked Mr. Taylor to share why this has not been resolved at the committee level. Mr. Taylor replied he believes there have been too many competing interests, too many organizations wanting to be involved, for consensus to be reached. He then provided a little history about the development of the Commission’s TC certification program back in the early 90s, reminding everyone that the Police Chief’s association (NCACP) did not wish to work with the Commission on the program and pulled out of it at that time. He said that now, however, NCACP wants to work with the Commission and be a part of that program. Mr. Taylor observed that only 26 or 27 Primary PSAPs are operated by Sheriff’s Offices, about 24 are operated by Police Departments, and a big group are operated by emergency management or stand-alone entities. He remarked it has been a “tussle” getting everybody to agree to the same thing—some people like “this training” better and others like “that training” better—but what he has found is that the folks at the Justice Academy are wide open to helping because it provides them an opportunity to branch out and reach more people. He said he thinks having this be a requirement will do away with all those opposing views. When asked if this was a recommendation coming from the committee, Mr. Taylor said no; while it has been discussed in the committee, he is just putting it out now to “test the waters” and to see what he can bring back to the committee to consider.

Ms. Sykora said the way she’s looking at it is that Mr. Taylor is finding a way that we can get a training and certification process; that we have to talk to folks to find out if this is the right vehicle for it. She added she thinks we’re still at that point from a Standards Committee perspective. Chairman Estes said he would appreciate hearing the perspective of Board members who operate PSAPs, and Greg Hauser expressed concern from a fire service aspect. Acknowledging he’s never been through the Sheriff’s Standards training, he said it is his understanding, however, that training specific to fire service dispatch is lacking. Noting that he **does not works** in a PSAP that handles all three disciplines—Fire, EMS, and Law Enforcement—he said his experience has been that Fire seems to take a back seat to the other two, so he wants to be sure it gets its due in the training as well.

Jason Barbour said he doesn’t disagree that we need a training program, but he pointed out many agencies use structured dispatch protocols, as his agency does, and that his agency uses an

international forty-hour course for TC training. He said he would hate to learn he would have to give that up to get something that's limited to just North Carolina, as utilizing the ETC course he referred to automatically cuts a day off of the training required to receive EMD, EPD, or EFD protocol certification. He said if we go to utilizing just the Sheriff's Standards training, training for those protocols goes back to being three days rather than just two, which costs more. He reiterated that he doesn't disagree with the need for mandatory training, but he just doesn't want to go blindly into it saying we have to use one particular program. He added we have a large number of PSAPs in the state already utilizing EMD, and a lot of them are beginning to realize they need EFD and EPD, and if we endorse one particular program it is going to cost more money in the long run in class costs and overtime costs.

Mr. Taylor replied that the document he presented at the beginning of his report covers fire service and all, and that was one of the things he talked with the folks from the Justice Academy about. He said his interest is that any type of certification program would have to meet the nationally recognized minimum standards which appear in that document. He mentioned that the company Mr. Barbour referred to participated in the development of that document, so it's not like the document was developed in a vacuum or anything like that. He pointed out that all of the things Mr. Barbour brought up are things that Board members need to sit down and discuss with the Justice Academy, with the Sheriffs Standards Commission, to figure out how to handle it. He said it may not be that this is the only vehicle—that he doesn't know—but right now this is the only vehicle that is recognized in the state of North Carolina. He observed Medical Priority, Power Phone, and others are all great companies, and again they participated in developing the *Recommended Minimum Training Guidelines for the 911 Telecommunicator* document, as did he as a representative of NASNA, but right now, today, you can hire somebody right off the street to come in and sit down and begin taking 911 calls. He said that's scary, but it does happen, so what we're looking at is trying to come up with a minimum training certification that covers all disciplines that can be credentialed, that somebody can monitor, and the reason he wants to go to the Sheriff's Commission is because they're already doing it, so that is where he is starting. He said we may not end up there, but he is putting it out there as a starting point.

Dave Bone observed that his county's PSAP does not fall under a Sheriff's jurisdiction, but they do utilize the Sheriff's Standards training voluntarily, and asked how many other PSAPs do that as well. Mr. Taylor said he did not have an exact number, but if he were to guess, he would put it at about 60%. Mr. Barbour again said he agreed with Mr. Taylor that we need a structured program, repeating that he would just like to go into it with an open mind and not single out one particular program over another. He said if we've got a national program that's "meeting the same thing" as a state program he wouldn't want to penalize somebody that wants to utilize the national program.

Chairman Estes asked how we are using the committee structure to work through this, because what the Board is now doing is committee work; we need to push this to a committee to do some research and get input from the various stakeholders. He asked who's in charge of that committee, and Mr. Taylor replied it would fall either under training, which is the Education Committee (Jimmy Stewart, Chair), or under standards, which is the Standards Committee (Laura Sykora, Chair). He then said his whole purpose today, again, is to let the Board know that he is going to be talking with the Sheriff's Commission; he's not going to their meeting to make a deal or anything like that. It's just to open the door to get a conversation started. He added they may not want to do this at all; they may just say, "No, we don't want to participate." He simply doesn't know, but he won't know until he asks. He said once he speaks with them and finds out what we can or cannot do, then he can bring it back to both committees to work through it. He intimated that until we do that, he didn't feel it was proper for him to approach the Sheriffs' Standards Commission without letting the Board know what he was doing and why.

Mr. Bone asked if the National Assessment requires a single training program or if those guidelines could be met with a multi-pronged approach. Mr. Taylor replied it doesn't have to be just one, but what has to be done is there has to be a requirement that says you must be certified. Buck Yarborough observed that would be where a statutory requirement would be necessary, and Mr. Taylor said yes, except for those PSAPs which serve a Sheriff; where that requirement is already statutorily mandated. Mr. Yarborough then asked if that would have to go before the General Assembly, and Mr. Taylor replied it would.

Chairman Estes said he thinks there are a couple of things here, if he could summarize. He observed Mr. Taylor just wants the Board to be aware that he is exploring opportunities for certification and training, and he thinks there is general agreement that he should look at options. He added he also thinks the

committee structure should ultimately make a recommendation for the Board to approve, noting he thinks we are still far from that. He said the second thing he thinks we should do is have several Board members from the committees go before the General Assembly once it is back in session just to see if the legislators think this is a priority, especially if we're going to seek a statutory change.

Mr. Barbour stated that, again, he definitely thinks we need some type of requirement, and he thinks a finished product where we don't endorse any one particular solution is the best route to follow; that PSAPs should be able to pick from among several approved programs versus limiting participation to only one vehicle.

Asking if there was further discussion, and hearing none, Chairman Estes asked Mr. Taylor to keep the committees and the Board updated on his findings.

### **NG911 Project Update**

Chairman Estes next asked Jeff Shipp to provide an update on the NG911 Project. Mr. Shipp first said he wanted to thank the Board for working with the NG911 Project team over the past several months as it has worked through the Concept of Operation and the Cost Analysis, observing the Board's commitment and input was vital to that. He said the committee, staff, and technical consultants continue to work on the project, and although he was absent at last week's meeting, upon reviewing the notes he feels it was a "very, very productive meeting," and asked Dave Corn to provide an update on it.

Mr. Corn reported that the committee hadn't met in a couple of months, so it was important that they get together with the team and review. He said the team is knee-deep in the conceptual design, with initial conceptual design for all the functional areas well under way, and advised the committee that they have revised their project plan somewhat by moving back some of the dates. They did that in part because Jesus Lopez, the DIT Enterprise Project Manager on this project, had polled all of the relevant pieces and parts of state government that have a say in this project and come up with some more realistic dates. He added they took into consideration the committee and agency structure of how we work, observing the team takes its recommendations to the NG911 Committee, and the committee takes its recommendations to the Board, and we only meet once a month, so sometimes adjustments become necessary.

Mr. Corn reported the team anticipates the first RFP going out probably in mid-April, which is about a month later than they had originally expected, with the expectation an award will be made sometime in October for an ESINet and hosted CPE. He said they hope to have seven vendors come in and talk to them at the end of March and are working with Richard Bradford on that. He said they hope to be able to present their conceptual design soon and say, "What do you think?": where is the industry going, does this work, is this the most efficient way to accomplish our goals? He added the second RFP will be for the NMAC which includes the NOC and help desk we've talked about before, but really there are no surprises here other than having pushed back some of the dates in order to complete this in a more timely manner. He observed Mr. Lopez has helped them tremendously in this—there are a lot of gates to go through in state government—as we move through this rather large project. Mr. Corn said Mr. Lopez is keeping him straight and keeping the paperwork done and keeping things going. He then asked Mr. Shipp if he had hit on everything he wanted the Board to hear.

Mr. Shipp asked him to give the Board an update on what its next action will be as it relates to the committee. Mr. Corn replied there is really not much for the Board to do until the conceptual design is completed, saying he hoped to bring that to the Board with Richard Bradford's approval in the near future, then move into the RFP phase. He said once they move into the RFP phase, they don't expect to talk to anybody, then reiterated that up until that time he didn't think there was much for the Board to do.

Jason Barbour asked if the conceptual design will come before the Board before the committee asks the Board to approve an RFP. Mr. Corn referred the answer to Mr. Bradford, but before Mr. Bradford responded Mr. Barbour added he knew there was only one more meeting between now and that date and he didn't think they would want to approve the conceptual design and the RFP all at the same meeting, as "that's a whole lot of information to swallow." Mr. Bradford said he didn't know that there is a specific answer to the question, although it's a fair question. He said it would depend upon how different that is

from what has previously been approved in terms of the Con-Ops document, and while he doesn't know what will happen, he would be surprised if it is substantially different.

Mr. Bradford said to elaborate on what Mr. Corn has been explaining, we've had several conversations about the ongoing need to be careful, move forward, do so in a timely manner, and gather what he would call business intelligence about the best way to approach this. He observed that is moving forward: the committee is working, he's working with them, he thinks all the Board members are aware of some of the discussions going on from a security standpoint, from a network planning standpoint, from a project management standpoint, etc., so all that is happening within the committee. Chairman Estes interjected that if they felt it was required, they could always have a special update to the Board before the Board meeting for those that would be interested in seeing the conceptual design, as it looks like there is a small window of time to share that design with interested Board members. He speculated it could be a separate session, maybe a conference call, to walk through the document before the Board meeting in April. Mr. Barbour replied that for something of this magnitude he would rather do it face to face. He observed this is making history, and he wants to be sure they know what they are approving, not just doing it via teleconference.

Laura Sykora asked if the RFP is going to be asking for proposals for deployment of the conceptual design, or is the RFP *for* the conceptual design, such as suggestions for how to design the network. She said that like Mr. Barbour, her concern is those dates are so close together. Mr. Corn replied the RFP is the product of the conceptual design, and it depends on which one of the conceptual designs we are talking about. He speculated if you're talking about the ESINet—the network—we know that the carriers don't have footprints everywhere, so it's not like we're going to come in and say, "You have to put a trunk here," or, "You have to run a circuit there." He said we would give them what we want to see happen, and ask for them to come back to us with what their best product is. He observed that on something like, for instance, the CPE, where the product is more defined, more finite, more of a purchasing decision, that can be more specific. We can say, "We want this many ports," or, "We want this capacity," and take a different approach there. He said the answer to Ms. Sykora's question is that it depends upon what functional element we're talking about, asking her if that made sense.

Ms. Sykora hesitated, and reiterated she, like Mr. Barbour, is concerned that at this level of importance she would want to be sure she understood all that was being proposed. Mr. Corn observed they serve the Board, and Chairman Estes said he thought that what he was hearing from Board members might suggest delaying the RFP release 30 days or so to ensure the Board fully understands the conceptual design. Ms. Sykora asked if the conceptual design could be completed by the March 18<sup>th</sup> Board meeting, and Mr. Corn replied it could not. He said he thinks once we meet with the vendors—CenturyLink, AT&T, and others—and they take a look at what we're trying to do, there may be some changes that we will want to make in order to make our design better. He said they meet with the vendors the end of March, and he doesn't think they will have anything to present for a week or two after that.

Noting that the team is projecting April 14<sup>th</sup> as the RFP release date, Mr. Taylor asked Mr. Corn if the April 22<sup>nd</sup> Board meeting could be made into a work session for this, but Chairman Estes countered he thinks that needs to be done in advance of the RFP, because once the RFP is issued that's it. He added we also will have Board members who will want to comment or who will be conflicted because they represent some of these providers, so he thinks we should issue the RFP *after* the Board has approved the conceptual design. Mr. Taylor said he would put that on the April 22<sup>nd</sup> Board agenda. Mr. Barbour asked if then the RFP wouldn't be approved at the May Board meeting, since he doesn't think they would want to approve both at the same meeting.

Mr. Corn observed he didn't think there would be a difference between the conceptual design and the RFP—if you approve one, you approve the other. Chairman Estes said he wouldn't hold a gun to the Board's head; if it approves it, fine—if not, the dates will move. Mr. Taylor then said he will schedule the review of the conceptual design and the RFP for the April 22<sup>nd</sup> meeting. Mr. Barbour then said he would want to be sure all the PSAPs are "educated" about this so they can attend the meeting, since this is their "bread and butter"—the future of how they will answer 911 calls. He said he doesn't want a PSAP to be able to say it didn't know anything about it. Mr. Corn confirmed that outreach is a critical part of what has to be done, and said he completely agreed. Several comments emanated from around the table comparing that to the problem we have had surrounding the back-up PSAP plan mandate, and Mr. Barbour said that is exactly why he brought it up.

Chairman Estes said that was all very good input, and said he has one question for the committee that ties to the earlier discussion referencing the training requirement. He noted it had been said that the training requirement is being driven by NextGen because we must have consistency once NextGen hits the market, so in the project plan, is there a relationship between the training and standards committee regarding that? Do they have a task and a timeline that lines up with the NextGen project schedule? Mr. Corn replied he doesn't have an answer, because the conceptual design is incomplete. He added, however, that one of the NG911 project's fundamental principles is that the team is trying to implement a technical system, not an operational one. He said the technology doesn't change how PSAPs operate, and if we were to fundamentally change how they operate we would receive a lot of pushback, so we're trying to avoid that as much as we can. He said he hoped there would not be a need for a lot of training, not operationally, but he thinks there should be some technical training, and that will come out when we see the conceptual design. Chairman Estes then asked him to work with the Standards committee and the Training committee to incorporate whatever requirements may be needed.

Ms. Sykora said they have talked about it in the Standards Committee, observing they don't yet know what they need for standards associated with NextGen, but that it is on the committee's horizon to be addressed at the right time. Chairman Estes encouraged the project team to look at the "soft change management" things that will be required from NextGen. He said they may not have the full answer in the conceptual design, but it does need to be a task in the project plan because new technology won't work if the people don't know how to use it. He then asked for further questions or comments for the committee, and hearing none moved to the next agenda item.

### **Status of Back-up PSAP Compliance**

Displaying a dynamic calendar count-down application onscreen, Mr. Taylor pointed out that July 1, 2016, is "125 days, 13 hours, 9 minutes, and thirty some odd seconds away," saying that contrary to what the Montgomery County Manager said in a newspaper article regarding how that is yet a long, long ways away, Mr. Taylor doesn't think it's a long, long ways away at all. He said it is closing in on us quickly, and one of the questions both he and staff have been repeatedly asked is, "What is the definition of 'substantial progress'?" He observed that is a phrase that can be interpreted many different ways. Reminding everyone that at the last meeting NC NENA Chapter President Philip Penny offered to provide him with a block of time at the then-upcoming NC NENA Chapter meeting to speak to the back-up PSAP plan issue, Mr. Taylor reported that he did take advantage of the offer and gave a presentation at that meeting a couple of weeks ago, noting it was neither a sugar-coated presentation nor an ugly one—just a very frank and honest one about what's going on.

Mr. Taylor then displayed the relevant excerpt from the statute (§ 143B-1406(f)(5)) onscreen regarding the 911 Board's ability to grant an extension to the July 1, 2016 deadline for compliance with the back-up plan mandate. He related how in response to the letters the Board sent to County Managers several said they wanted an extension while openly admitting they had done absolutely nothing toward meeting the deadline. He said he doesn't know whether they are simply seeing that an extension is possible and are just immediately asking for one without understanding what must be done to receive one or what. He noted Dave Bone sent him a message this week relaying how he spoke to this at a meeting of County Managers, and Mr. Bone replied they were very alarmed, adding he thinks it got their attention. Mr. Bone added he is very concerned about how many of them are going to be able to comply by July 1<sup>st</sup>. Mr. Taylor rejoined, "So am I, and I think so should this Board be."

Chairman Estes interjected the question is what does 'substantial' mean, to which Mr. Taylor replied "Exactly." Chairman Estes continued, "Is that 50% complete? 60%?" Mr. Taylor said that is why he wants to step through what the impact is. Displaying onscreen the language in § 143B-1406(f) regarding compliance, Mr. Taylor read how a PSAP "...must comply with all of the following to receive a distribution under this section...", then displayed sub-paragraph § 143B-1406(f)(5) addressing the fact that substantial progress must be made before the Board can grant an extension. He summarized it as saying "in order to receive a distribution a PSAP must have a back-up plan or get an extension for one year." He then noted the language in § 143B-1406(a) saying the Board has the ability to reduce, suspend, or terminate distributions if a PSAP does not comply with all the requirements of this section of the statute.



Asking Board Counsel Richard Bradford to correct him if he's wrong, Mr. Taylor observed the Board has a duty to do something, which is what brings us to this point. He said he tried to look up what a definition of 'substantial progress' might be, then displayed onscreen the Oxford dictionary's description online: considerable, real, significant, important, notable, major, valuable, useful. He then speculated that "fixin' to do something" doesn't fit any of those adjectives, while adding that is why he is turning to the Board for clarification; staff is being asked this question, and although he feels the one agency that has officially requested an extension thus far would pass muster—they're getting all their contracts together, have issued purchase orders for equipment, but it just won't all be installed by July 1<sup>st</sup>—and their plan has been approved by staff, staff needs Board guidance regarding all of them.

Chairman Estes asked Mr. Taylor to pause for clarification, and going back to the statute, observed it only says they have to have a plan, not that it has to be implemented. Mr. Taylor added it says they have to have a plan and the means. Mr. Bone asked if the plan is the means to do it, saying he thinks the focus and the push has been to get the plan submitted by July 1<sup>st</sup>. He said he thinks if we go back and say not only do you have to have a plan, you have to show progress toward implementation of the plan, we're going to get a heck of a lot of push-back. He stated further he doesn't think that's realistic with the timetable, that we should focus on getting the plan by July 1<sup>st</sup>, and in his opinion that's substantial progress, along with a timetable for implementation. Mr. Taylor responded he totally agreed; that is exactly where he's going. Rick Edwards added it should be an approved plan.

Mr. Taylor then displayed a map highlighting which counties have approved plans, which have submitted plans which are in the process of being evaluated for approval, and which have not submitted anything, noting the map was as of last Tuesday, so there may be a few changes which have taken place since then. Staff Technician Tina Bone said four more have been approved since then. Mr. Bone submitted he thought that was substantial progress since last month's report, and Mr. Taylor concurred. Mr. Taylor then offered that his recommendation is if they have a plan submitted for approval—it doesn't have to be approved yet, just submitted—including a timeline for completion of the plan, that should suffice, with the caveat that if they don't have an approved plan, he doesn't think they should be eligible to receive a grant because if they're asking for grant money for a plan that hasn't been approved, we don't know if what they're proposing is a good move or not. He then displayed that recommendation as a three-point list onscreen: 1) Have a plan submitted for approval; 2) have a timeline for completion; 3) no grants be awarded unless a plan has been approved. He concluded he thinks that's realistic and substantial, in his opinion. He said he puts that before the Board, and if it agrees, great—if not, give him something else to work with.

Mr. Edwards asked if, regarding the timeline for completion, there is a "set in stone" date by which the back-up plan should be completed, like July 1, 2017? Mr. Taylor replied the completion date for an extension would be 2017, and unless there were some very strong mitigating circumstances, he would make that a requirement. Ms. Sykora asked if that would be the deadline for implementation of the plan, Mr. Taylor agreed, and she observed then the timeline would be for going live with a back-up before July 2017, and Mr. Taylor again agreed. Mr. Bone asked Mr. Taylor to review his recommendation again, and Chairman Estes suggested to have a plan submitted for approval by July 1, 2016, with a timeline for completion by no later than July 1, 2017.

Mr. Edwards asked how long the approval process takes. Mr. Taylor responded it really depends upon how strong a plan they have. He said to date staff has been meeting about every two weeks, and depending upon how the plan is submitted—if it's a strong plan requiring only a little bit of tweaking—it can usually be approved within a week or two. He said if there are a lot of discrepancies in the plan, a lot of pieces and parts that don't fit, it would take a little longer because there would need to be clarifying communications back and forth until those issues were resolved.

Mr. Bone said he's extremely concerned about the number of plans staff will receive on June 30<sup>th</sup>, as some of those may not be well written or well-conceived, so some back-and-forth communication will be required *after* July 1<sup>st</sup>. He observed that is the reality of the situation, and asked if there will be a grace period to accommodate that. Mr. Taylor replied that first off, it has never been this Board's goal to try to harm anybody, and July 1<sup>st</sup>, while it is a hard date, realistically, no, we can't approve everybody between June 30<sup>th</sup> and July 1<sup>st</sup>; if we've got documentation that has been submitted, if we've got a plan from them, we're going to work with them. He said it's the ones that don't do anything that concern him, but if they've got something that we're working with and we don't get them all approved by July 1<sup>st</sup>, he's not going to

come to the Board at the July meeting and recommend punitive sanctions, unless the Board wants him to.

Chairman Estes pointed out he's not sure Mr. Taylor, or indeed, the Board, has the authority to make that recommendation; the statute trumps anything the Board wants to do, and the statute's pretty clear, so it's not the Board's decision, the lawmakers have already made it. Mr. Taylor concurred, saying he will bring before the Board at that July meeting any PSAPs which have done nothing toward complying with the law; he just won't penalize those that have submitted something which may not yet have been approved, because that would, in his mind, represent 'substantial progress.' He also noted that the Board does not necessarily have to give an extension for a full year; it could be less than that, as the statutory language says *up to* July 1, 2017. Mr. Bone said he could envision a scenario where someone submits a plan on June 30<sup>th</sup> and staff doesn't feel it's substantial enough you could give 60 more days to fine tune it and then maybe a further extension to implement it. Chairman Estes pointed out the Board only has the authority in law to extend it to 2017, and Mr. Bone said he understands that, but he's saying it could be in two phases to revise a plan submitted June 30<sup>th</sup>. Chairman Estes asked Board Counsel if July 1, 2017 comes and they do not have a plan, then the Board will not be able to give them a grant.

Mr. Bradford replied that not only would they not be able to receive a grant, but the Board would have to determine whether to reduce, suspend, or terminate funding; it has to do one of those things, but the Board gets to choose which one. Chairman Estes then said if there is a huge burden on the PSAPs to execute this strategy, an alternative is to talk to the lawmakers during the session about why this is not realistic. He again stated this is not really a Board issue, that the lawmakers have set this and the Board is just to execute their vision, so if the vision is not realistic, then the alternative would be to go back to the lawmakers with the support of the PSAPs and the counties to explain that what they've asked for can't be done, or they don't have the funding to do it, or whatever the issues are that are keeping them from doing it. He rephrased himself saying we're just executing direction that was written in the law, and Mr. Taylor interjected "Two years ago, two years ago!" Mr. Edwards said that was going to be his next question, observing this process has been going on for a long while. Mr. Taylor reiterated it has been going on for two years, it is not something that just came up this past session; not only has it been out for two years, but we have been promoting awareness of it, educating people about it, and pushing and pushing and pushing. He said some of the comments we've gotten back have been "Oh, they're just bluffing."

Mr. Taylor continued by reminding everyone the reason this is all coming to a head is because three years ago there was loss of property because a PSAP did not have a back-up plan other than to send calls to an administrative phone line, and when the phone system went down it took the administrative line right along with the 911 line. So a man's house burned down because he couldn't reach 911, and Ms. Sykora added, just to be clear, the phone system went down because there was no electricity in the building. Mr. Taylor observed that was the second time—the PSAP went down twice—and if you remember several years back we were having all kinds of outages, and continue to have outages. He said this is not an exercise in "Oh, well, we want to do this," that's why the lawmakers did it, and to people who look at it and say "Well, we don't have the money", his response would be "Really?", because we provide those funds. He offered that in his opinion this is nothing more than procrastination.

Buck Yarborough said he didn't count them up on the map, but it looked like half the counties or maybe more have submitted a plan, and Mr. Taylor agreed roughly half. Mr. Yarborough said he's interested in Mr. Taylor's comment that they thought we were bluffing, asking how Mr. Taylor learned that, just in conversation or what. Mr. Taylor said that was from one of the staff members sitting down with a PSAP's management and being told that. Mr. Yarborough said he found that very interesting. Chairman Estes expressed it is important for the counties to know that the Board has no leeway here. Mr. Yarborough said that was where he was going, noting that of the 43 counties that haven't done anything, would it be appropriate for staff to contact them, tell them the law, and explain, whereupon several Board members simultaneously spoke up advising him that has already been done. Mr. Taylor told him about sending out the certified letters last month, observing that all but one county accepted the letters. Mr. Yarborough asked if they did not pick it up, and Mr. Taylor confirmed that was the case.

Mr. Bone said that in regards to the map, he believes some counties are working on it but have not submitted anything to the Board, and Mr. Taylor acceded that may well be the case. He said he has heard anecdotally that several have indicated they are "fixin' to do" something about their back-up plans. Saying he was sorry to have to ask for re-clarification, Mr. Yarborough said it stretches credulity for

someone to ignore the fact that you're going to withhold their money or reduce it or deny it completely, as Mr. Bradford just explained, and asked again if that's been clearly expressed. Mr. Taylor asserted it has, and Mr. Yarborough asked if there has ever been a time when money has been withheld. Mr. Taylor said yes, it has happened, but only three times in the last 16 or 17 years. Mr. Yarborough observed perhaps because it has happened rarely some may think the Board is bluffing. Mr. Taylor said he intends to send an email next week to the counties which have not provided any indication to the Board that they are working on their back-up plans reinforcing the letter and telling them what 'substantial progress' is as determined by the Board today. He noted we certainly do not want to have to enforce the statute's mandate regarding reduction, suspension, or termination of funding.

Chairman Estes offered to Mr. Yarborough that we have also provided examples of what a good plan looks like, and Mr. Yarborough said "So they've got a road map already", to which Chairman Estes responded "Yes." Mr. Yarborough asked who has received these communications, and Mr. Taylor replied they have been sent to the City/County Managers, PSAP Directors, and Finance Officers.

Mr. Barbour asked what county wouldn't sign for the certified letter, and Mr. Taylor said it was Lenoir County. When asked to review once again the number of counties not heard from, Mr. Taylor turned to Tina Bone, as she and staff have been working on that this week. While she was deliberating, Mr. Barbour observed the Board has paid Lenoir County to build a back-up center, to which Ms. Bone said they just sent her something yesterday or the day before. Mr. Taylor said he had asked Karen Mason to email a copy of the certified letter directly to PSAP Director Roger Dail, which he believes prompted the response, and Mr. Barbour said he felt Mr. Dail must not have known about it before that. Mr. Barbour further observed the back-up center is a very nice one, to which Mr. Taylor agreed, but adding they didn't have a plan. Ms. Sykora said, "So they have a center but no plan," to which Mr. Taylor responded "Yes." Mr. Bone asked Ms. Bone if he understood correctly they have submitted something now, and she confirmed they had. Rob Smith asked if the center was functional now, and Mr. Taylor said he didn't know ; he said he knows it's equipped, and one would assume it's functional, but he's not been advised of that first hand. He noted as an aside that the Board will be meeting there next month.

Mr. Taylor asked Ms. Bone if she had come up with up-to-date numbers yet, and Chairman Estes asked if, while she's counting, it's reasonable to get a status update from these counties that have not responded at all. Mr. Taylor was distracted by a side conversation and missed Chairman Estes' question, and apologized to him for that. He then reminded everyone as a point of clarification that there are actually 119 Primary PSAPs and 8 Secondary PSAPs impacted by this, so it's not just a question of 100 counties, but 127 PSAPs which must submit plans.

Andrew Grant asked Mr. Taylor if item 3 in the proposed definition of 'substantial progress' referred just to no back-up PSAP grants being awarded to PSAPs without approved back-up plans, or no grants of any kind being awarded to them. Mr. Taylor replied his intent was no grants. Chairman Estes interjected we're not saying that, the law is saying that. Mr. Bradford said he thought maybe Mr. Taylor should clarify his recommendation to address both the Chair's and Mr. Grant's comments, and addressing Mr. Taylor directly, said "I don't think the people understand what you mean."

Mr. Taylor said what he means is that if a PSAP does not submit a back-up plan that has been approved it would not be eligible to receive a grant for anything. Ms. Sykora said secondly, if they don't have a functioning back-up by July 1, 2017, the Board has authority to withhold funds. Mr. Bradford clarified to reduce, suspend, or terminate funds. Mr. Taylor responded that technically it is July 1, 2016, unless an extension has been authorized by the Board up to July 1, 2017. He asked Mr. Grant if that was more clear, and Mr. Grant acknowledged that makes sense, but that he had originally thought it was limited to grants for back-up plans, which he agreed with. He said, however, he did not agree with denying any grants to PSAPs without approved back-up plans. He said he understands the intent, and doesn't disagree with the intent, but thinks it goes a little too far. He said he thinks the legislation's directive to reduce, suspend, or terminate funding is punitive enough, and he would like to see item 3 modified to limit the impact to no back-up plan related grants. Mr. Taylor said he would disagree with that just because the grant process is very competitive, and awarding a grant to a PSAP that has not obeyed the law could reduce the opportunity for one that has complied with the law to be awarded a grant. He added the logic, to him, is not good. Mr. Grant once again said he understood, but his logic is if a PSAP has a legitimate need, such as equipment replacement or that type of thing, that legitimate need is being thwarted by not having an approved back-up plan in place, even if one has been submitted but is not yet approved. He

then reiterated he feels the legislation is punitive enough. Mr. Taylor said he found it rather incongruous that on the one hand funding is being reduced, suspended, or terminated but on the other hand you're saying, "Here, have some more money." He posited that reduces the effectiveness of the reduction, suspension, or termination.

Mr. Yarborough proposed that perhaps a misunderstanding about that language is why they're thinking you're bluffing. Mr. Taylor admitted he didn't know, and Chairman Estes said he didn't think there was a rampant move to say we're bluffing, but that instead that was the opinion of but a few. Mr. Taylor agreed, and Mr. Yarborough acknowledged he understood, but found it hard to fathom why less than 50% haven't bothered to submit anything. Mr. Taylor did say they have found PSAP managers who say they really want to do something, but they cannot get the support of their County Manager. Mr. Yarborough asked if that was because of funding. Mr. Taylor replied we don't know. He also conceded that may only be an excuse offered by PSAP managers when Board staff makes contact, but again, we have no way to know.

Chairman Estes observed the staff recommendation is interesting and the Board hasn't voted on it yet—no motion has been presented—and wondered aloud what really is keeping these folks from getting this done? Have they submitted something to their leadership and their leadership hasn't approved it, do they not have the funding to write the plan, do they not have the experience or the knowledge to put the plan together? What's keeping them from being successful? He solicited Board members' opinions on that. Mr. Edwards asked if it's the misconception that they have to recreate what they have in another location, and Mr. Bone emphatically responded "Yes," but Chairman Estes noted the statute is pretty clear that is not required. Mr. Edwards said he knew and understood that, but wondered if it might not be the case perceptually nonetheless.

Mr. Taylor said one of the things he has found is a lack of cooperation between agencies. Noting that one of the slides in the presentation he gave at the APCO/NENA meeting was a picture of a surgeon working on a rocket, he underscored this is not "rocket surgery." He thinks people are over-thinking this. Chairman Estes speculated maybe we have an education gap, that maybe a middle ground is to hold a special workshop for the PSAPs that have not completed the exercise; bring them all in, or at least invite them so we can tell the General Assembly that we made good faith efforts to try to help them complete this effort. That way, if they do get to the point where their funding is impacted, we "have the white hat on" because we've made multiple efforts to help. He acknowledged he realizes staff has reached out to them already, but wondered if inviting them to a workshop, getting them in the room, showing them how to write one, help them write one, or something to that effect could help.

Greg Hauser offered that some managers may be intimidated by it and/or some may not have time to devote to it, observing many PSAP managers in smaller PSAPs may even be working consoles because someone has called out sick. He speculated it might be helpful for their peers who have successfully completed a plan to reach out to them, to say "Let's sit down and walk through this to get you there." Mr. Taylor said they had that discussion yesterday, noting that many PSAP managers are only in that position because they were the next in line, never having received training on how to be a manager, complete budgets, etc., so he agrees with Mr. Hauser that probably many of them are, indeed, intimidated. He added, however, that's also why he says they're "over-thinking" this thing. He relayed that in several instances staff members have sat down with a PSAP and suggested they work with the PSAP next-door, perhaps adding a server or a couple of workstations, something very minimal compared with the misconception that they have to build something, and when that was presented to them, they have realized it was not, indeed, a big deal.

Mr. Edwards observed if you look at the state map mostly rural counties are the ones that have not complied, not those with metropolitan presences. Mr. Bone said he wanted to make a couple of comments. He said first of all he didn't think we necessarily need to jump to say the city or county managers are necessarily the bottleneck. Saying he feels the need to defend his profession a little bit, he agreed with Mr. Hauser, that there are a lot of rural managers, and that it's not as simple a fix as Mr. Taylor intimated regarding adding a server or a couple of workstations, noting his county's PSAP doesn't have the space to do even that, and he believes many others are in the same circumstance. Reminding everyone that he had made a recommendation at the last Board meeting to reach out and have some work sessions with the PSAPs in conjunction with regional meetings that are coming up in March. Mr. Taylor interjected those begin next week and that is on those agendas.

Chairman Estes asked if we could wait until the next Board meeting to see the results of that, if we've gone from 50% to 80% or 90% compliance before taking any major action? Mr. Taylor reiterated he just wants to know what 'substantial progress' is so staff members can have something that they can tell PSAPs "If you get at least this far, we won't have to reduce, suspend, or terminate your funding." He added he can say right now what his opinion is, but he needs something from this Board that says "This is what we consider 'substantial progress' to be." He acknowledged Mr. Bone's comment about having a flurry of submissions on June 30 is spot on, but we don't want PSAPs to just be submitting paper to meet a deadline; we want them to be submitting something substantial.

Mr. Shipp said he wanted to reiterate first, as Chairman Estes commented earlier, staff has a simplified, written template. Period. He then made a motion to approve the staff recommendation and proceed forward. Slayton Stewart seconded the motion, and Chairman Estes asked if the motion could be clarified just a little bit because the recommendation appears to be missing some dates. He said he felt consensus for item 1 is that a plan be submitted for approval by July 1, 2016; for item 2 have a timeline for completion by July 1, 2017—ideally by July 1, 2016, but no later than July 1, 2017, and for that they have to have an extension. Ms. Sykora said she thinks both the plan and the timeline should be submitted for approval by July 1, 2016, with the timeline for completion no later than July 1, 2017. Mr. Edwards said he believes both should be by July 1, 2016, because otherwise you've got a drop-dead date of July 1, 2017. Ms. Sykora said what she is trying to say is that the completion doesn't have to be until July 1, 2017, but we want the timeline submitted by July 1, 2016. Mr. Yarborough said we would have to grant the extension after they've made substantial progress, so we don't want to put the 2017 date in at all.

Mr. Taylor said, in other words, in order to get an extension, you must have made 'substantial progress.' This is the definition of what 'substantial progress' is. He sees it as having plans submitted for approval and a timeline for completion by July 1, 2016. The July 1, 2017 date is a non-negotiable date; it's in the statute. Having a plan submitted for approval is, likewise, a non-negotiable date too—July 1, 2016. Unless substantial progress has been made by that date, no extension may be granted, so 2017 doesn't even enter into the mix.

Chairman Estes asked if someone taking minutes could document the motion, and Mr. Yarborough asked if that was adding July 1, 2016 to item 1. Chairman Estes agreed that was the only change to the motion that Mr. Shipp has accepted at this time. Dinah Jeffries said she just wanted to state for the record that Orange County is not one of the counties that has not submitted a plan for approval. Mr. Taylor said he was getting a nod of agreement from Ms. Bone, and he knew Orange County had been talking with Alamance, Person, and Caswell Counties regarding shared resources, but he had not personally seen any report of the results of those talks. Ms. Jeffries reasserted they have submitted a plan, and that Board staff had actually responded with some recommendations. Mr. Taylor said that will be corrected.

Ms. Sykora said she really appreciates having the timeline for completion in there because it is a matter of how long does it take to get the equipment ordered, how long does it take to get the equipment installed, etc., so she thinks it's very important to have a specific timeline in order to implement the plan. Mr. Yarborough offered they're not really mutually exclusive, that we're asking for both a plan and a timeline for completion submitted by July 1, 2016. He said Ms. Sykora was making that point—they both have to be submitted by July 1, 2016. He said he thought the way Chairman Estes just summarized it was that only item 1 needed to be submitted by then, whereas item 2 needs to meet that deadline as well. Mr. Edwards agreed.

Mr. Taylor reiterated this is how we're going to define 'substantial progress', and in order to get an extension you must have made 'substantial progress', so by July 1, 2016, you must submit a plan for approval with a timeline for completion. Once a PSAP has done that, i.e. demonstrated it has made substantial progress, then the Board could grant an extension up to July 1, 2017. Mr. Barbour asked Mr. Taylor to type the motion as amended onscreen. While he was doing that, Ms. Sykora emphasized the timeline must be submitted by July 1, 2016, but not necessarily completed by that date. Chairman Estes added he thinks there is another piece of the motion which requires contemplation, namely item 3. He pointed out item 3 is a consequence of not having done 1 and 2, so it is not actually part of the definition of 'substantial progress', so he feels it does not need to be included in the motion. Mr. Barbour offered he would make a second motion regarding that after this motion has been voted upon.

Chairman Estes asked if Mr. Shipp was amenable to those amendments to his motion, and Mr. Shipp asserted he was. He then asked if Mr. Stewart agreed as second, which he did. Mr. Stewart recalled that 40 some odd counties have taken no action to our knowledge in addressing this issue, and Chairman Estes agreed with the caveat that the key phrase there is “to our knowledge,” citing as an example Ms. Jeffries’ comments regarding Orange County. Mr. Stewart then observed, “So on July 2<sup>nd</sup>, if we have a county or more which have not submitted a plan and we have to decide whether to reduce, suspend, or terminate funding, what is the PSAP’s recourse at that point? What options do they then have?”

Mr. Bradford replied this is where part of the rulemaking comes back into play. He observed the rules that were approved earlier today and will move forward before the Rules Review Commission most likely in April address the procedural aspects of a PSAP or a CMRS provider saying, “I don’t agree with that decision.” They have an opportunity for a hearing, and from that the opportunity to pursue other administrative remedies, so that’s basically it in one sentence. There is a little more detail and there are some timelines involved, but fundamentally they can come back before the Board and dispute the decision. If the Board disagrees and says, “No,” they can then pursue other administrative routes.

Mr. Edwards asked if the template staff provides PSAPs doesn’t include a cooperative element as well where you could work with other municipalities, counties, or whatever, i.e. you don’t have to re-invent the wheel on this thing. Mr. Taylor said that’s right, and in fact the very opening of the document which accompanies the template offers about five different variations of how to approach a back-up plan, including cooperative agreements. Mr. Edwards observed he knows different municipalities don’t play well together, and Mr. Taylor said he was exactly right, citing a situation where he was working with three PSAPs in one county, thought they had agreed on a plan, only to discover one of them did not want to participate, not because of money or space, but rather as a matter of “I don’t like you.” He said he wished he could say this is the only reason—you can’t just say it’s the county manager (Mr. Bone interjected “Thank you.”) or any one thing.

Chairman Estes observed the rewritten motion was displayed onscreen, asking Mr. Shipp if it was what he intended. Mr. Shipp agreed it was, and Mr. Stewart agreed as second. Chairman Estes asked if there was further discussion, and Mr. Bone asked if a request for extension must be received by June 30, 2016, as well as the proposed plan and timeline. He said this has not been part of the communication to date, to which Mr. Taylor replied, “Exactly,” because this is the definition of ‘substantial progress’ which must be met before an extension can be requested. Mr. Stewart said his understanding of the communication to date is that they are supposed to have completed the plan by July 1, 2016, with which Mr. Taylor concurred. He said we have not been talking extension to anybody because he has not been able to provide a definition of ‘substantial progress’.

Chairman Estes suggested Mr. Taylor move the July 1, 2016 date to the end of the sentence in the rewritten recommendation, to which both Mr. Shipp and Mr. Stewart assented. Chairman Estes then asked Mr. Bradford if this fit within the Board’s authority, and Mr. Bradford replied he believes this fits within the Board’s authority as well as the statute on back-up plans.

Mr. Bone asked what if you have a jurisdiction that submits a back-up plan and a request for an extension comes after July 1, 2016, what happens in that scenario? Chairman Estes said they would be out of compliance with the law, but that doesn’t need to be discussed now; it’s a consequence. Mr. Yarborough reiterated all Mr. Taylor is asking for is a definition of ‘substantial progress’; that’s all we’re outlining now. Mr. Taylor added if they are submitting a plan on June 30<sup>th</sup>, they’re going to be out of compliance July 1<sup>st</sup>, so they would need to follow this definition in order to get an extension. Mr. Yarborough added he thought Mr. Taylor has made it clear that the intention is not to be punitive; if there are last minute submissions, we’re going to work with them to get them in compliance. Mr. Edwards again observed they’ve already had two or three years to address this. Mr. Bone said we need to communicate what Mr. Yarborough said post haste. Mr. Taylor said that’s why he wants this resolved today, both so he can send the email he mentioned earlier and convey it to the PSAP managers at their regional meetings.

Mr. Stewart asked, just as a clarification, if there is a PSAP that doesn’t meet our timeline then the request has to be approved by the Board to reduce, suspend, or terminate funding, and asked Mr. Bone if that helps. Mr. Bone replied it does help, but if the request comes between July 1<sup>st</sup> and the July Board meeting, what happens in that scenario. Mr. Taylor asked if he meant the request for extension, Mr. Bone said yes, and Mr. Taylor said he would bring it before the Board as a request for an extension. He

reiterated if they are working toward submitting a plan for approval the Board will work with them as much as it can, but it has to stay within the law. If they're thumbing their nose at the law, we won't have an option. Chairman Estes summarized that the law did not include a definition for 'substantial progress', so the Board is using its authority to create one to make it easier for the PSAPs to be compliant with the law. He then asked for any further discussion, and hearing none, called the motion, which passed unanimously without abstention.

Mr. Barbour said he would respectfully submit that the Board hold off on any action regarding item 3 in the staff recommendation until we get to the process of opening the grants, and maybe address that as a condition at that point in time. Mr. Taylor interjected that if everyone will remember last year, Rocky Mount PD submitted a grant request for a back-up PSAP without an approved back-up plan, and that was one of the factors used in determining not to award them a grant. They appealed that decision, and one of the reasons they gave for appealing was that they didn't know ahead of time that they were expected to have an approved plan first. He said the reason he included that item in today's recommendation is to prevent that happening again; he wants people to understand that if that is a condition, instead of spending a lot of time on a grant application, they may want to put that time toward meeting the back-up plan mandate.

Chairman Estes suggested the law already says what the consequences of not having a plan are, so he thinks we can share with the PSAPs what the law already says. Mr. Taylor pointed out that was not done with the Rocky Mount appeal; that the Board treated that appeal as a valid appeal. He reiterated he just wants to clarify for PSAPs that you just cannot go out and get a grant without complying with these other things. He observed that if the Board doesn't want to do that, we may again find people appealing not receiving a grant. Mr. Barbour asked Mr. Bradford for his opinion regarding this issue. Mr. Bradford said his advice is to not do that at this point in time, first of all because the statement that was included in the definition has been dispensed with after an hour and ten minutes while admitting that lawyers could argue about that phrase a lot longer than that, not to make light of that at all. He said what is at issue here is making a pre-emptive decision about any reason for a grant being submitted, and he thinks that is premature at this time when the Board really has not determined how grants will be awarded, what the priorities are or may be, how they may change, and so forth. He observed the Board's award of a grant is discretionary, so it has ample opportunity to say, "No." If a PSAP chooses to go through the exercise of submitting a grant application for a back-up and they don't have a plan, they may very well have a plan by the time the grant awards are considered and made. He reiterated he really thinks it is premature at this time, and that is why he suggested to the Chair and Mr. Barbour to hold the idea for now. He acknowledged the idea has merit, there is no doubt about that. It is a lesser potential sanction than saying, "Well, we're going to reduce your funding by 'X%'." He suggested, "Keep your arrows in your quiver for the moment."

Mr. Edwards asked Mr. Taylor if he is saying maybe we have established precedent with the grant process from last year. Mr. Taylor said he is, that this law existed last year, we did not award Rocky Mount a grant because it did not have a back-up plan submitted, and it's grant request was for a back-up center. Chairman Estes offered he thinks the difference is that the law says you will have one by July of 2016, so a year ago, they still had a year to submit a plan, and the grants we will be awarding for the next fiscal year will be after the date required by law to have a back-up plan. He added therefore, it seems reasonable, that when we do finally make the grant award decisions, that we could add what the law says. He said he thinks making the PSAPs aware of this may provide incentive for them to complete their plans without the Board actually having to say that. Ms. Sykora observed we may also have staff members reflect on the conversation the Board has had today if they're working with a PSAP on a grant request, to which Chairman Estes added they would not be compliant with the law.

Mr. Taylor asked if he could include questions about the status of a PSAP's back-up plan in the grant application, and Mr. Bradford said sure. Chairman Estes said that before moving to the next agenda item, he wants to be sure everyone understands the whole reason we're doing this is to help the PSAPs, not just to create a lot of operational issues to hinder them. Mr. Taylor concurred, saying we would much rather spend the time working to get something approved than to spend time working to submit paperwork, withhold funding, etc. He stated our ultimate goal is that every 911 call be answered, not that every dollar gets spent one way or the other.

Hearing no further comments on this agenda item, Chairman Estes asked Ms. Sykora to proceed with the Standards Committee Report.

## **Standards Committee Report**

Ms. Sykora asked Mr. Bradford to begin the report, saying, "You've got the big news," and that she would add in as needed. Referring to a table Mr. Taylor had displayed onscreen, Mr. Bradford said Board members might recall seeing a similar table at the last meeting. He said the revised rules that were approved at the last Board meeting were heard by the Rules Review Counsel a week ago yesterday; there was little discussion, all were approved. He observed what's pending now in the .0100 section are the rules that we saw earlier in the agenda today during the Public Hearing process, for which no comments have been received. He added he doesn't expect any issues will arise regarding them from Rules Review Counsel because they, too, have been previously reviewed. He offered, as he alluded earlier, that those will be on the April agenda for the Rules Review Commission.

Ms. Sykora relayed we are moving forward, and that means basically all the rules that the Board has seen are either approved or on track for approval with an implementation or effective date of July 1, 2016. She said now the Standards Committee will turn toward implementation of the rules, noting they have talked about how to do that but have yet to put pen to paper regarding the questionnaire, enforcement, etc., and adding now it is time to start getting ready for the actual reviews of the PSAPs. She observed those won't start until July 1, 2017, as they need the first year between 2016 and 2017 to test the questionnaire, make sure what's in the rules and how we're doing the reviews sync up.

Chairman Estes asked if there were any questions about the report, and hearing none, moved to the next agenda item.

## **FCC Task Force on Optimal PSAP Architecture (TFOPA)**

Mr. Taylor asked Chairman Estes if this item could be tabled until next month in the interest of time, as it will take a good 30 to 40 minutes to go through the document thoroughly, adding it's a 216 page document. He acknowledged it is a lot of reading, but encouraged Board members to read it nonetheless, pointing out there are three elements that are very important, and he thinks it is incumbent upon the Board to understand what is in this document. He added you will see how everything is coming together, with the Next Generation 911 project, how everything is coming together with cybersecurity, and how things are coming together relative to funding. He said he really does want to spend time reviewing this, but not today, as time has gotten away from us already.

Chairman Estes asked if there were any objections from Board members to tabling this item, with the suggestion that it be sent to Board members being the only response. Mr. Taylor said he will be happy to send it out, including slides of areas he feels are very important which he has highlighted. Hearing no further discussion, Chairman Estes asked Mr. Taylor to proceed with the next agenda item.

## **2016 Goals**

Mr. Taylor reviewed how last month he had displayed a facsimile of the flip charts used at the December Board meeting regarding 2016 goals, which had taken Chairman Estes off guard since he had not been in attendance at that meeting:

Statutory (Quality Assurance, Certification, BD)  
Education (X4)  
Back-up (from last year's goals)  
NG 911 (from last year's goals)  
CAD to CAD  
Funding (X2)  
Staffing

Mr. Taylor acknowledged and apologized for being a bit cryptic in presenting that list, so since that meeting he has taken all the goals and fleshed them out as they appear in the agenda book (see [https://www.nc911.nc.gov/Board/agenda/Book/20160226\\_Tab10\\_North%20Carolina%20911%20Board%202016%20Goals.pdf](https://www.nc911.nc.gov/Board/agenda/Book/20160226_Tab10_North%20Carolina%20911%20Board%202016%20Goals.pdf) ).



He said he put the goals in perspective with his reasoning behind each one, with the number one priority being assigned to the TC certification program. He reminded everyone that North Carolina's 911 system has always strived to provide the same level of service to callers from Murphy to Manteo, but only with consistent training will that goal ever be achieved. He proposed that from a "high level" to achieve this goal, several milestones must be achieved: 1) a certification program and policies must be defined, 2) an educational "vehicle" must be determined, and 3) a statutory change must be effected requiring the certification.

Mr. Taylor said he felt the second highest priority should go to quality assurance, observing we pay for the software for that program, but don't really fund the program. He surmised that's an unbalanced approach because it's not consistent among PSAPs, and it really defeats our mission of providing the same level of service. To achieve this goal, he proposed: 1) a quality assurance program must be defined with realistic performance standards based on accepted criteria, 2) a statutory change must be accomplished that will require a quality assurance program, 3) a statutory change that will allow for a minimum funding of a QA program, and 4) statewide PSAP training program to institute a QA program.

Mr. Taylor named CAD-to-CAD as the third goal to strive for in 2016, which he pointed out goes hand-in-hand with our NextGen project and the concept of interoperability. He acknowledged we used to think of interoperability just in terms of radio, but with NextGen 911 it has to include voice and data, and that data is CAD. He offered that he believes North Carolina's 127 PSAPs use 12 different CAD systems, and they do not talk to each other. He added the TFOPA report speaks to this, and we need to look at doing a CAD-to-CAD interoperability. He noted there are companies already providing that service, but they are very, very expensive. His proposal includes working with the NG911 committee on: 1) communications with all the CAD vendors deployed in North Carolina must be established, 2) a common affordable solution must be established, and 3) deployment of a CAD-to-CAD solution that is compatible to the North Carolina NG911 network.

Acknowledging we have already beat the topic up enough today, Mr. Taylor cited back-up PSAP plans as the fourth goal, although it is already well under way. He said we are working with Emergency Management, which is doing an educational program for Continuity of Operations (COOP), noting Ms. Bone and Mr. Dodd are working with them on that through the national office of homeland security. He offered we will be scheduling COOP training, maybe as early as May or June. He proposed to achieve the goal of 100% deployment of back-up PSAP plans in 2016: 1) a more defined, one-on-one educational program needs to be implemented, and 2) a higher level COOP (Continuity of Operations) educational program be conducted to reinforce the need for a backup plan.

Turning next to NG911, Mr. Taylor observed it continues to be a goal, and that the NG911 Committee has established a timeline with milestones that should be continued to be a primary focus of the Board as it has a direct impact on PSAP operations and funding.

Mr. Taylor observed sustainable PSAP funding continues as a goal from 2015, noting the TFOPA report speaks a great deal about that. He said folks must understand that the current model we use to fund PSAPs is not sustainable; it is a 'backwards looking' model and PSAPs cannot just keep 'coming back to Daddy' saying, "I need more money for this, and this, and this." He proposed to continue work towards achieving this goal: 1) a new funding methodology needs to be created that better defines PSAP funding based on the services provided, 2) fully socialize the proposed plan with all the stakeholders, and 3) implement the new funding method. He added that the Funding Committee already has a subcommittee in place examining this, and once a new model is developed, it will have to be socialized with all the stakeholders before implementation.

The last topic Mr. Taylor touched upon was education, saying he didn't characterize it as a goal because he feels it is one of the missions of this Board, and should be an ongoing function. He observed the Board has created the annual PSAP Managers meetings, regional PSAP meetings, a weekly newsletter, on-line streaming of all 911 Board and committee meetings, regional 911 Board meetings and continuous outreach to legislative leaders. He postulated the Board should continue to explore new and innovative ways to educate its customers.

He concluded that's how he sees the goals for 2016, and asked Chairman Estes if that helps his understanding. Chairman Estes said that was good, and asked for any comments from Board members.

He added that the only thing he's hesitant about is citing TC certification as the number one goal. He said he thinks it's a goal, and it may be the first one listed, but it's not necessarily the most important. He added the reason he says that is that the Board has historically gotten pushback when it has tried to dictate how PSAPs run their operations, and we're getting pretty close on that one. By virtue of that, he proposed our higher priorities should be NextGen, CAD interoperability, i.e. the things we can really have an impact on across the state. He acknowledged certification is important, and is certainly something we should be working on as a board, but we need to do that with the PSAPs.

Mr. Shipp agreed that's true, but asked that we keep in mind that certification was emphasized at the PSAP Managers meetings; it was something they were asking for. He asked Mr. Taylor if that was not correct, and Mr. Taylor agreed it was. He said staffing and requirements for staff was probably one of the biggest topics the managers dwelt on.

Chairman Estes again asked if Board members had comments. Mr. Shipp said he supports the goals regardless of prioritization, and asked if there is an update regarding the translation services RFP; has it been released? Mr. Taylor referred it to Dave Corn, who is the staff member working on that, and Mr. Corn asked Mr. Bradford if it could be discussed in this forum. Mr. Bradford replied, "It is in evaluation." Chairman Estes asked when it may be available for Board review. Mr. Corn replied their plan is to present the recommendation to the Funding Committee soon and for the Funding Committee to present it to the Board. Mr. Barbour speculated that will be a question at the upcoming PSAP Managers meetings because he thinks a lot of them are looking forward to this, and asked is it going to happen this year, next year, or what? Mr. Corn asked him when the next Funding Committee meeting is. Mr. Barbour said it is March 22<sup>nd</sup>, and Mr. Corn said they will have it by then. Mr. Barbour emphasized staff should bring the PSAP managers up to date on this at the upcoming meetings, and Mr. Taylor assured him they would.

#### **Board Member Funds for Meals**

Mr. Taylor explained that Board members are entitled by statute to receive compensation for their day of service in the amount of \$15.00, and they are also entitled to a per diem for meals for the entire day of service. He relayed that years ago, back around 1998, Wireless Board meetings were sometimes two or three days long, and one of the things discussed was if they could have lunch brought in, which was the genesis of the lunches we now have. Everybody back then agreed to put their compensation money toward lunch, as many were already being paid by their employer and didn't want to double dip, and that continued to be how the lunches were paid for up to now. Now DIT's internal auditor has questioned that process, despite the fact we've gone through many audits between 1998 and now where it was never questioned.

Mr. Taylor said they couldn't find a record of where the Board had voted to use the money to pay for lunches, but Ms. Tapler ran a spreadsheet, which he displayed online, taking into account committee meetings as well as Board meetings, and determined that if everyone was paid their full Board compensation, it would cost \$22,852.80 per year based on current meeting frequencies. He said \$14,917.00 was spent last year on catering for meetings, or \$7,935.80 less than the \$22,852.80, and what he hopes to do today, if it is the will of this Board to continue providing lunches, is to get that desire on record, stating that Board members agree to contribute their day of service compensation, including subsistence, to continue doing that.

Ms. Sykora said she had a question, observing when she has traveled on Board time, she has turned in her per diem expenses such as mileage, hotel, and meals, and asking if she would not be able to continue doing that. Mr. Taylor replied that would only pertain to the day of service, not travel and lodging before. He added that when we have conferences and regional meetings, they fall into a different category; this is just for Board or committee meetings.

Mr. Taylor then framed the recommendation from staff as being that we will use the day of service compensation to pay for lunches for Board meetings and committee meetings.

Ms. Sykora said she would be interested in hearing the perspective of others who have to drive long distances to attend, and Mr. Taylor offered as an example the fact that Sheriff Hagaman routinely travels and stays here the night before meetings, for which he receives compensation without any problem; once again, this only impacts the actual day of service.

Chairman Estes offered to entertain a motion based upon the recommendation from staff. Slayton Stewart made a motion to accept the staff recommendation, Sheriff Hagaman seconded, and the motion passed without opposition.

### **March 911 Board Meeting in Kinston: Hotel and Meeting Logistics**

Mr. Taylor asked David Dodd to report on the status of accommodations and meeting logistics for the upcoming 911 Board meeting in Kinston. Mr. Dodd observed next month will mark the first of four out of town Board meetings scheduled for this year, with a combined work session/Board meeting in Charlotte in May, a Board meeting in Williamston in July, and the annual two-day work session and Board meeting in Surry County in December. Going back to the Kinston arrangements, he noted on Thursday, March 17<sup>th</sup> there will be a regional PSAP Managers meeting followed by the Board meeting on Friday the 18<sup>th</sup>. He said both lodging and meeting space has been arranged at the Hampton Inn in Kinston for both days, and next week he will email everyone asking what they need in the way of hotel accommodations. It will ask if you will be coming in Wednesday to participate in the PSAP Managers meeting on Thursday or just coming in Thursday for the Board meeting on Friday. He added the hotel accommodations will be put on one master bill just as they were in Asheboro back in December; Board members do not have to call the hotel or pay for the room—staff will take care of everything.

Mr. Taylor added that on Thursday night he has arranged for space to be available at the Chef and the Farmer restaurant, and Mr. Dodd added it is limited space. He said he called them over three months ago and the only time he could get was 5:30 in the afternoon, so it will be an early dinner. He added he was only able to get 15 or 16 spots, to which Mr. Taylor responded “We’ll make that work.” Mr. Taylor also added the important thing is to respond to Mr. Dodd’s email next week as quickly as possible so that can all be wrapped up. Mr. Taylor also observed the last time the Board met out that way in Jones County, only two Board members showed up. He mentioned how the consolidation of Jones County and Lenoir County was a big project, and folks love to see the Board show up in their neighborhood, so he encouraged everyone to please come if there’s any way possible, and if you could come to both the managers’ meeting and the Board meeting that would be awesome. He added invitations will be sent to legislative leaders from that region, and he expects some to come to see the Board in action, so he would really like to see a good turnout.

Chairman Estes asked Mr. Taylor to send out the meeting schedule for the year. Mr. Taylor said he would, and that it is available on the website, but added there have been some issues with the website regarding the transition from the old one to a new one. Chairman Estes asked when that will be ready, and Mr. Taylor replied as soon as he and Ms. Bone can review it and give the go-ahead, adding they have both been very covered up lately.

### **Other Items**

Chairman Estes asked if there were other items to come before the Board, and hearing none reminded everyone that on the back of the agenda packet is a list of upcoming committee meetings. He observed much of our work is done in the committee meetings, which makes the Board meetings go much faster. He said he would encourage members to use the committee structure, including the Executive Director, and thanked all the Board members for coming today.

### **Adjourn**

Chairman Estes adjourned the meeting at 12:18 PM.

**PSAP Grant-Statewide 911 Projects Fund**

			Grant Completion (+/-)	Total Disbursed FY 2011 - FY2014	Feb-16 \$34,716,269.51	Remaining Grant Balance
<b>Fund Balance</b>						
<b>Grant Award FY2012</b>	<b>FY2012 Grant Award Total</b>	<b>Completed Grant Disbursement</b>				
Burke County	7,280,630.00			-6,951,958.20		328,671.80
Rockingham County	7,826,000.00			-6,801,027.57		681,278.05
<b>Grant Award FY2013</b>	<b>FY2013 Grant Award Total</b>	<b>Completed Grant Disbursement</b>				
Brunswick County	2,100,000.00			-1,374,083.13		210,053.47
Lenoir County	7,400,000.00			-6,595,558.27		484,163.75
<b>Grant Award FY2014</b>	<b>FY2014 Grant Award Total</b>	<b>Completed Grant Disbursement</b>				
Anson County G2014-01	949,000.00			-797,434.36		151,565.64
Bladen County G2014-02	300,000.00			-175,515.31		0.00
Gates Co. Central G2014-03	149,000.00			-149,000.00		0.00
Henderson County G2014-04	3,600,000.00			-3,371,610.72		182,986.60
Hertford County G2014-05	4,250,000.00			-379,594.45	-269,942.92	2,325,708.04
Orange County G2014-06	625,828.00			-538,141.28		71,449.22
Swain County G2014-07	610,000.00			-568,446.02		12,754.53
<b>Grant Award FY2015</b>	<b>FY2015 Grant Award Total</b>	<b>Completed Grant Disbursement</b>				
Caldwell County G2015-001	1,022,399.00			0.00	-570,362.73	27,099.38
Dare County G2015-002	7,002,795.00			-160,785.33		6,612,669.39
Haywood County G2015-003	2,694,827.00			-131,738.80	-5,993.42	1,883,493.77
Swain-Jackson Co G2015-004	859,681.00			-763,309.04	-79,374.95	0.00
<b>Grant Award FY2016</b>	<b>FY2015 Grant Award Total</b>	<b>Completed Grant Disbursement</b>				
Graham County G2016-01	3,401,528.00			0.00		3,401,528.00
Hyde County G2016-02	1,266,887.00			0.00		1,266,887.00
Richmond County G2016-03	6,357,537.00			0.00		6,357,537.00
<b>STATEWIDE PROJECTS:</b>						
E-CATS	3,000,000.00			-2,440,646.07	-58,598.29	76,088.36
E-CATS II	2,000,000.00			0.00		2,000,000.00
Interpretive Services	1,155,000.00			0.00		1,155,000.00
Ortho Project III Image 14	3,987,667.00			-3,421,187.39		523,953.58
Ortho Project III Image 15	3,719,332.00			-1,517,972.83	-89,826.97	444,945.75
Ortho Project III Image 16	4,076,752.00			0.00	-67,452.00	4,009,300.00
Approved Transfer from PSAP Fund					19,750.70	
<b>Interest</b>						
<b>Total Ending Fund Balance</b>					\$33,594,468.93	\$ 32,207,133.33
						<u>\$ 32,207,133.33</u>
						<u>\$ 1,387,335.60</u>

NG 911 FUND				NG 911 Fund Balance
NG 911 FUND	Revenue 10%	Interest	NG 911 Disbursement	
January 2016	\$578,782.48	\$0.00		\$578,782.48
February 2016	630,931.12	329.28		\$1,210,042.88
March 2016				
April 2016				
May 2016				
June 2016				

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					\$1,326,272.78
July 2015	\$755,329.89	\$587.16	-\$263,884.10		\$1,818,305.73
August 2015	825,442.67	864.28	-225,238.68		2,419,374.00
September 2015	690,604.43	1,271.87	-219,778.40		2,891,471.90
October 2015	735,377.74	1,516.12	-21,408.02		3,606,957.74
November 2015	761,553.47	1,692.66	-379,473.69		3,990,730.18
December 2015	726,073.96	2,121.08	-859,158.81		3,859,766.41
January 2016	697,462.98	2,295.25	-187,747.94		4,371,776.70
February 2016	678,800.71	2,487.18	-452,663.30		4,600,401.29
March 2016					

[illegible]

# PSAP Liaison Report-March 2016

(2/20/2016 to 3/11/2016)

## Activity Summary for March 2016

- 02/23/2016: I visited Rowan County and met with Allen Cress and Lonnie Owens to further discuss their backup PSAP plan. Rowan is still looking at using the Cabarrus County backup facility for their backup option. Cabarrus County uses Viper CPE while Rowan has an Airbus CPE that is not geo-diverse. The Rowan Airbus system is approaching 5 years of age, and Allen would like to go ahead and get a new geo-diverse Viper system, place the B side at Cabarrus DSS, then buy about 4 more answering stations, and put the Cabarrus and Rowan configurations on them. Allen feels he needs to maintain as much of his 800 Mhz radio system functionality as possible, so he would like to use Motorola MCC 7100 dispatch consoles in the backup center.
- 02/24/2016: I did a site visit to the Boone Police Department/Town Council Chambers, which will be the site of the Western Regional PSAP Managers meeting in July. I met with Boone PD Communications Supervisor Kevin Hardy and went over meeting needs and logistics.
- 02/24/2016: Tina Bone and I made a visit to the Ashe County 911 Center and met with new Communications Director Phil Howell. We mainly talked about text to 911 and backup PSAP plans. Even though Phil is new to this position, he seems like he understands what needs to be done, and has a plan to get there. He admitted he has been slow to get started on these issues because the first thing he had to deal with was a clerical error that was affecting EMD certifications for all his staff members. That has since been resolved.
- 02/25/2016: Tina Bone and I conducted a conference call with Nancy Dzoba, with the Department of Homeland Security, Office of Emergency Communications. Her agency is wanting to present a series of classes in NC on developing Continuity of Operations Plans. We agreed on possible dates for the one day classes, and are going to review class materials to make sure what they are teaching does not conflict with State of NC policies.
- 02/25/2016: I met with Dave Corn, Tina Bone, and Richard Bradford to review and evaluate the first RFP for language translation services.



02/26/2016: I participated in the February 911 Board meeting in Raleigh.

03/01/2016: I made a PSAP visit to Polk County and met with interim PSAP Director James McGuinn. James has assumed responsibility for the PSAP since Diane Rickman retired. James said his number 1 priority is his backup plan. He wants to keep it as simple as possible, and what he does now may change in a couple of years. The Tryon Equestrian Center has told Polk county they will build a public safety building on their property that will house a fire station, a satellite sheriff's department, and the backup 911 center. However, this is at least two years away, and will not address the 7/1/2016 deadline. Right now, James wants to establish an agreement with Rutherford County to act as his backup. James also acknowledged he has not implemented text to 911 yet, and Polk County does not provide the EMD level of care. He expressed concerns about being able to do EMD with such a small staff. I gave him the names of a couple of PSAP Directors who are doing EMD with a staff smaller than his, and urged him to contact these managers to discuss his EMD concerns.

03/02/2016: I participated in the Western Regional PSAP Managers Meeting, held in Rutherfordton, NC. Here is a picture of the attendees at this meeting.



03/03/2016: I participated in the Central Regional PSAP Managers Meeting in Concord, NC. Here is a picture of the attendees at this meeting.



03/08/2016: Tina Bone and I met with Candy Strzenski at the Iredell County 911 Center. Candy voiced a concern that while Iredell County has a backup PSAP plan, approved in 2009, she thinks there are some issues that need to be addressed with the plan, especially confirming the telephone equipment and connection capabilities to Mooresville PD. The original plan called for Iredell to utilize both Statesville and Mooresville PDs as backup sites, but Candy thinks Mooresville is a better option because they have more room, more geographic separation, and geo-diverse utilities and telco central offices. Candy is going to make some changes and send an update for her plan. She has also been approached by several neighboring counties, asking to use her EOC facility as their backup option. She is working with the adjoining counties on this.

03/09/2016: I facilitated the Northeast Regional PSAP Managers Meeting in Jackson, NC. Below is a picture of the attendees at this meeting.



03/10/2016: I participated in a NG 911 Committee Meeting conference call at the 911 Board office on Bush St in Raleigh. I also spent time in the office putting the final touches on hotel stays and meals for next week's Southeast Regional PSAP Managers Meeting, and the March 911 Board Meeting in Kinston, NC.

03/11/2016: I attended the bi-monthly NC APCO and NC NENA Chapter meetings in Salisbury, NC.

# 911 Network Specialist Report

March 2016

## **Summary:**

- February 29<sup>th</sup>, Robeson County
- March 1<sup>st</sup>, Anson County
- March 1<sup>st</sup>, Staff Meeting
- March 2<sup>nd</sup>, Western Region PSAP Managers Meeting
- March 3<sup>rd</sup>, Central Region PSAP Managers Meeting
- March 7<sup>th</sup>, Discussed Translation Services Responses
- March 8<sup>th</sup>, Iredell County
- March 8<sup>th</sup>, Cleveland County
- March 9<sup>th</sup>, Northeast Region PSAP Managers Meeting
- March 10<sup>th</sup>, NextGen911 Committee Conference Call
- March 11<sup>th</sup>, NENA/APCO Meeting

My meetings with the PSAPs were to discuss backup plans and why they haven't requested text to 911. Anson County and Iredell County (Iredell had one but it was way out of date) have now submitted backup plans. Cleveland County is continuing to work on theirs.



**Dave Corn**  
**Network Specialist Report**  
**March 2016**

**Next Generation 911 Committee**

Leading the NG9-1-1 Project team and staff support for the NG9-1-1 Committee. Meeting with the NC Subject Matter Experts (SMEs) and Federal Engineering staff we have substantially completed the ESI-net Conceptual Design and the Network Management Assistance Center Conceptual Design. We are continuing to work on the other Conceptual Designs.

We are continuing to examine Michigan, Utah, and the National Capital Region for CAD interoperability. These CAD projects will help to determine which approach is better for NC. We are also working with the Statewide Interoperability Executive Committee (SIEC) and the Statewide Interoperability Coordinator (SWIC) to utilize the State Highway Patrol Viper system to achieve partial but affordable radio interoperability. These two phases of the Next Generation Project are moving slowly.

**PSAP Managers Meetings**

Supporting the meetings. Talking to attendees on a number of issues notably eCaTS and back-up PSAP plans and answering many questions. Making a presentation on Next Generation 911. Outreach to our client base is a critical component for the success of the Next Generation 911 project. In this presentation rather than discussing technical aspects of the project I was advised by PSAP Managers what they wanted to hear is “how Next Generation 911 will affect me” so the presentation is non-technical this time and addresses their major operational issues and concerns.

**Funding Committee**

Working with Tina and David we completed the evaluation of the RFP responses for a statewide Interpretative Translation Services Agreement. We were unable to get on the Funding Committee’s Agenda this month so I will make the recommendation to the Committee next month.

**PSAPs**

Site visits to Davie County, Forsyth County, Raleigh-Wake, Cumberland County, and the City of Fayetteville. The reasons for the visits were to work on back-up PSAP plans, review and comment on potential reconsiderations, answer ECaTS questions, and assist Marsha with technical support on billing issues. Continuing to answer numerous calls from PSAPs assisting with back-up PSAPs, carrier billing issues, carrier technical issues, text-to-911 deployment questions, as well as other questions.



# ROCKINGHAM COUNTY GOVERNMENT

## OFFICE OF THE CIO

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**DATE:** March 2, 2016  
**TO:** Mr. Richard Taylor, Executive Director  
**CC:** North Carolina 911 Board Members  
**RE:** Rockingham county 911 Consolidation – Monthly Progress Report (March 2016)

Mr. Taylor,

Please find the monthly progress report for March 2016 below. Should there be any questions or concerns please do not hesitate to contact me directly.

Sincerely,

David L. Whicker



# ROCKINGHAM COUNTY GOVERNMENT

## OFFICE OF THE CIO

### MONTHLY PROGRESS REPORT – MARCH 2016

ACTIVITY	THIS REPORTING PERIOD	NEXT REPORTING PERIOD
<b>1. ORIGINAL CONSOLIDATION WORK / OUTSTANDING</b>	<ul style="list-style-type: none"><li>➤ OSSI SunGard contractual maintenance breakdown for 911 funding allocation along with one contractual agreement between the County and SunGard developed;</li><li>➤ Rough Draft MOU's between County and Municipalities for charge back of non-eligible 911 Reimbursement expenses rough draft to be delivered by Friday March 4<sup>th</sup>;</li><li>➤ Information Services Equipment – continued new data center consolidation work in preparation for final turnover (County/Municipalities);</li><li>➤ Anticipated completion date of Data Center Work – May 2016 (if not sooner)</li></ul>	<ul style="list-style-type: none"><li>➤ Outstanding invoices remaining will be down to only final projects listed;</li><li>➤ Ongoing reporting;</li></ul>
<b>2. 1<sup>st</sup> GRANT EXTENSION (as requested May 2015) – Administrative Closeout Activities &amp; Radio/Investigate Paging System Expansion</b>	<ul style="list-style-type: none"><li>➤ Continued work on closeout of remaining budget line items;</li><li>➤ Outstanding project work cited above / working on closeout and final invoice payments;</li></ul>	N/A
<b>3. 2<sup>nd</sup> GRANT EXTENSION (as requested Dec. 2015) Paging Coverage Expansion Project / MCP Consulting Services</b>	<ul style="list-style-type: none"><li>➤ MCP to present status of paging project to Governance Board along with RFP Submission Report Work;</li><li>➤ RFP to be submitted via County process;</li><li>➤ PSAP Manager Hired through MCP in Concert with Rockingham County</li></ul>	<ul style="list-style-type: none"><li>➤ Vendor Selection / Work Scheduled (Tentative)</li></ul>
<b>4. Other Activity</b>	<ul style="list-style-type: none"><li>➤ Formal report of invoices related to outstanding and ongoing projects from original grant award – completed (Submitted to Richard Taylor electronically)</li></ul>	N/A

**ADDITIONAL NOTES:** SunGard contract is based upon consolidating all Software and Maintenance agreements into one under Rockingham County at which point billing agreements with the municipalities will be put in place in the form of MOU's. We have made really great progress with SunGard and the alignment of licensing/cost allocation – the final completion and approvals are within reach as we continue to work toward closing this one out. Our new PSAP Manager, Mr. Rodney Cates formally accepted the position through MCP as part of the contract that began in December 2015. He officially begins his post the second week of March and we are confident his leadership will bring the operational stability and effectiveness required to position the Rockingham County 911 Consolidated PSAP as one of the top Communication Centers in the state.

## Brunswick County February 2016 Grant Report

I am happy to announce that we will open our new 911 Call Center on Wednesday March 30th at 10am. This has certainly been a long detailed process that we are very proud of as I am sure you share with us the same feeling. **We will have a "Grand Opening / Ribbon cutting" ceremony on Monday March 28th at 10am** with tours and light refreshments. We hope to see you there if at all possible for this great day.

If you have any questions please call me anytime (910-880-4939). The address of our new facility is 80 Stamp Act Drive, Bolivia NC 28422.

I want to close by saying that since being name the 911 Director for the Brunswick County Sheriff's Office I have had nothing but positive interactions with the NC911 board and staff. I appreciate your support for this project and all the work and attention your board has shown to this project. I look forward to working with this board in the future.

Very Respectfully,  
Lieutenant Todd Coring  
911 Communications Director  
Brunswick County Sheriff's Office  
cell: 910-880-4939  
[tcoring@gmail.com](mailto:tcoring@gmail.com)



# **Caldwell County 911 Grant Report**

## **March 2016**

### **Updated Project Timeline**

- a. Replace the current Plant/CML ECS 1000, which serves both PSAPs, ~~and upgrade the telephone network to an IP based network provided by Intrado by October 31, 2014 by June 3, 2015.~~ – finished.
- b. Replace the current Motorola, Gold Elite radio consoles and associated equipment at the primary PSAP and the Zetron radio consoles, and associated equipment, at the secondary (back up) PSAP - ~~by January 31, 2016~~ by April 30, 2016
- c. Replace the current recorder with an IP based recording system that is capable of record and playback features for both PSAPs— ~~by July 31, 2015~~ by May 31, 2016
- d. Replace current CAD computer workstations at both PSAPs, which are already "end of life", with new CAD computer workstations capable of running the latest CAD software; Virtual server software can be located off site of both PSAPs to ensure the software will continue to run if access is lost at either PSAP, for additional back up – ~~by September 30, 2015~~ - by March 31, 2016.
- e. Upgrade the telephone network to an IP based network provided by Intrado – by July 31, 2016
- f. The furniture, flooring and chairs will need to be replaced in both PSAPs – ~~by November 30, 2015~~ – finished except for chairs.

We are still working on getting the VIPER network connections setup for the radio system. It appears as though we will be going with Charter Communications for the connections. They are estimating 60 days build time for the connections so we will be pushed back for the radio install until the connections are in place.

We are still testing the new CAD console machines and hope to have them in place in the next few weeks. We are having an issue with our EMD software but hope to have that sorted out in the next few days. Hopefully, we can get these machines in place this month.



**Dare –Tyrrell and Hyde Counties  
Regional Emergency Communications Center (RECC)  
Monthly Progress Report**

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**February, 2016**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• VE and GMP documents and drawings updated and delivered to Whiting/Turner</li><li>• Design process completed</li></ul>	<ul style="list-style-type: none"><li>• Design modifications if needed during construction.</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• All Building permits approved</li><li>• No further action required</li></ul>	<ul style="list-style-type: none"><li>• No additional action planned.</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• Construction equipment staged</li><li>• Site Preparation started</li><li>• Construction began Feb. 28</li><li>• Bi-weekly construction calls conducted between design team and Whiting-Turner</li></ul>	<ul style="list-style-type: none"><li>• Construction to proceed during this period with site preparation and foundation preparation</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• 70 Tower draft cost proposals completed.</li><li>• Communications shelter design and specifications written</li><li>• County will bid the tower, base and communications shelter during Q-2.</li><li>• MCP continued meetings with Motorola to coordinate microwave path and interfacing with Hyde and Tyrrell Counties.</li><li>• Cost proposal from CenturyLink for redundant fiber link between current and new PSAP</li></ul>	<ul style="list-style-type: none"><li>• Coordination with Whiting/Turner to schedule microwave tower delivery and installation.</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• MCP conducted bi-weekly project status conference calls with the client</li><li>• MCP and County continued to negotiate vendor costs to comply with budget requirements of the Grant.</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• MCP will continue bi-weekly conference calls with the Clients</li><li>• MCP continues coordination of transition plan to include Tyrrell and Hyde Counties to Dare County.</li><li>• MCP will assist in coordinate transition planning for the new facility.</li></ul>



**Haywood County, North Carolina**  
**PSAP Consolidation Renovation Project**  
**Monthly Progress Report**

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**February 2016 Report**

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"><li>Completed the change for the installation of the rigid conduits through the Sally Port to a cable tray system on the roof to the rear of the facility at the new radio room and utilized the port system through the masonry wall</li></ul>	<ul style="list-style-type: none"><li>On Going</li></ul>
2. Permits	<ul style="list-style-type: none"><li>None</li></ul>	<ul style="list-style-type: none"><li>None</li></ul>
3. Construction	<ul style="list-style-type: none"><li>Renovation and Construction in the 911 Center is progressing and on schedule. Walls up and sheetrock applied</li><li>Weather delays caused a delay in radio tower construction but it is back on track and has been erected</li></ul>	<ul style="list-style-type: none"><li>HVAC/Electrical/Plumbing continues</li><li>Raised floor to be installed second week in March</li><li>Tower construction continues and fence and vegetation buffer to be installed</li></ul>
4. Communications Systems	<ul style="list-style-type: none"><li>Received bids for Radio Consoles</li><li>Received bids for Base Stations</li><li>Due to technical issues, RFP was reissued for Radio Consoles</li><li>Completed Bid Analysis Form for Radio Consoles</li><li>Review A/V Quote</li></ul>	<ul style="list-style-type: none"><li>Obtain approval from the commissioners at the next meeting to make award for radio consoles and base stations</li><li>Develop steps for telephony circuit diversity and coordination</li><li>Approve A/V proposal and work on installation timeline</li></ul>
5. Other Activity	<ul style="list-style-type: none"><li>Project status meetings General Contractor</li><li>Project status meeting with Radio Tower Contractor</li><li>Conference calls conducted regularly to address immediate items for discussion</li><li>Participate in unscheduled calls to keep project moving forward</li><li>Review A/V Proposal</li><li>Approve invoices from contractors</li></ul>	<ul style="list-style-type: none"><li>Conduct project status meetings for General Contractor</li><li>Conduct project status meetings for radio tower contractor</li><li>Monitor Grant Budget and submit required reports</li><li>Determine exact A/V needs and place order</li><li>Approve invoices from contractors</li></ul>



# Graham County E911 Enhancement/Replacement Monthly Progress Report

February, 2016

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"><li>Graham County awarded Architect contract to Padgett &amp; Freeman Architects</li><li>Programing meeting scheduled for March 8 with Graham County staff, PFA and MCP</li></ul>	<ul style="list-style-type: none"><li>Facility design and programing meeting scheduled for March 9</li><li>PFA will provide draft programing documents for review by Graham County and MCP</li><li>Preliminary design of technical equipment and design dispatch components</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>Graham County is obtaining permits for site location, other permits awaiting facility programming</li><li>Land development permitting will be completed during design process</li></ul>	<ul style="list-style-type: none"><li>Permitting will commence as site programing is completed</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>Site location has been selected and approved by County Commission</li><li>Utilities and fiber have been routed under nearby roadway and terminated at site property line</li></ul>	<ul style="list-style-type: none"><li>MCP, Graham County and the Architect will perform first stage facility programing</li><li>MCP will create a preliminary construction schedule in conjunction with Architect</li><li>Utilities and fiber connectivity will be installed to facility demarcation point</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>MCP continues evaluation of communications systems and has developed a draft internal communication plan</li><li>Radio/Microwave Tower will be required – preliminary location to be adjacent to new facility</li></ul>	<ul style="list-style-type: none"><li>MCP will continue evaluation and development of a communication plan for the County</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>MCP conducted conference project status conference calls with the County</li></ul>	<ul style="list-style-type: none"><li>MCP will establish a bi-weekly conference call schedule with the County</li></ul>



**Hyde County**  
**Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC) –**  
**Hyde County Radio Communications & Simulcast Paging System**

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**Monthly Progress Report**

**February, 2016**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• RFP development has been initiated with specifications completed</li><li>• MCP continues to meet with Motorola and Hyde County regarding tower configuration</li><li>• Final project planning completed</li></ul>	<ul style="list-style-type: none"><li>• Proceed with procurement process and issuance of the RFP for equipment and services</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• Permitting process is delayed until vendor is selected</li></ul>	<ul style="list-style-type: none"><li>• Permitting process continues during this period</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• Current tower locations and towers that will need modification to comply with the equipment loads have been identified</li><li>• Plans to make required modifications are in the project SOW</li></ul>	<ul style="list-style-type: none"><li>• Construction documents for modifications as needed are being completed</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• MCP worked with Motorola and Gately Communications to design microwave path configuration for this project</li></ul>	<ul style="list-style-type: none"><li>• MCP in conjunction with Gately communications will initiate procurement process for microwave equipment</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• MCP continued with project status conference calls with the County and Gately Communications</li></ul>	<ul style="list-style-type: none"><li>• MCP will continue bi-weekly conference calls with the Clients</li></ul>

February 25, 2016

Richard Taylor  
Executive Director  
North Carolina 911 Board

This status report summarizes project status for the Southern Piedmont and Mountains Orthoimagery 2015 Project funded by the NC 911 Board. The report summarizes project status for January 1-31, 2016.

### Accomplishments

The accomplishments by the project team during the period include the following items organized by team member:

#### CGIA

- Continued multiple communications and evaluations of schedule delays and issues observed during QC with the contractor Quantum Spatial:
  1. CGIA issued a change order amendment to refly and redeliver Montgomery, Moore, Richmond, and Scotland counties including Camp Mackall and Ft. Bragg.
  2. Conducted a requirements kickoff on January 11.
- Continued logistics meetings with contacts from South Carolina and Georgia to evaluate data exchange to facilitate PSAP access to imagery across state borders. Data has not been obtained to date due to delays in response from the points of contact in the two states. Will continue to pursue the arrangement and expect to deliver final updated imagery in the spring.
- Finalized all scheduling for delivery to Primary PSAPs
- Developed outreach content on project website
- Worked with Ft. Bragg to develop disclosure agreements
- Continued processing and compiling for delivery to Primary PSAPs
- Continued processing of alternative MRSID products including inclusion of Tennessee data
- Continued horizontal QC by NC Geodetic Survey
- Continued DIT server hosting
- Other tasks include regular team meetings and outreach to federal, state and local partner
- Attended five regional meetings and delivered all data to Primary PSAPs as such:

Location	Day	Address
Asheville	Tuesday January 19, 2016	Buncombe, Haywood, Henderson, Transylvania
Franklin	Wednesday January 20, 2016	Clay, Jackson, Macon, Swain, Cherokee, Graham
Shelby	Thursday January 21, 2016	Cleveland, Gaston, Lincoln, Polk, Rutherford
Carthage	Wednesday January 27, 2016	Montgomery, Moore, Richmond, Scotland
Concord	Thursday January 28, 2016	Anson, Cabarrus, Mecklenburg, Union, Stanly

NC Department of Transportation (NCDOT)

- Attended team strategy meetings
- Completed production and development of alternative MRSID products
- Participated in project planning for Quantum Spatial reflights

NC Department of Public Safety: NC Geodetic Survey (NCGS)

- Attended team strategy meetings
- Performed CORS maintenance and upgrade
- Continued horizontal quality control points production

Acquisition Vendors

This section summarizes the accomplishments of the five prime acquisition vendors selected through the Qualifications Based Selection (QBS) process. The selected vendors are Sanborn Map Company, Atlas Geographic Data, Surdex Corporation, Spatial Data Consultants, and Quantum Spatial. The fully executed contracts were awarded on December 17, 2014. Each of the contracts consists of seven primary tasks as follows:

Task 1 – Flight Planning

Task 2 – Imagery Acquisition

Task 3 - Aerotriangulation and Ortho Generation

Task 4 - Product Delivery and Data Acceptance

Task 5 – Quality Review and Resolutions Reporting

Task 6 – Image Service Hosting (VOICE Application QC Interface)

Task 7 – Closeout

- Developed lessons learned and project reports.
- (See “CGIA” section earlier in this report regarding status of Quantum Spatial)

VOICE Application Contractor:

- This section summarizes the accomplishments of Quantum Spatial, the sole-source contractor developing the VOICE QC Application. The fully executed contract was awarded on April 20, 2015. That agreement consists of seven primary tasks as follows:

Task 1: Requirement Workshop

Task 2: System Design Document

Task 3: Development

Task 4: Beta Release Testing

Task 5: Production Release

Task 6: Hosting and Project Close

- Task 6: Hosting and Project Close
  - Service provider continues to host image services through January

## Schedule

The following represents the project's core deliverables milestones for plan and actual status:

Task	Item	Planned Start	Planned Finish	Actual Finish/Percent Complete
<b>1</b>	<b>Project Initiation</b>	<b>7/1/2014</b>	<b>2/1/2015</b>	
	Issue RFQ for Orthoimagery QBS	8/18/2014	8/18/2014	8/18/2014
	Closing date for RFQ responses	9/9/2014	9/9/2014	9/9/2014
	Contract NCGS	7/1/2014	9/1/2014	8/11/2014
	Contract NCDOT	7/1/2014	9/1/2014	7/21/2014
	Host workshop for selected applicants	10/29/2014	10/29/2014	10/29/2014
	Technical and cost proposals due	11/12/2014	11/12/2014	11/12/2014
	Negotiate with selected applicants	11/24/2014	11/24/2014	11/24/2014
	Proposed Kickoff Meeting	12/18/2014	12/18/2014	12/18/2014
	Contract QC Service Provider	2/1/2014	2/1/2014	4/20/2015
<b>2</b>	<b>Planning and Design</b>	<b>10/15/2014</b>	<b>4/30/2015</b>	
	CORS Upgrades	10/15/2014	3/1/2015	3/1/2015
	Validation Range	10/15/2014	1/15/2015	12/3/2014
	RTN Maintenance	10/15/2014	Ongoing	Ongoing
	Control Surveys and Attachment C-1: Control Surveys Report	12/19/2014	4/30/2015	6/12/2015
<b>3A</b>	<b>Acquisition</b>	<b>2/15/2015</b>	<b>5/1/2015</b>	
	Acquire 24 Counties	2/15/2015	4/30/2015	4/15/2015
	Attachment D: Imagery Acquisition Compliance Report	2/1/2015	5/1/2015	6/1/2015
	Exploitation samples	5/1/2015	5/1/2015	4/30/2015
<b>3B</b>	<b>Acquisition Post-Processing</b>	<b>2/15/2015</b>	<b>5/29/2015</b>	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2015	5/29/2015	9/18/2015
	Ortho Generation Workshop	4/30/2015	4/30/2015	4/30/2015
<b>4</b>	<b>Quality Review Production and Product Delivery</b>	<b>8/1/2015</b>	<b>12/30/2015</b>	
	QC Production Cycle	8/1/2015	12/30/2015	12/30/2015
<b>5</b>	<b>Implementation</b>	<b>1/31/2016</b>	<b>3/30/2016</b>	
	Product Delivery	1/19/2016	1/28/2016	1/28/2016
	Implement the NC OneMap Geospatial Portal solution	2/1/2016	Ongoing	





Information Technology

PAT MCCRORY  
*Governor*

KEITH WERNER  
*State Chief Information Officer*

	60 day End-User Evaluation	1/16/2016	3/30/2016	
<b>6</b>	<b>Project Closeout</b>	<b>4/1/2016</b>	<b>6/30/2016</b>	
	Final Data Packaging and Final Reports	4/1/2016	5/31/2016	
	Project Closeout	6/1/2016	6/30/2016	

### Budget

The expenditures for the project are summarized below. Note this represents invoiced amounts for the reporting period of January 1-31, 2016 and total amounts for the project to date. The total budget for the project is \$3,719,332.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
CGIA			
CGIA Labor	\$25,788.00	\$335,948.00	
ITS Hosting and Information Technology	\$7,422.47	\$14,461.94	
CGIA Travel	\$272.40	\$3,036.61	
CGIA Reimbursable Expenses	\$0.00	\$3,755.62	
<b>CGIA Total</b>	<b>\$33,482.87</b>	<b>\$357,202.17</b>	<b>66.7%</b>
Subcontractors			
NCDPS-NCGS	\$1,309.56	\$154,917.17	76.8%
NC DOT	\$12,280.27	\$122,308.03	76.5%
Sanborn	\$0.00	\$558,381.17	97.9%
Atlas	\$3,742.67	\$597,006.48	92.8%
Surdex	\$7,693.34	\$446,356.26	98.8%
Spatial Data	\$9,590.25	\$521,163.69	91.9%
Quantum Spatial	\$15,326.73	\$452,117.21	95.8%
ESRI	\$0.00	\$0.00	0.0%
VOICE	\$6,401.28	\$57,407.22	71.8%
<b>Subcontractor Total</b>	<b>\$56,344.09</b>	<b>\$2,909,657.23</b>	<b>91.75%</b>
<b>Grand Total (for Project)</b>	<b>\$89,826.96</b>	<b>\$3,266,859.40</b>	<b>87.8%</b>

### Major Tasks Identified for February 2016

The emphasis of the project in January will be focused on the following major tasks:

#### CGIA

- Initiate reflight acquisition for Quantum Spatial
- Receive data from Georgia to initiate inclusion in to PSAP deliverables
- Process special exception requests from Primary PSAP:
  1. Convert MRSID file format to facilitate Interact CAD system
- Update project website communications
- Finalize horizontal QC
- Complete third party imagery hosting and switch to NC OneMap
- Continue VOICE hosting to facilitate Quantum Spatial reflights
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

#### NCGS

- Attend weekly project meetings
- Perform CORS maintenance
- Complete horizontal quality control plan
- Finalize horizontal quality control reports

#### NCDOT

- Evaluate project planning for Quantum Spatial reflights

Private Subcontractors (Sanborn Map Company, Atlas Geographic Data, Surdex Corporation, Spatial Data Consultants, Quantum Spatial)

- Quantum Spatial to initiate reflight planning
- Task 7 – Closeout
  1. Monitor 60-day QC evaluation
  2. Respond to horizontal QC issues.

### Project Issues

There are no financial issues to prevent the team from completing the project on time and within budget. Production for the no-cost change order for Quantum Spatial will continue. Orthoimagery acquisition is targeted for early February. Final delivery of the affected area will occur in late-spring 2016.

Please contact me by phone at (919) 754-6588 or email at [tim.johnson@nc.gov](mailto:tim.johnson@nc.gov) if you have questions about this report or about contractual or administrative aspects of the project. Contact Darrin Smith of CGIA at (919) 754-6589 or email at [darrin.smith@nc.gov](mailto:darrin.smith@nc.gov) regarding technical matters related to the project.



PAT MCCRORY  
*Governor*

KEITH WERNER  
*State Chief Information Officer*

Sincerely,

A handwritten signature in black ink that reads 'Tim Johnson'.

Tim Johnson, GISP  
Director  
Center for Geographic Information and Analysis

PsapID	PSAP	2/1	2/2	2/3	2/4	2/5	2/6	2/7	2/8	2/9	2/10	2/11	2/12	2/13	2/14	2/15	2/16	2/17	2/18	2/19	2/20	2/21	2/22	2/23	2/24	2/25	2/26	2/27	2/28	2/29	
89	Ahoskie Police Department	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
2	Alamance County Central Communications	YES	YES	YES	YES	LOW	YES	LOW	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES
3	Alexander County E9-1-1 Communications	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES
4	Alleghany County E911	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
5	Anson County Emergency Communications	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
6	Ashe County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES
7	Avery County Communications Center	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES
8	Beaufort County Communications Center	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
66	Beech Mountain Police Department	NO	YES	NO	YES	YES	YES	NO	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES	NO	YES	YES	NO	YES	NO	YES	YES	NO	YES	YES	YES	YES
9	Bertie County Communications	YES	YES	LOW	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
10	Bladen County Central Communications	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES
67	Boone Police Department 911	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES
11	Brunswick County Central Communications	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
12	Buncombe County Emergency Communications	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
13	Burke County ECC (BCECC)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES
193	Burlington PD	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES
21	Butner Public Safety Communications	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
17	Cabarrus County Sheriff's Office Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES
18	Caldwell County Sheriff's Office/E-911 Comm Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES
19	Carteret Emergency Communications Center	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
60	Cary Police Department	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
20	Caswell County 911 Communications	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES
22	Catawba Co Communications Center	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
125	Charlotte-Mecklenburg Police Communications	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
23	Chatham County Emergency Operations	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
25	Cherokee County 911 Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
26	Chowan Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW
79	City of Durham Emergency Communications	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
112	City of Jacksonville	YES	YES	YES	YES	YES	LOW	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
27	Clay County E911	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES
28	Cleveland County Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
31	Columbus Central Communications	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES
126	Cornelius Police Communications	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
34	Craven County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
36	Cumberland County 9-1-1	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES
40	Currituck Communications	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES
42	Dare Central Communications	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES
76	Davidson County 911	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES
77	Davie County 911 Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES
73	Dunn Police Dept.Telecommunications Center (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
78	Duplin County Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
52	Eastern Band of Cherokee Indians Public Safety Disp	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES
37	Eden Police Communications (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
80	Edgecombe County 911	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
39	Fayetteville Communications	YES	YES	YES	YES	YES	YES	LOW	LOW	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES
83	Forsyth County 911 Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

85	Franklin County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	LOW	YES	YES	LOW	YES
86	Gaston County 911 Communications	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
87	Gates County Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
88	Graham County 911	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW
15	Granville County Emergency Services	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES
24	Greene County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES
38	Guilford Metro 911	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
56	Halifax County Central Communications	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
65	Harnett County Communications Center	NO	NO	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
35	Havelock Police Department	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
74	Haywood County 911	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
58	Henderson - Vance 911 Center	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
75	Henderson County Sheriff Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
194	Hendersonville Police	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES
82	Hertford County Emergency Services	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
47	High Point Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	LOW	YES	YES	LOW	YES	YES	YES	YES
91	Hoke County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
61	Holly Springs Police	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES
92	Hyde County Emergency Management	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
93	Iredell County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
94	Jackson County Emergency Management	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES
95	Johnston County 911 Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES
98	Jones County Sheriff's Office (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
29	Kings Mountain Communications	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
128	Laurinburg Police Department (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
104	Lenoir County Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
108	Lincoln County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
32	Lumberton Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
114	Macon County Communications	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW
118	Madison County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
123	Martin County Communications Center	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES									



Consent Agenda

*(vote required)*





The NC 911 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 NC 911 Board members.

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

Speakers:

# Executive Director Report

*Richard Taylor*

## a) Update on Regional PSAP Managers Meetings



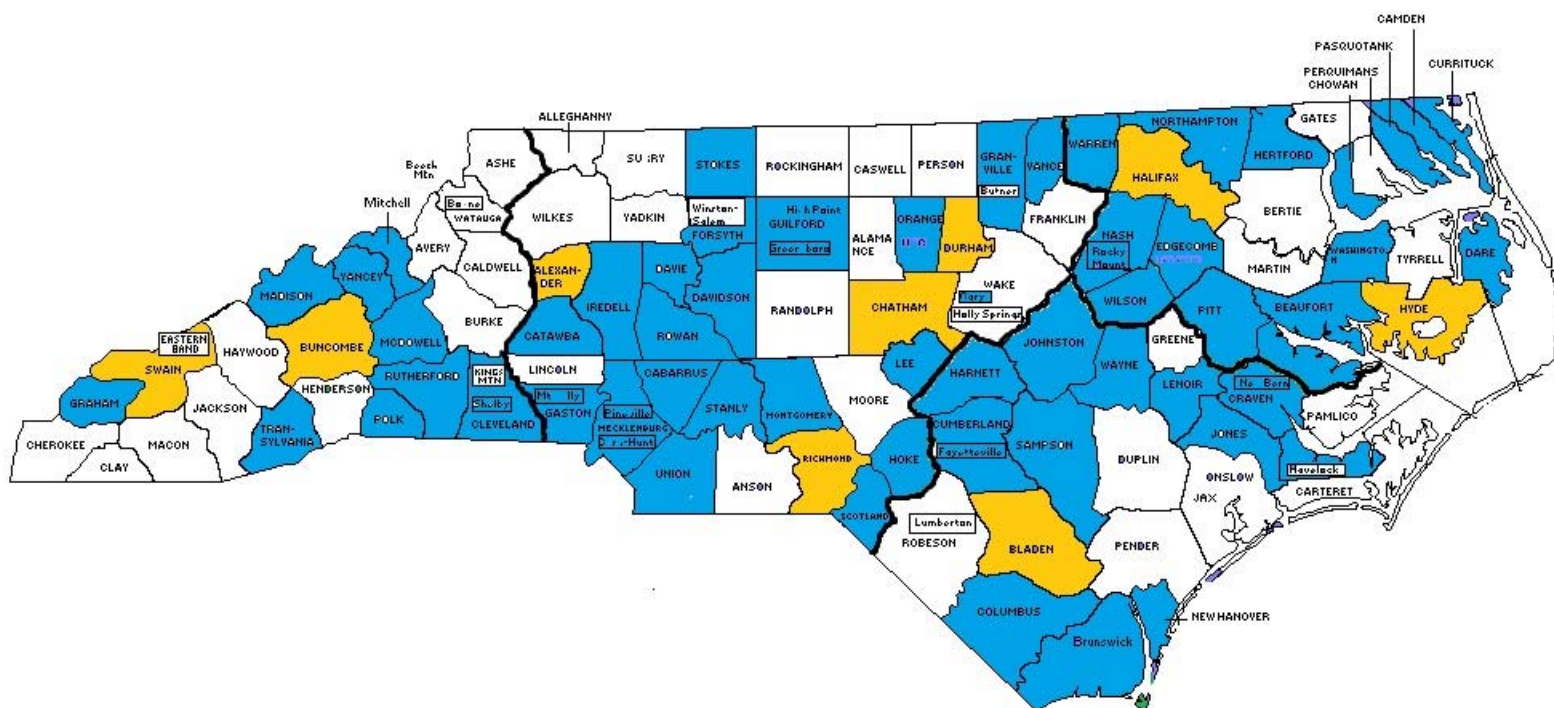










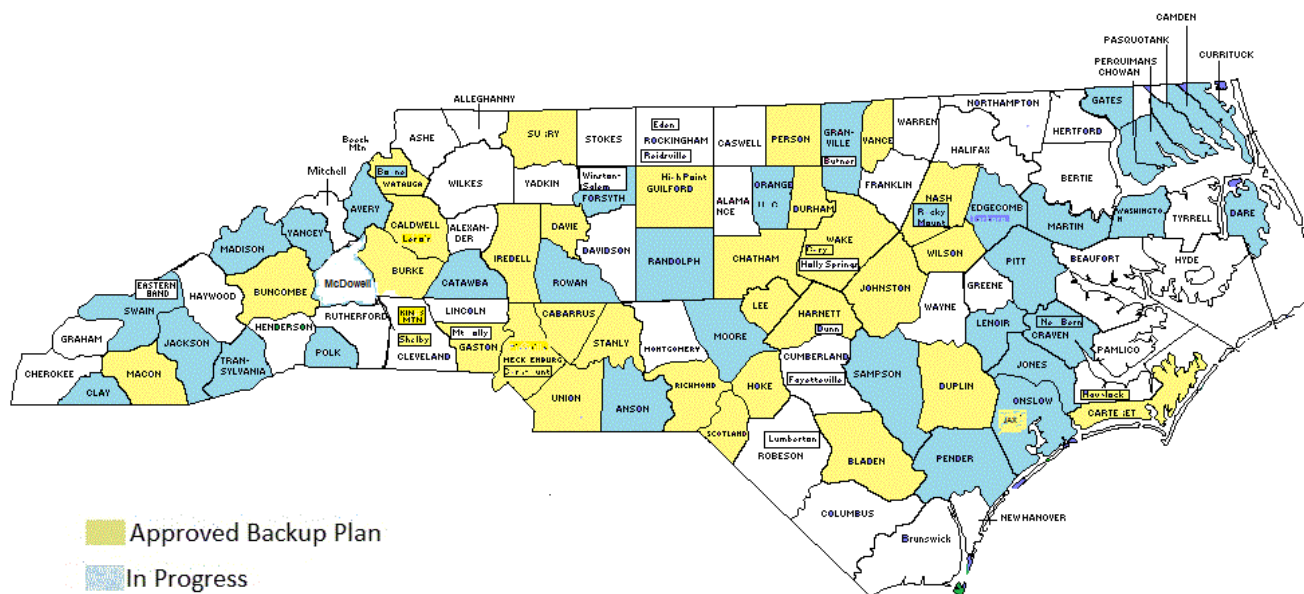






# Status of Back-Up PSAP Compliance

3/16/2016



PSAP	Approved BackUp Plan	Person Contacted	Response	Response from City/County Manager
Alamance County Central Communications		Dexter Brower	12/3/2015 TGB Phone conversation with Dexter...they may be going in on a regional backup that would include Orange, Person, and Caswell Counties.	
Alexander County E9-1-1 Communications		Greg Foster	12/7/2015 TGB Greg has worked on it, but doesn't have approval from management to go forward.	1/25/2016 letter, Have a committee working but requested David Dodd to come and assist
Alleghany County E911		Pat Irwin	12/3/2015 Emailed Pat Irwin to find out if they have started a backup plan.	1/19/2016 Don Adams called, stated they would "make the deadline"; he would send a letter
Anson County Emergency Communications		Holly Mullis	3/7/2016 TGB Backup Plan Received and placed in CARA. Discussed lack of quotes with Randy Gullede. He will get them. 12/3/2015 Emailed Holly Mullis to find out if they have started a backup plan.	
Ashe County Communications Center		Phil Howell	David Dodd and I are meeting with them February 24, 2016. 2/24/2016: Tina and I did meet with Phil Howell and talked about his backup plan. He is looking at a stand alone facility in Ashe County. Calls will go to Wilkes during transition. DD	

Avery County Communications Center		Jamey Johnson	2/26 TGB Jamey Johnson submitted plan. DD uploaded to CARA12/3/2015 TGB Jamey Johnson stated he was working on a plan to use Burke County as his backup.	
Beaufort County Communications Center		Vic Williams	2/19/2016 TGB I received an email from Vic stating he was thinking of a backup location to be at the Beaufort County Emergency Management Office or the Chocowinity Fire Department. He's working with Gately Communications on the equipment and EIS Data Systems on the link, and CenturyLink on the trunks. He will submit the plan in its entirety as soon as he gets all quotes. 1/5/2015 Vic Williams stated he was going to begin working on it now that EMD was live.	
Bertie County Communications		JW Stalls	1/26/2016 TGB JW stated she planned to be in the new communications center this spring and wanted to utilize the old center for her backup, however; the Sheriff has been talking with Martin County about partnering.	
Bladen Central	✓			

Brunswick County Central Communications		Todd Coring	12/8/2015 Lt. Coring stated he would begin working on a plan after first of the year. He wanted to talk with New Hanover County since they were wanting to do a regional backup.	
Buncombe County Emerg. Communications	✓			
Burke County Consolidated 911 Communications	✓			
Cabarrus County Sheriff Communications	✓			
Caldwell County Sheriff's Office/E-911 Comm Center	✓			
Carteret County Emergency Services	✓			

Caswell County 911 Communications		Harvey Rudd	12/3/2015 TGB Harvey stated he may be going in on a regional backup with Orange, Person, and Alamance Counties.	
Catawba Co Communications Center		Brian Drum	3/15/2016 TGB Asked Brian if he had gotten quotes and MOU signed yet. 2/11/2016 TGB Plan approved contingent on getting MOU, quotes, and Marsha's approval.	
Chatham County Emergency Operations	✓			
Cherokee County		Janice Costello	3/15/2016 TGB David and I will be meeting with the new PSAP Director March 30th. 1/04/2016 Janice Costello resigned. She had submitted a very rough draft of a plan, but it had not been approved by her folks	
Chowan Central Communications		Cordell Palmer	2/26/2016 Cordell Palmer submitted plan. It is in CARA2/15/2016 TGB Cordell Palmer stated they have a meeting on Feb. 23rd and then he will submit a rough draft...with Perquimans. 1/12/2016 TGB Cordell wants to submit a draft plan to make sure he's on the right track.	



Clay County Dispatch		Dena Jenkins	2/2/2016 TGB Sent plan back to Dena with questions.	
Cleveland County 911 Communications		Lorie Poston	3/8/2016 TGB I visited with Lorie Poston and discussed her backup plan. She is contuing to work onit. 12/3/2015 TGB Lori Poston stated they were working on a plan but it would probably not include Shelby.	
Kings Mountain Communications	✓			
Shelby Police Communications	✓			
Columbus Central Communications	Valecia Pike/Kay Worley		2/3/2016 TGB Kay Worley stated they were working on theirs. They couldn't be involved in a regional because of their radio system. She requested example plans so I sent them to her.	
New Bern Emergency Communications		Rick Youngs	2/8/2016 TGB Rick stated they already have a fiber link with the county and are going to update their plan and resubmit. 1/13/2016 TGB Sent plan back to Rick to answer some questions.	

Craven County Emergency Communications		Stanley Kite	3/15/2016 TGB Approved contingent on quotes. 2/22/2016 TGB Stanley Kite submitted his plan. It is under review.	
Havelock Police Department	✓			
Cumberland County 9-1-1		Randy Beaman	Cumberland and Fayetteville met 2/9/2016 to discuss partnering together for a backup solution.	
Fayetteville Communications		Lisa Reid	Cumberland and Fayetteville met 2/9/2016 to discuss partnering together for a backup solution.	
Currituck Communications		Liz Hodgis	2/3/2016 TGB Liz Hodgis is going to check with a vendor about more bandwidth. She will also gets quotes and a signed MOU with Pasquotank.	
Dare Central Communications		Trey Piland	2/10/2016 TGB Trey is waiting for information about recurring cost before submitting his plan. He hopes to have that information next week.	

Davidson County 911		Terry Bailey		
Davie County 911 Communications	✓	Rodney Pierce	2/20/2016 TGB Marsha commented and approved contingent on radio contract 2/9/2016 TGB Plan is approved contingent on the financial documentation. Asked Marsha to look at it.	
Duplin County Communications	✓			
Durham Emergency Communications	✓			
Edgecombe County 911		Mike Catagnus	2/3/2016 TGB Met with Mike Catagnus from the County and Sgt. Webb from Tarboro PD about backing one another up. Mike submitted a rough draft and is continuing to work on his plan with Tarboro PD.	
Tarboro Police Communications		Sgt. Jesse Webb	2/3/2016 TGB Met with Mike Catagnus from the County and Sgt. Webb from Tarboro PD about backing one another up. Mike submitted a rough draft and is continuing to work on his plan with Tarboro PD.	

Forsyth County 911 Communications		Herb Swaim	2/9 TGB plan submitted. Marsha is going over financial documentation.	
Winston Salem Police Department		Rebecca Boles		1/15/2016 letter, plan expected to be completed early March 2016
Franklin County Communications Center		Christy Shearin	2/19/2016 TGB Christy Shearin is trying to determine a specific location in the former hospital. She has some quotes, but they won't be accurate until she specifies a true location.	
Gaston County 911 Communications	✓			
Mount Holly Police Department		Kelly Hoyle		
GatesCounty Central Communications		Herman Weis	3/15/2016 TGB Herman is waiting on a couple more quotes. I'm assisting him with his plan.	

Graham County 911		Misty Hembree		
Granville County Emergency Services		Stacey Tapp	3/15/2016 TGB I have asked her why she needs 1 gig of bandwidth. 2/10/2016 TGB sent submitted plan back to Stacey Tapp for revision or reconsideration of several things.	
Greene County Communications Center	Sharon Marshburn/Barry Anderson		3/15/2016 TGB spoke to Barry Anderson and he is developing a plan to use Jones/Lenoir. I have asked her why she needs 1 gig of bandwidth. 2/10/2016 TGB sent submitted plan back to Sharon Marshburn/Barry Anderson for revision or reconsideration of several things.	
Guilford Metro	✓			
High Point Communications	✓			
Halifax County Central Communications		Heather Joyner	2/10/2016 Heather Joyner will try to have a draft plan to us by the first of March.	

Harnett County Communications Center	✓			
Haywood County 911		Chanda Morgan	1/14/2016 TGB Trying to make contact with Chanda Morgan. She's supposed to be writing a backup plan with Henderson County.	
Henderson County Sheriff Communications		Lisha Stanly	1/14/2016 TGB Lisha is putting her plan together along with Haywood County, but she's waiting on some information from Chanda at Haywood.	
Hertford County Emergency Services		David Brown	2/10/2016 TGB David Brown stated he was trying to find a location.	
Ahoskie Police Department				
Murfreesboro Police Dept				

Hoke County Emergency Communications	✓			
Hyde County Emergency Mangement			2/10/2016 TB Trey stated consolidation won't happen until the first quarter of 2017. I have asked Justin Gibbs about a backup plan. asked Trey Piland for consolidation information	
Iredell County Emergency Communications	✓			
Jackson County Emergency Management		Wanda Hall	2/5/2016 TGB Plan sent back with some questions.	
Johnston County 911 Communications	✓			
Sanford Police Dept Communications Center	✓			

Jones Central Communications		Paige Johnson	3/15/2016 TGB Plan submitted, placed in CARA. Waiting on financial documentation. 2/11/2016 TGB Paige stated they were continuing to work on a plan.	
Lincoln County Communications Center		Rick Ellis	12/8/2016 TGB Rick Ellis stated they had hired an architect to build a new office building that will house the PSAP. He hopes to use the old PSAP as his backup. He stated "I'm sure that will meet the laws "substantial progress clause"."	
Macon County Communications	✓			
Madison County 911		Teresa Ogle		
Martin County Communications Center		Jason Steward	3/15/2016 TGB sent Jason a message with some questions about his plan. 3/3/2016 TGB Backup Plan received and placed in CARA. 12/22/2015 TGB Per an email from the County Manager "Martin County is working on a draft back-up PSAP plan. We will share a draft plan with the 911 Board staff as soon as we can, in order to get feedback on the draft plan."	



McDowell County 911 Center		Amberlie Bluff		
Charlotte-Mecklenburg Police Communications	✓			
Cornelius-Huntersville Police Communications	✓			
Pineville Police Department	✓			
Mitchell County Central Communications		Stephanie Wiseman	12/11/2016 TGB Stephanie states she almost has the plan together and will send when she's finished.	
Montgomery County 911 Communications		Grant Hunsucker	12/08/2015 TGB Grant Hunsucker stated he was working with his IT person on a needs assessment.	

Moore County Emergency Services		Kris Sheffield		
Nash County Central Communications	✓			
Rocky Mount Central Communications		Allen Moore	2/19/2016 TGB Has submitted a rough draft. I'm assisting him with his plan.	
New Hanover County Public Safety Comm Center	Debora Cottle/Warren Lee		2/10/2016 TGB David Dodd sent Warren Lee several backup plans to use as an example. 2/2/2016 TGB They are working on a regional plan that would include Brunswick County.	
Northampton County Communications		Tammie Piland	2/16/2016 TGB Per Tammie Piland she may be partnering with Hertford but not sure at this point. 1/12/2016 TGB Tammie Piland is supposed to be working on a plan with Halifax County but nothing in writing.	

Onslow County 911			2/22/2016 TB submitted plan...it's in CARARay Silance thouht it had already been approved with the city of Jacksonville. I explained to him that Jacksonvilles plan was sent back to Chris Koltyk for some answers. He's going to see whats going on with it.2/16/2016 TGB asked Ray Silance for an update on plan.	
City of Jacksonville	✓		2/15/2016 TGB Asked Chris Koltyk for an updae. 12/16/2015 TGB sent back to Chris Koltyk with questions.	
Orange County Emergency Communications		Dinah Jeffries	9/23/2015 TGB Dinah stated they were working on a plan that would include other counties.	
Pamilco County Emergency Management		Sgt. Mike Whaley		1/25/2016 letter, plan should be complped by mid-March 2016
Pasquotank/Camden E9-1-1		Tobie McPherson	2/4/2016 TGB Ronnie submitted plan. IT is in CARA	
Pender County 911		Missy Ezzell	2/22/2016 TGB compiled everything they sent into one document and sent to Marsha for financial approvl. 2/2/2016 TGB Tentative approved plan. Need to have Marsha look at financial documentation.	

Perquimans County Communication		Jonathon Nixon	2/26/2016 Plan submitted and uploaded to CARA2/15/2016 TGB Jonathan Nixon stated they have a meeting on Feb. 23rd and then he will submit a rough draft...with Chowan.	
Person County Emergency Communications	✓			
Pitt County Communications		Sam Tyson	2/1/2016 TGB Sam Tyson submitted a rough draft. I sent it back to him with a lot of questions.	
Polk County Communications		James McGuinn	10/22/2015 TGB James McGuinn submitted a rough draft. He is working on updating it. Have a meeting with him in March.	
Randolph County 911		Donovan Davis	2/12/2016 TGB Dave C sent them some concerns with their submitted plan, but have not had anything else from them. Will make contact.	
Richmond County Emergency Center	✓			

Robeson E-911 Communications Center		Jimmy Williamson		1/27/2016 email, meeting with Lumberton
Lumberton Communications Center		Bill French	1/27/2016 met with Bill French. According to him he will be pursuing a different backup plan other than the one discussed with the county.	1/20/2016 letter, have met with the county on possible joint solution, no decision yet
Rockingham County 911 Communications				
Rowan County Telecommunications		Allen Cress	2/16/2016 TGB Submitted in January with a letter to extend the deadline. Need to review and make contact. 2/23/2016: DD-Met with Allen Cress, Original plan to use their old facility at the Justice Center has changed. They are now pursuing a partnership to use the Cabarrus County backup site at their DSS building in Kannapolis. They want to replace their 4 year old Patriot phone system with a Viper system to mirror Cabarrus. They use the same CAD vendor. Will need to establish a radio connection from Kanapolis back to their primary 800 Mhz radio tower in Salisbury.	1/25/2016 letter, plan has been received but asking for 1 year extension

Rutherford County Communications		Tammy Aldridge		1/26/2016 email, need an additional 2 weeks to determine location
Sampson County 911 Communications		Ronald Bass/Roberta Parker	2/16/2016 TGB Plan submitted Roberta is waiting for a quote from CenturyLink 1/20/2016 TGB David Dodd and I met with them about backup plans. We also sent them examples.	
Scotland County Emergency Communications	✓			
Stanly County 9-1-1	✓			
Stokes County Emergency Communications		Del Hall	2/16/2016 TGB Del Hall submitted a plan April 2015, but David Dodd and I returned it to him with a lot of questions. I have asked him for an update.	
Surry County 911 Communications	✓			

Eastern Band of Cherokee Indians		Ray Stamper	12/09/2015 TGB Ray Stamper has not started writing a plan yet. He is exploring the idea of going in with Swain and Jackson.	
Swain County 911		David Breedlove	2/5/2016 TGB Plan sent back with some questions.	
Transylvania County 911 Center		Kevin Shook	3/15/2016 TGB Plan submitted and placed in CARA by DD. 2/16/2016 TGB Asked Kevin Shook about his plan. Waiting for a response.	
Tyrrell County Sheriffs Dept. E911 Dispatch		Sheriff Livermon	2/19/2016 TGB In conversations with Sheriff Livermon about his plan. He doesn't have one so we are trying to come up with a solution since the consolidation is right around the corner.	
Union County Communications/E911	✓			
Henderson-Vance 911 Center	✓			

Raleigh-Wake County Emergency Comm Center	✓			
Cary Police Department	✓			
Holly Springs Police PSAP		Kristin Byrd	2/19/2016 TGB I have asked Kristin to send me what she has so I can begin going over it. 12/09/2016 TGB Kristin states she has been working on a plan.	
Warren County E-911 Communications		Vanecia Harris	1/21/2016 TGB David Dodd and I met with the folks at Warren County. They have a clear understanding of what their plan should be.	
Washington County Communication Center		Delisa Johnson	3/16/2016 TGB Received and placed in CARA 3/15/2016 TGB Meeting with Delisa Johnson March 16th. 2/22/2016 TGB I spoke to Delisa this morning and she informed me that her sheriff and county manager were trying to work out the details. I asked her to find out if her positron cpe was geo-diverse.	
Watauga County E911	✓			



Beech Mountain		David Davis	2/19/2016 TGB I've asked the Chief if he could go ahead and send us his plan so we could begin looking at it.1/27/2016 TGB Chief stated he was waiting on some quotes before submitting.	
Boone Police Department 911			2/19/2016 TGB Plan submitted. Under Review	
Wayne County Central 911		Bryan Taylor		1/25/2016 letter, has am operational PSAP but doesn't meet proximty requirements, hired an architect to assist
Wilkes County Emergency Communications		Ricky Minton	2/22/2016 TGB David Carson stated they are attempting to get funding to relocate their primary PSAP so the now Primary would become the backup. If that doesn't happen they will need to reevaluate. He stated quite frankly he wasn't certain what we wanted. I sent him the documents that would aid in his plan and also told him if he needed assistance to let us know. 2/19/2016 TGB Asked both Ricky and David about their backup plan. Waiting for a response.	
Wilson County Emergency Communications	✓			

Yadkin County Sheriff's Office				
Yancey County E-911		Bill Davis	3/2/2016 TGB submitted hard copy plan. Have asked them to submit electronically. 2/19/2016 TGB Bill stated that Yancey and Madison would be backing one another up so he would submit his plan within a couple of weeks. Asked Bill about his plan. Waiting for a response.	
Total Backup Plans Approved	38			

# FCC Task Force on Optimal PSAP Architecture (TFOPA)

Richard Taylor  
Richard Bradford  
Dave Corn



# *FCC Task Force on Optimal PSAP Architecture (TFOPA)*





The Task Force on Optimal PSAP Architecture (TFOPA) is a federal advisory committee chartered under the Federal Advisory Committee Act (FACA) to provide recommendations to the Federal Communications Commission (FCC) regarding actions that Public Safety Answering Points (PSAPs) can take to optimize their security, operations, and funding as they migrate to Next Generation 9-1-1 (NG9-1-1)





## ***Working Group 1: Optimal Approach to Cybersecurity for PSAPs***

Under the Charter, Working Group 1 was responsible for providing Public Safety specific cybersecurity recommendations to the FCC, and a “toolkit” for use in the PSAP community.

The toolkit includes:

- A realistic self-assessment guide for PSAPs to evaluate their current cybersecurity capabilities and risks;
- A roadmap for the creation and implementation of a successful Cybersecurity strategy that applies to local government public safety entities, up to including State government; and,





## ***Working Group 1: Optimal Approach to Cybersecurity for PSAPs***

Under the Charter, Working Group 1 was responsible for providing Public Safety specific cybersecurity recommendations to the FCC, and a “toolkit” for use in the PSAP community.

The toolkit includes:

- ☐ A list of potential resources for PSAPs and 9-1-1 Authorities to provide additional research and fact-finding sources.







## Working Group 2: Optimal Approach to NG9-1-1 Architecture Implementation by PSAPs

- How PSAPs can improve 9-1-1 functionality and cost effectiveness through NG9-1-1 network architecture design and operation;
- Optimal NG9-1-1 system and network configurations for a range of existing PSAP use cases (e.g., large urban, rural);
- Projected costs and transition periods associated with optimized configurations;







## Working Group 2: Optimal Approach to NG9-1-1 Architecture Implementation by PSAPs

- ☐ Ensuring and improving access to NG9-1-1 for people with disabilities; and
- ☐ Updating previous best practices for legacy PSAPs identified by CSRIC to address the specific requirements that PSAPs will face in the NG9-1-1 environment





## Working Group 3: Optimal Approach to Next-Generation 9-1-1 Resource Allocation for PSAPs

Working Group 3 was responsible for understanding the challenges and the need for new strategies for planning across multiple jurisdictions, allocating scarce financial resources, and optimizing budgets for effective return on investment in new systems and technologies





## Working Group 3: Optimal Approach to Next-Generation 9-1-1 Resource Allocation for PSAPs

- ☐ Examining ways for state, local, and tribal governments to address these issues;
- ☐ Developing recommendations on optimal resource allocation and budgeting for PSAPs to transition to NG9-1-1;





## Working Group 3: Optimal Approach to Next-Generation 9-1-1 Resource Allocation for PSAPs

- ☐ Identifying potential models for sustainable funding of PSAP NG9-1-1 operations;
- ☐ Strategies for optimizing use of state 9-1-1 fees to expedite the transition to NG9-1-1; and,
- ☐ Creating incentives to discourage fee diversion





Section 4 of the report, beginning p. 29, addresses optimal cybersecurity for PSAPs.

*TFOPA CyberSecurity*



## *Cybersecurity for PSAPs*



Summary: The TFOPA believes that a lack of cybersecurity poses a clear and present danger to the PSAP and emergency communications system(s) in the United States. Creation of some core services, which provide single points of contact, direct reporting, awareness, and data sharing, and real time response to cyber-attacks at multiple levels of government is essential to the success of the efforts to defend next generation networks and systems. (4.8, p. 69)





## *Cybersecurity for PSAPs*

TFOPA envisions the basic problems for evolving 911 systems arising from either little or no planning / integration of 911 specific security measures, or a lack of clear direction / architectural definition.

TFOPA proposes a cooperative and synergistic approach to cybersecurity for emergency Communications.



## *Cybersecurity for PSAPs*

TFOPA Objective for the Cybersecurity Report (4.2, p. 31)

- To address increasing exposure to cyber threats and vulnerabilities that did not exist in the legacy 9-1-1 environment, and develop recommendations for PSAP-specific Cybersecurity practices.
- A basic principle – we must view PSAPs not as “stand alone entities” but as connection points in a complex of networks.
- Therefore, cybersecurity is addressed at an enterprise level.  
(4.3, p. 33)





# *Cybersecurity for PSAPs*



TFOPA relies on outside policies, reports, data and models from other sources.

- See Appendix 6 (References) and 7 (Previous studies)
- Information Security Management System (ISMS) – principle of organization driven determination. This approach is recognized as the likely model for many PSAPs today.
- ESInets and other network complexes likely benefit from additional approaches. (4.3.6, p. 39, IMS (Internet Protocol Multimedia Subsystem) & ESInets)



# Cybersecurity for PSAPs



Recommended best practices for cybersecurity in both transitional and fully deployed NG 911 solutions (4.4, p. 41)

- NIST (National Institute of Standards and Technology) – provides a uniform framework – this facilitates adoption of similar measures but permits the adopting entities flexibility to adapt to their needs . . . and resources.
- Identify – organizational understanding to manage cybersecurity risks
- Protect – develop/implement safeguards
- Detect – develop/implement activities to identify an event
- Respond - develop/implement activities to respond to a detected event
- Recover - develop/implement activities for resilience



# *Cybersecurity for PSAPs*

## Identity Credentialing and Access Management (ICAM) ( 4.4.3, p. 44)

- Core capabilities to identify, authenticate and authorize individuals.
- Focuses on federal ICAM to illustrate interoperability advantages with consistently applied credentialing and access management.
- Distinguishes between data and network access; the emphasis is on network access and completing transactions across networks.

Mobile applications – 4.4.2, see fn 8, notes that more work is needed regarding connecting mobile devices and allowing mobile apps to interface via the network.





## *Cybersecurity for PSAPs*

### EC3 – Emergency Communications Cybersecurity Center (4.6, p. 57)

- Key function of EC3 is providing resources in the form of systems and support to identify, mitigate, recover from and restore services following a cyber attack.
- It's a separate logical layer to the network(s) to centralize IDPS (intrusion detection and prevention services) (examples of functions/capabilities on pp. 57-8). Assumes economies of scale may be achieved.



## *Cybersecurity for PSAPs*

EC3 – Emergency Communications Cybersecurity Center (4.6, p. 57)

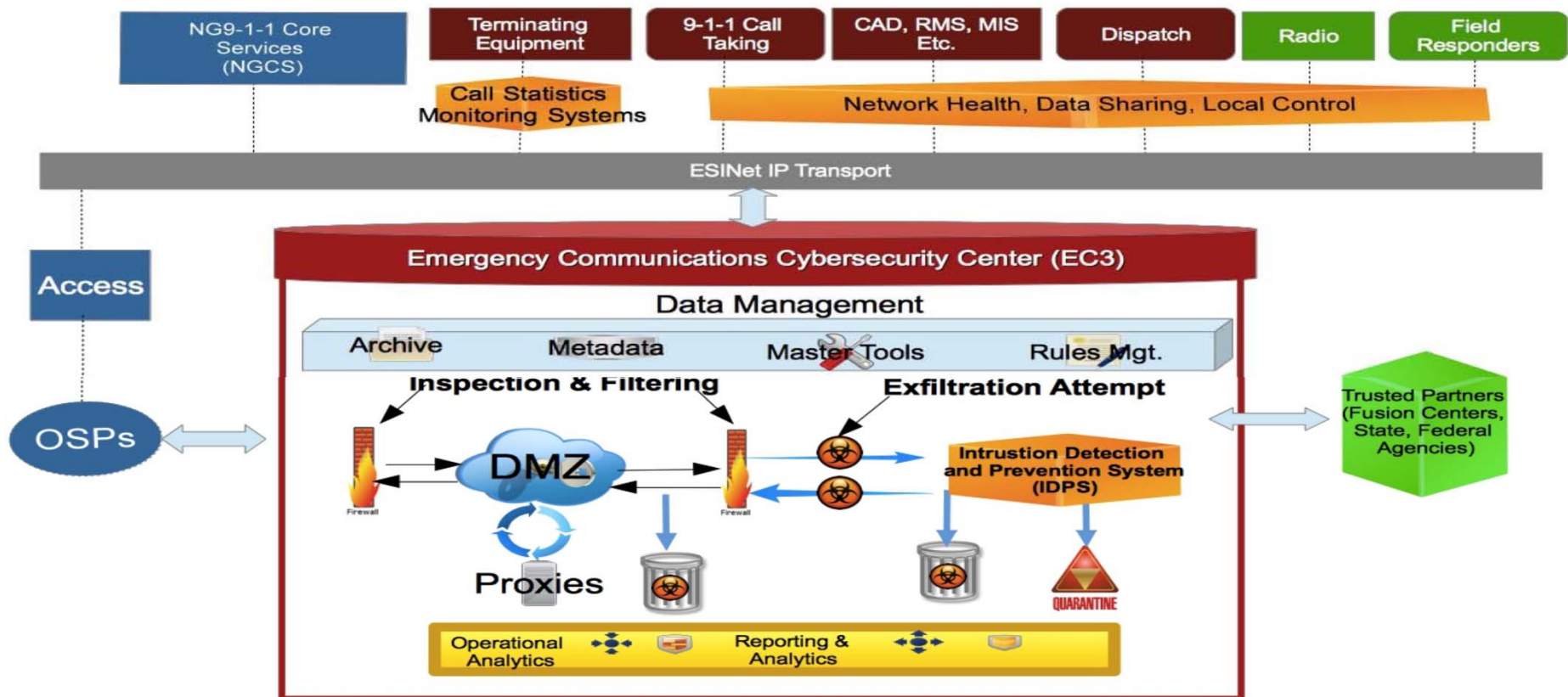
- 4.8, p. 70, Sensor deployment is recommended. Network sensors would capture & relate data back to NCCIC / MS-ISAC (multi-state information sharing and analysis center) which would then relate information back to one or more EC3s. See 4.6.3.1, p. 63, and 4.5.1, p. 54 fn 11

## *Cybersecurity for PSAPs*



- EC3 – Emergency Communications Cybersecurity Center (4.6, p. 57)
- TFOPA envisions EC3s serving urban areas, regions or multiple PSAPs as needed based on risk level, resources, staffing and of course, funding.
  - TFOPA's rough estimate of the annual operating cost of an EC3 is \$950,000 (4.6.3.2, p. 65)
  - See Figure 4-8, p. 61 for an architectural model of the EC3







# *Cybersecurity for PSAPs*



Not just technology, but emphasis to include personnel.

- NICE (National Initiative for Cybersecurity Education) is an example cited by TFOPA. (4.5, p. 48)
- The NICE framework provides a common taxonomy and lexicon to use in classifying and categorizing workers. It includes KSAs (knowledge, skills & abilities) as models for users to apply. TFOPA doesn't apply NICE but refers readers to it for further reference.





# *Cybersecurity for PSAPs*

## *Cybersecurity Use Cases (Appendix 1, p. 186)*

Distributed Denial of Service Attack (DDoS). A botnet is used to send  $10^x$  requests, typically to domain name servers, but the botnet directs responses to a target such as the victim's firewall or certain ports/website and the resulting traffic causes a cascade of failures. Net effect is choking off legitimate 911 calls.

Telephony Denial of Service Attack (TDoS). PSAP(s) attacked by multiple 911 calls or calls to an admin line; typically spoofed ID is used.



# *Cybersecurity for PSAPs*



## *Cybersecurity Use Cases (Appendix 1, p. 186)*

Malware of some nature or hijacking a IP address is done to gain entry to a network by means of weaknesses at one PSAP which leads to compromises across the network or at targeted PSAPs.

Fourth, swatting attacks may be initiated by providing false location information with a call resulting in dispatching resources based on a false report.



# *Cybersecurity for PSAPs*

## *Appendix 2 – PSAP Cybersecurity Checklist (p. 195)*

- The checklist provides a syllogistic list and a roadmap as well as a lifecycle Gantt chart.
- The checklist isn't specific for PSAPs but that doesn't diminish its potential utility.



# *Cybersecurity for PSAPs*

## *Recommendations (4.7, p. 67)*

- \* Stress need for public-private collaboration.
- \* See 4.4.1 & Figure 4-3 to show how the NIST framework can be implemented to attain the goal.
- \* Consistency in PSAP jobs, titles, functions, training. TFOPA recognizes local control but seeks to encourage greater consistency. Details of HR issues and differences in legislative authority among states, local governments isn't discussed.



## *Cybersecurity for PSAPs*

\* ICAM (Identity Credentialing & Access Management) – intent may appear as “cooperative federalism” (p. 26) but TFOPA explains that its illustrations seek to demonstrate the value of implementing coordinated approaches and cooperative use of common terminology, analyses, and services associated with minimizing cybersecurity risks. For example, TFOPA supports multi-factor authentication but has placed greater emphasis on physical verification, consistency in the use, maintenance and policing of user ID’s & passwords, adoption of NIST framework for solutions.



# *Cybersecurity for PSAPs*

## Conclusion

- The TFOPA's problem statement (planning / integration of 911 specific security measures) is part of the Board's current NG 911 effort.
- The report provides useful information for the Board, the NG 911 committee and subcommittees and PSAPs. Use the NIST framework (4.4.1, Figure 4-3, p. 43) as activities for PSAPs and the Board to act upon.



# *Cybersecurity for PSAPs*

## Conclusion

- Cybersecurity is serious business – as we all know – and the report illustrates a need to ensure enterprise level planning as the Board continues its NG 911 work; and in other areas such as standards. Use the Checklist – Appendix 2 as activities for PSAPs and the Board to act upon.





# *Optimal Approach to NG9-1-1 Architecture Implementation*





# *Optimal Approach to NG9-1-1 Architecture Implementation*

## **Governance and Policy**

As NG9-1-1 accelerates and matures, current roles and responsibilities among all entities involved in providing 9-1-1 services will be impacted by the impending technology choices and changes.

The deployments of NG9-1-1 will require increased coordination and partnerships among governments and public safety stakeholders at all levels.

Effective communications and coordination with political and public safety agency leadership and the general public will be important in addressing concerns and managing expectations.

... both legislative and regulatory arrangements at all levels of government that extend oversight into the 9-1-1 environment may require reexamination...

some existing statutes, policies, rules and regulation will certainly require modification in order to effectively support NG9-1-1 implementations.



# *Optimal Approach to NG9-1-1 Architecture Implementation*

## **Operational Considerations**

The roles, responsibilities, and expectations of 9-1-1 personnel will change dramatically with the additional communications pathways that will be afforded to the citizenry...

There will be an increased quantity of available multimedia information that will enhance and expand existing call handling and processing functions.

The existence and accessibility of more information surrounding a call for services or an ongoing incident may also create elongated processing of 9-1-1 calls, increase the workload of the call takers and Telecommunicators, and ... significantly change the calltaker/Telecommunicator's experience through available visual media in addition to audio, text, and additional data information.

The implementation of NG9-1-1 technology will require significant training, re-training and recurring supplemental training...

Leadership and technical staffs will be responsible for managing a significantly more complex and connected network infrastructure.



# *Optimal Approach to NG9-1-1 Architecture Implementation*

## **Technology Standards**

The use of standards and industry accepted specifications promotes and enhances data and systems interoperability on a nationwide scale...

The foundation of NG9-1-1 is an interconnected system architecture that incorporates a plethora of different technical standards and specifications...

## **Findings and Considerations**

A primary message in this report is that NG9-1-1 architecture can be customized to support almost any configuration of PSAP operations.



## *Optimal Approach to NG9-1-1 Architecture Implementation*

### **Policy/Regulation**

Effective communications and coordination among political leaders, public safety agency leadership, and the general public will be important in addressing concerns and managing expectations of all stakeholders. In this process, both legislative and regulatory arrangements at all levels of government that extend oversight into the 9-1-1 environment may require reexamination and some existing statutes, policies, rules and regulation will certainly require modification in order to effectively support NG9-1-1 implementations.



## *Optimal Approach to NG9-1-1 Architecture Implementation*

### **Governance**

Public safety agencies often contract with their 9-1-1 service providers for such services as NOC functionality and related features. Contracts should include Service Level Agreements (SLAs) and other provisions to assure service quality and reliability, which provisions will likely need to evolve in scope going forward.

New governance structures designed to optimize the potential benefits of NG9-1-1 must be based on mutual agreement and formalized by 9-1-1 Authorities. The form of the agreement should be based on state statutes or local ordinances and should set standards for what is considered successful performance.



## *Optimal Approach to NG9-1-1 Architecture Implementation*

### **Governance**

The NG9-1-1 Core Services are not intended to be locally duplicated, but rather utilized as a cross-network resource in support of interoperability and backup capabilities. Additionally, it appears that regional or state level implementation of NG9-1-1 Core Services tend to be more cost effective and provide more opportunities for consistent operations and services to the public as opposed to localized implementations.

The TFOPA recommends 9-1-1 Authorities explore the use of a shared infrastructure model and embrace strategies to collaborate and share resources when transitioning to NG9-1-1

There is a need for detailed, consistently measured, specific and well-documented standardized data to support decisions related to how shared governance agreements will be developed and executed.



## *Optimal Approach to NG9-1-1 Architecture Implementation*

### **Architectural/Technical**

The PSAP managers and other 9-1-1 Authority leaders should start to familiarize themselves with the technologies and components that make up modern communications and data processing systems. While management personnel do not need to become technical experts, they should begin to investigate and have a basic working knowledge of technical concepts such as Internet Protocol based networking, client/server computing, server virtualization, and cloud computing.

Optimization results from scale. Optimal configurations will result from ESInets and NG9-1-1 Core services that are designed and deployed to serve populations that maximize the utilization of the networks and shared NG9-1-1 infrastructure

The TFOPA recommends that the ESInet, the NG9-1-1 Core Services functions, and controlling databases be monitored 24x7x365 by a NOC with visibility across the network.

The ESInet should be secured using state of the art security technology (outlined in standards and best practice documents)...



# *Optimal Approach to NG9-1-1 Architecture Implementation*

## **Standards / Best Practices**

Collaboration and consensus-based forums should be used to develop and finalize voluntary best practices for providing public safety grade NG9-1-1 services.

Best practices also should be developed for contract provisions between state and local public safety agencies and their 9-1-1 service providers to facilitate NOC functionality and other enhanced services that would promote reliability.

## **Education / Training**

The implementation of NG9-1-1 technology will require significant training, retraining and recurring supplemental training and education through the transition into the end state of the technology implementation.

Comprehensive outreach and education for both 9-1-1 stakeholders and the public is critical to the effectiveness and overall acceptance of all aspects of NG9-1-1.







# NG911 Resource Allocation for PSAPs





## *NG911 Resource Allocation for PSAPs*

- Many factors influence PSAP paths to NG9-1-1, including financial, political, government, operational and, in some cases, even the formation of a 9-1-1 Authority. There is not one specific recommended architecture model, **but there are clearly advantages to groups of PSAPs sharing infrastructure and the systems that provide NG9-1-1 services. Next Generation 9-1-1 needs to move forward and it is up to governmental jurisdictions and 9-1-1 Authorities to collaboratively complete plans and develop paths forward.**





## *NG911 Resource Allocation for PSAPs*

- Because the provision of 9-1-1 services has always been at the county or state levels, the primary funding responsibility rests with local governments
- Existing fee collection systems unquestionably are under increasing strains. At the same time, many policy makers at both the federal, state and local levels are aggressively pressing to deploy NG9-1-1 systems.





## *NG911 Resource Allocation for PSAPs*

States continue to face challenges in fitting emerging services into existing funding mechanisms (pg 147)





## *NG911 Resource Allocation for PSAPs*

Some states continue to repurpose 9-1-1 fees to other “public safety purposes” or to the states’ general revenue funds, both of which are inefficient and inconsistent with a State’s prescription of a dedicated 9-1-1 fee





## *NG911 Resource Allocation for PSAPs*

In short, the nation's system of 9-1-1 fee collection and expenditures is at risk

This report is a wake-up call to policy-makers at all levels to understand the challenges, to consider certain 9-1-1 policy principles, and to propose sustainable and technology-neutral funding solutions



## ***Guiding Policy Principles for any State funding Mechanism***

- ***Predictable and stable;***

*This is necessary to support budgetary planning as migration to NG9-1-1 will occur over several years and involve capital intensive projects. Revenue streams must be predictable and stable to support essential financial and budgetary planning*



## ***Guiding Policy Principles for any State funding Mechanism***

- ***Based on a consumer's ability to request emergency services;***

*Funding 9-1-1 service should be directed to the potential end user that such service is intended to benefit. Such a “user fee” should be based on the use of any communication service that supports requests for emergency services.*





## ***Guiding Policy Principles for any State funding Mechanism***

- ***Reasonable, equitable and non-discriminatory;***  
*9-1-1 fees assessed on end-users should be set at a reasonable rate, equitably applied and nondiscriminatory based on non-recurring and recurring costs to deploy 9-1-1 services as required by State law*



## ***Guiding Policy Principles for any State funding Mechanism***

- **Assessed on all services that can access NG 9-1-1 systems;**  
*This is the complement to the second principle outlined above. 9-1-1 fees should be applied to any communications service with the capability of reaching 9-1-1 public safety agencies to a request emergency services response*



## ***Guiding Policy Principles for any State funding Mechanism***

- ***Technologically and competitively neutral;***  
*9-1-1 funding policy should support a technologically and competitively neutral service environment, and provide 9-1-1 agencies an opportunity to deploy and upgrade 9-1-1 technologies as advancements are made. Such funding mechanisms also should be flexible enough to accommodate the evolution of communication technologies.*





## *NG911 Resource Allocation for PSAPs*

### **Guiding Policy Principles for any State funding Mechanism**

- ***Designed to assure fees can only be used to support 9-1-1 systems;***  
*As a communications user fee, funding should be dedicated to the provisioning, maintenance and upgrade of emergency communication systems as defined by state statute and related state and local rules and policies. All revenues collected should be dedicated specifically for such purposes, and not diverted to other uses*



## ***Guiding Policy Principles for any State funding Mechanism***

- **Designed to assure fair and equitable allocation of the funds collected to provide *service to those that pay the fees*;**  
*Distribution of 9-1-1 fees should be allocated to authorized 9-1-1 stakeholders based on the relative share of cost and be distributed in a fair, consistent and equitable manner.*





## *NG911 Resource Allocation for PSAPs*

### **Guiding Policy Principles for any State funding Mechanism**

- **Designed to assure the revenues collected are sufficient to address transitional, *provisioning and ongoing operational costs*;**

*Migrating to NG9-1-1 will involve transitional, provisioning and operational costs. Any funding mechanism must be sufficient to support all three types of costs, including a combination of legacy and emerging NG9-1-1 costs during the initial stages of transition. The funding of ongoing operational costs must allow for the replacement of capital equipment and upgrades to 9-1-1 systems*





## *NG911 Resource Allocation for PSAPs*

The TFOPA also found the work that East Carolina University College of Business, Bureau of Business Research, to be useful in the deliberations, and specifically the work that it performed for the North Carolina 9-1-1 Board







## *NG911 Resource Allocation for PSAPs*

- **Effective State and Regional Coordination**

- A strong and integrated statewide and regional planning and coordination mechanism is essential for the successful deployment of NG9-1-1 systems.
- States that have a cohesive State 9-1-1 Administrator function have usually been vested with the authority to develop budgets and administer expenditures to the PSAP's, usually with some type of consultative or advisory committee with the PSAPs and 9-1-1 authorities as key stakeholders.







## *NG911 Resource Allocation for PSAPs*

### ***Possible Funding Alternatives***

- Network Connection Fee Approach





## *NG911 Resource Allocation for PSAPs*

- ***Education and Outreach***

The 9-1-1 community needs to adopt a more systematic and disciplined way of reaching out to the decision-makers and policymakers that decide the public policies and specifically the state budgets around the country





## *NG911 Resource Allocation for PSAPs*

- ***Local State Government Advisory Committee (LSAG)  
on 9-1-1***

Finally, the Task Force, as mentioned previously, believes that the creation of a federal, Local State Advisory Committee on 9-1-1 (LSAG) is essential to carrying out some of the recommendations in this Report. In fact, the creation of such a joint consultative mechanism by the Commission is long overdue





## *NG911 Resource Allocation for PSAPs*

This advisory committee, however, should not involve itself in issues related to the daily operations and maintenance of the PSAPs, including engineering issues related to PSAP architecture/ESInets, “gaps” in governance and accountability raised in the FCC’s Notice of Proposed Rulemaking (FCC 14-186), and to major 9-1-1 outages and any enforcement actions or state adjudications related to specific carriers





## *NG911 Resource Allocation for PSAPs*

The advisory committee also could provide a regular means through which government officials could communicate in a more efficient and focused way with external stakeholders in selected States



911 Funding Committee Report *Jason Barbour*

a) Funding Reconsideration Request

# 911 Funding Committee Report *Jason Barbour*

## a) Funding Reconsideration Request

### i. Catawba Co.— Newton PD

*(vote required for each)*



Finance Department  
P.O. Box 389  
100A Southwest Blvd.  
Newton, NC 28658  
Telephone: (828) 465-8210  
Fax: (828) 465-8298  
[www.catawbacountync.gov/](http://www.catawbacountync.gov/)

January 15, 2016

Ms. Marsha Tapler  
NC 911 Board  
PO Box 17209  
Raleigh, NC 27619-7209

Dear Ms. Tapler:

Re: Estimated FY 2017 Secondary PSAP Funding for Newton Police Department

This is to request that funding for Newton Police Department (NPD) as a secondary PSAP for Catawba County not be reduced in FY 2017. Adequate funding of this secondary PSAP provides necessary public safety service to the citizens of Catawba County.

It is our understanding that the funds were reduced because the secondary PSAP fund balance reported as of June 30, 2015 was over 20% of the two-year average. According to NPD, the initial funds received in FY 2014-15 came after the original budget adoption for the City of Newton. The department did not seek a budget amendment to spend those funds during FY 2014-15 but instead decided to wait and use those funds this current fiscal year beginning July 1, 2015. The use of these funds has been approved with the adoption of the current FY 2015-16 City of Newton budget.

Thank you for your consideration in restoring these funds. Feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Jeanne C. Jarrett".

Jeanne C. Jarrett  
Interim Finance Office





Office of the Chief  
Chief Donald G. Brown II



City of Newton Police Department  
P.O. Box 550  
Newton, NC 28658  
828-695-4352

March 9, 2016

Marsha Tapler  
Financial Analyst  
NC 911 Board  
P.O. Box 17209  
Raleigh, NC 27619-7209

RE: Catawba PSAP Estimated Funding Distribution FY2017

Dear Ms. Tapler:

The City of Newton Police Department is in the process of determining a priority list of allowable expense for our Communications Center. We currently are in the middle of a 911 telephone project that will require allowable expenditures. One example is a network switch dedicated entirely for our 911 telephone system at a cost of \$2926.00. This project may require additional hardware such as the aforementioned network switch to complete installation. However, we are still working with Catawba County, Hickory Police and our vendor Wireless Communications to address those needs.

We have also purchased chairs for our Communications Center at a cost of \$2740.12 and are looking at furniture options with an estimate of \$1000. We are also awaiting an updated quote for our next year's maintenance for our CAD which is currently at \$5317 annually and also allowable administrative telephone line cost.

The above listed projects are not all inclusive and will almost completely deplete our first year of funding for allowable expenses. It is almost certain that during the year we will have additional expenses or unforeseen issues that will need to be addressed but these are currently the areas we will be looking to address.

If you have any questions or concerns please feel free to contact me at [thayes@newtonnc.gov](mailto:thayes@newtonnc.gov)

Sincerely,

  
Major Tim Hayes

REMIT PAYMENT TO: 

**INVOICE**



ACH INFORMATION:  
THE NORTHERN TRUST  
50 SOUTH LASALLE STREET  
CHICAGO, IL 60675

E-mail Remittance To: gachremittance@cdw.com  
ROUTING NO.: 071000152  
ACCOUNT NAME: CDW GOVERNMENT  
ACCOUNT NO.: 91057

**CDW Government**  
75 Remittance Drive, Suite 1515  
Chicago, IL 60675-1515

RETURN SERVICE REQUESTED

INVOICE NUMBER	INVOICE DATE	CUSTOMER NUMBER
XB13425	07/29/15	4230294
SUBTOTAL	SHIPPING	SALES TAX
\$625.00	\$0.00	\$43.75
DUE DATE		AMOUNT DUE
08/28/15		\$668.75

1253 1 MB 0.439 E0115X 10191 01417528962 P2749715 0001:0001



CITY OF NEWTON  
ACCTS PAYABLE  
PO BOX 550  
NEWTON NC 28658-0550



CDW Government  
75 Remittance Drive  
Suite 1515  
Chicago, IL 60675-1515

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

INVOICE DATE	INVOICE NUMBER	PAYMENT TERMS				DUE DATE
07/29/15	XB13425	Net 30 Days				08/28/15
ORDER DATE	SHIP VIA	PURCHASE ORDER NUMBER				CUSTOMER NUMBER
07/29/15	FEDEX Ground	HP PRODESK 400 G1				4230294
ITEM NUMBER	DESCRIPTION	QTY ORD	QTY SHIP	QTY B/O	UNIT PRICE	TOTAL
3391948	HP SB 400PD I5-4590 500GB 4GB Manufacturer Part Number: J6D33UT#ABA Serial No: MXL5161272	1	1	0	625.00	625.00

8/07

approved  
attach packing list  
& approved inv.

APPROVED AUG 1 0 2015

*TH*

*23-430.7900 K*

*T. Hays*

APPROVED FOR PAYMENT  
ACCOUNTS PAYABLE  
SPECIALIST

AUG 1 1 2015

CITY OF NEWTON

8/07

*approved  
attach packing list  
& approved inv.*

APPROVED AUG 10 2015

*23-430-7900 K  
T. Hoops*

APPROVED FOR PAYMENT  
ACCOUNTS PAYABLE  
SPECIALIST

AUG 11 2015

CITY OF NEWTON

**GO GREEN!**

CDW is happy to announce that paperless billing is now available! If you would like to start receiving your invoices as an emailed PDF, please email CDW at [paperlessbilling@cdw.com](mailto:paperlessbilling@cdw.com). Please include your Customer number or an Invoice number in your email for faster processing.

**REDUCE PROCESSING COSTS AND ELIMINATE THE HASSLE OF PAPER CHECKS!**

Begin transmitting your payments electronically via ACH using CDW's bank and remittance information located at the top of the attached payment coupon. Email [credit@cdw.com](mailto:credit@cdw.com) with any questions.

ACCOUNT MANAGER	SHIPPING ADDRESS:	SUBTOTAL	\$625.00
WILL STANDARD 203-851-7242 <a href="mailto:will.standard@cdw.com">will.standard@cdw.com</a>	CITY OF NEWTON 401 N MAIN AVE NEWTON NC 28658-3101	SHIPPING	\$0.00
SALES ORDER NUMBER		SALES TAX	\$43.75
GJNF366		AMOUNT DUE	\$668.75



Cage Code Number 1KH72  
DUNS Number 02-615-7235

ISO 9001 and ISO 14001 Certified  
CDW GOVERNMENT FEIN 36-4230110

HAVE QUESTIONS ABOUT YOUR ACCOUNT?  
PLEASE EMAIL US AT [credit@cdw.com](mailto:credit@cdw.com)  
VISIT US ON THE INTERNET AT [www.cdwg.com](http://www.cdwg.com)



REMIT PAYMENT TO: CDW Government  
75 Remittance Drive, Suite 1515  
Chicago, IL 60675-1515

RETURN SERVICE REQUESTED

## INVOICE



## ACH INFORMATION:

THE NORTHERN TRUST  
80 SOUTH LA SALLE STREET  
CHICAGO, IL 60675Email Remittance To: gachremittance@cdw.com  
ROUTING NO.: 071000132  
ACCOUNT NAME: CDW GOVERNMENT  
ACCOUNT NO.: 91087

INVOICE NUMBER	INVOICE DATE	CUSTOMER NUMBER
XK32452	08/14/15	4230294
SUBTOTAL	SHIPPING	SALES TAX
\$625.00	\$0.00	\$43.75
DUE DATE	AMOUNT DUE	
09/13/15	\$668.75	

693 1 MB 0.439 E0060X 10101 01436787615 P2780121 0001:0001

CITY OF NEWTON  
ACCTS PAYABLE  
PO BOX 550  
NEWTON NC 28658-0550CDW Government  
75 Remittance Drive  
Suite 1515  
Chicago, IL 60675-1515

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

INVOICE DATE	INVOICE NUMBER	PAYMENT TERMS	DUE DATE
08/14/15	XK32452	Net 30 Days	09/13/15
ORDER DATE	SHIP VIA	PURCHASE ORDER NUMBER	CUSTOMER NUMBER
08/14/15	FEDEX Ground	CKJS337	4230294
ITEM NUMBER	DESCRIPTION	QTY	UNIT PRICE
3724269	HP SB 400 I5-4590S 500GB 4GB W7P Manufacturer Part Number: L9F01UT#ABA Serial No: 2UA532264V	1	625.00

8/24  
Jim -  
Approved only

## GO GREEN!

CDW is happy to announce that paperless billing is now available! If you would like to start receiving your invoices as an emailed PDF, please email CDW at [paperlessbilling@cdw.com](mailto:paperlessbilling@cdw.com). Please include your Customer number or an Invoice number in your email for faster processing.

## REDUCE PROCESSING COSTS AND ELIMINATE THE HASSLE OF PAPER CHECKS!

Begin transmitting your payments electronically via ACH using CDW's bank and remittance information located at the top of the attached payment coupon. Email [credit@cdw.com](mailto:credit@cdw.com) with any questions.

ACCOUNTS MANAGER	SHIPPING ADDRESS	SUBTOTAL
ALL STANDARD 03-851-7242 <a href="mailto:all.standard@cdw.com">all.standard@cdw.com</a>	CITY OF NEWTON 401 N MAIN AVE NEWTON NC 28658-3101	\$625.00
SALES ORDER NUMBER		SHIPPING
GKJS355		\$0.00
		SALES TAX
		\$43.75
		AMOUNT DUE
		\$668.75


Cage Code Number 1KH72  
DUNS Number 02-615-7235ISO 9001 and ISO 14001 Certified  
CDW GOVERNMENT FEIN 38-4230110HAVE QUESTIONS ABOUT YOUR ACCOUNT?  
PLEASE EMAIL US AT [credit@cdw.com](mailto:credit@cdw.com)  
VISIT US ON THE INTERNET AT [www.cdw.com](http://www.cdw.com)

Jeanne Jarrett



From: Hayes Tim <thayes@newtonnc.gov>  
Sent: Monday, February 29, 2016 4:42 PM  
To: Jeanne Jarrett  
Subject: FW: Newegg.com - Invoice

Another invoice for 911 funding.



From: Newegg Auto-Notification (Do Not Reply) [mailto:info@newegg.com]  
Sent: Tuesday, October 27, 2015 5:32 PM  
To: Hayes Tim  
Subject: Newegg.com - Invoice



**newegg™**

 **SHELL SHOCKER**  **DAILY DEALS**  **EMAIL DEALS**

SHOP AROUND: Computer Hardware PCs & Laptops Home Theater Electronics Software Gaming Marketplace Cameras More

 Spend **10-30% LESS** next time you shop at Newegg  
—subscribe to our weekly e-Blast Newsletter!  
  

Customer ID: [thayes@newtonnc.gov](mailto:thayes@newtonnc.gov)  
Account Number: 50406856

Dear City of Newton Timothy W. Hayes,

Thank you for shopping at Newegg Marketplace.

This is the invoice and receipt for your recent order. Please keep a copy for your records.

**Invoice Summary:**

**Your Sales Order Number:** 251302337

**Order Date:** 10/26/2015

**Order Total:** \$423.90

**Billing Information**

City of Newton Timothy W. Hayes  
411 N Main Ave  
Newton, NC 28658-3101  
United States  
828-695-4336

**Shipping Information**



Tim Hayes  
411 N Main Ave  
Newton, NC 28658-3101  
United States  
828-695-4336

---

**Invoice Number:**

**131883749**

**Invoice Date:**

10/27/2015 10:12:30 AM

**Seller Name: iSave**

**Item List:**

Item	Description	Quantity	Unit Price	Extended Price
9SIA19P0D40363	Plantronics CA12CD PTT Adapter	1	\$353.95	\$353.95
9SIA19P0DT6769	Replacement Plantronics Battery 90225-01 For Following Models CA12CD	1	\$69.95	\$69.95

**Payment Summary:**

---

**Payment Term:**

VISA

---

**Subtotal:**

\$423.90

---

**Tax:**

\$0.00

---

**Gift Wrap:**

\$0.00

---

**Shipping and Handling:**

\$0.00

---

**EggPoints:**

\$0.00

---

**Total Amount:**

\$423.90

---

Standard Shipping (5-7 days)

**Tracking Your Order:** [1Z8W025W0394213150](#)

If you have any questions, please visit our [Contact Us Page](#).

Your Newegg Marketplace Customer Service Team



9997 Rose Hills Road, Whittier, CA 90601  
USA

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reserved

**QUICK LINKS:**   [My Account](#)   [Customer Services](#)   [Privacy Policy](#)   [Policy & Agreement](#)   [Confidentiality Notice](#)

1427 2nd Street, N.E.  
Hickory, N.C. 28601  
(P) (828) 345-6200 (F) (828) 322-5574

P.O. #:	2016-00000488
---------	---------------

Invoice #:	CNPD012816
------------	------------

QTY	ITEM #	DESCRIPTION	NET PRICE	EXTENSION
		DELIVER TO CITY OF NEWTON POLICE DEPAR	\$ -	\$ -
		DEPARTMENT, ATTN MAJOR HAYES	\$ -	\$ -
4	OF6446AG BLKLEATH	CHAIR,BIG AND TALL,BLK LEATHER	\$ 629.00	\$ 2,516.00
		NOTE: ONE IS ALREADY THERE,	\$ -	\$ -
		WILL DELIVER 3 MORE	\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
			\$ -	\$ -
		SUB TOTAL	\$	2,516.00
		Freight, Delivery & Installation	\$	48.00
		N.C. Sales Tax	\$	178.12
		TOTAL	\$	2,740.12
		Less Deposit Paid:	\$	-
		Balance Due	\$	2,740.12

THANK YOU FOR YOUR ORDER

THANK YOU FOR YOUR ORDER  
Bill Bumbarger

**PAYMENT TERMS: REMAINING BALANCE DUE IN FULL BY: February 21, 2016**  
**Past due balances are charged 1-1/2% monthly which equates to 18% annually.**  
**Furniture which has been special ordered is NOT RETURNABLE.**

1427 2nd Street, N.E.  
Hickory, N.C. 28601  
(P) (828) 345-6200 (F) (828) 322-5574

1427 2nd Street, N.E.

Hickory, N.C. 28601

(P) (828) 345-6200 (F) (828) 322-5574

February 11, 2016

P.O. #:

PH 217-4399

ATTN MAJOR HAYES

Fax:

Invoice #:	CNPD012016
------------	------------

CITY OF NEWTON POLICE DEPARTMENT  
P O BOX 550  
NEWTON, NC 28658

[illegible]

THANK YOU FOR YOUR ORDER  
Bill Bumbarger

**PAYMENT TERMS: REMAINING BALANCE DUE IN FULL BY:** February 21, 2016  
Past due balances are charged 1-1/2% monthly which equates to 18% annually.  
Furniture which has been special ordered is NOT RETURNABLE.



**ORDINANCE # 2015-26**

**AN ORDINANCE TO AMEND REVENUES AND EXPENDITURES FOR FISCAL YEAR 2015-2016 FOR THE CITY OF NEWTON.**

WHEREAS, the City Council of the City of Newton have adopted a Budget Ordinance for fiscal year beginning July 1, 2015, and ending June 30, 2016, in accordance with the General Statutes of the State of North Carolina, and

WHEREAS, in January 2014, the North Carolina 911 Board adopted the recommendations of the Public Safety Answering Point (PSAP) Funding Committee to allow funding of secondary PSAP's. By Statute, the City is considered a secondary PSAP and Catawba County is the primary PSAP. 911 calls are disbursed from a central site to the appropriate municipality for service. Funding is derived from a 911 tax placed on all wire line and wireless phones in North Carolina per NCGS and disbursed to primary PSAP's. The City began receiving disbursements in September 2014, and

WHEREAS, E911 funds can only be used for items defined in NCGS and 911 Board Rules which are narrow and limited in scope. Staff would like to utilize a portion of those funds to purchase computers and chairs for the Communications Center.

WHEREAS, The City Council desires to recognize anticipated E911 revenues of \$12,850 in Fiscal Year 2016 and to authorize the related expenditure appropriation.

NOW THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NEWTON, NORTH CAROLINA, THAT:

THE FOLLOWING SOURCE OF REVENUE AND APPROPRIATION ARE HEREBY APPROVED.

Emergency Telephone Systems Fund Revenues

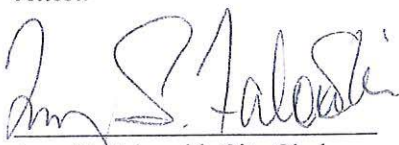
E911 Revenues	23-4310.3417	\$12,850
---------------	--------------	----------

Emergency Telephone Systems Fund Appropriations

Non-Capital Outlay	23-4310.7900	\$12,850
--------------------	--------------	----------

Adopted this 4th day of August, 2015.

Attest:

  
Amy S. Falowski, City Clerk

  
Anne P. Stedman, Mayor



PSAP	PSAP Distribution: FY2014	PSAP Distribution FY2015	Average of prior two years distributions:	Maximum 20% Carry Forward	PSAP Fund Balance June 30, 2014	PSAP Fund Balance June 30, 2015	(+/-) Fund balance between FY13 and FY14	Based on Column L -- Meets 20% rule (OK) or Over 20% (Reduce)	Amount over Approved 20% Carryforward	Final APPROVED FY2016 Distributions (Secondary's Included)	Proposed Estimated FY2017without Reducing Distribution (Based on 5YR rolling Avg)	PROPOSED ESTIMATED FY2017 Distribution Based on 5YR Rolling Avg WITH reductions due to carryforward	MONTHLY
<b>Secondary Newton Pd</b>	<b>0.00</b>	<b>11,809.00</b>	<b>5,904.50</b>	<b>1,180.90</b>	<b>0.00</b>	<b>11,818.36</b>	<b>11,818.36</b>	<b>Reduce</b>	<b>10,637.46</b>	<b>10,543.50</b>	<b>22,151.53</b>	<b>11,514.07</b>	<b>959.51</b>
Chatham County Emergency Operations Cent	606,563.75	454,223.41	530,393.58	106,078.72	539,477.03	618,386.10	78,909.07	OK		588,204.84	550,849.41	550,849.41	45,904.12
Cherokee County 911	261,144.99	234,425.84	247,785.41	49,557.08	352,725.03	382,823.01	30,097.98	OK		233,538.45	275,694.24	275,694.24	22,974.52
Chowan Central Communications	207,721.50	88,590.55	148,156.02	29,631.20	290,849.57	289,402.01	-1,447.56	OK		335,678.00	162,853.84	162,853.84	13,571.15
Clay County E911 Communications	239,999.59	265,015.28	252,507.44	50,501.49	188,500.85	306,261.75	117,760.90	Reduce	67,259.41	250,411.04	233,105.76	165,846.35	13,820.53
Cleveland County Communications Center	298,861.56	323,905.82	311,383.69	62,276.74	1,067,418.44	392,537.11	-674,881.33	OK		332,731.73	484,656.35	484,656.35	40,388.03
Kings Mountain (City of)	81,535.77	62,032.43	71,784.10	14,356.82	228,473.22	204,725.80	-23,747.42	OK		114,301.90	78,681.22	78,681.22	6,556.77
Shelby Police Communications	45,728.08	56,102.55	50,915.32	10,183.06	199,986.27	186,099.50	-13,886.77	OK		100,228.28	107,075.81	107,075.81	8,922.98
Columbus Central Communications	327,752.69	305,020.56	316,386.63	63,277.33	933,803.14	1,010,325.27	76,522.13	Reduce	13,244.81	266,425.20	331,390.23	318,145.43	26,512.12
Craven County Sheriff Communications	203,206.00	21,735.95	112,470.98	22,494.20	436,276.70	348,870.12	-87,406.58	OK		263,260.87	256,254.48	256,254.48	21,354.54
Havelock Public Safety Comm.	144,137.02	182,936.62	163,536.82	32,707.36	57,121.01	141,545.93	84,424.92	Reduce	51,717.56	203,423.30	207,426.02	155,708.46	12,975.71
New Bern Communications Center	235,011.36	288,096.37	261,553.87	52,310.77	187,366.28	173,402.87	-13,963.41	OK		311,353.64	316,959.60	316,959.60	26,413.30
Cumberland County Communications	1,074,719.33	913,161.94	993,940.64	198,788.13	1,516,325.44	1,747,633.98	231,308.54	Reduce	32,520.41	1,176,405.41	988,038.61	955,518.20	79,626.52
Fayetteville City Communications	805,519.92	1,721,988.00	1,263,753.96	252,750.79	363,222.97	1,321,613.77	958,390.80	Reduce	705,640.01	856,109.91	819,347.71	819,347.71	68,278.98
Currituck Central Communications	140,123.41	166,230.90	153,177.16	30,635.43	476,666.57	498,205.03	21,538.46	OK		174,236.08	161,958.33	161,958.33	13,496.53
Dare Central Communications	285,615.50	312,713.57	299,164.54	59,832.91	821,718.02	824,526.51	2,808.49	OK		341,885.14	314,627.93	314,627.93	26,218.99
Davidson County 911	527,796.31	494,011.56	510,903.94	102,180.79	1,029,714.47	1,016,352.42	-13,362.05	OK		508,354.80	494,238.10	494,238.10	41,186.51
Davie County Communications	263,175.99	200,654.45	231,915.22	46,383.04	227,432.58	254,519.14	27,086.56	OK		276,838.23	273,840.85	273,840.85	22,820.07
Duplin County/Kenansville PSAP	371,988.63	558,871.00	465,429.82	93,085.96	295,311.53	306,680.32	11,368.79	OK		355,286.10	458,464.95	458,464.95	38,205.41
Durham Emergency Communications	1,482,086.84	1,608,226.04	1,545,156.44	309,031.29	552,649.41	187,987.60	-364,661.81	OK		1,619,954.97	1,667,199.52	1,667,199.52	138,933.29
Edgecombe County E911	573,900.00	286,718.00	430,309.00	86,061.80	368,140.59	417,717.76	49,577.17	OK		96,539.16	299,735.23	299,735.23	24,977.94
Tarboro Police Communications	135,765.87	238,341.00	187,053.44	37,410.69	117,086.98	97,509.99	-19,576.99	OK		112,948.34	165,637.24	165,637.24	13,803.10
Forsyth County 911 Communications	763,903.33	744,587.00	754,245.17	150,849.03	822,463.01	1,037,959.87	215,496.86	Reduce	64,647.83	631,532.00	622,517.07	557,869.24	46,489.10
Secondary Kernersville PD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	OK		26,683.89	28,063.08	28,063.08	2,338.59
Winston Salem Police/Fire Communications	569,596.28	489,713.36	529,654.82	105,930.96	1,757,258.23	1,887,623.76	130,365.53	Reduce	24,434.57	490,715.73	479,070.70	454,636.13	37,886.34
Franklin County Sheriff Communications	349,846.61	315,757.23	332,801.92	66,560.38	386,233.58	343,027.68	-43,205.90	OK		393,027.64	345,284.47	345,284.47	28,773.71
Gaston County Communications	695,542.58	729,724.47	712,633.53	142,526.71	1,649,984.74	1,631,001.51	-18,983.23	OK		714,921.07	736,203.13	736,203.13	61,350.26
Mount Holly Police Department	61,072.03	67,951.95	64,511.99	12,902.40	370,445.41	369,163.49	-1,281.92	OK		65,635.69	66,099.43	66,099.43	5,508.29
Gates County Communications	118,394.69	124,449.29	121,421.99	24,284.40	288,160.33	143,484.71	-144,675.62	OK		129,497.74	133,866.01	133,866.01	11,155.50

## Recommendation from Funding Committee:

*Approve Catawba County's Request on Behalf of the City Newton to Exceed The 20% Threshold of their 911 Fund Balance for FY17 and not Reduce FY17 911 Funding*

# 911 Funding Committee Report *Jason Barbour*

## a) Funding Reconsideration Request

### ii. CMPD-Charlotte Fire

*(vote required for each)*



March 2, 2016

Richard Taylor  
Executive Director-NC911 Board  
Raleigh, NC

Dear Mr. Taylor,

I would like to submit a funding reconsideration for FY17 on behalf of the Charlotte Fire Department. Their Communications Division is in desperate need of an audio recorder replacement. The current audio recorder was installed in 2003 and is no longer efficient and is consistently not functioning.

They have selected Carolina Recording Systems to assist them in purchasing an Eventide solution, which has been demoed and procured. Installation is beginning this month with an estimated completion date of 5/1/16. They have also added the quality assurance (QA) module into this installation, which will assist them with their established QA program.

Charlotte Fire Department FY2016 distribution was \$33,521.04 and our estimated FY2017 distribution is \$67,548.93.

The total reconsideration request is for \$93,132.30 and the quote is attached.

Thank you very much for the consideration.



Gregory A. Crystal  
Business Manager  
Charlotte Mecklenburg Police Department  
Fiscal Affairs Division

## North Carolina 911 Board

PSAP Name: Charlotte Fire Department

Contact Name: Gregory Crystal

Contact Address: 601 E. Trade St.

City: Charlotte , NC

Zip: 28202

Contact Email: gcrystal@cmpd.org

**Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. \*\*\*PLEASE SEE INSTRUCTIONS tab for further details\*\*\* All requests must be filed with the NC 911 Board no later than February 19, 2016. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.**

**June 30, 2015 Emergency Telephone System Fund Balance: \$264.81**

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016- 2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>Expenditure</b>				
<b>Phone Systems - Furniture</b>				
Selective Rtnng/ALI Prov 9-1-1 trk line charges				
Basic line charge only **One administrative line per call-taking position				
Interpretive Services				
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
<b>MPLS-Fiber used for backup PSAPs connections</b>				
Automatic Call Distribution System	18,814.40			
911 telephone equipment (CPE, etc.)				
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
<b>TOTAL</b>	<b>\$18,814.40</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016- 2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>SOFTWARE</b>				
CAD (modules that are part of the call-taking process only)	36,699.60			
GIS (to create and display the base map showing street centerlines and address, address point layer)				
Message switch software **must meet requirements noted in Approved Use of Funds list.				



MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder		93,132.90		
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)				
Quality Assurance for Protocols				
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software <b>MAINTENANCE</b>				
<b>TOTAL</b>	<b>\$36,699.60</b>	<b>\$93,132.90</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016- 2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>HARDWARE</b>				
CAD server				
GIS server				
911 Phone server				
Voice logging server				
Monitors				
Computer Workstations				
Time Synchronization				
UPS				
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Console/ette **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware <b>MAINTENANCE</b>				
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

Training Expenditures Total	\$0.00	\$0.00	\$0.00
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#### IMPLEMENTAL FUNCTIONS

Database Provisioning for 911			
Addressing for 911			
<b>TOTAL</b>	\$0.00	\$0.00	\$0.00

Total FY2015 Expenditures \$55,514.00

#### To be completed by 911 Board Staff:

<b>PROPOSED FY2016 FUNDING</b>	\$67,548.93
<b>FY2017 Anticipated Capital Expenditures</b>	\$93,132.90
<b>FY2017 Anticipated Monthly Recurring</b>	\$0.00
<b>FY2017 Anticipated Annual Recurring</b>	\$0.00

**Requested FY2017 Funding** \$160,681.83

Approved 20% Carry Forward \$5,551.40





# CITY OF CHARLOTTE

## Purchase Order

Fiscal Year 2016 Page 1 of 1

THIS NUMBER MUST APPEAR ON ALL INVOICES,  
PACKAGES AND SHIPPING PAPERS.

Purchase Order # 16015899

All invoices must be mailed to  
[cocap@charlottenc.gov](mailto:cocap@charlottenc.gov)B  
I  
L  
L  
T  
OCITY OF CHARLOTTE AP  
P.O. BOX 37979  
CHARLOTTE, NC 28237-7979  
[COCAP@CHARLOTTENC.GOV](mailto:COCAP@CHARLOTTENC.GOV)V  
E  
N  
D  
O  
RCAROLINA RECORDING SYSTEMS LLC  
PO BOX 11311  
CHARLOTTE, NC 28220  
[SALES@CRSNC.COM](mailto:SALES@CRSNC.COM)S  
H  
I  
P  
T  
OFire Administration  
500 Dalton Avenue  
Charlotte, NC 28206

Vendor Phone Number		Vendor Fax Number		Requisition Number		Buyer		Delivery Reference	
888-776-0202		888-776-0201		21523		cljennings		Ranjit Raju 704-336-8974	
Date Ordered		Vendor Number		Date Required		Freight Method/Terms		Department/Location	
12/10/2015		300435						CFD Administration	
Line#	Description/Part No.					Qty	UOM	Unit Price	Extended Price
1	communications recording syste Eventide Nexlog recording system Indicating and Recording Instruments, Equipment and Accessories (Not Otherwise Classified) ITEM NUMBER: nexlog740  Purchase Order # must be on all invoices quote CFD1115					1.0	EA	\$93,132.900	\$93,132.90

This instrument has been preaudited in the manner required  
by the Local Government Budget and Fiscal Control ActBy Kay Elmore Chief Procurement Officer By Randy J. Himmigter Finance OfficerTotal Ext. Price  
PO Total\$93,132.90  
\$93,132.90



Carolina Recording Systems, LLC  
PO Box 11311  
Charlotte, NC 28220

**CRS**

# QUOTE

**FOR: Eventide NexLog Communications Recording System - GSA**

**Charlotte Fire Department**

221 N. Myers Street  
Charlotte, NC 28202

Greg Hauser  
(704) 432-1405  
ghauser@ci.charlotte.nc.us

**Quote Prepared By**

**Byron Burns**

byron.burns@crsnc.com  
(704) 426-3008

Fax: (888) 776-0201  
Help Desk: (888) 661-0202

Est. Delivery		Terms	GSA Contract Number		Quote Valid Through		Quote Number
4 to 6 Weeks		Net 30	GS-35F-0415V		02/17/2016		CFD1115
Line	Qty	Model	Description			Unit Price	Ext. Price
1			136 Channel Communications Recording System				
2	1	NexLog740	This Eventide NexLog 740 will be configured to record up to 32 Analog and 64 VoIP Channels. The 3U rack-mount recording chassis contains 12TB RAID5 storage and a Linux operating system. <u>Recording Solution Includes:</u> Central Storage of Incidents      Web-Browser Playback Redaction                                      ANI/ALI Integration Front-Panel Display                      Central Archive License Geo-Search                                      Screen Capture GenWatch Integration                      Call Evaluation			\$ 63,361.00	\$ 63,361.00
3	1	NexLog740	This Eventide NexLog 740 will be configured to record up to 40 Analog Channels. The 3U rack-mount recording chassis contains 3TB RAID5 storage and a Linux operating system. <u>Recording Solution Includes:</u> Central Storage of Incidents      Web-Browser Playback Front-Panel Display                      ANI/ALI Integration Geo-Search                                      Central Archive License GenWatch Integration                      Call Evaluation			\$ 28,413.00	\$ 28,413.00
4	1	NAS-12TB	Network Attached Storage Server - 12TB RAID5, Quad Core Processor, 4GB RAM, Windows Server 2012			\$ 7,995.00	\$ 7,995.00
5	1	GENW3	GenWatch 3 - OTA/Genspout Update			\$ 2,130.00	\$ 2,130.00
6			Equipment Total				\$ 101,899.00
7			GSA Discount (Based on GSA Contract Number GS-35F-0415V)				\$ (13,766.10)
8	1	XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.			\$ 5,000.00	\$ 5,000.00
9			Solution Total				\$ 93,132.90

**Installation Notes:**

Customer's radio and telephone vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location.

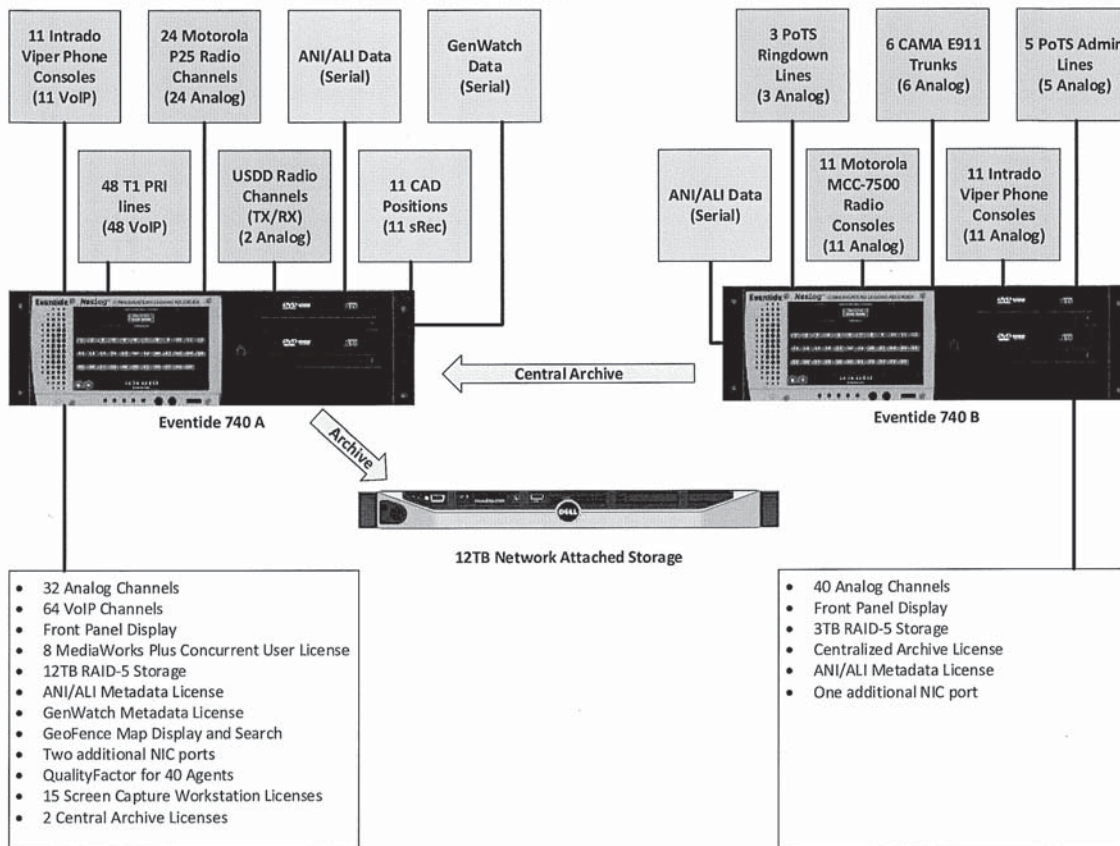
**Warranty Notes:**

System Upgrade is covered under existing service agreement with 24/7 on-site service response.

11/17/2015

Page 1 of 3

## Charlotte Fire Station 1 Eventide Layout





Remit Payment To:  
Carolina Recording Systems, LLC  
P.O. Box 11311  
Charlotte, NC 28220

## Invoice

Date	Invoice #
1/1/2016	152172

City of Charlotte AP  
C/O Char-Meck 911 (Fire)  
P.O.Box 37979  
Charlotte, N.C. 28237-7979

Account #	P.O. No.	Terms	Due Date	
C-1023	16015899	Net 30	1/31/2016	
Model	Description	Qty	Unit	Extended Price
	136-Communications Recording System			
NexLog740	Recorder A	0.5	49,594.90	24,797.45T
NexLog740	Recorder B	0.5	28,413.00	14,206.50T
NAS	Networkk Attached Storage Server - 12TB RAID5, Quad Core Processor, 4GB RAM, Windows Server 2012	0.5	7,995.00	3,997.50T
GENWATCH-3	GenWatch 3 - OTA/Genspout Update	0.5	2,130.00	1,065.00T
Professional S...	Professional Services: Includes Pre-installation site survey, installation, configuration, testing and unlimited training.  *Quote No. CFD1115  Invoiced as per 'Milestone Plan' - 50% upon execution of purchase order - 25% upon installation - 25% upon completion of installation, training and testing	0.5	5,000.00	2,500.00T
Contact Information: Phone: 888-776-0202 Fax: 888-776-0201 Service Dispatch: 888-661-0202 Website: www.crsnc.com		Subtotal		\$46,566.45
		Sales Tax (7.25%)		\$3,376.07
		Total		\$49,942.52

## Recommendation from Funding Committee:

*Approve Charlotte-Mecklenburg Police Dept's Request on Behalf of the Charlotte Fire Dept's Requested Reconsideration Increase of \$ 93,132 to \$160,682.*





## November 13, 2013 Secondary PSAP Funding Recommendation

- I. Recommendation: The Secondary PSAP Funding Committee recommends adoption of the following individual recommendations as a formal policy of the 911 Board.
  - A. 911 Fund disbursements to the primary PSAPs shall not be affected by disbursements for the secondary PSAPs made pursuant to agreements made pursuant to this policy.
  - B. 911 Fund disbursements for a secondary PSAP may be permitted through a primary PSAP when all of the conditions set forth below are met, and the funding allocations for the benefit of a secondary PSAP are approved by the 911 Board.
    - 1) The primary and secondary PSAPs are part of the same 911 System conforming to G.S. 62A-40 et seq.
    - 2) An interlocal agreement consistent with this policy exists between the governing bodies of the primary PSAP and the secondary PSAP defining and assigning responsibilities of answering and responding to 911 calls.
    - 3) Any portion of 911 Fund disbursements allocated to a secondary PSAP will be provided by the primary PSAP to the secondary PSAP, and limited to eligible 911 expenses as shown in the Board's eligible expenditures list.
    - 4) A primary PSAP disbursing 911 Funds to a secondary PSAP shall report all 911 funds distributed to, and 911 expenditures incurred by, a secondary PSAP annually. This report shall not be combined with the primary PSAP's report of expenditures to the North Carolina 911 Board. The primary PSAP shall obtain and provide additional information relating to a secondary PSAP's 911 operations or expenses upon the Board's request.
    - 5) Actual costs per call will be determined by the total annual approved costs of the primary PSAP for the most recent funding year divided by the total number of 911 calls received by the primary PSAP for the same year.
    - 6) Funding for a secondary PSAP will be based on a per 911 call basis as measured by the Electronic Call Analysis Tracking System (ECaTS) as provided by the North Carolina 911 Board.
    - 7) That any additional funding requested by a secondary PSAP shall follow the procedure established by the Board as the "Annual Funding Reconsideration Request" and must be processed by the primary PSAP associated with secondary PSAP.

- 8) The interlocal agreement shall include provisions terminating or suspending disbursements of 911 Funds; such provisions may include:
  - a. Termination of the disbursement agreement made by the Board and the primary PSAP,
  - b. Failure to meet the Board policy for disbursements to secondary PSAPs,
  - c. Changes in statutory authority disallowing such disbursements of the 911 Fund,
  - d. Cessation of the primary or secondary PSAP's operations, and
  - e. Mutual agreement of the parties, or by other action of a governing body which prevents further participation.
- C. The 911 Board establishes priorities for 911 Fund disbursements to ensure that adequate funds are available to meet the Board's statutory disbursement obligations. PSAP disbursement priorities in order of importance are 1) primary PSAPs, 2) secondary PSAPs and 3) PSAP grants.
- D. The Board and a primary PSAP enter into an agreement to disburse 911 Funds to the primary for the benefit of, and further delivery to, a secondary PSAP. The agreement shall identify allocations for a secondary PSAP or the method of determining such allocations, conditions for suspension and termination of funding for secondary PSAPs, and such other terms or conditions as may be necessary or proper pursuant to N.C.G.S. 62A and the Board's policies, standards and rules.
- E. This policy will be effective July 1, 2014.

# 911 Funding Committee Report *Jason Barbour*

## a) Funding Reconsideration Request

### iii. Davie Co

*(vote required for each)*



# *Davie County*

**911**

## **Communications**

Rodney Pierce  
*Director*

Tammy Myers  
*Asst. Director*

146 Doctor Slate Dr.  
Mocksville, NC 27028  
Phone: (336) 751-0896  
Fax: (336) 751-9110



911 Board,

Let me start with my expression of sincere appreciation for the service you provide for the citizens of the State of North Carolina. I ask that this Board will grant the reconsideration of funding that has been submitted.

Beginning this year, I have had to replace our end of life 911 Rescue Star with the VESTA system which cost \$302,560. This capital outlay was not included in the Reconsideration of Funding schedule because the spending will be in FY2016. Over the past few years, our funds have been rolled over to accomplish this purchase. However the system will cause an increase in our annual contract (\$4,765.69) and monthly line charges (\$3,028.67/month).

In addition to these increases, our current logging recorder system is in need of immediate replacement. I have a quoted price of \$62,788.63 that will upgrade our primary center and have basic recording at the approved backup center. There will also be an associated annual (equipment maintenance and updates) increase of \$7,637 that will support both the primary and approved back up centers.

There are basic equipment needs such as headsets and batteries (\$4,000), chairs for special needs telecommunicators (5 chairs at \$2,000 each) and emergency medical dispatch flip cards for the approved back-up center (\$2,300).

Training is very critical and I would request funding for all essential personnel to have Emergency Telecommunicator Certification, APCO Certified Training Officer, APCO or Justice Academy Communications Center Supervisor Training, Emergency Medical Dispatch. I believe that we can accomplish this training level with an additional \$1,200 in FY2017.

It is my request that the Board approve our reconsideration of funding to help our citizens receive the highest quality that we can achieve. Please inform me of any questions or concerns that you have regarding this request.

Based on our calculations:

FY15 Est. Fund Balance.	253,366
FY16 E911 Rev	278,191
FY16 Expenditures.	<u>528,971</u>
Remaining FY16.	2,566
Est.FY17 E911 Rev.	274,071
Fy17 Requested Exp.	<u>304,000</u>

Remaining FY 17

(27,363)

Respectfully Submitted,

Rodney Pierce  
Director, Davie County  
911 Communications



## North Carolina 911 Board

PSAP Name: Davie County 911 Communications

Contact Name: Rodney Pierce, Director

Contact Address: 146 Doctor Slate Dr.

City: Mocksville

Zip: 27028

Contact Email: rpierce@daviecountync.gov

***Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. \*\*\*PLEASE SEE INSTRUCTIONS tab for further details\*\*\* All requests must be filed with the NC 911 Board no later than February 19, 2016. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.***

**June 30, 2015 Emergency Telephone System Fund Balance: \$254,519.14**

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME</b> Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>MONTHLY</b> Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> Cost
<b>Expenditure</b>				
<b>Phone Systems - Furniture</b>				
Selective Rtnng/ALI Prov 9-1-1 trk line charges	57,663.53		3,028.67	4,765.79
Basic line charge only **One administrative line per call-taking position	2,410.99			
Interpretive Services	703.88			
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
<b>MPLS-Fiber used for backup PSAPs connections</b>				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	918.00			4,000.00
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				10,000.00
<b>TOTAL</b>	<b>\$61,696.40</b>	<b>\$0.00</b>	<b>\$3,028.67</b>	<b>\$18,765.79</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME</b> Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>MONTHLY</b> Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> Cost
<b>SOFTWARE</b>				
CAD (modules that are part of the call-taking process only)				
GIS (to create and display the base map showing street centerlines and address, address point layer)				
Message switch software **must meet requirements noted in Approved Use of Funds list.				

MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder		62,788.63		7,637.00
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)				2,300.00
Quality Assurance for Protocols				
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software <b>MAINTENANCE</b>	49,451.45			
<b>TOTAL</b>	<b>\$49,451.45</b>	<b>\$62,788.63</b>	<b>\$0.00</b>	<b>\$9,937.00</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>HARDWARE</b>				
CAD server				
GIS server				
911 Phone server				
Voice logging server				
Monitors				
Computer Workstations				
Time Synchronization				
UPS				
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Console**as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware <b>MAINTENANCE</b>	24,877.81			
<b>TOTAL</b>	<b>\$24,877.81</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

<b>Training Expenditures Total</b>	\$6,686.07	\$0.00	\$0.00
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**IMPLEMENTAL FUNCTIONS**

Database Provisioning for 911	22,931.14		
Addressing for 911	8,009.66		
<b>TOTAL</b>	<b>\$30,940.80</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Total FY2015 Expenditures** **\$173,652.53**

**To be completed by 911 Board Staff:**

<b>PROPOSED FY2016 FUNDING</b>	\$273,840.85
<b>FY2017 Anticipated Capital Expenditures</b>	\$62,788.63
<b>FY2017 Anticipated Monthly Recurring</b>	\$36,344.04
<b>FY2017 Anticipated Annual Recurring</b>	\$28,702.79
<b>Use of Fund Balance</b>	<u>\$0.00</u>

**Requested FY2017 Funding** **\$401,676.31**

Approved 20% Carry Forward \$46,383.04

	FY2011	FY2012	FY2013	FY2014	FY2015
<b>TOTAL EXPENDITURES:</b>	442,626	203,507	174,126	375,292	173,653
5-year Average \$273,840.85					

Fund balance will be used for FY2016 phone purchase. Installation is expected May 4 2016.

**COUNTY OF DAVIE**  
**COMPILED BUDGET - ANNUALLY BUDGETED FUNDS**  
**FOR THE FISCAL YEAR ENDING JUNE 30, 2016**

	<b>E911 Fund</b>
Estimated revenues:	
Emergency Telephone System Fund	\$278,191
Interest Income	100
Fund Balance Appropriated	<u>128,409</u>
Total estimated revenues	<u><u>\$406,700</u></u>
Appropriations:	
Education & Training	\$5,800
Travel	1,700
911-Leased Phone Lines	90,000
Equipment Maintenance	96,200
Equipment & Furniture	16,000
Computer Hardware	<u>197,000</u>
Total appropriations	<u><u>\$406,700</u></u>

BodyBilt's newest seating provides a sturdy solution for the Bariatric individual. Built with many of the features for which ErgoGenesis is known, its sturdy reinforced construction is designed to accommodate individuals up to 600 lbs.

#### Standard Features:

- Sturdy seating solution for individuals weighing up to 600 lbs
- Slightly contoured seat is 22" deep and 27" in width
- Sturdy and stable 27" five wheel base
- Standard heavy duty short pneumatic cylinder
- Reinforced steel brace bars in the front and back of the seat pan
- Additional steel plate under the seat pan provides added strength and durability
- Arm brackets are welded to the steel seat plate
- Multi-density foam in seat
- BodyBilt's "Ish Dish" decreases seated pressure to provide added comfort.
- Single control lever for height adjustment
- Tilt Tension knob
- 4-arm Fore/Aft articulation locked in place
- Hooded Carpet Casters

#### Optional Features:

- Inflatable Air Lumbar®
- S'port® Foam
- S'port® Ridge
- S'port® Lumbar
- 14 Optional Specialty Arms
- Fully Upholstered Backrest

2,000



**B 2503**

January 7, 2016



**Carolina Recording Systems**

1(888)776-0202 | [www.crsnc.com](http://www.crsnc.com)

# Davie County 911 Communications: Recording System Proposal

SUBMITTED TO: DAVIE COUNTY 911 COMMUNICATIONS  
146 DOCTOR SLATE DR.  
MOCKSVILLE, NC 27028

SUBMITTED BY: CAROLINA RECORDING SYSTEMS, LLC  
PO BOX 11311  
CHARLOTTE, NC 28220





# **CAROLINA RECORDING SYSTEMS, LLC**

## **COMMUNICATIONS RECORDING SYSTEM PROPOSAL**

**For Davie County, NC 911 Communications**

### **COVER LETTER**

January 7, 2016

Davie County 911 Communications  
Attention: Rodney Pierce  
146 Doctor Slate Dr.  
Mocksville, NC 27028

Dear Mr. Pierce,

We are excited to submit Davie County the enclosed proposal for a communications recording system. We are presenting this proposal which details the most beneficial approach to meet and exceed your current and future recording needs.

As we have hopefully demonstrated through our interactions, Carolina Recording Systems prides itself in offering a relationship focused service to each of our customers and are passionate about doing what is right through a collaborative approach to each solution.

We are easily accessible to Davie County with a commitment to provide full-time certified technicians with minimal response times when servicing routine maintenance requests and mission critical emergency needs.

Carolina Recording Systems brings to this project over 14 years of recording experience as a company along with a team possessing decades of experience and knowledge of technical solutions and operational knowledge of best practices from the user perspective. While partnering with Carolina Recording Systems, we hope you have experienced service levels far beyond any provider in our industry.

We thank you and look forward to the continued relationship with your Davie County and appreciate the opportunity to remain a long-term partner. If there are any questions you may have regarding this proposal, please feel free to reach out and contact us.

Respectfully Submitted,

Derrick M. Duggins  
Carolina Recording Systems, LLC

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## ABOUT US

Carolina Recording Systems is a leading distributor, installer, and service provider of communication recording systems. Operating since 2001, we pride ourselves in providing reliable products designed specifically to meet the needs and requirements of mission-critical call centers.

Knowing the importance of personal relationships, customer service and accessibility, our primary focus is being a high touch service provider to fill a void we see in our industry. Carolina Recording Systems continues to add local service technicians even as others continue the trend of diminishing that support.

Our continued success as a solutions provider is attributed to our company's ability to:

- specialize in selling, installing, and servicing communication recording systems designed specifically for mission-critical call centers.
- only focus on recording systems and solutions, which allows us extensive knowledge of the products and the industries we serve.
- be the trusted expert of recording systems and solutions for our customers.
- provide and service multiple solutions in order to provide customized approach.
- continually monitor and evaluate manufacturers' developments.
- ensure our technicians are certified and continue to receive up-to-date vendor training.
- always do what is right.

CRS full-time technicians provide comprehensive on-site service and training and are strategically located throughout our geographic territory. Although we believe there is no substitute for on-site visits, we do have the capabilities to do remote-in work and provide 24/7 response.

Our relationship focus keeps us thoroughly involved in national and local APCO and NENA chapters thus providing an opportunity to stay abreast of the latest industry needs and opportunities.

## RECORDING SOLUTION FOR DAVIE COUNTY

### Recording system

To fulfill the recording requirements of Davie County 911, we are proposing the Eventide NexLog communications recording system. Eventide invented the first digital communications recorder in 1989. With thousands of communications recorders in service in such diverse applications as corporate call centers, NORAD, nuclear submarines, NASA, maximum security prisons, air traffic control, and 911 call centers throughout the world, Eventide continues its tradition of combining unmatched ease-of-use with mission-critical reliability.

Eventide's NexLog mission-critical communications logging systems reliably capture, store, protect, reproduce, and help you manage important interactions and critical data. NexLog logging systems have been designed to help you securely document and retrieve incidents, comply with regulations, and improve your facility's operations.

### Equipment Specifications

Eventide NexLog 740 Server - Primary



Model	Eventide NexLog 740 (16 Analog, 32 VoIP/RoIP Recording Channel Licenses)
Form Factor	3U, Rack Mountable, 80lbs, 5.25"H x 19"W x 24"D
Operating System	Eventide NexLog OS v2.4.1 (Linux)
Processor	Intel Quad Core Processor
RAM	4GB DDR3
HDD	4TB Raw, Configured to a 3TB RAID 5 Array
Optical Disc	DVD-RAM 20x
Network	Dual Embedded Intel PRO/1000 Gigabit
Power	Dual Hot-Swappable 400W, 120/240VAC
Interface Card	8 Channel Eventide Analog Audio Recording Card

### Eventide NexLog 740 Server - Backup



Model	Eventide NexLog 740 (16 Analog, 24 VoIP/RoIP Recording Channel Licenses)
Form Factor	3U, Rack Mountable, 80lbs, 5.25"H x 19"W x 24"D
Operating System	Eventide NexLog OS v2.4.1 (Linux)
Processor	Intel Quad Core Processor
RAM	4GB DDR3
HDD	4TB Raw, Configured to a 3TB RAID 5 Array
Optical Disc	DVD-RAM 20x
Network	Dual Embedded Intel PRO/1000 Gigabit
Power	Dual Hot-Swappable 400W, 120/240VAC
Interface Card	8 Channel Eventide Analog Audio Recording Card

### Network Attached Storage Server

To assist with data backup and redundancy, we are proposing the addition of a Network Attached Storage (NAS) device. This offline storage provides the capacity to backup retention needs for audio and video recordings. In addition, this device allows for remote access for Carolina Recording Systems directly to your Eventide Recorder providing for service, support and continuous remote monitoring for system status.



Form Factor	1U, Rack Mountable
Processor	Intel Quad Core Processor
RAM	4GB DDR3
HDD	4TB Raw, Configured to a 3TB RAID 5 Array
Network	Dual Embedded Intel PRO/1000 Gigabit
Power	Dual Hot-Swappable 400W, 120/240VAC

## System Design Information

The Eventide NexLog is a purpose-built Linux operating system configured with multiple levels of resilience, including dual hot-swap redundant power supplies, redundant hard disk drives, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network archiving to another NexLog recorder.

**Eventide's recording systems are designed, assembled, tested and supported exclusively in the USA.**

Configuration, playback, retrieval, and incident management is accessed via a secured web interface. The web-based application eliminates the need for software to install or updates to manage. The system can also be accessed over a VPN without the need to install additional software, creating a simplified PC deployment process.

A multi-tier security system controls user access based on role and channel assignments. Password policy options include complexity enforcement, automatic aging, change reminders, expiration, and lock-out. System access can also be controlled by an SMB share or active directory. In addition, each user's access and actions are audited and available for review.

Each proposed NexLog recorder is equipped with **3TB RAID Array Storage** that combines multiple hard disks into a logical drive for redundancy and increased performance. In the event of a drive failure, the logical drive is not affected. Data integrity and recording functions are unaffected and redundancy is automatically restored once the failed component is replaced.

To meet the recording needs for Davie County 911 Communications, our solution has been crafted to provide the highest level of redundancy, security, and usability to record up to **40 (8 Analog, 32 VoIP/RoIP) channels on the Primary and 32 (8 Analog, 24 VoIP/RoIP) channels on the Backup.**

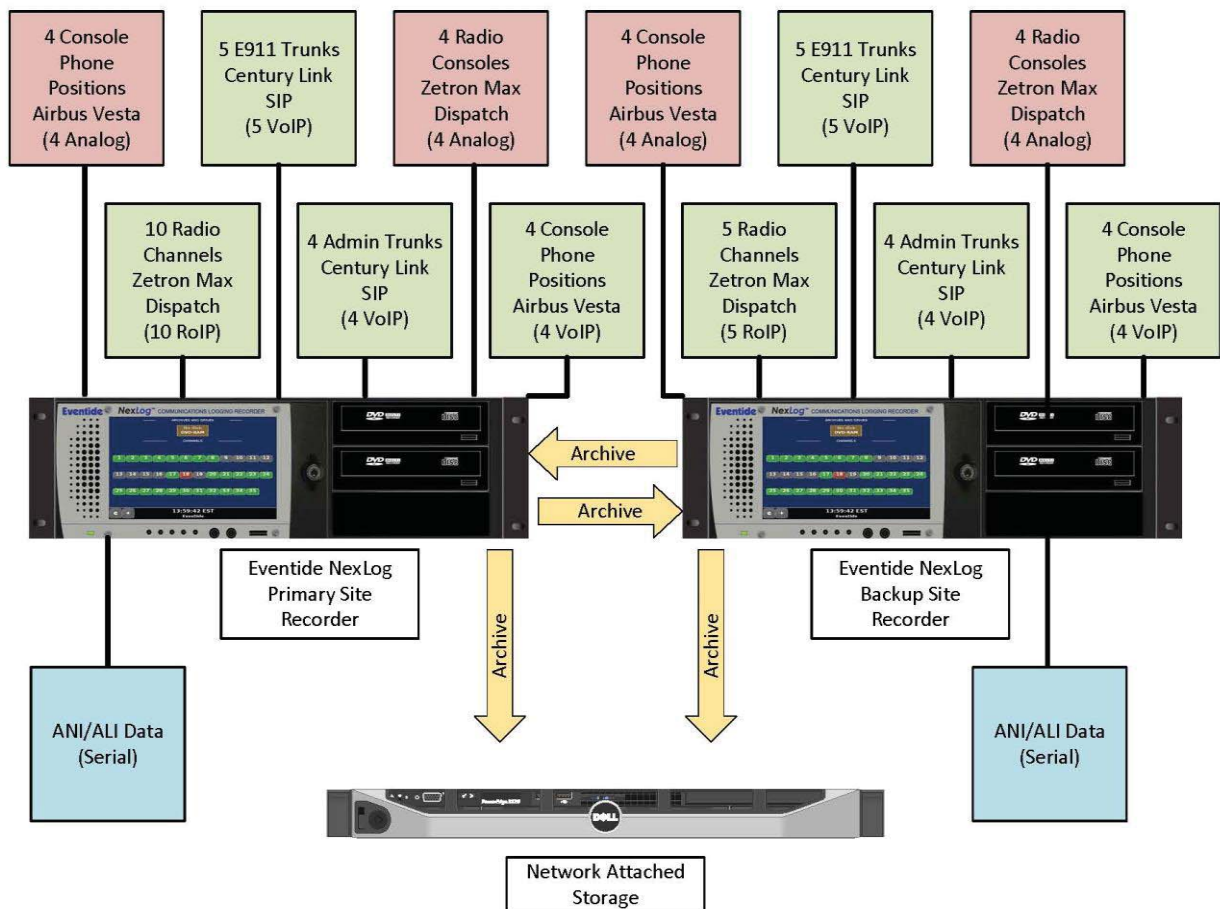
# Reliable

# Resilient

# Redundant

The Proposed NexLog 740 will be configured to record:

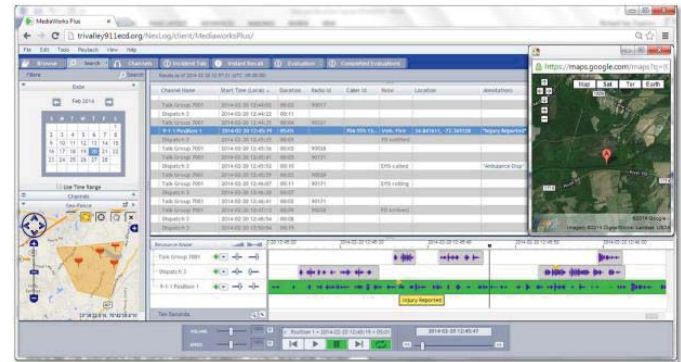
## Davie County, NC – Logging Recorder Channel Layout



We propose 8 concurrent access licenses for MediaWorks Plus with option for Quality Factor Call Evaluation for up to 40 Agents.



**MediaWorks Plus** is a browser-based software which provides a comprehensive set of easy-to-use tools for search, replay, instant recall, incident reconstruction and call export. Capabilities include live call monitoring, multi-parameter search, multiple-call replay via graphical time-line with pan/zoom, waveform displays, variable-speed replay, drag and drop into incident tabs, call notes, text annotations, redaction, obfuscation, and protection. The incident reconstruction software helps users quickly find and export recordings via email, DVD or Blu-Ray.



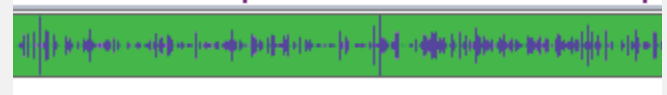
MediaWorks Plus gives a system administrator the easy-to-use capability for defining customized groups, users and channels through mouse click functionality. Carolina Recording Systems will also initially assist in the customized set up of the desired groupings during the installation process.

### Secure Browser Based Playback

Securely access assigned resources via networked PCs using a variety of browsers.

### Waveform Displays

You can visually determine the locations of audio content and silence within important recordings.



### Multi-Parameter Search

Finding recordings is quick and easy. Search by date/time, channel, resource, and any metadata.

Caller Id

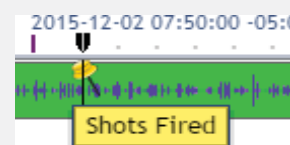
Search For:

828-336-2233

☐ Empty Only
 ☐ Exact
 ☐ Not Empty

### Text and Voice Annotations

Multiple text and voice annotations can be quickly added to recordings along the time-line, documenting the timing of important actions and events.



### Multi-Channel Graphical Time-Line

Quickly view the timing of recordings across any number of channels, and replay from the time-line.

### Metadata Display on the Call-View Grid

Easily customize which metadata fields are presented on the call-view grid. Recordings may be sorted (ascending or descending) using any of the displayed metadata columns.

### Flexible Playback Capabilities

Recordings may be replayed sequentially or mixed. Controls include pitch-corrected adjustable speed, loop, skip forward/back, playback Automatic Gain Control and more.

### Instant Recall

The multi-channel Instant Recall tab helps call takers and dispatchers improve their accuracy and performance by quickly confirming what was said.



### Call Notes

You can quickly create a note that summarizes the important events within each recording.

Channel Name	Start Time	Note
audio 1	2015-12-02 11:54:19 -05:00	Twin County Recording

### Incident Tabs

Incident-related recording can be easily grouped together onto dedicated Incident Tabs. Incidents may be named, saved and recalled at a later date.

Source Name	Channel Name	Start Time
NL740298	Console 15 ...	2014-05-23 14:59:07
NL740298	Console 13 ...	2014-05-23 14:57:29
NL740298	Console 11 ...	2014-05-23 14:56:45
NL740298	Console 2 P...	2014-05-23 14:56:27
NL740298	Console 13 ...	2014-05-23 14:56:07
NL740298	Console 1 S...	2014-05-23 14:52:22
NL740298	Console 15 ...	2014-05-23 14:51:30
NL740298	Console 14 ...	2014-05-23 14:51:30

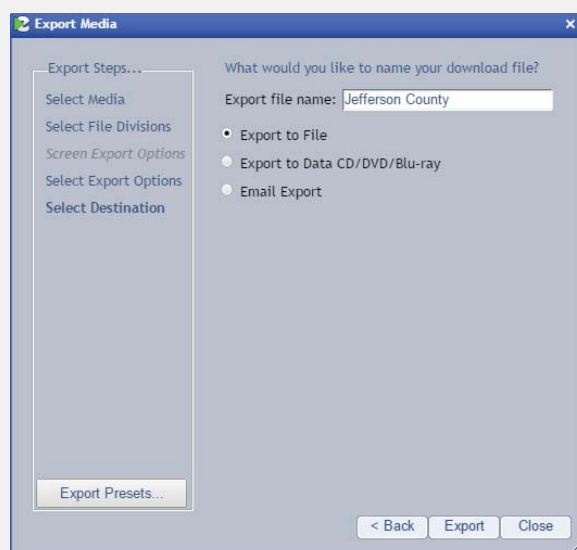
Resource Name	Channel Name	Start Time
Console 1 Super...	Console 15 ...	2014-05-23 14:59:07
Console 11 PD-3-A	Console 11 ...	2014-05-23 14:56:45
Console 13 CT-3	Console 13 ...	2014-05-23 14:56:07
Console 14 CT-1	Console 14 ...	2014-05-23 14:51:30
Console 15 CT-2	Console 15 ...	2014-05-23 14:51:30
Console 2 PD-3	Console 2 P...	2014-05-23 14:56:27

### Talking Date and Time

Spoken date and time can be enabled during replay and may be incorporated within exported media.

### Flexible Export and Email

The menu-driven export tool lets you quickly make copies of complete incidents or individual calls. Send via email or export to USB, CD, DVD or Blu-ray.



### Live Monitoring

Multi-channel live monitoring allows you to conveniently listen to calls as they are occurring.

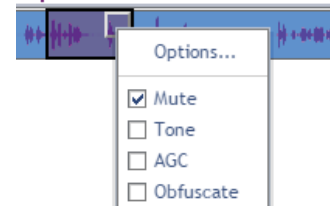
Channel Name	Channel Name	Live Mon...	Channel Status
screen 1	001		Idle
audio 1	002		Recording
this is position 1	003		Idle
audio 2	004		Idle
Avtec 1	005		Inactive
Avtec 2	006		Inactive
Channel 7	007		Inactive
Channel 8	008		Inactive
sky 1	009		Inactive
sky 2	010		Inactive
sky 3	011		Inactive
sky 4	012		Inactive



**Identity Protection** is available via the voice obfuscation and redaction tool.

It allows the user to modify and export recordings with silence, beep tones, and increased volume in the selections you choose. It also allows the pitch of the dispatcher or caller's voice to be altered for privacy purposes. The original call is left in its original, unaltered form for legal authenticity verification. This feature was designed specifically to assist PSAPs with

meeting Freedom of Information Act request, while still complying with the NC General Statute § 132-1.4 concerning identity protection.



**System Status Notifications** are available in a variety of ways on the NexLog platform. Administrators and Service Technicians can be notified by email, client interface, SNMP, and the 7" front panel display. Numerous notifications options include, but are not limited to, channel inactivity, failure to record, unusual recording length, system disconnection, screen recording disconnection, hard disk failure, process failure, and network disruption.

**Secure Socket Layer (SSL) Encryption** fully encrypts any audio or communication to and from the recorder via standard 256-bit web encryption. Certificates can be self-signed by the recorder or provided by Davie County's standard SSL certificate issuing authority.

#### **Enhanced Recorder Reporting (Optional)**

NexLog communications recording systems include tabular and graphical reports that can be run at any time. These daily, weekly, and monthly reports provide managers with valuable information about call volumes and channel activity.

## OFFICIAL GSA QUOTE

The following pages are the official quote provided by Carolina Recording Systems.

We are pleased to be able to extend GSA discounted pricing, the use of the GSA contract has been a welcome offering due to meeting most formal and informal County, City and State acquisition guidelines.

Page 1 contains the summary quote showing each item with its applicable GSA discount.

Pages 2-3 show individual items broken down with their GSA Special Item Numbers (SIN). This information, as well as the information below can be used by your purchasing department to verify Eventide, Inc.'s participation with the General Services Administration.

*Eventide, Inc. is listed with the General Services Administration (GSA) and their Federal Acquisition Service (FAS) as an authorized contractor for IT Equipment, Software, and Services. The attached proposal is based on the federal GSA Contract number GS-35F-0415V, which is flagged for Cooperative Purchasing. The Cooperative Purchasing program allows the federal contract to be used by State and Local government (reciprocal agreement), which alleviates the need to go through a redundant bid process.*

*Contract# GS-35F-0415V*

*Direct Verification Link to their Profile:*

<http://www.gsaelibrary.gsa.gov/ElibMain/contractorInfo.do?contractNumber=GS-35F-0415V&contractorName=EVENTIDE+INC.&executeQuery=YES>

*They are listed under the following procurement categories:*

*IT Schedule 70*

*SIN 132-8 PURCHASE OF EQUIPMENT*

*FSC CLASS 7010 - SYSTEM CONFIGURATION*

*FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES*

**FOR: Eventide NexLog Communications Recording System**
**Davie County Communications**

146 Doctor Slate Dr.  
Mocksville, NC 27028

Rodney Pierce  
(336) 753-6330  
[rpierce@daviecountync.gov](mailto:rpierce@daviecountync.gov)

**Quote Prepared By**
**Derrick Duggins**

[derrick.duggins@crsnc.com](mailto:derrick.duggins@crsnc.com)  
(336) 338-2933

Fax: (888) 776-0201  
Help Desk: (888) 661-0202

Est. Delivery	Terms	GSA Contract Number	Quote Valid Through	Quote Number
4 to 6 Weeks	Net 30	GS-35F-0415V	07/31/2016	DAV0116

Line	Qty	Model	Description	Unit Price	Ext. Price
1	1	NexLog740	<b>NexLog 740 - Primary</b> This Eventide NexLog 740 recording server will be configured to record up to 8 Analog, up to 32 VoIP/RoIP channels and is expandable for future recording needs. The 3U rack-mount recording chassis contains 3TB of RAID storage and a Linux Operating System. Central Archive License included for redundancy with Backup Recording System. <u>Recording Solution Includes:</u> Web-Browser Playback      Instant Recall Incident Recreation          Redaction ANI/ALI Integration          Identity Protection VESTA Interface License      Front Panel Display	\$ 32,474.00	\$ 32,474.00
2	1	NexLog740	<b>NexLog 740 - Backup</b> This Eventide NexLog 740 recording server will be configured to record up to 8 Analog, up to 24 VoIP/RoIP channels and is expandable for future recording needs. The 3U rack-mount recording chassis contains 3TB of RAID storage and a Linux Operating System. Central Archive License included for redundancy with Primary Recording System. <u>Recording Solution Includes:</u> Web-Browser Playback      Instant Recall Incident Recreation          Redaction ANI/ALI Integration          Identity Protection VESTA Interface License      Front Panel Display	\$ 29,729.00	\$ 29,729.00
3	1	NAS-3TB	Network Attached Storage Server - 3TB RAID5, 1U Rack Mount, Quad Core Processor, 4GB RAM, Redundant Power Supply.	\$ 2,995.00	\$ 2,995.00
4			<b>Equipment List Price</b>		<b>\$ 65,198.00</b>
5	1	XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	\$ 5,000.00	\$ 5,000.00
6	1	Man S&H	Manufacturer Shipping	\$ 250.00	\$ 250.00
7			<b>Solution List Price Total</b>		<b>\$ 70,448.00</b>
8			<b>GSA Discount (Based on GSA Contract Number GS-35F-0415V)</b>		<b>\$ (11,208.82)</b>
9			<b>Solution Total</b>		<b>\$ 59,239.18</b>
10			<b>Recommended Options w/ Applicable GSA Pricing</b>		
11	1	271077	Quality Factor Software: for up to initial 20 Agents	\$ 2,141.06	\$ 2,141.06
12	1	271082	Quality Factor Software: for additional 20 Agents	\$ 1,408.39	\$ 1,408.39
13	1	115021	Eventide Enhanced Reporting Package	\$ 812.04	\$ 812.04

Installation Notes:  
Customer's radio and telephone vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location.

Warranty Notes:  
System Upgrade is covered under existing service agreement with 24/7 on-site service response.



## Davie County, NC Eventide Recording System

Part Number	Description	Quantity	List Price (Each)	List Price (Extended)	GSA Price (Each)	GSA Price (Extended)
<b>NexLog 740 - Primary</b>						
<b>List Total(\$32,474.00) - GSA Total(\$26,464.85) = GSA Discount of \$6,009.15</b>						
NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, and 1st year warranty. <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$7,995.00	\$7,995.00	\$6,847.10	\$6,847.10
105314	Upgrade to 4 x 1TB Hot Swap h/w-RAID5 = 3TB storage <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$2,880.00	\$2,880.00	\$2,466.50	\$2,466.50
105321	Equip with 1 Multi-Drive for DVD-RAM (standard) <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$0.00	\$0.00	\$0.00	\$0.00
108233-000	Dual Hot-Swap power supplies, 120/240 VAC (standard-no charge) <b>Open Market Item</b>	1	\$0.00	\$0.00	\$0.00	\$0.00
105284-008	8-Channel Analog Card, 8 Ch. Licenses <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$2,700.00	\$2,700.00	\$2,312.34	\$2,312.34
109033-003	Quick Install Kit (9 ft. Cable + "66" Block): <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$220.00	\$220.00	\$188.41	\$188.41
271052	Internal IP Recorder with First 8 G.711 Channels <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$3,850.00	\$3,850.00	\$3,297.23	\$3,297.23
271035	Additional Internal IP G.711 8-Channel license pack <b>SIN: 132-33, FSC CLASS: 7010</b>	3	\$1,750.00	\$5,250.00	\$1,083.38	\$3,250.14
271140	Eventide Interface license for VESTA 911 IP/SPAN Recording <b>SIN: 132-33, FSC CLASS: 7020</b>	1	\$2,495.00	\$2,495.00	\$2,036.22	\$2,036.22
324469	Single-port 100/GB PCI Network Card <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	3	\$188.00	\$564.00	\$161.01	\$483.03
324430	Rack Mount Slides - 4 Post, 3U (for NexLog 740) <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$360.00	\$360.00	\$308.31	\$308.31
271014	Central Archive License (for archive to another NexLog) <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$1,670.00	\$1,670.00	\$1,430.23	\$1,430.23
271083	8 pack MediaWorks PLUS (web) concurrent license <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$995.00	\$995.00	\$852.14	\$852.14
209029	911 NENA ANI/ALI CAD Spill Integration - USA/Canada only <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$3,495.00	\$3,495.00	\$2,993.20	\$2,993.20
<b>NexLog 740 - Backup</b>						
<b>List Total(\$29,729.00) - GSA Total(\$24,529.33) = GSA Discount of \$5,199.67</b>						
NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, and 1st year warranty. <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$7,995.00	\$7,995.00	\$6,847.10	\$6,847.10
105314	Upgrade to 4 x 1TB Hot Swap h/w-RAID5 = 3TB storage <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$2,880.00	\$2,880.00	\$2,466.50	\$2,466.50
105321	Equip with 1 Multi-Drive for DVD-RAM (standard) <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$0.00	\$0.00	\$0.00	\$0.00
108233-000	Dual Hot-Swap power supplies, 120/240 VAC (standard-no charge) <b>Open Market Item</b>	1	\$0.00	\$0.00	\$0.00	\$0.00
105284-008	8-Channel Analog Card, 8 Ch. Licenses <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$2,700.00	\$2,700.00	\$2,312.34	\$2,312.34
109033-003	Quick Install Kit (9 ft. Cable + "66" Block): <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$220.00	\$220.00	\$188.41	\$188.41
271052	Internal IP Recorder with First 8 G.711 Channels <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$3,850.00	\$3,850.00	\$3,297.23	\$3,297.23
271035	Additional Internal IP G.711 8-Channel license pack <b>SIN: 132-33, FSC CLASS: 7010</b>	2	\$1,750.00	\$3,500.00	\$1,083.38	\$2,166.76
271140	Eventide Interface license for VESTA 911 IP/SPAN Recording <b>SIN: 132-33, FSC CLASS: 7020</b>	1	\$2,495.00	\$2,495.00	\$2,036.22	\$2,036.22
324469	Single-port 100/GB PCI Network Card <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	3	\$188.00	\$564.00	\$161.01	\$483.03
324430	Rack Mount Slides - 4 Post, 3U (for NexLog 740) <b>SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025</b>	1	\$360.00	\$360.00	\$308.31	\$308.31
271014	Central Archive License (for archive to another NexLog) <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$1,670.00	\$1,670.00	\$1,430.23	\$1,430.23
209029	911 NENA ANI/ALI CAD Spill Integration - USA/Canada only <b>SIN: 132-33, FSC CLASS: 7010</b>	1	\$3,495.00	\$3,495.00	\$2,993.20	\$2,993.20
<b>Peripherals</b>						
NAS-3TB	Network Attached Storage Server - 3TB RAID5, Multi Core Processor <b>Open Market Item</b>	1	\$2,995.00	\$2,995.00	\$2,995.00	\$2,995.00
<b>Professional Services</b>						
XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	1	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00
<b>Item Sub-Total</b>			<b>\$70,198.00</b>		<b>\$58,989.18</b>	

Recommended Options w/ Applicable GSA Pricing							
271077	Quality Factor Software: FIRST 20 Agents (Requires MediaWorks PLUS) SIN: 132-33, FSC CLASS: 7010	1	\$2,500.00	\$2,500.00		\$2,141.06	\$2,141.06
271082	Quality Factor Software: 20 Agent ADD-ON license pack SIN: 132-33, FSC CLASS: 7010	1	\$1,990.00	\$1,990.00		\$1,408.39	\$1,408.39
115021	Enhanced Reporting Package SIN: 132-33, FSC CLASS: 7010	1	\$995.00	\$995.00		\$812.04	\$812.04

[illegible]

**Please send purchase order to: 911 Communications**



## SHOP BY CATEGORY

-  Wireless Headsets
-  Corded Headsets
-  Webcams
-  Telephones
-  Bluetooth
-  Collaboration
-  Hospitality
-  Accessories
-  Skype Certified
-  Gaming Headsets
-  Public Safety

## SHOP BY BRAND

- HP
- Jabra
- Plantronics
- VXi
- Logitech
- Sennheiser
- Polycom
- ClearOne
- Konftel
- Microsoft
- VTech

## CONTACT US

First Name

Last Name

Email

Phone Number

Comments

Continue

We do not spam or sell  
your information.

Tweet

Like 0 G+ 0



## Plantronics HW710 EncorePro Over the Head Wideband Over the Head Monaural

MSRP: \$142.00

Our Price: \$91.95

Call For Contract Pricing: 1-800-749-3160

Quantity: 

Add To Cart

## RELATED ITEMS



Plantronics Cable  
for Cisco IP  
Phones / Coil  
Cable for  
Plantronics Amp  
MSRP: \$45.00  
Our Price: \$33.00

Qty:

Add To Cart



Plantronics HiS  
Adapter Cable for  
Avaya 1600 and  
9600  
MSRP: \$45.00  
Our Price: \$33.00

Qty:

Add To Cart



Plantronics M22  
Amplifier  
MSRP: \$120.00  
Our Price: \$79.95

Qty:

Add To Cart

## Plantronics HW710 EncorePro Over the Head Wideband Headset (78712-101)

The Plantronics HW710 is part of Plantronics highest performing headset line. Its distinctive design is slim and stylish with an elegant satin finish. The HW710 features featherweight materials and leatherette earpads ensure luxurious comfort, while its unique curved, telescoping microphone and pivoting boom deliver crystal-clear, private conversations.

### HW710 EncorePro Headset Features

- Comfortable monaural (one ear), over the head design
- Adjustable fit enhances all-day wearing comfort
- Unique, extendable boom with noise-canceling microphone
- Elegant, satin finish and slim, stylish design
- Premium nylon composite materials provide an ultralightweight design
- Soft and comfortable leatherette earpad
- Quick Disconnect feature provides walkaway convenience and compatibility with all Plantronics USB and desk phone audio processors and with direct connect cable
- Wideband audio delivers richer, clearer conversations, and reduces listening fatigue
- SoundGuard technology protects hearing against sounds above 118 dBA

### Adapters for PC or Phone use

Phone Connector Cords - Supports Plantronics connect cords for Avaya phones (Plantronics HIC and HIS cords), Cisco, Polycom and many more. Call for compatibility questions or see accessories.

Amplifiers Supported - Plantronics M22, AP15 & P10 Amplifiers

Share This Page

**PRODUCTS LIST**

1. **PRODUCTS.** CenturyLink will provide to Customer those Products identified in the CenturyLink Price Quotes, attached and incorporated by this reference (each, a "Price Quote"). The entity providing Products to Customer is the applicable CenturyLink local operating company supporting Customer's location. Customer can also locate the name of any CenturyLink local operating company by searching for a NPA-NXX in the first column of the list at [http://www.centurylink.com/tariffs/NPANXX\\_Entity.pdf](http://www.centurylink.com/tariffs/NPANXX_Entity.pdf). The NPA-NXX is a number consisting of an Area Code plus the first three digits of the telephone number. CenturyLink sells Products under the Standard Terms and Conditions for Communications Services and the Equipment Sales Product Annex, and other applicable annexes based on Customer's selection of specific Products and Services, all as posted at [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).

**CenturyLink Price Quote Number(s): 15-011436**

2. **PRICING.**

- 2.1 **Per Unit Price.** CenturyLink will charge Customer the per unit price listed for each Product described in each Price Quote.
- 2.2 **Non-recurring Charges ("NRCs") or Non-recurring Rates ("NRRs").** CenturyLink will charge Customer the NRCs or NRRs listed on each Price Quote, including charges related to CenturyLink labor and shipping of the Products to Customer. For purposes of this Agreement, NRCs and NRRs have the same meaning and may be used interchangeably.
- 2.3 **Additional Charges.** Rates do not include applicable local, state, or federal taxes or surcharges that CenturyLink may bill Customer related to the Products.
- 2.4 **Additional Payment Requirements.** CenturyLink reserves the right to require Customer's payment of the amounts listed above as described below:

<b>Down Payment Due</b>	<b>0.00%</b>
<b>Amount Due Upon Delivery of Products</b>	<b>0.00%</b>
<b>Amount Due Upon Customer Acceptance of Products</b>	<b>100.00%</b>

**SERVICES LIST**

1. **SERVICES.** CenturyLink will provide to Customer those Services identified in the CenturyLink Price Quotes, attached and incorporated by this reference (each, a "Price Quote"). The name of the CenturyLink company providing Services to Customer is listed on each Price Quote. Customer can also locate the name of any CenturyLink local operating company by searching for a NPA-NXX in the first column of the list at [http://www.centurylink.com/tariffs/NPANXX\\_Entity.pdf](http://www.centurylink.com/tariffs/NPANXX_Entity.pdf). The NPA-NXX is a number consisting of an Area Code plus the first three digits of the telephone number. Services are purchased on either a month-to-month basis or for a specific term for the particular Service ordered (each, an "Order Term"), as listed in each Price Quote. Each Order Term begins on the later of the first day of the first billing month after the Effective Date or the date that CenturyLink installs and makes that Service available to Customer. If Customer continues to receive a Service after expiration of the Service's applicable Order Term, CenturyLink will provide that Service on a month-to-month basis at its then-current list pricing and then-current terms and conditions, unless otherwise provided in the service-specific terms and conditions. CenturyLink will make the Services available only after its compliance with any state-specific regulatory filing requirements.

CenturyLink Price Quote Number(s): 15-011436

2. **PRICING.**
  - 2.1 **Monthly Recurring Charges ("MRCs") or Monthly Recurring Rates ("MRRs").** CenturyLink will charge Customer the MRCs or MRRs for the Services described in each Price Quote. For purposes of this Agreement, MRCs and MRRs have the same meaning and may be used interchangeably.
  - 2.2 **Non-recurring Charges ("NRC") or Non-recurring Rates ("NRRs").** CenturyLink will charge Customer NRCs or NRRs related to the Services described in each Price Quote. For purposes of this Agreement, NRCs and NRRs have the same meaning and may be used interchangeably.
  - 2.3 **Additional Charges.** Rates do not include applicable local, state, or federal taxes, fees, or surcharges that CenturyLink may bill Customer.
  - 2.4 **Additional Payment Requirements.** If Customer is not able to establish a satisfactory credit rating with CenturyLink, CenturyLink, in its sole discretion, may require Customer to submit a deposit or make an advance payment in connection with obtaining or maintaining the Services.
3. **TERMS AND CONDITIONS.** CenturyLink provides Services under the applicable terms and conditions listed and incorporated by reference on each Price Quote. Except for Services provided under Tariffs or Local Terms of Service, in the event of any inconsistencies or conflicts between this Agreement and the applicable terms and conditions, this Agreement will take precedence. CenturyLink may modify its Tariffs or Local Terms of Service from time to time.
4. **TERMINATION.** If Customer gives notice of cancellation or termination, disconnects any portion of a Service or otherwise breaches this Agreement resulting in the termination of a Service prior to the end of the applicable Order Term, termination liability will apply as calculated and set forth in the applicable terms and conditions listed and incorporated by reference on each Price Quote. If no termination liability is specified for Services in these terms and conditions, Customer will be liable for 50% of the monthly payments that would otherwise remain in the applicable Order Term.
5. **RELATED PRODUCT PURCHASES.** Customer may purchase Products related to the Services at the CenturyLink then-current list pricing and subject to the then-current Standard Terms and Conditions for Communications Services, the Equipment Sales Product Annex, and other applicable annexes based on Customer's selection of Products, all as posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).



P.O. Box 4300  
Carol Stream, IL 60197-4300

Page: 1 of 9  
Bill Date: Nov. 24, 2015

Previous Balance	Payments	Adjustments Credits	Current Charges
4,813.74	4,813.74 CR	0.00	4,818.05

## Payment Summary

Previous Balance	4,813.74
Payment by check received on NOV 19	4,813.74 CR

Balance	0.00
---------	------

### Adjustments/Credits Summary

Adjustments to Previous Balance	0.00
---------------------------------	------

Total Adjustments	0.00
-------------------	------

### Current Charge Summary

Monthly Charges	4,707.07
One-Time Charges	0.00
Usage Charges	3.19
Discount	0.00
Adjustments	0.60
Taxes, Fees, and Surcharges	107.19

<b>Total Current Charges</b>	<b>4,818.05</b>
------------------------------	-----------------

Due Date	Dec. 17, 2015	Amount Due	4,818.05
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## IMPORTANT NEWS

VENDOR NO

BILLING NO.

APPROVED BY

ACCT NO

52620-54034

536/1-540/1

\$ 4210.86

610219

\*\*\*PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT\*\*\*

FOR CHANGE OF ADDRESS OR PAYMENT AUTHORIZATION:



Please check here and complete reverse. Thank You.

Account Number:

308242321

Amount Due By Dec. 17, 2015

4,818.05

>031461 5870429 0001 008243 20Z

DAVIE COUNTY E911 WIRELESS

% 911 FUND

146 DOCTOR SLATE Dr

MOCKSVILLE, NC 27028-2412

CenturyLink

P.O. Box 4300

Carol Stream, IL 60197-4300



0000308242321600


P.O. Box 4300  
Carol Stream, IL 60197-4300

Page: 5 of 9  
Bill Date: Nov. 24, 2015

### Charge Detail

Local Service from NOV 24 to DEC 23

Product-ID: 336-138-1000

**Monthly Charges**

911 Wireless Phase II Routing	809.50		
<b>Total Local Exchange Services</b>		809.50	
<b>Total Monthly Charges</b>			809.50

**Charge Detail For 336-138-1000**
**809.50**

Product-ID: 336-751-0652

**Monthly Charges**

Facility Relocation Cost Recovery Fee	1.00		
Fed Universal Service Chg	1.03		
Federal Subscriber Line & Access Recovery Charge	8.18		
Multi Line 1 Party Business	40.00		
<b>Total Local Exchange Services</b>		50.21	
Presubscribed Line Charge	2.99		
<b>Total Optional Features/Services</b>		2.99	
<b>Total Monthly Charges</b>			53.20

**Usage Charges**

Business Sense - No Monthly Minimum	3.19		
<b>Total Usage Charges</b>			3.19

**Adjustments**

Access Recovery Charge NOV 01 To NOV 23	0.15		
<b>Total Adjustments</b>			0.15

**Charge Detail For 336-751-0652**
**56.54**

Product-ID: 336-751-0896

**Monthly Charges**

Facility Relocation Cost Recovery Fee	1.00		
Fed Universal Service Chg	1.03		
Federal Subscriber Line & Access Recovery Charge	8.18		
Multi Line 1 Party Business	40.00		
<b>Total Local Exchange Services</b>		50.21	
<b>Total Monthly Charges</b>			50.21

**Adjustments**

Access Recovery Charge NOV 01 To NOV 23	0.15		
<b>Total Adjustments</b>			0.15

**Charge Detail For 336-751-0896**
**50.36**

Product-ID: 336-751-0897

**Monthly Charges**

Facility Relocation Cost Recovery Fee	1.00
Fed Universal Service Chg	1.03
Federal Subscriber Line & Access Recovery Charge	8.18
Multi Line 1 Party Business	40.00

P.O. Box 4300  
Carol Stream, IL 60197-4300Page: 7 of 9  
Bill Date: Nov. 24, 2015**Charge Detail**

Local Service from NOV 24 to DEC 23

Product-ID: F90-911-5346

Monthly Charges

Total Optional Features/Services

1,595.70

Total Monthly Charges

3,496.50

**Charge Detail For F90-911-5346****3,496.50****Total Charge Detail****4,710.86****Tax, Fees and Surcharges****107.19****Total Current Charges****4,818.05**

**\*\* Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.**

P.O. Box 4300  
Carol Stream, IL 60197-4300

Page: 9 of 9

Bill Date: Nov. 24, 2015

**CenturyLink Long Distance**

Detailed activity on this page is informational only. This activity is billed and totaled from the charge detail page.

**Executive Bill Summaries**

Line Summary Without Pins	Calls	Mins	Amount
336-751-0652	4	11.0	3.19
<b>Total</b>	<b>4</b>	<b>11.0</b>	<b>3.19</b>



P.O. Box 4300  
Carol Stream, IL 60197-4300

Page: 8 of 9  
Bill Date: Nov. 24, 2015

### CenturyLink Long Distance

Detailed activity on this page is informational only. This activity is billed and totaled from the charge detail page.

#### Recurring Charges

Presubscribed Line Charge	2.99	
<b>Total For 336-751-0652</b>		2.99
Presubscribed Line Charge	2.99	
<b>Total For 336-751-3480</b>		2.99
<b>Total Recurring Charges</b>		<b>5.98</b>

### Calling Plan Summary - Informational Only

Charges in this Summary are Itemized and Totaled in Other Sections of the Bill

Plan Summary	Monthly Amount	Usage Amount	Total Amount
K Business Sense - No Monthly Minimum	0.00	3.19	3.19
<b>Total</b>	<b>0.00</b>	<b>3.19</b>	<b>3.19</b>

#### Long Distance Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge	
1	OCT27	01:44 pm		HALEIGH	NC	919-855-3944	K	Direct Call	8.0	2.32
2	OCT31	02:16 am		LEXINGTON	NC	336-300-6018	K	Direct Call	1.0	0.29
3	NOV17	04:58 am		SALISBURY	NC	704-267-6712	K	Direct Call	1.0	0.29
4	NOV21	05:57 pm		GREENSBORO	NC	336-954-9251	K	Direct Call	1.0	0.29
Total for		336-751-0652							11.0	3.19
Total Of Itemized Calls									11.0	3.19

#### Taxes, Fees and Surcharges

NORTH CAROLINA FEDERAL Regulatory Recovery Fee*#	0.02	
NORTH CAROLINA FEDERAL Telecom Relay Fee*#	0.12	
NORTH CAROLINA NATIONAL Property Tax Recovery Fee*#	0.10	
NORTH CAROLINA Sales Tax	0.72	
Universal Service Fund Surcharge	1.00	
<b>Total Taxes, Fees and Surcharges</b>		<b>1.96</b>

### Total CenturyLink Long Distance

**11.13**

Long distance service provided by CenturyLink Communications, LLC,  
using the trade name CenturyLink

\*Non-government mandated charge

#Federal and National recovery fees applicable to customers of this State



P.O. Box 4300  
Carol Stream, IL 60197-4300Page: 6 of 9  
Bill Date: Nov. 24, 2015**Charge Detail**

Local Service from NOV 24 to DEC 23

Product-ID: 336-751-0897

**Monthly Charges**

Total Local Exchange Services	50.21	
Total Monthly Charges		50.21

**Adjustments**

Access Recovery Charge NOV 01 To NOV 23	0.15	
Total Adjustments		0.15

<b>Charge Detail For 336-751-0897</b>	<b>50.36</b>
---------------------------------------	--------------

Product-ID: 336-751-3480

**Monthly Charges**

Facility Relocation Cost Recovery Fee	1.00	
Fed Universal Service Chg	1.03	
Federal Subscriber Line & Access Recovery Charge	8.18	
Multi Line 1 Party Business	40.00	
Total Local Exchange Services	50.21	
Presubscribed Line Charge	2.99	
Total Optional Features/Services	2.99	
Total Monthly Charges		53.20

**Adjustments**

Access Recovery Charge NOV 01 To NOV 23	0.15	
Total Adjustments		0.15

<b>Charge Detail For 336-751-3480</b>	<b>53.35</b>
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Product-ID: B00-008-8425

Circuit-ID: 60.EMXX.532094..CNTR

**Monthly Charges**

911 ANI, per 1000	56.30	
911 ANI/ALI, per 1000	28.10	
911 DBMS Maintenance, per 1000	32.35	
911 Selective Router	77.50	
Total Optional Features/Services	194.25	
Total Monthly Charges		194.25

<b>Charge Detail For B00-008-8425</b>	<b>194.25</b>
---------------------------------------	---------------

Product-ID: F90-911-5346

**Monthly Charges**

911 ALI, per 1000	505.80	
911 SR, per 1000	1,395.00	
Total Local Exchange Services	1,900.80	
911 ANI, per 1000	1,013.40	
911 DBMS Maintenance, per 1000	582.30	

P.O. Box 4300  
Carol Stream, IL 60197-4300

Page: 2 of 9

Bill Date: Nov. 24, 2015

### Important Notices and Information :

**Allocation of charges:**

Service Categories	Past Due	Current Month	Total Due
Basic Services	0.00	4,803.16	4,803.16
Other Services	0.00	14.89	14.89
<b>All Services</b>	<b>0.00</b>	<b>4,818.05</b>	<b>4,818.05</b>

Failure to pay Basic charges may result in the disconnection of those Services. Please contact CenturyLink regarding any questions or problems with your bill before the due date.

**IMPORTANT NOTICE:** Please make sure your CenturyLink payment is received by the payment remit date on your monthly bill in order to avoid a possible late fee to your voice services totaling either \$7.00 or 4%, whichever is greater. Additionally, a \$7.00 late fee may be assessed on your CenturyLink Internet Services. For questions or concerns, please contact a CenturyLink Customer Care representative at the number printed on your bill. Thank you for choosing CenturyLink for your communication needs - we value you as our customer.

On or about November 22, 2015, CenturyLink will contract with Western Union Speedpay to provide additional bill payment services. Under this service, you may pay your bill using your Mastercard, Visa or Discover card, or your ATM or debit card with the STAR, PULSE, NYCE or Accel logo. A convenience fee will apply for all one-time payments. The convenience fee is in addition to any fees charged by your financial institution. CenturyLink will not retain this fee. All other payment methods, including electronic payment using your checking or savings account or a one-time check payment option, remain unchanged. If you have any questions, please visit us at [www.centurylink.com/help](http://www.centurylink.com/help) or contact us at 855-374-6973. Thank you for choosing CenturyLink for your communication needs-we value you as our customer.

Effective with this bill, CenturyLink will apply three charges in the Long Distance section of your bill to recover costs associated with providing certain interstate and international services. The Telecom Relay Fee will recover amounts assessed by federal regulators to provide relay service for Special Needs customers. The current rate for this charge is 1.916%. The Federal Regulatory Recovery charge will recover amounts paid to federal regulators in connection with those interstate and international services. The current rate for this charge is 0.331%. The Property Tax Recovery charge will recover amounts paid to various taxing jurisdictions. The current rate for this charge is 1.8%. These charges will be applied to monthly end user total interstate and international long distance charges and are subject to change. If you have any questions, please contact a Customer Care Representative. Residential customers, please call 866-904-1821. Business customers call 888-402-4566. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

**Immediate Billing Address Changes Call 1-800-786-6272**

308242321

DAVIE COUNTY E911 WIRELESS

% 911 FUND

146 DOCTOR SLATE Dr

MOCKSVILLE, NC 27028-2412

**Address Information Changes**      Effective Date \_\_\_\_\_

New Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_

# MONTHLY AUTOPAY AUTHORIZATION FORM

I authorize CenturyLink to charge my MasterCard, Visa, Discover, American Express, savings or checking account monthly for any accrued balance on the billing account listed below.

(We reserve the right to revoke this if bank approval is denied)

☐ **Checking Account #** \_\_\_\_\_

(Write your billing account number on a voided check or copy of a voided check and attach.)

☐ Savings Account # \_\_\_\_\_

(Write your billing account number on a voided deposit slip and attach.)

☐ Credit Card ☐ Debit Card    Exp Date: \_\_\_\_\_

☐ MasterCard    ☐ Visa    ☐ Discover

*Signature required*

Date \_\_\_\_\_

**Please continue to pay your bill until notified on your statement that autopay is active.**

Account Number

[illegible]



JCW Pricing Tool 6.01

Quote Number# 15-011436  
Account Manager: Robert Robinson

<b>Customer Legal Name:</b> Davie County <b>Customer Billing Name:</b> Davie County <b>Customer Address:</b> 140 S MAIN ST , MOCKSVILLE, NC 27028-2412 <b>Date Prepared:</b> May 22, 2015 <b>Quote Expires:</b> July 21, 2015 <b>Quote Number:</b> 15-011436					<b>Centurion Maintenance</b>  Coverage: <u>Extended</u> Contract Term: 60		
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (Includes Shipping and Misc costs)	\$ 262,018.19			\$ 18,097.14	\$ 72,388.56	\$ 90,485.70
	Labor	\$ 21,750.04					
	ESINET	\$ 18,790.95	\$ -	\$ -			
	Vendor Support	\$ -	\$ -	\$ -			
<b>Total Prices</b>		<b>\$ 302,559.18</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 18,097.14</b>	<b>\$ 72,388.56</b>	<b>\$ 90,485.70</b>

Prices shown on this page represent recurring and nonrecurring charges for items as described. These prices do not include recurring or nonrecurring charges for taxes, duties, tariffs, or telecommunication services.

**Products and Services Agreement**

This Products and Services Agreement ("Agreement") between CENTURYLINK SALES SOLUTIONS, INC., as contracting agent on behalf of the applicable affiliated entities providing the Products and Services ("CenturyLink") and Davie County ("Customer") sets forth the terms and conditions for CenturyLink's provision of those Products and Services to Customer. Electronic signatures on this Agreement will be accepted only in the form and manner prescribed by CenturyLink.

1. **PRODUCTS.** CenturyLink will sell to Customer the Products listed on the Products List, attached and incorporated by this reference.
2. **SERVICES.** CenturyLink will sell to Customer the Services listed on the Services List, attached and incorporated by this reference.
3. **TERM.** This Agreement is effective on the date all parties have signed below ("Effective Date") and continues for the longest Order Term listed on the Services List.
4. **PURCHASE ORDERS.** This Agreement controls over any Customer-issued purchase order, and any terms or conditions contained in a Customer-issued purchase order or other Customer ordering document will have no force or effect.
5. **UNIFORM RESOURCE LOCATORS (URLS).** References to URLs in this Agreement include any successor URLs designated by CenturyLink.
6. **ENTITY.** For an interim period until all work is completed to update systems and platforms related to the combination of EMBARQ and CenturyTel, and the acquisition of Qwest, the names EMBARQ and CenturyTel may be used in association with the products and services provided by CenturyLink in this Agreement and Qwest products and services will be sold under a separate agreement.

**DECLINE:** Customer and CenturyLink acknowledge that CenturyLink offered Customer CenturyLink™ Centurion<sup>SM</sup> Maintenance Service to support the Products and Customer declined.

CUSTOMER INITIALS \_\_\_\_\_ CENTURYLINK INITIALS \_\_\_\_\_

**AGREED:****CENTURYLINK SALES SOLUTIONS, INC.**

By: Deidre Jordan  
 Printed: Deidre Jordan  
 Title: Field Sales Director - EES NC  
 Date: 10/5/15

Address for Notices: Sales Administration  
 665 Lexington Avenue  
 Mailstop: OHMANB0107  
 Mansfield, OH 44907

And if related to a dispute to:  
 CenturyLink  
 Attn: Legal Department  
 1801 California Street, #900  
 Denver, CO 80202  
 Fax: (888) 778-0054

Sales Rep: Rob Robinson  
 Sales Rep Phone: 828-431-7820

**Davie County**

By: [Signature]  
 Printed: Michael Turner  
 Title: 10-5-15  
 Date: 10-5-15

Customer Address: 140 S MAIN ST  
 MOCKSVILLE, NC 27028-2412

Address for Notices (if different from above): 123 S MAIN ST  
 MOCKSVILLE, NC 27028

**APPROVED AS TO FORM:**

[Signature] 10-6-15  
**COUNTY ATTORNEY**



146 D. Slate  
5/20/15

Contract No. 141001495344

**Products and Services Agreement**

This Products and Services Agreement ("Agreement") between CENTURYLINK SALES SOLUTIONS, INC., as contracting agent on behalf of the applicable affiliated entities providing the Products and Services ("CenturyLink") and Davie County ("Customer") sets forth the terms and conditions for CenturyLink's provision of those Products and Services to Customer. Electronic signatures on this Agreement will be accepted only in the form and manner prescribed by CenturyLink.

1. **PRODUCTS.** CenturyLink will sell to Customer the Products listed on the Products List, attached and incorporated by this reference.
2. **SERVICES.** CenturyLink will sell to Customer the Services listed on the Services List, attached and incorporated by this reference.
3. **TERM.** This Agreement is effective on the date all parties have signed below ("Effective Date") and continues for the longest Order Term listed on the Services List.
4. **PURCHASE ORDERS.** This Agreement controls over any Customer-issued purchase order, and any terms or conditions contained in a Customer-issued purchase order or other Customer ordering document will have no force or effect.
5. **UNIFORM RESOURCE LOCATORS (URLS).** References to URLs in this Agreement include any successor URLs designated by CenturyLink.
6. **ENTITY.** For an interim period until all work is completed to update systems and platforms related to the combination of EMBARQ and CenturyTel, and the acquisition of Qwest, the names EMBARQ and CenturyTel may be used in association with the products and services provided by CenturyLink in this Agreement and Qwest products and services will be sold under a separate agreement.

**DECLINE:** Customer and CenturyLink acknowledge that CenturyLink offered Customer CenturyLink™ Centurion<sup>SM</sup> Maintenance Service to support the Products and Customer declined.

CUSTOMER INITIALS \_\_\_\_\_ CENTURYLINK INITIALS \_\_\_\_\_

**AGREED:****CENTURYLINK SALES SOLUTIONS, INC.**

By: Mark Roblee  
 Printed: Mark Roblee  
 Title: Sales  
 Date: 12/3/2014

Address for Notices: Sales Administration  
 665 Lexington Avenue  
 Mailstop: OHMANB0107  
 Mansfield, OH 44907

And if related to a dispute to:  
 CenturyLink – Attn: Sr. Assistant  
 General Counsel, Commercial Law  
 5454 W. 110<sup>th</sup> Street  
 Overland Park, KS 66211

**Davie County**

By: Michael M. Ruffin  
 Printed: Michael M. Ruffin  
 Title: County Manager  
 Date: 12/2/14

Customer Address: 146 DR SLATE DR  
 MOCKSVILLE, NC 27028-2085

Address  
 for Notices  
 (if different  
 from  
 above):

Sales Rep: Mark Hill  
 Sales Rep Phone: 828.431.7801

**APPROVED AS TO FORM:**

#324694v.10

**COUNTY ATTORNEY**

Page 1 of 1, 25-14

05.13-Quit/Prod&amp;Svc

Contract No. 141001495344**PRODUCTS LIST**

1. **PRODUCTS.** CenturyLink will provide to Customer those Products identified in the CenturyLink Price Quotes, attached and incorporated by this reference (each, a "Price Quote"). The entity providing Products to Customer is the applicable CenturyLink local operating company supporting Customer's location. CenturyLink sells Products under the Standard Terms and Conditions for Communications Services and the Equipment Sales Product Annex, and other applicable annexes based on Customer's selection of specific Products and Services, all as posted at [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).

CenturyLink Price Quote Number(s): 13-027221

2. **PRICING.**

- 2.1 **Per Unit Price.** CenturyLink will charge Customer the per unit price listed for each Product described in each Price Quote.
- 2.2 **Non-recurring Charges ("NRCs") or Non-recurring Rates ("NRRs").** CenturyLink will charge Customer the NRCs or NRRs listed on each Price Quote, including charges related to CenturyLink labor and shipping of the Products to Customer. For purposes of this Agreement, NRCs and NRRs have the same meaning and may be used interchangeably.
- 2.3 **Additional Charges.** Rates do not include applicable local, state, or federal taxes or surcharges that CenturyLink may bill Customer related to the Products.
- 2.4 **Additional Payment Requirements.** CenturyLink reserves the right to require Customer's payment of the amounts listed above as described below:

Down Payment Due	0.00%
Amount Due Upon Delivery of Products	0.00%
Amount Due Upon Customer Acceptance of Products	100.00%

Contract No. 141001495344**SERVICES LIST**

1. **SERVICES.** CenturyLink will provide to Customer those Services identified in the CenturyLink Price Quotes, attached and incorporated by this reference (each, a "Price Quote"). The name of the CenturyLink local operating company providing Services to Customer is listed on each Price Quote. Services are purchased on either a month-to-month basis or for a specific term for the particular Service ordered (each, an "Order Term"), as listed in each Price Quote. Each Order Term begins on the later of the first day of the first billing month after the Effective Date or the date that CenturyLink installs and makes that Service available to Customer. If Customer continues to receive a Service after expiration of the Service's applicable Order Term, CenturyLink will provide that Service on a month-to-month basis at its then-current list pricing and then-current terms and conditions, unless the parties otherwise agree in writing. CenturyLink will make the Services available only after its compliance with any state-specific regulatory filing requirements.

CenturyLink Price Quote Number(s): **13-027221**

2. **PRICING.**

- 2.1 **Monthly Recurring Charges ("MRCs") or Monthly Recurring Rates ("MRRs").** CenturyLink will charge Customer the MRCs or MRRs for the Services described in each Price Quote. For purposes of this Agreement, MRCs and MRRs have the same meaning and may be used interchangeably.
- 2.2 **Non-recurring Charges ("NRC") or Non-recurring Rates ("NRRs").** CenturyLink will charge Customer NRCs or NRRs related to the Services described in each Price Quote. For purposes of this Agreement, NRCs and NRRs have the same meaning and may be used interchangeably.
- 2.3 **Additional Charges.** Rates do not include applicable local, state, or federal taxes, fees, or surcharges that CenturyLink may bill Customer.
- 2.4 **Additional Payment Requirements.** If Customer is not able to establish a satisfactory credit rating with CenturyLink, CenturyLink, in its sole discretion, may require Customer to submit a deposit or make an advance payment in connection with obtaining or maintaining the Services.

3. **TERMS AND CONDITIONS.** CenturyLink provides Services under the applicable terms and conditions listed and incorporated by reference on each Price Quote. Except for Services provided under Tariffs, in the event of any inconsistencies or conflicts between this Agreement and the applicable terms and conditions, this Agreement will take precedence.

4. **TERMINATION.** If Customer gives notice of cancellation or termination, disconnects any portion of a Service or otherwise breaches this Agreement resulting in the termination of a Service prior to the end of the applicable Order Term, termination liability will apply as calculated and set forth in the applicable terms and conditions listed and incorporated by reference on each Price Quote. If no termination liability is specified for Services in these terms and conditions, Customer will be liable for 50% of the monthly payments that would otherwise remain in the applicable Order Term.

5. **RELATED PRODUCT PURCHASES.** Customer may purchase Products related to the Services at the CenturyLink then-current list pricing and subject to the then-current Standard Terms and Conditions for Communications Services, the Equipment Sales Product Annex, and other applicable annexes based on Customer's selection of Products, all as posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).





**CENTURYLINK**  
CenturyLink CenturyLink Maintenance

Customer Legal Name: Dave County  
Customer Billing Name: Dave County  
146 Dr. State Dr.  
MOCKSVILLE  
NC, 27028-2412

Valid Until  
Contract Term 12 Months

December 1, 2014

Quote-Build #: 13-027221--

All services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the CenturyLink® CenturyLink® Maintenance Service Annex, both posted to [http://about.centurylink.com/legal/terms\\_conditions.html](http://about.centurylink.com/legal/terms_conditions.html).

**Engineer Selected**

See Vendor Support Tab for additional Support Costs

Part Number	Description	Quantity	Annual Standard Rate		Annual Extended Rate	
			Unit	Total	Unit	Total
74-SH1AC-BC	RescueStar Single Shift w/3	1	2,587.20	2,587.20	3,104.73	3,104.73
RT75017AABA	HP SMART BUY DC5700 MT PD-915 80G 1G PC XPP (5MAG	1	103.42	103.42	-	-
QUORE-56752813	DELL E177FP 17 Inch Flat Panel 17.0 Inch Viewable Image	1	23.13	23.13	124.15	124.15
UJ502012	SLIG CYBER SER DUAL PCI Z5ER 16550 UART IRQ SHARE	5	6.98	34.91	27.71	27.71
USR54108	US ROBOTICS 56K INTERNAL MODEM	1	9.32	9.32	8.51	42.55
05S6047-	PCANYWHERE 11.5 H AND R	1	24.87	24.87	11.56	11.56
120201111	ADTRAN DSU III AR 4W V.35 EIA-232 (ALL MODEMS)	2	49.53	99.05	29.67	29.67
71-FAF01AA	Enhanced MF Signaling - License per Trunk	2	28.36	56.72	59.35	118.69
61000-0001X	WESTIN INTER XP, HP (56K)	3	219.40	658.20	34.04	102.11
F1006-1046	BELKIN OMNIVIEW 4 PORT	2	9.16	18.32	263.35	526.69
A3X982	OMNIVIEW CABLE PS/2 KIT	1	1.53	1.53	10.91	10.91
65000-00065	CELI PRINT PARALLEL 10 FT	3	1.96	5.89	2.40	1.96
04000-01024	BU-ET Module-Special ASS	1	2.84	2.84	3.72	21.38
74-10864-AA	NT 9-11 3.0 STW E RRR	1	140.73	140.73	168.87	168.87
71-31782-BC	New Style HLJM with CML I/O Module	5	532.15	2,660.75	638.62	3,193.09
71-30597-88	ELO MTR, 19IN FP TOUCH BLK	5	190.69	953.45	228.87	1,144.36
E686772	IRR Cable from HLJM (RJ11 / 3.5mm)	7	107.13	749.89	128.51	899.36
71-30631-AA	Connector/Hub Bundle	5	1.53	7.64	1.75	8.73
70-CON01-AA	Dual Serial Port	2	1.96	3.93	2.40	4.80
71-23621-AA	BELKIN OMNIVIEW 20T 20T KVM AUTO SWBZ PS/2 USB	2	7.64	15.27	9.16	18.33
FJ05102T	BELKIN 4PT USB A/B CABLE SHIELD	3	13.53	40.58	16.15	48.44
FJ0513-06	MILLENNIUM P650 64MB ATX BULK PKGAGP8X	7	0.65	4.55	0.87	6.11
P65-MDB8X64	SLIG CYBER SER DUAL PCI Z5ER 16550 UART IRQ SHARE	3	21.60	64.80	25.96	77.89
-	WAST INTO HP Z700	1	6.33	6.33	7.64	7.64
JJ-P02012-56	4-CHANNEL PCI SOUND CARD	1	221.67	221.67	266.18	1,597.09
61000-F204807X	EXTERNAL SPEAKERS	6	107.13	642.78	128.51	770.81
E686772	New Style HLJM with CML I/O Module	1	196.69	196.69	228.87	228.87
04000-DLX44	Phonetics Handset	1	1.53	1.53	1.75	1.75
660001-00032	2PT KVM AUTO SWBZ PS/2 USB	1	8.95	8.95	10.91	10.91
71-30597-88	1 line Trunk II Module (4 x 4)	1	14.40	14.40	17.24	17.24
71-30631-AA	Sentinel 9-11 5.0 Software and IRR	1	567.27	567.27	680.73	680.73
71-31782-AC	Sentinel IRR 12.0	1	412.15	412.15	494.62	494.62
71-31646-AB	NIC ETHERNET-PCI CARD	1	116.95	116.95	140.29	140.29
65000-00163	-	6	6.33	37.96	7.64	45.82
SUBTOTAL: ANNUAL RECURRING EQUIPMENT COVERAGE				11,331.77		13,599.27
SUBTOTAL: ANNUAL ON SITE TECHNICIAN COVERAGE				-		-

TOTAL ANNUAL RECURRING COVERAGE CHARGES .....	\$ 11,331.71	\$ 13,599.27		
TOTAL CONTRACT TERM RECURRING COVERAGE CHARGES .....	\$ 11,331.71	\$ 13,599.27		



## Price Sheet Vendor Support

Pricing is Valid Until:

December 1, 2014

**Description of Work to be Performed:**

Customer: Davie County

146 Dr. Slate Dr.

MOCKSVILLE

NC

27028-2412

Quote-Build#: 13-027221 --

Equipment pricing shown is based upon direct sale accompanied by new Centurion Maintenance contract on same

[illegible]

TOTAL Annual MRR

TOTAL Term MRR .

TOTAL PRICE NRR .

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the CenturyLink® Centurion Maintenance Service Annex, both posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).

CONFIDENTIAL PRICING



JCW Pricing Tool 5.34

Quote Number# 13-027221

Account Manager: Lee Canipe

CenturyLink Maintenance

Coverage: Extended  
Contract Term: 12

Customer Legal Name:		Davie County		Account Manager: Lee Canipe			
Customer Billing Name:		Davie County		Centurion Maintenance			
Customer Address:		146 Dr. Slate Dr., MOCKSVILLE, NC 27028-2412		Coverage: <u>Extended</u>			
Date Prepared:		October 2, 2014		Contract Term: 12			
Quote Expires:		December 1, 2014					
Quote Number:		13-027221					
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (Includes Shipping and Misc costs)	\$ -			\$ 13,599.27	\$ -	\$ 13,599.27
	Labor	\$ -					
	On-Site Tech	\$ -	\$ -	\$ -			
	Vendor Support	\$ 7,746.46	\$ -	\$ -			
Total Prices		\$ -7,746.46	\$ -	\$ -	\$ 13,599.27	\$ -	\$ 13,599.27

Prices shown on this page represent recurring and nonrecurring charges for items as described. These prices do not include recurring or nonrecurring charges for taxes, duties, tariffs, or telecommunication services.



## CenturyLink Custom Cover Agreement

Customer Name: Davie County 911  
Address: 140 S. Main St.  
Mocksville, NC 27028

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This CenturyLink Custom Cover Agreement (the "Agreement") between **CENTURYLINK SALES SOLUTIONS, INC.** as contracting agent on behalf of the applicable CenturyLink affiliated entities providing the Products and Services ("CenturyLink") and **DAVIE COUNTY 911** ("Customer") establishes the terms and conditions governing CenturyLink's provision of the Products and Services priced in this Agreement. This Agreement and any information concerning its pricing, terms and conditions are CenturyLink's proprietary information and the term of the parties' nondisclosure agreement, if any, is extended to be coterminous with the Agreement Term. All capitalized terms not otherwise defined in this Agreement will have the meanings set forth in the applicable Attachment.

For an interim period until all work is completed to update systems and platforms related to the combination of EMBARQ and CenturyTel, and the acquisition of Qwest, the names EMBARQ and CenturyTel may be used in association with the products and services provided by CenturyLink in this Agreement and Qwest products and services will be sold under a separate agreement.

1. **TERM.** This Agreement will be for a term of 60 months ("Agreement Term") starting on the date all parties have signed this Agreement ("Effective Date"). CenturyLink will not accept Orders after expiration of the Agreement Term, but the Agreement will continue to apply to any unexpired Orders properly placed during the Agreement Term. The Order Term for a particular Product or Service is defined in the applicable attachment.
2. **PRODUCTS AND SERVICES ATTACHMENTS.**
  - 2.1 **Products and Services.** CenturyLink will provide to Customer the Products and Services identified in the following Attachments attached and incorporated by this reference. The name of the CenturyLink operating company providing Products and Services to Customer is listed in the Attachment.  
**Attachment A:** CenturyLink Nontariffed Business Products and Services
  - 2.2 **Terms and Conditions.** CenturyLink provides Products and Services under terms and conditions incorporated by reference in the applicable Attachment.
  - 2.3 **Purchase Orders.** If expressly permitted under the applicable Attachment, CenturyLink will accept Customer-issued purchase orders, which will be subject to this Agreement.
  - 2.4 **Termination.** If Customer gives notice of cancellation or termination, disconnects any portion of a Service or otherwise breaches this Agreement resulting in the termination of Service before the end of an Order Term or any subsequent renewal, termination liability will apply as described in the applicable Attachment. If no termination liability is specified in the applicable Attachment, Customer will be liable for 50% of the monthly payments that would otherwise remain in the Order Term.
3. **RATES AND CHARGES.** Customer will pay the rates and charges set forth in the applicable Attachment. Rates do not include applicable local, state, or federal taxes or surcharges that CenturyLink may bill Customer.
4. **UNIFORM RESOURCE LOCATORS (URLs).** References to URLs in this Agreement include any successor URLs designated by CenturyLink.
5. **PRICING EXPIRATION.** To become effective, this Agreement must be: (a) signed by an authorized Customer representative; (b) delivered to CenturyLink on or before April 1, 2016; and (c) signed by a CenturyLink officer or authorized designee. Alterations to this Agreement are not valid unless accepted in writing by both parties.

## CenturyLink Custom Cover Agreement

Customer Name: Davie County 911  
Address: 140 S. Main St.  
Mocksville, NC 27028

**CENTURYLINK SALES SOLUTIONS, INC.**

**DAVIE COUNTY 911**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Address for Notice:  
Sales Administration  
665 Lexington Avenue  
Mailstop: OHMANB0107  
Mansfield, OH 44907

Approved as to  
Legal Form  
CenturyLink Law  
Dept.

DRH — 02/04/16



## CenturyLink Custom Cover Agreement

Customer Name: Davie County 911  
Address: 140 S. Main St.  
Mocksville, NC 27028

### ATTACHMENT A

#### CENTURYLINK NONTARIFFED BUSINESS PRODUCTS AND SERVICES

1. **PRODUCTS AND SERVICES.** CenturyLink will provide to Customer the Products and Services listed in the tables below (each, a "Price Table"). Services are purchased for the specific term for the particular Service ordered (each, an "Order Term"), as listed in the Price Table. Each Order Term begins on the later of the first day of the first billing month after the Effective Date or the date that CenturyLink installs and makes that Service available to Customer. If Customer continues to receive a Service after expiration of the Service's applicable Order Term, CenturyLink will provide that Service at its then-current list pricing and then-current terms and conditions, unless the parties otherwise agree in writing.
2. **TERMS AND CONDITIONS.** CenturyLink provides the Products and Services listed in this Attachment under the *CenturyLink Local Government Customer Annex* and *Standard Terms and Conditions for Communications Services* attached as Exhibits 1 and 2 to this Attachment and relevant Product or Service-specific terms and conditions listed below.

##### 2.1 Equipment and Software.

- A. The table below lists the Equipment and Software purchased by Customer and the CenturyLink entity (ies) providing those Products.

Type of Product	CenturyLink Entity Providing the Product
Equipment and Software	Carolina Telephone & Telegraph Company, LLC

- B. In addition to the *CenturyLink Local Government Customer Annex* and *Standard Terms and Conditions for Communications Services*, CenturyLink provides Equipment and Software under the *Equipment Sales Product Annex* attached as Exhibit 3 to this Attachment.
- C. In addition to the *CenturyLink Local Government Customer Annex* and *Standard Terms and Conditions for Communications Services*, CenturyLink has included Intrado's Location Data Management Service Guide as Exhibit 4 and A9-1-1 Routing Service Guide as Exhibit 5 to this Attachment.

#### 3. PRICE TABLES FOR SERVICES.

Customer Billing Address	Service/Installation Address	Type of Service	Order Term	Monthly Recurring Charge	Non-Recurring Charge
140 S Main St. Mocksville, NC 27028	146 Dr. Slate Dr. Mocksville, NC 27028	Intrado A911 Network Connectivity, Routing & Location Data Management	60 Months	\$7,198.36	\$15,792.15

- 3.1 **Monthly Recurring Charges ("MRCs").** CenturyLink will charge Customer the MRCs for the Services described in the Price Table. Except as otherwise described in the Price Table, these rates will remain fixed for each Order Term identified above. Upon expiration of each Order Term, Customer must convert the rates for the affected Service to the then-current list rates, which are subject to change.
- 3.2 **Non-recurring Charges ("NRCs").** CenturyLink may charge Customer NRCs related to the Services described in the Price Table. CenturyLink may assess any additional, special construction charges that may be required to provide the Services. Such special construction charges, if applicable, will be determined at the time of the Order.



## CenturyLink Custom Cover Agreement

Customer Name: Davie County 911  
Address: 140 S. Main St.  
Mocksville, NC 27028

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- 3.3 Additional Charges.** Rates do not include applicable local, state, or federal taxes, fees, or surcharges that CenturyLink may bill Customer.
- 3.4 Additional Payment Requirements.** If Customer is not able to establish a satisfactory credit rating with CenturyLink, CenturyLink, in its sole discretion, may require Customer to submit a deposit or make an advance payment in connection with obtaining or maintaining the Services.

## CenturyLink Custom Cover Agreement

Customer Name: Davie County 911  
Address: 140 S. Main St.  
Mocksville, NC 27028

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**For use with Standard Terms and Conditions for Communications Services ("Standard Terms and Conditions"). This Annex is not applicable to Services governed by Tariffs on file with the FCC or state regulatory authorities.**

### EXHIBIT 1 to ATTACHMENT A CENTURYLINK LOCAL GOVERNMENT CUSTOMER ANNEX

This CenturyLink Local Government Customer Annex ("Annex"), together with the applicable cover agreement, modifies the Standard Terms and Conditions. This Annex takes precedence over all other conflicting terms and conditions of the Agreement. When attached to the applicable cover agreement, this Annex supersedes the version posted at [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).

1. **Eligibility and Applicability.** This Annex is available to all local governmental entities and agencies in connection with the purchase of Products and Services sold under the Standard Terms and Conditions. CenturyLink defines "local governmental entities and agencies" as local entities and agencies, specifically excluding all state and federal entities and agencies, that receive their primary funding support through the allocation of appropriated public funds and are entitled to exercise sovereign rights and privileges.
2. **Indemnity.** Customer will honor all indemnity provisions under the Agreement only to the maximum extent permitted by applicable law. No section of the Agreement is intended to create a waiver of Customer's rights or privileges as a sovereign entity.
3. **Nonappropriation.**
  - 3.1. **Definition.** A "nonappropriation" occurs when Customer is unable to secure or allocate sufficient funds in its operating budget to fulfill its financial obligations under the Agreement.
  - 3.2. **Effect.** If a nonappropriation occurs during the Term, Customer may terminate the Agreement at the end of the then-current fiscal period ("Termination Date") without incurring any termination liability. Customer will not be obligated for payments for any fiscal period after the Termination Date.
  - 3.3. **Notice.** Customer will give CenturyLink written notice of any termination under this section at least 30 days before the Termination Date. At CenturyLink's request, Customer will promptly provide supplemental documentation about the nonappropriation.
  - 3.4. **Limitations.**
    - A. Customer must take all necessary action to budget and secure any funds required to fulfill its contractual obligations for each fiscal year during the Term, including the exhaustion of all available administrative appeals if funding is initially denied.
    - B. If Customer terminates the Agreement under this provision, Customer will not obtain the Services described in the Agreement from CenturyLink or from any other provider for a period of 180 days after the Termination Date. This obligation will survive termination of the Agreement for nonappropriation.
4. **Damages.** The Agreement does not create an obligation by Customer to pay any damages in excess of those amounts legally available to satisfy Customer's obligations under the Agreement.
5. **Ownership and Confidentiality.** The Agreement is a copyrighted work authored by CenturyLink and may contain CenturyLink trademarks, trade secrets, and other proprietary information. CenturyLink acknowledges that the Agreement may be subject to disclosure in whole or in part under applicable Freedom of Information, Open Records, or Sunshine laws and regulations (collectively, "FOI"). Customer will provide CenturyLink with prompt notice of any intended FOI disclosures or post-execution FOI requests, citations to or copies of applicable FOI for review, and an appropriate opportunity to seek protection of CenturyLink confidential and proprietary information consistent with all applicable laws and regulations.
6. **Governing Law.** The Agreement and the rights and obligations of the parties are governed by the laws of the U.S. State where CenturyLink provides the Products and Services, without regard to that State's conflict of laws principles.

**EXHIBIT 2 to ATTACHMENT A  
STANDARD TERMS AND CONDITIONS  
FOR COMMUNICATIONS SERVICES  
("STANDARD TERMS AND CONDITIONS")**

**1. GENERAL.**

- 1.1 Applicability.** These Standard Terms and Conditions contain general provisions that apply to all retail business Products and Services that a CenturyLink-affiliated entity provides. "Agreement" means the terms and conditions under which Customer purchases Products and Services, including all attachments, these Standard Terms and Conditions, documents incorporated by reference, and all related Order(s). Other capitalized terms are defined in this document or in the applicable Schedules or Product and Service-specific Annexes.
- 1.2 Additional Terms and Conditions.** Customer's purchase and use of Products and Services is also governed by product and service-specific terms and conditions found in the applicable Schedules and Product and Service-specific Annexes, posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html) (the "Rates and Conditions Website").
- 1.3 Local Governments and Government Programs.**
- A. Local Government Customers.** Unless specified otherwise, purchases of Products or Services by local governmental entities also are subject to the Local Government Customer Annex posted to the Rates and Conditions Website.
  - B. Universal Service Administrative Company Programs.** Customers seeking funds through Universal Service Administrative Company programs such as the Schools and Libraries Program of the Universal Service Fund ("E-Rate Program"), the Rural Health Care Program of the Universal Service Fund ("RHC Program"), or state or local corollaries to the E-Rate Program or the RHC Program are subject to applicable program annexes posted to the Rates and Conditions Website.
  - C. American Recovery and Reinvestment Act (ARRA).** Customer will not pay for Products or Services with funds obtained through the ARRA or other similar stimulus grants or loans that would obligate CenturyLink to provide certain information or perform certain functions unless each of those functions and obligations is explicitly identified and agreed to by the parties in the Agreement or in an amendment to the Agreement.
- 1.4 Conflicts Provision.** If a conflict exists among provisions within the Agreement, specific terms will control over general provisions, and negotiated or added terms, conditions or pricing will control over standardized, posted or non-negotiated terms, conditions and pricing.

**2. TERM.**

- 2.1 Agreement Term.** The period set in the Agreement during which CenturyLink provides Products and Services to Customer is defined as the "Agreement Term." These Standard Terms and Conditions, relevant Schedules, and Product and Service-specific Annexes apply from the Effective Date until the Agreement Term expires or terminates. CenturyLink will not accept Orders for Products and Services after expiration of the Agreement Term, but these Standard Terms and Conditions, relevant Schedules, or Product and Service-specific Annexes will continue to apply to Orders properly placed during the Agreement Term. If Customer continues to use maintenance, managed, or professional Services following the termination or expiration of the Agreement Term or an Order issued during the Agreement Term for such Services, CenturyLink may, at its sole discretion, provide those Services on a time and material basis at CenturyLink's then-current rates without applying any discounts or credits under the Agreement, but these Standard Terms and Conditions and the Time and Materials Product Annex (posted to the Rates and Conditions Website) will govern CenturyLink's provision of such Services.
- 2.2 Order Term.** Customer purchases each Service for a specific term for the particular Service ordered (each, an "Order Term"). Each Order Term is listed in the Agreement and begins on the first day of the first billing month after CenturyLink installs and makes that Service available to Customer. If Customer continues to receive a Service after expiration of the Service's applicable Order Term, CenturyLink will provide that Service at its then-current list pricing and then-current Standard Terms and Conditions, relevant Schedules, and Product and Service-specific Annexes, unless the parties otherwise agree in writing.

**3. CHARGES.**

- 3.1 CenturyLink Charges.** Customer will pay CenturyLink the rates and charges for Products and Services set forth in the Agreement and any Order under the Agreement, including all charges associated with establishing Customer's Products and Services or related to CenturyLink's installation or provisioning costs. Charges associated with establishing or provisioning Services may include nonrecurring charges described in applicable Schedules and Product and Service-

specific Annexes. Examples of these nonrecurring charges are customer-initiated change requests, expedite charges, service charges, any construction-related charges, and liabilities imposed on CenturyLink by third parties, such as other local exchange carriers, as a result of ordering or providing facilities to operate Services.

- 3.2 Fixed Rates and Percentage Discounts.** Except as expressly stated otherwise in the Agreement, rates and charges for a Product or Service that are stated as a flat or fixed recurring or non-recurring charge will not change during the applicable Order Term (for a Service) or Agreement Term (for a Product) if CenturyLink increases or decreases the list rate in a Schedule or price list. Rates and charges for a Product or Service not fixed in the Agreement will be based on current Schedules or price lists and may change during the Agreement Term. If pricing in the Agreement for a Service is stated as a percentage discount off of a Schedule rate or list price, that percentage discount is fixed for the applicable Order Term, but CenturyLink may modify the underlying rate or list price to which the percentage discount is applied on no less than one day's notice. **Changes to Schedules are posted to the Rates and Conditions Website.**

- 3.3 Rate Adjustments.** CenturyLink may impose additional fees, charges or surcharges on Customer to recover amounts that CenturyLink is required or permitted by governmental or quasi-governmental authorities to collect, or pay to others in support of, or to comply with, statutory or regulatory programs, plus a commercially reasonable amount to recover the administrative costs associated with such charges or programs. The amount of these fees, charges, or surcharges may vary. These charges may include state and federal Carrier Universal Service Charges, compensation to payphone providers, International Mobile Termination Charges, E911, Telephone Relay Service, or charges assessed to CenturyLink for terminating or originating a call to wireless providers.

**3.4 Taxes.**

- A. Taxes Not Included.** CenturyLink's rates and charges for Products and Services do not include taxes. Customer will pay all taxes, including, but not limited to, sales, use, gross receipts, excise, VAT, property, transaction, or other local, state, or national taxes or charges imposed on or based upon the provision, sale or use of Products and Services.
- B. Withholding Taxes.** Notwithstanding any other provision of the Agreement, if Customer is required by law to make a deduction or withholding from any amount due to CenturyLink, Customer must notify CenturyLink in writing. CenturyLink will then increase the gross amount of Customer's invoice so that, after Customer's deduction or withholding for taxes, the net amount paid to CenturyLink will not be less than the amount CenturyLink would have received without the required deduction or withholding.
- C. Exclusions.** Customer will not be responsible for payment of:
- (1) CenturyLink's direct income taxes and employment taxes; and
  - (2) any other tax to the extent that Customer demonstrates a legitimate exemption under applicable law.

**4. BILLING AND PAYMENT.**

**4.1 Invoicing.**

- A. Commencement of Invoicing.** CenturyLink may begin invoicing Customer in full for rates and charges on the later of:
- the date the Products or Services are installed and made available; or
  - the first day of the first bill cycle after the Effective Date.
- B. Delays.** If CenturyLink cannot install or make available the Products or Services by the delivery date specified in the Order due to a Customer-caused delay, CenturyLink may bill Customer as of the delivery date specified in the Order, or if no date is specified, any time 30 days after the Effective Date.
- C. Recurring Services.** For recurring Services and nonrecurring charges, CenturyLink bills fixed service charges in advance, and usage-based charges in arrears.
- D. Additional Invoice Information.** Customer may make a written request to CenturyLink for additional invoice-related information, including duplicate invoices, to the extent such information is reasonably available in CenturyLink's sole discretion. CenturyLink may charge Customer for such information. Customer may only request information from CenturyLink for the 12-month period preceding the date of Customer's written request.

- 4.2 Payment and Late Charges.** Unless otherwise defined in the Agreement, Customer must pay all undisputed amounts by the due date listed on Customer's invoice, which may be up to 30 days from the date of the invoice. Customer's payments to CenturyLink must be in the form of electronic funds transfer (via wire transfer or ACH), cash payments (via previously-approved CenturyLink processes only), or paper check. Other than items subject to a bona fide dispute, CenturyLink may charge a late fee (up to the maximum rate allowed by law) or take other action to compel payment of past due amounts after written notice to Customer, including suspension or termination of Services, unless prohibited by applicable law or regulation. Service that is suspended or terminated for nonpayment may be subject to a reconnection charge. Customer may not offset disputed amounts from one invoice against payments due on the same or another account. CenturyLink's

acceptance of late or partial payments (even those marked, "Paid in Full") and late payment charges is not a waiver of its right to collect the full amount due. Customer's payment obligations include late charges and third party collection costs CenturyLink incurs, including reasonable attorneys' fees, if Customer fails to cure its breach of these payment terms.

- 4.3 Disputed Invoice Charges.** If Customer disputes a charge in good faith, Customer may withhold payment of that charge if Customer makes timely payment of all undisputed charges within the payment period described in Section 4.2, and provides CenturyLink with a written explanation of the reasons for Customer's dispute of the charge. Customer must cooperate with CenturyLink to promptly resolve any disputed charge. If CenturyLink determines, in good faith, that the disputed charge is valid, CenturyLink will notify Customer and, within five business days of receiving notice, Customer must pay the charge.
- 5. CREDIT APPROVAL.** CenturyLink's provision of Products and Services is subject to CenturyLink's credit approval of Customer. As part of the credit approval process, CenturyLink may require Customer to provide a deposit or other security. Additionally during the Agreement Term, if Customer's financial circumstance or payment history becomes reasonably unacceptable to CenturyLink, CenturyLink may require adequate assurance of future payment as a condition of continuing CenturyLink's provision of Products and Services. Customer's failure to provide adequate assurances required by CenturyLink is a material breach of the Agreement. CenturyLink may provide Customer's payment history or other billing/charge information to any credit reporting agency or industry clearinghouse.
- 6. ORDERS.**
- 6.1 Application.** The terms and conditions in any Orders will have no force or effect other than to denote quantity and description of Products or Services, delivery destinations, delivery dates, Customer billing addresses, installation addresses, the Agreement under which the Order is issued, and any other information required by CenturyLink. Orders are binding only upon acceptance in writing by CenturyLink. CenturyLink will notify Customer of rejected Orders. Customer may cancel an Order at any time before CenturyLink initiates delivery of Products and Services listed in the Order or otherwise begins performance, but Customer must pay CenturyLink's costs resulting from Customer's cancellation, including costs specifically described in the applicable Schedule or Product and Service-specific Annexes.
- 6.2 Cancellation.** CenturyLink will notify Customer of rejected Orders. Customer may cancel an Order at any time before CenturyLink delivers the Products and Services listed in the Order or begins its performance, but Customer must pay any actual costs CenturyLink incurs due to Customer's cancellation in addition to any amounts described in the applicable Product and Service-specific Annexes.
- 7. WARRANTIES.** THE SERVICES AND PRODUCTS PROVIDED BY CENTURYLINK UNDER THE AGREEMENT ARE PROVIDED WITHOUT ANY WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF TITLE, NONINFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, COMPLETENESS, COMPATIBILITY OF SOFTWARE OR EQUIPMENT, OR ANY RESULTS TO BE ACHIEVED THEREFROM. CENTURYLINK MAKES NO WARRANTIES OR REPRESENTATIONS THAT ANY SERVICE OR PRODUCT WILL BE FREE FROM LOSS OR LIABILITY ARISING OUT OF HACKING OR SIMILAR MALICIOUS ACTIVITY, OR ANY ACT OR OMISSION OF THE CUSTOMER.
- 8. EQUIPMENT AND SOFTWARE; CENTURYLINK-PROVIDED NETWORK MANAGEMENT.**
- 8.1 Equipment or Software Not Provided by CenturyLink.** Customer is responsible for any items not provided by CenturyLink, including installation, operation, and maintenance of such equipment or software and any equipment or software that impairs Product or Service quality or availability. Upon notice from CenturyLink of such impairment, Customer will promptly cure the problem. Customer will continue to pay CenturyLink for Products and Services during such impairment or related suspension. If the impairment interferes with the use of the CenturyLink-provided network by CenturyLink or third parties, CenturyLink, in its reasonable discretion, may suspend or disconnect the affected Products and Services without advance notice to Customer, although CenturyLink will provide advance notice where practical. Customer will not rearrange, disconnect, remove, or attempt to repair any CenturyLink-provided items. At Customer's request, CenturyLink will troubleshoot the impairment at CenturyLink's then-current time and materials rates. CenturyLink is not liable if a commercially reasonable change in Products or Services causes equipment or software not provided by CenturyLink to become obsolete, require alteration, or perform at lower levels.
- 8.2 Calls via Customer's Equipment or Software.** Customer is responsible for all charges, including any third-party charges, incurred for all types of calls, authorized or unauthorized, placed by or through Customer's equipment or software via any remote access feature, transferring capability, or call forwarding, even when such calls are placed fraudulently. Customer's responsibility for these charges applies in all instances, including if Customer purchased or leased such equipment or software by or through CenturyLink or purchased CenturyLink-provided maintenance for its equipment or software. To reduce Customer's exposure, Customer may install its own blocking techniques to stop such capabilities and calls. CenturyLink will neither install nor assist in the



installation of such blocking techniques, and has no obligation to block these capabilities or liability if such calls are placed, including no liability for charges that Customer may incur.

**8.3 Software License.**

- A. Licensing Requirements.** Where software is provided with a Product or Service, Customer is granted a non-exclusive and non-transferable license or sublicense to use the software, including any related documentation, solely to enable Customer to use the Products and Services in accordance with the applicable licensing requirements. Software licensing terms and conditions, including end-user licensing agreements and terms and conditions from CenturyLink's vendors, may be provided to Customer through click or shrink-wrap agreements. CenturyLink may suspend, block or terminate Customer's use of any software if Customer fails to comply with any applicable licensing requirement.
- B. Prohibitions.** Customer is not granted any rights to use any software on behalf of third parties or related to time share or service bureau activities. No rights are granted to source code, and Customer will not reverse engineer, decompile, modify, enhance, copy, prepare derivative works, or reproduce any software.

**8.4 Title to Software or Equipment.** CenturyLink (or CenturyLink vendors, if applicable) retain title and property rights to CenturyLink-provided software and equipment (excluding Products sold to Customer under the Agreement), including copies, and any related patents, copyrights, trademarks, or IP addresses assigned to Customer. Upon termination or expiration of the Agreement or an applicable Order, Customer will surrender and immediately return the CenturyLink-provided equipment and software, including all copies, to CenturyLink or will provide CenturyLink access to reclaim such equipment and software.

**8.5 Network Management.** CenturyLink reserves the right to perform preventative maintenance and software upgrades to the CenturyLink-provided network at its sole discretion on a scheduled or as-needed basis. CenturyLink may charge Customer where additional technical limitations or CenturyLink must construct network facilities to provide Services to Customer. If software or equipment not provided by CenturyLink is connected to CenturyLink-provided network facilities, CenturyLink's obligations relate only to the Services under the Agreement.

**9. USE OF NAME, SERVICE MARKS, TRADEMARKS.** Neither party will use the name, service marks, trademarks, or carrier identification code of the other party or any of its Affiliates for any purpose without the other party's prior written consent.

**10. CUSTOMER RESPONSIBILITIES.**

**10.1 Installation.** Customer will reasonably cooperate with CenturyLink or its agents to install the Products and Services. Customer is responsible for damage to CenturyLink-owned Products and Services located on Customer premises, excluding reasonable wear and tear or damage caused by CenturyLink. CenturyLink may refuse to install Products and Services or may discontinue and disconnect Products and Services without notice, if any condition on Customer's premises is unsafe or likely to cause injury to any person using Products and Services. Additional Customer responsibilities relating to a particular Product or Service may be defined in the applicable Schedules or Product and Service-specific Annexes.

**10.2 Use of Products and Services.**

- A. Acceptable Use Policy ("AUP").** If Customer purchases Products or Services that connect to the Internet, Customer must conform to the CenturyLink acceptable use policy posted to: <http://www.centurylink.com/Pages/AboutUs/Legal>, as reasonably amended from time to time.
- B. Abuse and Fraud.** Customer will not use Products or Services: (1) for fraudulent, abusive, unlawful or destructive purposes, including unauthorized or attempted unauthorized access to, or alteration, abuse or destruction of, information; or (2) in any manner that causes interference with CenturyLink's or another's use of the CenturyLink-provided network. Customer will cooperate promptly with CenturyLink to prevent third parties from gaining unauthorized access to the Products and Services via Customer's facilities.
- C. Reseller.** Customer represents that it is not a reseller of any telecommunication services provided under this Agreement as described in the Telecommunications Act of 1996, as amended, or applicable state law and acknowledges it is not entitled to any reseller discounts under any laws.
- D. Security.** CenturyLink has adopted and implemented, and will maintain, a corporate information security program designed to protect Customer information, materials and data accessed and possessed by CenturyLink from loss, misuse and unauthorized access or disclosure. Such program includes formal information security policies and procedures. The CenturyLink information security program is subject to reasonable changes by CenturyLink from time to time. CenturyLink's standard service offerings do not include managed security services such as encryption, intrusion detection, monitoring or managed firewall. Customer is responsible for selecting and using the level of security protection needed for all Customer data stored or transmitted via the Service and using

reasonable information security practices, including those relating to the encryption of data.

## **11. CONFIDENTIALITY AND PRIVACY.**

**11.1 Nondisclosure Requirements.** If the parties have not executed a mutual nondisclosure agreement, this provision will govern their exchange of information. Each party will not disclose any Confidential Information (defined below) received from the other party, or otherwise discovered by the receiving party, to any third party, except as expressly permitted in the Agreement. This obligation will continue until two years after the Agreement expires or terminates. Confidential Information includes, but is not limited to, pricing and terms of the Agreement, and information relating to the disclosing party's technology, business affairs, trade secrets, development and research information, and marketing or sales plans (collectively the "Confidential Information"). The receiving party may disclose Confidential Information to its subsidiaries, Affiliates, agents and consultants with a need to know, if they are not competitors of the disclosing party and are subject to a confidentiality agreement at least as protective of the disclosing party's rights as this provision. The parties will use Confidential Information only for the purpose of performing under the Agreement or for the provision of other CenturyLink services. The foregoing restrictions on use and disclosure of Confidential Information do not apply to information that: (A) is in the possession of the receiving party at the time of its disclosure and is not otherwise subject to obligations of confidentiality; (B) is or becomes publicly known, through no wrongful act or omission of the receiving party; (C) is received without restriction from a third party free to disclose it without obligation to the disclosing party; (D) is developed independently by the receiving party without reference to the Confidential Information, or (E) is required to be disclosed by law, regulation, or court or governmental order. The parties acknowledge that the receiving party's unauthorized disclosure or use of Confidential Information may result in irreparable harm. If there is a breach or threatened breach of the Agreement, the disclosing party may seek a temporary restraining order and injunction to protect its Confidential Information. This provision does not limit any other remedies available to either party. The party who breached or threatened to breach its nondisclosure obligation under the Agreement will not raise the defense of an adequate remedy at law. CenturyLink will not be deemed to have accessed, received, or be in the possession of Customer Confidential Information solely by virtue of the fact that Customer transmits, receives, accesses or stores such information through its use of CenturyLink's Services.

**11.2 HIPAA.** By providing Services, CenturyLink does not require or intend to access Customer data, including any confidential health related information of Customer's clients, which may include group health plans, that constitutes Protected Health Information ("PHI"), as defined in 45 C.F. R. §164.501 under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA Rules"). To the extent that any exposure to PHI is incidental to CenturyLink's provision of Services and not meant for the purpose of managing the PHI or creating or manipulating the PHI, such exposure is allowable under 45 CFR 164.502(a)(1)(iii).

**11.3 Privacy.** CenturyLink's privacy policy, as amended from time to time, is available at <http://www.centurylink.com/Pages/AboutUs/Legal>. The privacy policy includes information about CenturyLink's customer information practices and applies to the provisioning of Products and Services.

## **12. LIMITATIONS OF LIABILITY.**

**12.1 Direct Damages.** Each party's maximum liability for damages caused by its failure(s) to perform its obligations under the Agreement is limited to: (A) proven direct damages for claims arising out of personal injury or death, or damage to real or personal property, caused by the party's negligent or willful misconduct; and (B) proven direct damages for all other claims arising out of the Agreement, not to exceed in the aggregate, in any 12-month period, an amount equal to Customer's total net payments for the affected Products and Services purchased in the month preceding the month in which the injury occurred. Customer's payment obligations, Customer's liability for early termination charges, and the parties' indemnification obligations under the Agreement are excluded from this provision. CENTURYLINK, ITS AFFILIATES, AGENTS AND CONTRACTORS (INCLUDING WITHOUT LIMITATION, ANY SERVICE PROVIDER PROVIDING SERVICES ASSOCIATED WITH ACCESS TO 911 EMERGENCY SERVICE) WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON, FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY RELATING TO THE USE, LACK OF ACCESS TO OR PROVISION OF, 911 EMERGENCY SERVICE.

**12.2 Consequential Damages.** NEITHER PARTY WILL BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT OR TORT. CONSEQUENTIAL, INCIDENTAL, AND INDIRECT DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOST PROFITS, LOST REVENUES, AND LOSS OF BUSINESS OPPORTUNITY, WHETHER OR NOT THE OTHER PARTY WAS AWARE OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF THESE DAMAGES.



- 12.3 Unauthorized Access and Hacking.** Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by CenturyLink's negligence or willful misconduct, CenturyLink is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across CenturyLink-provided network facilities or Customer premise equipment.
- 12.4 Liability for Content.** CenturyLink is not responsible for the content of any information transmitted, accessed, or received by Customer through CenturyLink's provision of the Products and Services.
- 13. INDEMNIFICATION.**
- 13.1 Reserved.**
- 13.2 Customer Indemnification.** Customer will indemnify and defend CenturyLink, CenturyLink's officers, directors, agents, and employees and their successors, against all third party claims for damages, losses, liabilities or expenses, including reasonable attorneys' fees, arising out of:
- A.** Customer's failure to obtain required permits, licenses, or consents necessary to enable CenturyLink to provide the Products and Services (e.g., landlord permissions or local construction licenses). This provision does not include permits, licenses, or consents related to CenturyLink's general qualification to conduct business;
  - B.** Customer's transmissions, or transmissions by parties authorized by Customer, of, information, data, or messages over the CenturyLink-provided network leading directly or indirectly to third party claims: (1) for libel, slander, invasion of privacy, infringement of copyright, and invasion or alteration of private records or data; (2) for infringement of patents arising from the use of equipment, hardware or software not provided by CenturyLink; and (3) based on transmission and uploading of information that contains viruses, worms, or other destructive media or other unlawful content;
  - C.** CenturyLink's failure to pay any tax to the extent that CenturyLink relied on Customer's claimed legitimate exemption under applicable law;
  - D.** Customer's breach of software licensing requirements; and
  - E.** Customer's failure to comply with the usage requirements in the Customer Responsibilities Section of these Standard Terms and Conditions.
- 13.3 CenturyLink Indemnification.** CenturyLink will indemnify and defend Customer, Customer's officers, directors, agents, and employees and their successors against third party claims enforceable in the United States alleging that Services as provided infringe any third party United States patent or copyright or contain misappropriated third party trade secrets. But CenturyLink's obligations under this Section will not apply if the infringement or violation is caused by Customer's modification to CenturyLink-provided software, equipment or Services; combination of CenturyLink-provided services or products with other services or products; functional or other specifications that were provided by or requested by Customer; or Customer's continued use of infringing Services after CenturyLink provides reasonable notice to Customer of the infringement. For any third party claim that CenturyLink receives, or to minimize the potential for a claim, CenturyLink may, at its sole option, either:
- A.** procure the right for Customer to continue using the Services;
  - B.** replace or modify the Services with comparable Services; or
  - C.** terminate the Services.
- 13.4 Rights of Indemnified Party.** To be indemnified, the party seeking indemnification must promptly notify the other party in writing of the claim (unless the other party already has notice of the claim); give the indemnifying party full and complete authority, information and assistance for the claim's defense and settlement; and not, by any act, admission, or acknowledgement, materially prejudice the indemnifying party's ability to satisfactorily defend or settle the claim. The indemnifying party will retain the right, at its option, to settle or defend the claim, at its own expense and with its own counsel. The indemnified party will have the right, at its option, to participate in the settlement or defense of the claim, with its own counsel and at its own expense, but the indemnifying party will retain sole control of the claim's settlement or defense.
- 13.5 Remedies.** The foregoing provisions of this Section state the entire liability and obligations of the indemnifying party and any of its Affiliates or licensors, and the exclusive remedy of the indemnified party, with respect to the claims described in this Section.
- 14. TERMINATION.**
- 14.1 CenturyLink Right to Terminate.**
- A.** CenturyLink may immediately suspend or terminate Products or Services or the Agreement if:
    - (1)** Customer fails to cure its default of the payment terms in the Agreement;
    - (2)** If Customer has vacated the premises to which Services are furnished;
    - (3)** Customer fails to cure any other material breach of the Agreement within 30 days after receiving CenturyLink's written notice;

- (4) Customer provides false or deceptive information establishing, using or paying for Services or Customer engages in false, deceptive, fraudulent, or harassing activities when establishing, using or paying for Services;
    - (5) Customer fails to comply with applicable law or regulation and Customer's noncompliance prevents CenturyLink's performance under the Agreement; or
    - (6) Customer resells Products or Services as prohibited by these Standard Terms and Conditions.
  - B. If CenturyLink terminates the Agreement under this Section, Customer will be liable for any Products and Services provided up to the date of termination, whether or not invoiced by the termination date, as well as any applicable early termination liabilities.
- 14.2 **Customer Right to Terminate.**
  - A. **Material Failure.** If CenturyLink materially fails to provide a Product or Service and CenturyLink fails to cure after Customer provides CenturyLink with written notice of the failure and a reasonable opportunity to cure within 30 days from receipt of notice, Customer may terminate the affected Products or Services without early termination liability 30 days after CenturyLink's receipt of Customer's written notice to terminate. CenturyLink's material failure does not include a failure caused by circumstances outside CenturyLink's sole control, a failure caused by a third party access provider, a Force Majeure Event, or Customer or Customer-provided software or equipment.
  - B. **Termination for Convenience.** Customer may terminate a Service during the applicable Order Term, or the Agreement during the Agreement Term, by providing 60 days' written notice to CenturyLink. In the case of such termination for convenience, Customer will be liable for early termination fees set forth in the Agreement.
- 14.3 **Early Termination Liability.**
  - A. **Calculation of Early Termination Liability.** If Customer terminates a Product or Service in whole or in part, before expiration of the applicable Order Term (unless due to CenturyLink's material failure), or CenturyLink terminates a Product or Service or applicable Order as permitted under the Agreement, Customer will pay the following early termination charges, which represent CenturyLink's reasonable liquidated damages and not a penalty:
    - (1) **General Liability.** A lump sum equal to (a) 50% of the applicable monthly charges, multiplied by the number of months remaining in the applicable Order Term, plus (b) a pro rata amount of any waived installation charges, any credits issued (excluding any service level credits issued for any Service outages), and initialization fees waived based upon the number of months remaining in the applicable Order Term at the time of termination; and
    - (2) **Third Party Liability.** Any liabilities imposed on CenturyLink by third parties, such as other local exchange carriers and all nonrecoverable costs incurred by CenturyLink as a result of ordering facilities required to operate the Product or Service, as a result of Customer's early termination.
  - B. **Waiver of Early Termination Liability.** With CenturyLink's written approval, Customer will not be liable for the early termination liability described in this Section for a Service if Customer purchases another Service at the same time with the same or greater monthly recurring charge for an Order Term at least equal to the greater of: the remaining months in the original Order Term or one year.
- 14.4 **Disconnect Notice.** CenturyLink will have up to 30 days to complete disconnection of a Service. To complete disconnection, Customer must provide information required by CenturyLink. Customer's failure to provide such information may delay or prevent the disconnection. Customer will be responsible for all charges through the later of the 30<sup>th</sup> day after CenturyLink received the disconnect notice, or the date Customer stops using the Services.
- 15. **FORCE MAJEURE.** Neither party will be responsible for any delay, interruption or other failure to perform under the Agreement due to acts, events, and causes beyond the control of the responsible party (a "Force Majeure Event"). Force Majeure Events include: natural disasters (e.g., lightning, earthquakes, hurricanes, floods); wars, riots, terrorist activities, and civil commotions; inability to obtain parts or equipment from third party suppliers; cable cuts by third parties, a local exchange carrier's activities, and other acts of third parties; explosions and fires; embargoes, strikes, and labor disputes; and governmental decrees and any other cause beyond the reasonable control of a party.
- 16. **DEFINITIONS.**
  - 16.1 "Affiliate" is a legal entity that directly or indirectly controls, is controlled by, or is under common control with the party. An entity is considered to control another entity if it owns, directly or indirectly, more than 50% of the total voting securities or other such similar voting rights.
  - 16.2 "Effective Date" is the date the last party signs the Agreement.
  - 16.3 "Local Terms of Service" means the CenturyLink state-specific Guidebooks, Price Lists, Local Terms of Service or other deregulated terms and conditions under which CenturyLink provides detariffed incumbent local exchange carrier Services in certain states.

- 16.4 “Order” means a written, electronic or verbal order, or purchase order governed by the terms and conditions of the Agreement, submitted or confirmed by Customer and accepted by CenturyLink, which identifies specific Products and Services; quantity ordered; CenturyLink’s Agreement number, title, and execution date; billing address; ship to address; and service/installation address, as applicable. Verbal Orders are deemed confirmed upon Customer’s written acknowledgement, or Customer’s use, of Products or Services.
- 16.5 “Product(s)” includes equipment, devices, hardware, software, cabling or other materials sold or leased to Customer by or through CenturyLink as a separate item from, or bundled with, a Service.
- 16.6 “Product and Service-specific Annexes” refers to separate descriptions, terms and conditions for certain non-tariffed Products and Services, including those offered under applicable CenturyLink local terms of service in states that have withdrawn Tariffs for such Products and Services. Product and Service-specific Annexes are incorporated into the Agreement.
- 16.7 “Schedules” and “Rates and Services Schedules” (“RSS”) can be used interchangeably and are the terms and conditions governing CenturyLink’s provision of certain interexchange Services that were detariffed by order of the Federal Communication Commission (“FCC”). CenturyLink Schedules are subject to change during the Agreement Term under the rules and authority of the FCC. Schedules are posted to the Rates and Conditions Website.
- 16.8 “Service(s)” means wireline and wireless business communications services that are not governed by Tariffs, including basic or telecommunications services, information or other enhanced services, and non-regulated professional services provided to Customer by or through CenturyLink under the Agreement, excluding Products.
- 16.9 “Tariffs” means the CenturyLink incumbent local exchange carrier, competitive local exchange carrier, or intrastate interexchange carrier tariffs on record with the FCC or state regulatory authorities having jurisdiction over those Services. Tariffs are subject to change during the Agreement Term under the rules and authority of the relevant regulatory bodies.
17. **MISCELLANEOUS.**
- 17.1 **Independent Contractor.** CenturyLink provides the Products and Services as an independent contractor. The Agreement will not create an employer-employee relationship, association, joint venture, partnership, or other form of legal entity or business enterprise between the parties, their agents, employees or affiliates.
- 17.2 **No Waiver of Rights.** The failure to exercise any right under the Agreement does not constitute a waiver of the party’s right to exercise that right or any other right in the future.
- 17.3 **Future Services and Modifications.** CenturyLink acknowledges the future potential need for Customer to share Services with a third party and Customer may, upon 90 days written notice, notify CenturyLink of its intention to do so. At that time, CenturyLink and Customer may negotiate a mutually agreeable solution to achieve this, including, but not limited to, amending this Agreement to add additional parties, and their responsibilities, or enter into a new Agreement. At no point shall this provision be construed as a termination right or a release of the Customer’s responsibilities contained in this Agreement.
- 17.4 **Governing Law; Dispute Resolution.**
- A. **Negotiation.** The parties will use good faith efforts to resolve any dispute promptly by negotiation at a higher level of management than the persons with direct responsibility for administration of the Agreement. All negotiations and any documents exchanged related to the negotiations under this Section are confidential, and will be treated as compromise and settlement negotiations under applicable rules of evidence.
- B. **Governing Law; Forum.** Delaware state law, without regard to choice-of-law principles, governs all matters relating to the Agreement. Any legal proceeding relating to the Agreement, will be brought in a U.S. District Court, or absent federal jurisdiction, in a state court of competent jurisdiction, in the location of the party to the Agreement not initiating the action, as indicated in the Notices section. But CenturyLink may, at its discretion, initiate proceedings in Denver, Colorado to collect undisputed amounts billed.
- C. **Waiver of Jury Trial and Class Action.** Each party, to the extent permitted by law, knowingly, voluntarily, and intentionally waives its right to a jury trial and any right to pursue any claim or action relating to the Agreement on a class or consolidated basis or in a representative capacity.
- D. **Arbitration if Jury-Trial Waiver Unenforceable.** If for any reason the jury waiver is held to be unenforceable, the parties agree to binding arbitration for any dispute relating to the Agreement under the Federal Arbitration Act, 9 U.S.C. § 1, *et. seq.* The arbitration will be conducted in accordance with the JAMS Comprehensive Arbitration Rules, but need not be administered by JAMS unless the parties cannot otherwise agree upon the selection of an arbitrator within thirty (30) days of the receipt of a written demand for arbitration. If the

parties cannot reach agreement on the selection of an arbitrator, either party may commence the arbitration process by filing a written demand for arbitration with JAMS, with a copy to the other party. The written demand for arbitration called for by this paragraph shall contain sufficient detail regarding the party's claims to permit the other party to understand the claims and identify witnesses and relevant documents. The arbitrator will not be empowered to award, nor will any party be entitled to receive, any damages or awards that are barred by the "Limitation of Liability" Section of the Agreement. The arbitrator's decision must follow the plain meaning of this Agreement and will be final, binding, and enforceable in a court of competent jurisdiction.

- 17.5 Compliance with Laws.** Each party agrees that it will comply with all applicable laws in performing its obligations under the Agreement.
- 17.6 Assignment.** Customer may not assign any rights or obligations under the Agreement or an Order without CenturyLink's prior written consent, except that Customer may assign the Agreement, after 30 days prior written notice, to an Affiliate or an entity that has purchased all or substantially all of Customer's assets. Following written notice to Customer, CenturyLink may assign the Agreement or an Order, in whole or in part, without Customer's prior written consent.
- 17.7 Amendments and Alterations.** The Agreement may only be amended in a writing signed by both parties' authorized representatives. Alterations to the Agreement are not valid unless accepted in writing by authorized representatives of both parties.
- 17.8 Notice.** Notices required under the Agreement must be submitted in writing to the party's address for notice listed in the Agreement or Order and, in the case of a dispute, notices must also be sent to:  
**CenturyLink**  
**Attn: Legal Department**  
1801 California Street, #900  
Denver, CO 80202  
Fax: (888) 778-0054
- 17.9 Severability.** If any provision of the Agreement is found to be unenforceable, the Agreement's unaffected provisions will remain in effect and the parties will negotiate a mutually acceptable replacement provision consistent with the parties' original intent.
- 17.10 URLs and Successor URLs.** References to Uniform Resource Locators (URLs) in the Agreement include any successor URLs designated by CenturyLink.
- 17.11 Survivability.** The terms and conditions of the Agreement regarding confidentiality, indemnification, warranties, payment, dispute resolution and all others that by their sense and context are intended to survive the expiration of the Agreement will survive.
- 17.12 Entire Agreement.** This Agreement, including all referenced documents, annexes, Schedules, or exhibits, the related Orders and the parties' mutual nondisclosure agreement constitutes the entire agreement and understanding between the parties and supersedes all prior or contemporaneous negotiations or agreements, whether oral or written, relating to its subject matter.
- 17.13 Changes to Tariff, Local Terms of Service, or AUP.** CenturyLink may amend, change, or withdraw the Tariff, Local Terms of Service, or AUP, with such updated Tariff, Local Terms of Service, or AUP effective upon posting or upon fulfillment of any necessary regulatory requirements. If a modification to a Tariff, Local Terms of Service, or AUP (A) materially and adversely affects Customer's legitimate use of a Service; and (B) is not required by government or judicial action, then Customer may terminate the affected Service upon 30 days' written notice without liability for early termination charges for the affected Service, provided, however, that Customer provides written notice of its intent to terminate the Service under this Section within 30 days after the modification occurs and provides CenturyLink the opportunity to cure the modification within the 30 days after Customer's notice.

**EXHIBIT 3 to ATTACHMENT A**  
**EQUIPMENT SALES PRODUCT ANNEX**

This Equipment Sales Product Annex, together with the applicable cover agreement (collectively, the "Agreement"), will govern CenturyLink's provision and Customer's receipt of customer premises equipment and associated materials and labor ("Equipment"). When attached to the applicable cover agreement, this annex supersedes the version posted at [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html). Customer's purchase and use of Cisco SMARTnet Services is governed under the Cisco Service and Support Solutions terms and conditions available at [http://www.cisco.com/web/about/doing\\_business/legal/service\\_descriptions/index.html](http://www.cisco.com/web/about/doing_business/legal/service_descriptions/index.html) and not by the terms and conditions of the CenturyLink Centurion Maintenance Service Annex.

1. **PRICE.** Customer will pay the total price invoiced as specified in the Order. If Customer changes any Equipment type or location, Customer will notify CenturyLink in writing of such change and CenturyLink may change the price listed on the Order to conform to Customer's specifications. CenturyLink will base any additional charges on time and material costs CenturyLink incurs. Prices for installation and other products and services not specified in the Order but requested by Customer or necessary to complete the Order will be provided at CenturyLink's standard time and materials rates or at prices that the parties' authorized representatives mutually agree upon in writing from time to time. Discounts applied to any individual Order will not apply to subsequent orders.
2. **PAYMENT TERMS.** For orders placed under this Annex, Customer's use of financing options does not extend payment terms.
3. **FAILURE TO PERFORM.**
  - 3.1. **Pre-Delivery.** If Customer repudiates, gives notice of cancellation, or otherwise breaches this Annex prior to delivery of the Equipment, Customer will pay CenturyLink as liquidated damages, and not as a penalty, 25% of the purchase price or CenturyLink's out of pocket costs incurred as a result of Customer's cancellation, whichever is greater.
  - 3.2. **Post-Delivery.** If Customer breaches this Annex after delivery of the Equipment, CenturyLink may, in addition to any other remedies available to CenturyLink: (a) declare all sums due and payable immediately; (b) discontinue discounts related to Equipment; (c) cease installation or delivery or disconnect and deactivate Equipment until amounts due are paid; or (d) retake possession of Equipment and retain all sums paid by Customer as a setoff against expenses incurred.
  - 3.3. **Drop Ship.** Purchases where CenturyLink will not be providing installation ("Drop Ship") may not be cancelled following order placement without prior written authorization of CenturyLink or assignment of a return authorization number ("Call Tag Number").
4. **RISK OF LOSS AND TITLE.**
  - 4.1. **Risk of Loss.** Customer assumes the risk of loss and damage to the Equipment from the date of its delivery to the designated ship to address.
  - 4.2. **Title.** Title to the Equipment will pass from CenturyLink to Customer when Customer fully pays the total amount invoiced for the Order, including but not limited to the Equipment price, freight, any applicable taxes, or interest due on past due amounts.
  - 4.3. **Security Interest.** Customer grants CenturyLink a purchase money security interest in the Equipment, together with all replacements, parts, additions, repairs and accessories incorporated in or affixed to the Equipment, and all proceeds of the sale of the Equipment, until all charges (including interest, if any) are paid in full. Customer will not pledge or otherwise encumber the Equipment until all such charges are paid in full. Customer will sign and deliver any documents reasonably requested by CenturyLink for the purposes of perfecting the security interest created by this Annex. The parties agree that the Equipment will remain personal property, not a part of the land or building, regardless of the manner of installation.



**5. DELIVERY, ACCEPTANCE, BILLING AND RETURN OF EQUIPMENT.**

- 5.1.** Delivery Date. All delivery dates are approximate. CenturyLink will use commercially reasonable efforts to deliver, or cause to be delivered, the Equipment by any reasonable delivery date specified in the Order.
- 5.2.** Acceptance and Billing. For CenturyLink-installed Equipment, Customer will have 7 days after installation to notify CenturyLink in writing of any material deficiencies in the order. Otherwise, any Order under this Annex will be deemed accepted after the 7-day period, and CenturyLink may invoice Customer for the Order. If Customer timely rejects the Order, CenturyLink will take prompt action to cure the deficiencies within a reasonable period of time under the circumstances.
- 5.3.** Drop Ship Equipment. If Customer fails to reject the Equipment within 15 days from the date of delivery, Customer will be conclusively presumed to have accepted the Equipment. Equipment may only be rejected for errors in order processing or for defects or deficiencies in the Equipment, and only after Customer has contacted CenturyLink and received a Call Tag Number with instructions on how to complete the return.
- 5.4.** Order Cancellation or Return of Equipment. In CenturyLink's sole discretion, Equipment may be returned by Customer with prior approval and specific shipping instructions from CenturyLink, and must be in original manufacturer's boxes or packaging for CenturyLink to accept the return. In addition to all other applicable charges, Customer will pay CenturyLink a restock charge of 25% of the purchase price as liquidated damages, and not as a penalty, upon the return of Equipment if the return is due to a Customer ordering error or Customer's late cancellation of an order. Customer is responsible for any damage to the Equipment while in Customer's possession or during return shipment to CenturyLink.

**6. CUSTOMER RESPONSIBILITIES.**

- 6.1.** Preparation of Site. At its own expense, Customer will prepare its site(s) to comply with Equipment manufacturer's or CenturyLink's installation and maintenance specifications. Customer warrants that its sites are free of asbestos (whether encapsulated or exposed) and other hazardous materials as defined by federal or state law. If this warranty cannot be made prior to placing an Order, CenturyLink may, in addition to any other legal or equitable remedies: (a) decline to make any equipment installations in areas known or suspected of containing hazardous materials; or (b) unilaterally make an adjustment to the purchase price to reflect any increased costs of performance because of known or suspected hazardous materials on the premises.
- 6.2.** Permits. Customer will obtain necessary consents, approvals, licenses, and permits for installation of the Equipment on Customer's premises. Customer will provide access to CenturyLink during all hours consistent with the requirements of installation.
- 6.3.** Indemnity. Customer will defend, indemnify and hold harmless CenturyLink, together with its officers, agents and employees, against all damages, claims, liabilities or expenses (including reasonable attorneys' fees, court costs, and allocated in-house counsel legal expenses) arising out of or resulting in any way from Customer's failure to fulfill Sections 6.1 and 6.2 above.
- 6.4.** Electrical Wiring. Customer acknowledges that foreign voltages and lightning effects on equipment can be significant during electrical storms. Accordingly, Customer is responsible, at its expense, for all ground wire connections to Customer's premises. Customer will also ensure availability of a separate electric source, circuits and power with suitable outlets. Customer is responsible for ensuring CenturyLink's access to concealed wiring and for the availability of proximately located AC power. Unless otherwise stated in the order, Customer will pay the cost of electricians or conduit if required.
- 6.5.** Physical Access to Facilities. During the period of installation and throughout the warranty or maintenance period, Customer will provide necessary openings and ducts for cable and conductors in floors and walls, and floor plans and/or prints showing the location of the openings and ducts. The floor plan and/or prints will also show the locations and types of Equipment to be installed.
- 6.6.** Proper Use. Customer will properly use Equipment and will not, nor will it permit or assist others to, use Equipment for any purpose other than its intended purpose, fail to maintain a suitable environment according to the manufacturer's specifications, or tamper with Equipment. If Customer fails to comply, Customer will release CenturyLink from its performance and liability obligations (including any warranty or indemnity obligations) to Customer under this Annex and Customer will pay CenturyLink all costs or damages CenturyLink incurs as a result of Customer's breach.

- 6.7.** Non-CenturyLink Equipment. CUSTOMER IS SOLELY RESPONSIBLE FOR THE COMPATIBILITY AND NON-INFRINGEMENT USE OF ANY EQUIPMENT NOT ACQUIRED FROM CENTURYLINK THAT IS ADDED TO, OR OTHERWISE USED IN CONJUNCTION WITH CENTURYLINK-PROVIDED EQUIPMENT. CUSTOMER'S USE OR COMBINATION OF NON-COMPATIBLE OR INFRINGING EQUIPMENT WILL, AT CENTURYLINK'S OPTION, VOID ANY REMAINING WARRANTY AS TO ANY ITEM OF CENTURYLINK-PROVIDED EQUIPMENT THAT IS ADVERSELY AFFECTED.

**7. WARRANTIES.**

- 7.1.** CenturyLink Installed. Unless otherwise noted in writing and explicitly accepted by CenturyLink for a particular Order, the warranty for Equipment installed by CenturyLink and any associated software is limited to the manufacturer's warranty, if any. CenturyLink will provide warranty service for installed Equipment at the installation location consistent with CenturyLink's customary equipment maintenance policies for Customer's location and type of equipment. Warranty service excludes replacement of lost or stolen parts, damage due to negligence, parts or items consumed under normal use, acts of God, or causes other than normal use, including modifications by Customer or maintenance performed by anyone not pre-approved in writing by CenturyLink.
- 7.2.** Drop Ship. For Equipment not installed by CenturyLink, the warranty is limited to the manufacturer's warranty, if any. Customer must contact the Equipment manufacturer for any warranty repairs or replacement and bear the expense of shipping Equipment not installed by CenturyLink to the Equipment manufacturer for warranty repairs or replacement.

**8. LIABILITY FOR IP EQUIPMENT.**

- 8.1.** Network Performance Assessment ("NPA"). In addition to other limitations of liability set forth in the Agreement, Customer accepts full responsibility for the impact of adding IP Equipment to its network. IP technology is inherently vulnerable and due to multiple factors outside of CenturyLink's control, CenturyLink does not ensure continued network reliability. CenturyLink recommends an NPA to assess Customer's data network readiness before transition of voice and video services from a separate TDM network to a converged packet or IP network. An NPA is only valid at the point in time when the assessment is conducted and minor Customer changes to the network can result in significant impacts to Quality of Service or performance capabilities of the IP Equipment. An NPA does not guarantee performance of any applications running in Customer's LAN/WAN and CenturyLink is not responsible for any loss or delay in such applications. CenturyLink is not liable for impacts to Customer's network as it relates to the convergence of voice and data.
- 8.2.** Changes Following IP Evaluation or Assessment. Changes in Customer network following an NPA or installation of IP Equipment may impact the existing network or application requirements. Although analyzing the existing network helps identify hardware and software issues associated with the IP Equipment deployment, more CPU, memory, bandwidth or features may be needed to ensure Customer's system meets both IP Equipment and existing network requirements.

**9. EQUIPMENT PROVIDED AS PART OF A BUNDLE.**

- 9.1.** Under certain Service configurations, CenturyLink furnishes Equipment to Customers without requiring payment in full at the time of acquisition. CenturyLink applies a fixed portion of Customer's monthly recurring charges, shown as a single amount for the bundle of Service and Equipment, toward the purchase price of the Equipment.
- 9.2.** If Customer receives Equipment as part of a bundled Service (as specified in the applicable Agreement or Order), the following additional terms apply:
- A.** Section 4.2 of this Annex will read: "Title to the Equipment will pass to Customer upon installation and acceptance."
  - B.** If Customer terminates Services provided under the Agreement before the end of the Term, CenturyLink will collect any amounts still owed for the Equipment under the general termination liability provisions of the Agreement.

**10. EQUIPMENT PROVIDED AT NO COST.**

- 10.1.** Under certain promotions, CenturyLink furnishes Equipment to Customers at no cost in exchange for certain commitments on term and type of Service associated with the Equipment.
- 10.2.** If Customer receives Equipment at no cost (as specified in the applicable Agreement or Order), the following additional terms apply:



- A.** Section 4.2 of this Annex will read: "Title to the Equipment will pass to Customer upon installation and acceptance."
- B.** If Customer terminates Services provided under the Agreement before the end of the Term, CenturyLink may charge Customer a pro-rata installation fee (based on CenturyLink's time and materials costs as of the installation date) and a pro-rata equipment purchase fee based on CenturyLink's list price for the Equipment at the time of installation in addition to any other termination liability assessed under the Agreement.

**EXHIBIT 4****1.1. Service Summary**

Intrado's Location Data Management Service (the "Service"), provided by CenturyLink, provides hosted location and CUSTOMER information database systems and services, including Master Street Guide (MSAG) validation, service order input ("SQL") processing and validation, and metrics reporting. This Service Guide provides CUSTOMER with the following information:

- Responsibility Matrix
- Project implementation tasks to move to the Service
- Detail on the Service, including a services description and response times
- Operational coordination between CenturyLink, Intrado, and CUSTOMER

**1.2. Responsibility Matrix**

The following matrix outlines the typical responsibilities of each party for the Service. Where all parties have been listed, the party with primary responsibility is listed first. Additional detail on the responsibilities of each party is included in the Sections below. Failure of a party to satisfactorily complete a required task could materially impair Intrado's ability to provide the Service.

<b>Task</b>	<b>Responsibility</b>
<b>Project Implementation</b>	
Project Management	Intrado/CenturyLink
Telecommunications Service Provider (TSP) Coordination	Intrado/CenturyLink
Develop Intrado methods and procedures <ul style="list-style-type: none"> <li>• Intrado's operations</li> <li>• Intrado's interface with TSPs, county/municipal coordinators, and each CUSTOMER PSAP</li> </ul>	Intrado
Process Documentation	Intrado/CenturyLink
Location Data Management Service system architecture	Intrado
PSAP facilities	CenturyLink & CUSTOMER
Wire Center Overlap Resolution Data Integrity	Intrado/TSP
MSAG Extracts	CenturyLink & CUSTOMER
TN Record Extracts	Intrado/TSPs
MSAG Analysis	Intrado
TN Record Analysis	Intrado
MSAG Data – Issue Resolution	Intrado/CUSTOMER
TN Record Data – Issue Resolution	Intrado/CUSTOMER/TSP
Selective Router Database (" <u>SRDB</u> ") Updates	Intrado
Non-Intrado PSAP Equipment <ul style="list-style-type: none"> <li>• This may be legacy equipment or new equipment purchased under another CUSTOMER agreement.</li> <li>• Non-Intrado PSAP Equipment includes the Computer Aided Dispatch (CAD) system and the radio system if applicable</li> </ul>	CUSTOMER
End to End Testing	Intrado/CenturyLink
Final Data Load – MSAG, TN Record	Intrado/TSP/CenturyLink
Training on Location Data Management Systems and Service (PSAPs, TSPs, Third Party Providers)	Intrado/CenturyLink
Develop plan and execute Migration Testing	Intrado/CenturyLink
Production Turn-up	Intrado/CenturyLink

Task	Responsibility
<b>Ongoing Responsibilities</b>	
TSP Coordination	Intrado
TSP Escalation Point	CenturyLink
Maintain Intrado methods and procedures <ul style="list-style-type: none"> <li>Intrado operations</li> <li>Intrado interface with TSPs, county/municipal coordinators and each CUSTOMER PSAP</li> </ul>	Intrado
Data Integrity	
MSAG Build/Maintenance	Intrado/CenturyLink
Service Order Processing	Intrado
Error Correction and Referral	Intrado/CenturyLink/TSP
TN Data Extracts and Distribution	Intrado
MSAG Data Extracts and Distribution	Intrado
Basic LNP Processing	Intrado
Database Reconciliations	Intrado
SRDB Updates	Intrado
ESN/ELT Build/Maintenance	Intrado/CenturyLink
ALI Discrepancy Reporting/Resolution	Intrado/CUSTOMER/TSP
Metrics Reporting	Intrado
Trend Analysis/Data Investigation	Intrado/CenturyLink
System Monitoring	Intrado
System Maintenance	Intrado
System Upgrades	Intrado
Log storage and backups	Intrado
Problem Reporting	Intrado/CenturyLink
Problem Triage and Resolution	Intrado/CenturyLink
Single Point of Contact for CenturyLink & TSP Data Issues	Intrado

**Table 1: Responsibility Matrix**

## 2. Project Implementation

### 2.1. Overview

The Service implementation begins with a planning phase, where communications with the LEC and other TSPs are initiated, connectivity between the CUSTOMER's PSAP(s) and data collection and analysis begins.

Following the initial planning phase is data collection and simulations. Intrado will work with each CUSTOMER PSAP to migrate location data management from the legacy ALI provider to the Location Data Management Service system. Intrado will also work with each TSP and CUSTOMER PSAP to conduct data processing simulations.

Intrado will work with CenturyLink to schedule migration of each PSAP to the Service as data collection for each PSAP and TSP simulations are completed. The Service may be deployed in phases to allow for establishing the necessary agreements with the LEC and other TSPs.

The Service may be deployed in phases to allow for establishing the necessary agreements with the LEC and other TSPs.

## 2.2. Implementation Project Support

Intrado designates a project manager to act as Intrado's project lead and the primary interface with both CenturyLink and the CUSTOMER's appointed contact for implementation project collaboration, including identification and communication of key milestone dates and events for the implementation timeline. The Intrado project lead manages overall program tracking of the master project plan and task management of the project implementation. Similarly, CenturyLink designates a 9-1-1 operations contact to act as the CenturyLink's project lead. The CenturyLink's project lead works with the Intrado project lead in reporting and verifying problems, and facilitates ongoing communications with Intrado.

The Intrado and CenturyLink project leads will manage a kickoff meeting to establish communication strategies and contacts between the Parties, review the scope of the Service, and review the requirements and timelines. The project leads will facilitate additional meetings as necessary for implementation planning, design, and requirements definition. The meetings include both Intrado and the CenturyLink's appropriate technical and operational groups to assure a solid understanding of the network architecture, data exchange procedures, PSAP needs, standard operational procedures, and Service as designed for the CUSTOMER.

For efficient project implementation, CenturyLink will assign appropriate personnel at each PSAP who understand the overall impact of the transition of the 9-1-1 services and can assist in the overall planning for transition activities such as testing and migration. The Intrado project manager coordinates and manages the necessary Intrado resources to complete the Location Data Management Service deployment activities. The Intrado project manager works with each CUSTOMER PSAP to develop a detailed project plan that includes milestones for each project phase. This plan is refined over the course of the project as mutually agreed by both parties. The Intrado and CenturyLink Project Managers will be available for regular status meetings and as necessary to ensure the project moves forward appropriately.

## 2.3. Contact Lists

Intrado, CenturyLink, and CUSTOMER will exchange key contacts for technical, operational, and managerial personnel assigned to the Service deployment. In addition, Intrado will provide CenturyLink with an emergency support 24x7x365 contact number, a routine support contact list, and an escalation contact list. It is the responsibility of each Party to update and publish these lists on a regular basis.

## 2.4. TSP Coordination

Intrado works with CenturyLink to develop a joint communication to each PSAP, government organization, and appropriate TSPs outlining the scope of Service to be implemented, a high-level implementation schedule, and key contact information for each entity. Intrado distributes the communication on behalf of CenturyLink.

Intrado establishes expectations with each TSP and manages communication to the TSP for items related to Location Data Management Service on behalf of CenturyLink. Intrado will escalate to CenturyLink as appropriate regarding TSP initiatives and will request CenturyLink intervention when necessary.

## 2.5. TN and MSAG Data Migration

Intrado works with CenturyLink and each TSP to transition E9-1-1 data for each of CUSTOMER's PSAPs, including Telephone Number ("TN") records and tabular MSAG records to Intrado's Location Data Management systems.

For the initial migration, CenturyLink is responsible for providing the following in accordance with the detailed project plan timeline:

- A full MSAG extract for the E9-1-1 service area of each CUSTOMER PSAP
- A complete list of all ESNs and ELTs in an electronic form for the E9-1-1 service area of each CUSTOMER PSAP

Intrado works with each TSP to obtain a copy of TN records. On receipt of both the TN record extracts and the CUSTOMER's MSAG, Intrado performs a data analysis. The data analysis consists of a TN simulation process to determine the percentage of TN records that will initially pass MSAG and data field validations prior to the load into the Intrado location data management system. Intrado will compare the CUSTOMER MSAG against each TSP's TN records and return all discrepancies to the TSP, to CenturyLink, or to the county/municipal coordinator, as appropriate for investigation and resolution.

Unless agreed otherwise, Intrado requires the percentage of TNs that successfully pass MSAG validation ("Match Rate") in the TN simulation to be 98% or greater for all TSP TN records prior to data being loaded into Intrado's production database management for data validation. If the Match Rate is less than 98% or the agreed upon rate, Intrado will work jointly with the CUSTOMER and each TSP to increase the quality of the MSAG and TSP data to further increase the Match Rate, provided, however, that it is ultimately CUSTOMER's and each TSP's responsibility to reach the Match Rate.

CenturyLink and Intrado will perform up to three TN simulations at no cost to CUSTOMER.

Once the Match Rate has been achieved, the TSP TN data is deemed acceptable to load into the Intrado data management system.

The following services are out of scope and may be addressed through a change order:

- Data Transition services including MSAG builds and TN record loads for any municipality located outside CUSTOMER's E9-1-1 Service Area
- Conversion of MSAG data that is not in electronic form, creation of a new MSAG database, or repair to an MSAG that lacks defined emergency service zones (if needed) and/or ESNs
- GIS related services

## **2.6. Wire Center Overlap Resolution**

Intrado's Location Data Management implementation depends on TSP and LEC cooperation to resolve wire center overlap issues.

Wireline end offices for which 9-1-1 calls for some TNs need to route to a PSAP utilizing one location data management (ALI) service and 9-1-1 calls from other TNs need to route to a PSAP using a different location data management (ALI) service are considered to be "split end offices" or "split wire centers".

For these split end offices, the TSP will be requested to "sort" the TNs within the split wire center, and submit/maintain data for TNs that should route to CUSTOMER PSAPs to the Intrado Location Data Management system.

Where the TSP cannot segregate the TN data at end office level, the TSP and Intrado will work cooperatively with the TSP and the LEC to establish data provisioning and processing arrangements.

## **3. Post Implementation Services**

The Service includes hosted systems and data management services to deliver E9-1-1 location information to CUSTOMER's PSAPs.

Location Data Management Service include receiving and processing periodic tabular MSAG updates from CUSTOMER, receiving SOI records from TSPs, systematically validating such records against the tabular MSAG, correcting TN records that are not MSAG valid, and posting validated TN record updates to the ALI system and SRDB. TN error records are created for TN updates submitted that fail validations.

Intrado's redundant ALI systems deliver E9-1-1 location information data in a conventional ALI format to the CUSTOMER's call handling system, for subsequent display on each PSAP CPE workstation.

Intrado appoints an E9-1-1 data integrity manager to work with CUSTOMER and TSPs in reporting/verifying problems, reviewing/rectifying error reports, and managing system administration duties.

### **3.1. Service Order Exchange**

Intrado works with each TSP in CUSTOMER's E9-1-1 Service Area to determine the most appropriate connectivity for electronic service order data exchange. Depending on the TN Record volume, a dedicated circuit or secure Internet connectivity may be selected for data exchange.

Intrado will provide the CUSTOMER and each TSP with data exchange guidelines (detailing input and output files with required data elements and error codes). Intrado may periodically update the data exchange guidelines, as appropriate.

### **3.2. Intrado Portal**

Intrado will provide and maintain a hosted web-based interface to Intrado's suite of web-based tools and applications, otherwise known as the Intrado Portal ("IUP"). IUP will provide the CUSTOMER, its PSAPs, and TSPs secure access to applicable Intrado support tools and documentation. The following web-based applications and information are available through IUP following user authentication through the Intrado identity management system:

- 9-1-1 NET® – web-based data management interface
- ClearView Metrics – for access to metrics reports
- Document Library – for downloading training materials, user's guides, and other documentation
- File Transfer Tool – for upload/download of files such as extracts or SOI and errors/statistics files

### **3.3. 9-1-1 NET**

Intrado's web-based data management system, 9-1-1 NET, allows each CUSTOMER PSAP, TSPs, and Intrado data analyst to perform a number of functions.

The 9-1-1 NET system provides PSAPs with online access to production 9-1-1 data, change requests/discrepancy reports, historic tracking and reporting capabilities. The system automatically returns a transaction number verifying the acceptance of the change request, which can be used later to search for the record.

With 9-1-1 NET, CUSTOMER PSAPs can access 9-1-1 data records in their E9-1-1 Service area, including MSAG records, TN and TN error records, past ALI responses, and ESN/ELT records, and request and track corrections to these records through change requests (“CRs”) and discrepancy reports (“DRs”). Through 9-1-1 NET, CUSTOMER PSAPs are able to query for and export up to 10,000 records, and they can also obtain status information and metrics data.

With 9-1-1 NET, TSPs can access their TN records, TN error records, and TN change requests; process change requests (CRs/DRs) referred to them and view MSAG records.

### **3.4. User Account Configurations**

Intrado will work with CUSTOMER to configure user access to appropriate applications for each user or user type. Additionally, Intrado will ensure each user account is configured with the appropriate data access profile.

Intrado will provide CUSTOMER with up to three unique user accounts per CUSTOMER PSAP for access to Intrado web applications through the IUP. Intrado will assign each IUP user a unique user ID, password, and a secure ID token. User accounts may not be shared by multiple people. Intrado will work with CUSTOMER to determine and configure the appropriate data access profile for each user account. Additional user accounts or replacement of a misplaced secure ID tokens are subject to additional fees.

Intrado will separately provide and configure IUP user accounts for each TSP.

Intrado will provide CUSTOMER user documentation including a user's guide for each Intrado web application through the IUP.

### **3.5. Data Management Services**

Intrado has primary responsibility for data management tasks listed in Table 1. Tasks for which CenturyLink, CUSTOMER's PSAPs, the county/municipal coordinators in CUSTOMER's E9-1-1 Service Area, or the TSP have partial responsibility for are also identified. Intrado will work with CUSTOMER to mutually agree on process flows for data management services between Intrado, CUSTOMER's PSAPs, and the county/municipal coordinators. Any changes to the designated responsible Party will be mutually agreed on.

Intrado will create and maintain process documentation for all data management services.

#### **3.5.1. Address Corrections**

CUSTOMER may submit TN record address corrections to Intrado. Intrado will work with the identified TSP for correction/resolution of the subscriber's address.

#### **3.5.2. MSAG Maintenance**

Each CUSTOMER PSAP and municipal/county coordinator in each CUSTOMER PSAP's E9-1-1 Service Area will submit all MSAG change requests and updates through 9-1-1 NET. CUSTOMER may also submit TN change requests through 9-1-1 NET. Each CUSTOMER PSAP will provide Intrado with all additions and changes to ESNs and ELTs.

On receipt of CUSTOMER's MSAG Change Requests through 9-1-1 NET, Intrado will provide daily MSAG maintenance support, inclusive of inserts, changes, and deletes on current MSAGs and ESN/ELTs.

Special Projects such as readdressing, annexations, MSAG scrubs, and county-wide MSAG changes are considered 'MSAG Special Projects' and may require more than one business day. MSAG Special Projects that require more than 1,000 MSAG record changes are out of scope and may incur additional fees.

#### **3.5.3. Error Correction Maintenance**

Intrado will return all MSAG-related TN errors directly to the appropriate TSP for correction. Each TSP will be responsible for resubmitting an electronic SOI record to Intrado for final error correction when the record content must be changed to correct the error.

#### **3.5.4. ESN/ELT Table Maintenance**

Intrado will manage ESNs in the Intrado Data Management and ALI systems and the associated ELTs as provided by each CUSTOMER PSAP. This task consists of maintaining assigned ESNs and ELTs in system tables. Intrado will provide CUSTOMER with ESN/ELT information on request.

### 3.5.5. Wire Center Boundary Conflicts

Intrado will research wire center boundary conflicts that affect 9-1-1 call delivery. Intrado will work with the LEC in resolving these conflicts. Geographic porting (porting outside of current rate center) is not included in wire center overlay issues.

### 3.5.6. Database Maintenance/Activities

Intrado will correct or refer all errors, MSAG updates, and ALI discrepancies within one Business Day of receipt.

### 3.5.7. MSAG Distribution

Intrado and CUSTOMER will mutually agree upon an MSAG distribution schedule not to occur more frequently than monthly. In accordance with the agreed schedule, Intrado will distribute an electronic copy of CUSTOMER E9-1-1 Service Area MSAG to agencies and personnel authorized by CUSTOMER. With CUSTOMER approval, Intrado will distribute electronic daily MSAG updates (deltas) to the TSPs.

### 3.5.8. No Record Found/Misroute Investigation/Discrepant Address

Intrado will research and work with each TSP to resolve all NRF and ALI discrepancy reports once they have been submitted through 9-1-1 NET. Intrado will investigate misroutes and refer the misroute to the applicable TSP if appropriate.

### 3.5.9. Database Reconciliation

For each TSP serving CUSTOMER's PSAPs, Intrado will offer one database extract to each TSP on an annual basis for the TSP to perform its own database reconciliation. Intrado does offer database reconciliation services to its CUSTOMERs for an additional fee.

### 3.5.10. NPA Splits/Overlays

NPA splits or overlays are the responsibility of the TSP. Intrado will update databases and tables with revised NPA information provided by TSP. The TSP should provide at least three months advance written notice to Intrado to coordinate the necessary changes. Requests of less than three months are out of scope and will require a change order.

### 3.5.11. Local Number Portability ("LNP") Services

Intrado will provide LNP services in CUSTOMER's E9-1-1 Service Area in alignment with the NENA recommendations for LNP. It is each TSP's responsibility to fix its LNP errors. Intrado provides LNP reports daily to the TSPs.

#### 3.5.11.1. Company ID

Intrado will validate service order activity for proper Company ID. Intrado will provide the Company ID in the ALI data stream.

#### 3.5.11.2. Function Codes

Intrado will accept M ("Migrate") and U ("Unlock") function codes on service order activity.

#### 3.5.11.3. Database Fields

Intrado will provide fields in the TN database records to indicate whether the record is in a Locked or Unlocked status. LNP-related errors are also assigned error codes.

#### 3.5.11.4. LNP Reports

Intrado will provide each TSP with the following LNP reports on a daily basis:

- Unlock exception report ("Stranded Unlocks")
- Migrate expired report
- Migrate received not unlocked report
- Migrate pending report
- Successfully migrated report

### 3.5.12. SRDB Updates

Intrado will provide an SRDB update for all records that have successfully passed data validation by Intrado's data management system. SRDB updates will be posted to the 9-1-1 Routing system within one business day following successful data validation.

### 3.5.13. Wireless, VoIP, and Telematics Support

Intrado's database management systems support both VoIP and Wireless Phase I and Phase II E9-1-1 call processing. Intrado validates pANI shell records submitted by TSPs or their third party providers against the Intrado-



maintained MSAG records, and uploads the pANI shell records into the ALI database systems. NENA Company ID is required on all pANI shell records.

Intrado will build and maintain the ALI Steering Table on the ALI systems. The ALI Steering Table is used by the ALI system to determine which MPC/GMLC/VPC to query for E9-1-1 location information. All wireless, VoIP, and Telematics E9-1-1 location updates to the ALI system are via the E2 Interface (ANSI/J-STD-036-C-1).

Intrado will establish agreements with each Wireless, VoIP, and Telematics TSP (or their third party database providers) for access to Intrado's relevant systems. Wireless, VoIP and Telematics TSPs (or their third party database providers) are responsible for establishing and maintaining connectivity to these systems and bear all connectivity and support costs.

Intrado will help support E9-1-1 troubleshooting in production as well as pre-production live ALI testing from the host ALI perspective. The support Intrado provides includes (i) pulling log files, (ii) monitoring ALI bids from the PSAP, (iii) monitoring data traffic between ALI and a wireless or VoIP provider's MPC/GMLC/VPC, and (iv) verifying that the ALI Steering Tables are configured correctly.

### **3.6. Wireline ALI Steering**

On execution of the necessary agreement, Intrado will establish communications for ALI to ALI steering with neighboring ALI Systems. ALI to ALI steering will be performed for wireline 9-1-1 calls only.

At CUSTOMER's direction, Intrado can support any of the following types of wireline ALI steering:

- Trunk steering, where the bid to an ALI system contains a unique trunk number to identify when a query should be steered to another ALI system.
- No Record Found ("NRF") steering, where an ALI steering query is sent to another specified ALI system when there is an NRF in the ALI database.

CUSTOMER acknowledges that coordination will be required between CUSTOMER and each TSP in the assignment and on-going management of English Language Translations ("ELTs") by ESN/ESSIDs. Without this coordination, the ELTs returned in the ALI response may not be correct.

Intrado will perform initial system configuration on each Intrado ALI system to set-up steering for Wireline TNs to/from each foreign ALI system. Intrado will perform an initial ALI steering table set-up and load, and be responsible for its ongoing maintenance.

Intrado will provide connectivity between each foreign ALI system and each Intrado ALI serving CUSTOMER, where possible. Existing connectivity from foreign ALI to the Intrado ALI serving CUSTOMER will be utilized, where possible. Intrado will work with CUSTOMER to complete pre-production testing of ALI steering with each foreign 9-1-1 Service Provider.

Intrado will provide production technical support and troubleshooting to CUSTOMER's PSAPs and to CUSTOMER for ALI steering related issues.

## **4. Metrics Report Tool**

Intrado will provide a web-based tool, ClearView, for metrics reporting.

### **4.1. ClearView Reporting Tool**

ClearView provides a number of breakout reports which can be queried based on a daily, weekly, or monthly basis following login and authentication through the IUP. CUSTOMER may determine the distribution of these user accounts between CUSTOMER's administrative staff and CUSTOMER's PSAPs. Intrado currently posts data updates to daily data sets by 9:00 AM Mountain Time (MT), and updates to monthly data sets by the sixth business day of each month immediately following the reporting month. CUSTOMER will be able to access one year of metrics data through the ClearView Reporting tool. CUSTOMER metrics report requests older than one year are out of scope and subject to change order.

Intrado will provide support services for the ClearView Reporting Tool during Intrado Normal Business Hours, defined as Monday through Friday 8:00 AM to 5:00 PM Mountain Time, excluding Intrado holidays.

#### **4.1.1. ClearView Reports for Location Data Management**

Intrado will provide CUSTOMER with the following ALI Management metrics reports through the ClearView reporting tool.

- Primary Metrics Summary Reports
  - Service Order Processing
  - Daily Error By Number of Records Processed

- Unresolved Errors at End of Month
- ALI System Availability
- ALI Records Found
- Monthly TN Census Report
- Monthly ALI Retrieval Report
- Monthly ANI Failure Report
- System Performance Reports
- NRF Reports
- SOI Reports
- TSS Error Reports

## **5. Training**

Intrado will provide training for the Service to CUSTOMER PSAP personnel, county/municipal coordinators in the CUSTOMER E9-1-1 Service area, and each TSP.

The CUSTOMER is responsible for identifying the training attendees from each CUSTOMER PSAP, ensuring they attend the Intrado provided training, and any expenses incurred by CUSTOMER's training attendees.

Intrado will provide training materials and user documentation for all training sessions. CUSTOMER may reproduce and internally distribute copies of Intrado provided training materials as necessary to CUSTOMER and CUSTOMER PSAP personnel only.

CUSTOMER and Intrado will agree on a training schedule. Intrado requires notice of rescheduling at least ten Business Days in advance or an additional fee may apply. Intrado may combine multiple topics and/or target attendees from multiple CUSTOMER groups for maximum efficiency.

Training will be “train-the-trainer” format, which will enable CUSTOMER PSAPs to train new employees. The CUSTOMER is responsible for training additional personnel at CUSTOMER's PSAPs, as necessary, or contracting with Intrado to provide additional training. Additional training is out of scope and will require a change order.

### **5.1. PSAP Administrators**

Intrado will provide one training session for CUSTOMER PSAP administrators. This training is expected to last up to two days and will be conducted as mutually agreed between Intrado and CUSTOMER (e.g. webinar, onsite at central PSAP location, at Intrado facilities). CUSTOMER may determine the number and type of employees attending the Intrado training. This training will focus on:

- Location Data Management flow and processes
- IUP and IUP Tools
- 9-1-1 NET
- ClearView Reporting Tool

### **5.2. TSP Information Sessions and Training for County/Municipal Coordinators**

Intrado provides up to two information sessions of up to four hours for TSPs who serve the CUSTOMER E9-1-1 Service Area via telephone conference call. Topics will include data exchange procedures, data processing procedures, 9-1-1 NET, reporting problems to Intrado and escalation procedures, and other mutually agreed upon topics. The information session(s) should be completed prior to the first TSP migration to Intrado Service and must include participation by the designated Intrado and CenturyLink Project Leads.

Intrado will separately provide training on 9-1-1 NET to county/municipal coordinators. Training will be via telephone conference call and will last approximately two hours.

## **6. Optional Services and Change Control Process**

### **6.1. Optional Services**

At CenturyLink's request, Intrado will provide the following optional services not included in the Service base services pricing. To request Optional services (except 6.1.1, Additional User Accounts or Missing Token), the CenturyLink works with their Intrado Program Manager to complete and execute a change order as described in Section 6.2 below.

#### **6.1.1. Additional User Accounts or Missing Token**

Intrado will set up and configure additional user accounts for 9-1-1 NET, ClearView, or provide replacement Secure ID tokens for existing user accounts upon receipt of a written request from CUSTOMER.

#### 6.1.2. Private Switch ALI (“PS/ALI”) Services

PS/ALI services allow TN records to be submitted with a detailed location description for each end user behind a PBX or Call Server. Intrado’s PS/ALI services support both batch record submission and a web-based tool for managing and submitting individual location detail updates.

PS/ALI services for CUSTOMER’s TNs is available as an Optional Service under the Location Data Management Service agreement. A separate agreement is also available to allow CenturyLink to become a reseller of PS/ALI services.

#### 6.1.3. 9-1-1 Data Extracts

CUSTOMERs can create their own 9-1-1 data extracts of up to 10,000 records through 9-1-1 NET. Intrado offers larger data extracts or extracts for Emergency Notification providers serving CUSTOMER’s region as optional services.

Intrado will provide 9-1-1 data extracts to third parties as designated by CenturyLinks. Each 9-1-1 data extract will include all valid TN records contained in an area specified by and within the CUSTOMER’s service area. TN record data extracts can be supported using any combination of the following criteria: CLLI, Company ID, ESN, MSAG System, State, TN Range. Intrado can support programmatic delivery of 9-1-1 data extracts according to the following delivery frequencies: Daily Delta, Weekly Delta, Monthly Delta, Weekly Full, Monthly Full, Quarterly Full, or Ad Hoc.

#### 6.1.4. Full LNP Processing

Intrado will complete a comparison of all stranded unlocks against the Neustar NPAC database report to identify and notify the correct TSP owner of record at a mutually agreed upon interval. Pricing for full LNP processing depends on the interval and which party bears responsibility for obtaining the NPAC database reports.

#### 6.1.5. MSAG Special Projects

Intrado will provide professional services to CenturyLink for MSAG Special Projects. These fees would apply when more than 1,000 MSAG record changes are required for readdressing, annexations, MSAG scrubs, and county-wide MSAG changes.

#### 6.1.6. Additional TN Simulations

Intrado will provide professional services to CUSTOMER for additional TN Simulations required to meet a 98% Match Rate or the agreed upon rate per Section 2.5 above.

#### 6.1.7. Custom ALI Formats

For CUSTOMER PSAPs receiving ALI responses in a legacy ALI format, as an Optional Service, Intrado will create and test custom ALI and NRF formats.

#### 6.1.8. Additional Training

As an Optional Service, Intrado provide CUSTOMER with additional training. Intrado will work with CUSTOMER to customize the training to meet CUSTOMER’s needs. Training is available on all aspects of Service, and may be provided on-site or via a web-based conference.

#### 6.1.9. Aged Metrics Reports

Intrado can optionally provide CUSTOMER with metrics report(s) older than one year.

Intrado will provide CUSTOMER with pricing upon request.

#### 6.1.10. Custom Development

From time to time, CUSTOMER may request certain custom feature, functions, or metrics to supplement their Location Data Management Service. These custom development efforts are sized and priced on an individual case basis.

### 6.2. Change Order Process

CUSTOMER requests that are beyond the scope of Location Data Management specified in this Service Guide will require CUSTOMER to execute a change order form in accordance with Intrado. CUSTOMER should work with their Program Manager to discuss and request the service request, confirm pricing and execute a change order.

For Optional services which are priced on an individual case basis, such as custom reports, new features, or additional training, Intrado will respond with a document, outlining Intrado’s understanding of CUSTOMER’s request, Intrado’s proposed solution, and non-binding pricing for the request. Both Parties, with neither Party unreasonably withholding its consent, will mutually agree upon the scope of the request and price for the request. If Intrado agrees to perform the request and after CUSTOMER accepts the price quotation and anticipated delivery by executing a change order, Intrado will begin work on the CUSTOMER request activity.

In some cases, based upon the scope of the request, Intrado will require CUSTOMER to pay a separate fee for an analysis to be performed. For example, a request that requires major network or application changes would require a fee for the analysis phase of the project.

CUSTOMER will be responsible for receiving and managing any change orders submitted by TSPs, PSAPs, or municipalities within the CUSTOMER Service Area. Intrado and CUSTOMER will jointly work to generate the appropriate proposals and pricing necessary to implement the change control. Intrado will bill CUSTOMER directly for all executed change orders in the month following services implementation. CUSTOMER will be responsible for billing the change order originator as necessary.

**EXHIBIT 5****1. INTRODUCTION**

A9-1-1® Routing Service (“Service”) is a fully managed solution offering emergency call delivery over a managed Internet Protocol (“IP”) network. The Service includes the following:

- Intrado’s ESInet, provided by CenturyLink, provides a multi-layer redundant IP network architecture for high system availability.
- A9-1-1 Routing provides routing of 9-1-1 calls from both traditional and next generation voice networks.

**2. RESPONSIBILITY MATRIX**

The following matrix outlines the typical responsibilities of each party (CenturyLink, Intrado and CUSTOMER) for the implementation and ongoing provision of the Service. Where all parties have been listed, additional detail on the responsibilities of each party is included in the Sections below.

<b>Task</b>	<b>Responsibility</b>
<b>Project Implementation</b>	
Project Management	Intrado/CenturyLink
TSP Communications	Intrado
TSP Integration Architecture	Intrado
Develop Intrado Methods and Procedures	Intrado
A9-1-1 Service System Architecture	Intrado
PSAP Facilities	CUSTOMER
PSAP Facility Site Preparation (floor space, power, etc.)	CUSTOMER
PSAP Facility Site Survey	Intrado
PSAP Configurations/Lists - Routing, Transfer, etc.	CenturyLink/Intrado
A9-1-1 Routing Selective Router Database (“SRDB”) Data	Intrado
Non-Intrado PSAP Equipment Note: This may be legacy equipment or new equipment purchased under another CUSTOMER agreement and or non-Intrado PSAP equipment, such as CAD system, voice recording equipment, and radio system; if applicable.	CUSTOMER
Training on Service	Intrado
End to End Testing of Service Prior to Production	Intrado/CenturyLink
Final Data Load into SRDB	Intrado/TSP
Develop Plan and Execute Migration Testing	Intrado/CenturyLink
Production Turn-up of Service	Intrado/CenturyLink
<b>Ongoing Responsibilities</b>	
A9-1-1 Routing Application and System Upgrades	Intrado
A9-1-1 Routing Log storage and Backups	Intrado
A9-1-1 Routing Metrics	Intrado
A9-1-1 Routing Network and System Maintenance	Intrado
A9-1-1 Routing Network and System Monitoring	Intrado
Maintain Intrado Methods and Procedures	Intrado

Task	Responsibility
Problem Reporting, Triage and Resolution	Intrado/CenturyLink
TSP Communications	Intrado

**Table 1: Responsibility Matrix**

### 3. PROJECT IMPLEMENTATION

#### 3.1 Overview

CenturyLink and Intrado's Solution Delivery approach to plan, configure, network engineer, implement, test, document, train, and support Intrado Advanced 9-1-1 Service follows Intrado's time-proven Solution Delivery methodology. The lifecycle begins with solution definition and architecture activities. During these initial phases, the joint CenturyLink and Intrado team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following definition and architecture phases, the Intrado team orders, installs, configures, tests, and trains users on CUSTOMER-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins. The primary goal of the lifecycle methodology is that the project aligns with overall CUSTOMER expectations, and is tailored to fit the needs of CUSTOMER. The Project Plan phases are described below.

##### **Solution Definition**

The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm E9-1-1 project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed in order to align each primary stakeholder with a common vision and strategy for unified team design and planning.

##### **Solution Architecture**

During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the CUSTOMER, commits the detailed solution design and implementation schedule.

Stakeholder participation to identify processes and standard operating impact is critical in this process to support a successful integration of the new system. Current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of important areas considered include load balancing philosophies and default routing rules.

Initial planning for connectivity from the telephone service providers to the Points of Interconnection ("POI") also begins in the architecture phase. Key solution architecture planning activities include:

- Detailed solution design and schematics (onsite, site to site, site to Intrado, firewalls, routers, etc.)
- IP specifications
- Telephone service provider connectivity specifications
- Physical requirements (e.g., equipment room design, floor loading)
- Call transfer requirements
- Training plan and schedule
- Refined project plan and timeline

##### **Solution Integration**

During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are ordered, engineered and readied for deployment. All network, regional, and CUSTOMER premises components are delivered, and the equipment rooms and other facilities are readied.

Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the Service management transition. Telephone service providers receive all necessary information and detail to obtain connectivity to the Intrado systems and the service provider's connectivity to the POIs is engineered and ordered.

Working closely with the CUSTOMER and stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of the CUSTOMER.

**Solution Deployment**

During the Solution Deployment phase, all network components and equipment connectivity is validated and acceptance tests are performed, metrics tracking, reporting is initiated, and training is provided. After complete non-live call testing, the system begins supporting live 9-1-1 traffic.

In preparation for deployment and in partnership with CenturyLink, the Intrado Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics.

Prior to the commencement of cutover, the project team members will hold a cutover meeting with CenturyLink and the CUSTOMER and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness.

PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the CUSTOMER, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins.

**Solution Maintenance**

The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, CenturyLink and Intrado provide ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support the CUSTOMER to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests.

**3.2 Intrado Project Support**

Intrado designates a project manager to act as Intrado's project lead and the primary interface with the CenturyLink project lead, and the CUSTOMER's appointed contact for project collaboration. Project collaboration includes:

- Coordination of project kickoff meeting with CUSTOMER
- Coordination with CUSTOMER for implementation planning and design and requirements definition
- Identification and communication of key milestone dates and events for the implementation timeline
- Program tracking of the master project plan and task management of the project implementation
- Coordinate and manage all necessary Intrado resources to complete the Service deployment activities
- Work with CenturyLink and the CUSTOMER PSAP to develop a detailed project plan that includes milestones for each project phase

Note: This plan is refined over the course of the project as mutually agreed by both parties.

- Appoint a CenturyLink Program Manager

Note: Following the deployment phase completion, the CenturyLink Program Manager will serve as CUSTOMER's primary point of contact for issues resolution, escalations, enhancement requests, and planning.

- Provide CUSTOMER with an emergency support 24x7x365 contact number, a routine support contact list, and an escalation contact list.

Note: It is the responsibility of each party to update and publish these lists on a regular basis.

**3.3 CenturyLink Project Support**

CenturyLink designates a 9-1-1 operations contact to act as CenturyLink's project lead for the duration of the project. The CenturyLink's project lead works with the Intrado project lead to:

- Assist with the coordination of the project kickoff meeting with Intrado and CenturyLink technical resources;
  - Coordinate CenturyLink's technical resources for implementation planning and design and requirements definition;
  - Reporting and verify problems related to the project;
  - Facilitate ongoing communications with Intrado; and
  - Assign appropriate CUSTOMER Personnel and experienced call takers at each PSAP who understand the overall impact of the transition of the 9-1-1 systems and can assist in the overall impact planning for transition activities such as testing and migration.

Note: This activity may include Intrado and CenturyLink's appropriate technical and operational groups to assure a solid understanding of the network architecture, data exchange procedures, PSAP needs, standard operational procedures, and services as designed for the CUSTOMER.



### 3.4 TSP Communications and Trunk Migration Plan

Intrado works with CenturyLink to develop a joint communication to each PSAP, government organization, and appropriate TSPs outlining the scope of Service to be implemented, a high-level implementation schedule, and key contact information for each entity. Intrado distributes the communication on behalf of CenturyLink.

Intrado takes responsibility for:

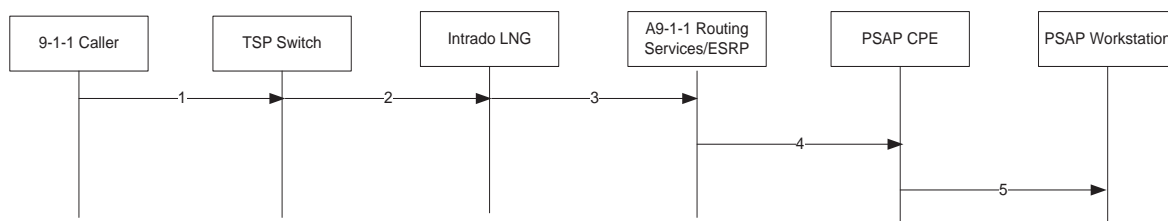
- Facilitating the establishment of TSP communication guidelines with CUSTOMER;
- Adhering to these guidelines for the project implementation and Service duration;
- Working with the CenturyLink and the CUSTOMER to determine and agree on the strategy for all TSP trunk migrations;
- Establishing expectations with each TSP;
- Managing communication to the TSP for items related to Service on behalf of the CenturyLink; and
- Escalating to CenturyLink, as appropriate, regarding TSP initiatives; requesting CenturyLink intervention when necessary.

## 4. A9-1-1 ROUTING – SERVICE DESCRIPTION

The system supporting the Service is comprised of redundant, regionally diverse facilities that process an inbound emergency call, determine the correct PSAP according to the ESN and pre-configured routing rules, and send the call to the CPE of CUSTOMER's PSAP.

### 4.1 A9-1-1 Routing - Call Flow

- 1) Call Flow 1 will be followed where a TSP has 9-1-1 trunks terminated at an A9-1-1 Routing POIs.
- 2) 9-1-1 call is made; call sent to TSP switch
- 3) TSP switch sends call to Intrado Regional Gateway via Intrado POI
- 4) Intrado Regional Gateway sends call to Service, which determines call routing instructions
- 5) Service routes call to appropriate CUSTOMER PSAP CPE
- 6) PSAP CPE delivers call to PSAP workstation



**Figure 1: High Level Call Flow**

### 4.2 A9-1-1 Routing Rules

The Service will process all inbound emergency calls based on the configured routing rules for the PSAP. The A9-1-1 Routing rules allow:

- Management of wireline, wireless, VoIP, and Telematics call types
- Identification of each end office, TSP or MSC trunk for either selective routing or trunk-only routing, based on:
  - Selective Routing: Calling party ANI, ANI match to an ESN and an Electronic Switching System Identification (“ESSID”), or PANI used to look up ANI for WRLS and VoIP calls; and
  - Trunk Only Routing: Incoming End Office trunk is assigned an ESN/ESSID which relates to a specific ingress trunk group.

Intrado will coordinate the data provisioning with each TSP and confirm information to support the signal provisioning for trunks incoming from the End Office or MSC to Intrado, including the following data:

- Incoming signal type
- Call type
- Implied numbering plan administration (“NPA”), if applicable
- PANI administration, if applicable

#### 4.3 TSP Trunk Migration

Intrado works with the ILEC to place the PSAP in-service via the ILEC’s legacy selective router and ILEC End Offices wholly contained within the PSAP’s boundaries for all traffic and in parallel works with each TSP to plan for and execute the migration of its 9-1-1 call traffic to the Service. Once the PSAP has been placed in-service on A9-1-1 Routing via aggregated traffic from the ILEC, each TSP will be requested to establish connectivity from each TSP end office (“EO”) and MSCs serving CUSTOMER’s PSAPs to at least two A9-1-1 Routing POIs. Each TSP will be responsible for the cost of ordering and maintaining required circuits to connect to the POIs such that each EO has routes to at least two POIs for diversity and redundancy. Single POI connectivity from any EO is not warranted under this contract.

Each TSP may connect to Intrado’s A9-1-1 Routing system using any of the following interfaces:

9-1-1 Call Signaling Type	Call From TSP
VoIP 9-1-1	X
SIP (NNI Specification)	X
PRI/NI-2 (wireline, NCAS)	X
Analog CAMA I+7 (I always = 0)	X
DS1 CAMA I+7 (I always = 0)	X
DS1 CAMA 7 (No I digit)	X
SS7 Wireline/NCAS (10 digits)	X

Note: An interim configuration may be required to allow TSP trunk migrations to be performed on a trunk-by-trunk basis to the A9-1-1 Routing system.

If a TSP requires an interface not included in the table above, Intrado will use commercially reasonable efforts to include these additional interfaces.

CenturyLink and Intrado are not responsible for any TSP charges including ILEC for 9-1-1 trunks from TSP End Offices to the A9-1-1 Routing system.

CUSTOMER will be responsible for any TSP charges related to TSP presenting the 9-1-1 call (voice and ANI) data to the A9-1-1 Routing network. CUSTOMER will also be responsible for any charges from other 9-1-1 service providers related to 9-1-1 call transfer to PSAPs on foreign SRs, or any other services outside the scope of this Service Guide. If CUSTOMER is currently obligated to pay for TSP TN data (SOI files) and/or End Office trunks, this agreement does not eliminate that obligation.

#### 4.4 Voice and Data Transfer and Bridge Capabilities

The Service supports the following flexible transfer and bridge capabilities:

- Selective Transfer/Bridge: The ability for the call taker to transfer an incoming 9-1-1 call to another agency by pressing a button labeled with the type of agency; e.g., “Fire,” on the PSAP call-handling equipment.
- Fixed Transfer/Bridge: The ability for the call taker to use a single button on the call taker’s display and transfer unit to complete either a transfer or three-way conference.
- Manual Transfer/Bridge: The ability for the call taker to complete a manual transfer.

Interconnection with the legacy 9-1-1 service provider’s SRs and ALI systems will require the cooperation of such service provider. The Service assumed that all transfers to secondary PSAPs are currently, and will continue to be, conducted via PSTN without ANI or ALI. Inclusion of secondary PSAPs onto Service (which would enable full ANI and ALI transfer to them) is out of scope and subject to change order unless specially listed in the A9-1-1 Service Order.

If the legacy 9-1-1 service provider does not support the inter-ALI connectivity, an alternate method of call transfer processing will be required. The alternative to inter-ALI connectivity is for both Intrado and the legacy service provider to provision TN data into their respective ALI systems. This method is also known as 'dual loading'. In using this method, the call transfer is performed (including ANI) via the interconnection between the legacy service provider and Intrado Selective Routing solutions. ALI is provided by the 9-1-1 Service Provider for the receiving PSAP.

#### 4.5 Implementing Configurable PSAP Attributes

Intrado will provision the PSAP configurable attributes as requested by CUSTOMER. The CUSTOMER identifies which personnel at each of CUSTOMER's PSAPs are authorized to request PSAP configurable attribute changes.

Intrado will configure a minimum of the following PSAP configurable attributes for each of CUSTOMER's PSAPs.

- PSAP Trunks (PGM/CAMA):
  - Numbering Plan Digit ("NPD") assignment (if appropriate)
  - Trunk assignments by call type (wireline, wireless, VoIP, or any combination)
  - Add or delete trunk members
- Route Lists/Routing Rules:
  - Primary and alternate routes
  - Selective transfer star code destinations (i.e. \*11 thru\*19) for first responders, Police, Fire, and EMS
  - Fixed bridge lists (i.e. \*20 thru \*49) such as poison control or neighboring PSAPs
  - PSAP abandonment routing rules

PSAP preferred routing instructions apply to the following:

- PSAP Abandonment Routing: Specific routing instructions to be applied if the PSAP must evacuate the facility.
- PSAP Alternate Routing: Specific routing instructions to be applied as alternate location for routing if all lines to the primary PSAP are busy, or the primary PSAP is closed for a period of time. Multiple, prioritized alternate route destinations are supported.
- PSAP Default Routing: Specific default routing instructions to be applied for each incoming trunk group. 9-1-1 calls are routed to the default PSAP if an ANI failure occurs, unintelligible digits received from end office, or other rare causes.
- PSAP Destinations and Route Lists: PSAP is able to specify a unique route list for each routing rule. These route lists allow for designation of a primary target for call routing and includes numerous prioritized alternate destinations such as:
  - PSAP served by A9-1-1 Routing
  - PSAP served by a non-Intrado selective routing service
  - PSTN number
  - Busy
  - Treatment message
  - Tone
- PSAP Trunk Group Management: Each incoming trunk group is individually designated to carry a particular call type and/or combination of call types (wireless, wireline, VoIP, Telematics).

Note: All PSAP data is gathered during the Definition Phase of the project.

#### 4.6 Modifying Configurable PSAP Attributes

Following production turn-up of the Service, Intrado will complete PSAP configurable attribute changes within five Business Days of receipt of a written request (including email) from CUSTOMER or authorized CUSTOMER PSAP personnel.

All requests must be submitted to the Intrado Project Manager for review and implementation or, following Production Turn-up, to the Intrado Program Manager. The five Business Day timeline may be exceeded if the Intrado Project/Program Manager determines that that further discussion is needed with PSAP before implementing the changes, for example where the change is technically inadvisable or unfeasible.

For PSAP abandonment, CUSTOMER may contact the Intrado Emergency Call Relay Center (“ECRC”) to engage the configured PSAP Abandonment Rules. The Intrado ECRC will engage the PSAP Abandonment Rules within 15 minutes of receiving a PSAP abandonment request.

#### 4.7 A9-1-1 PSAP Management Portal

The A9-1-1 PSAP Management Portal (“PMP”) is a web-based tool that will provide CUSTOMER and CUSTOMER’s PSAP administrators view only access to A9-1-1 Routing configurations and call activity. The PMP allows authorized users to view A9-1-1 Routing configurations for each PSAP, including call transfers, routing, and other configurations. In addition, the user may research Call Detail Records for call activity based on a specific date range. Each PSAP is accessed via a unique login.

Currently, the PMP is accessed through Intrado via Intrado’s Universal Portal (“IUP”).

PMP can provide the following information:

- Primary Route—ESNs that route to your PSAP as Primary;
- Alternate Route—ESNs where CUSTOMER’s PSAP serves as the alternate for another PSAP;
- Default Routs—End Offices that use CUSTOMER’s PSAP as the default route for calls. Includes ESN, TSP, CLLI, and ESCO; and
- Abandoned Routs—abandonment Route where CUSTOMER’s PSAP serves as the abandonment route for another PSAP.

#### 4.8 Split Rate Center Scenarios

Wireline end offices where CUSTOMER PSAPs receive Intrado’s Service and some end users are served by another entity’s 9-1-1 routing service are considered to be “split end offices” or “split wire centers”). The following considerations must be finalized prior to implementation of Service.

- TSP or ILEC may be requested to “sort” the 9-1-1 call traffic at the split wire center (end office) within a rate center, and directly route all 9-1-1 traffic that is destined for the CUSTOMER from the split wire center to the Intrado A9-1-1 Routing network where the TSP or ILEC have the predominate number of subscribers in the rate center for selective routing

Note: Such capability is possible where TSPs or ILEC integrate the MSAG into the front-end service provisioning process and set appropriate attributes on each line at the end office to effectuate routing over the proper trunk group to the proper 9-1-1 routing service.

- Where Intrado has the predominate number of subscribers in a given rate center, Intrado may act as the aggregator of the traffic and deliver the traffic back to the ILEC.
- Intrado will work cooperatively with the TSP and the LEC to establish call routing and call handoff arrangements.
- Intrado will work with TSPs and LECs to resolve wire center overlap issues.

Note: Intrado’s A9-1-1 Routing implementation depends on TSP and LEC cooperation to resolve

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## 5. REPORTING TOOLS

Intrado will provide a web-based tool, Clear View, for metrics reporting.

### 5.1 Clear View Reporting Tool

Intrado will provide CUSTOMER with up to three Clear View Reporting tool user accounts per CUSTOMER PSAP for access to Service metrics. Clear View provides a number of breakout reports which can be queried based on a daily, weekly, or monthly basis. CUSTOMER may determine the distribution of these user accounts between CUSTOMER’s administrative staff and CUSTOMER’s PSAPs.

Intrado will assign each Clear View reporting tool user a unique user ID, password, and a Secure ID token (“User Account”). User Accounts may not be shared. Intrado will work with CUSTOMER to determine and configure the appropriate data access profile for each user account. User accounts, which may include a physical security device (e.g. Intrado-issued token or card) to support two-factor authentication, may not be shared. Additional User Accounts or replacement of a misplaced security device are subject to additional Security Device fees.

Intrado currently posts data updates to daily data sets by 9:00AM Mountain Time (“MT”), and updates to monthly data sets by the sixth business day of each month immediately following the reporting month. CUSTOMER will be able to

access one year of metrics data through the Clear View Reporting tool. CUSTOMER metrics report requests older than one year are out of scope and subject to change order.

Intrado will provide support services for the Clear View reporting tool during Intrado Normal Business Hours, defined as Monday through Friday 8:00 AM to 5:00 PM Mountain Time, excluding Intrado holidays.

## 5.2 Reports

The following are reports for the Service provided with the Clear View tool. Additionally, for any specific call, call detail is available through the Intrado A9-1-1 PMP.

- Clear View call processing and call status reports include:
  - Event Count Reports per Hour– provides metrics for total calls in which CUSTOMER's PSAP participated by hour for a day, week or month
  - Event Count Report by Trunk Group – provides metrics for total calls in which CUSTOMER's PSAP participated and provides metrics for calls attempted, calls transferred out, calls transferred in
  - Event Count by Routing Reason and Destination – Indicates counts where CUSTOMER's PSAP participated as the Primary versus Alternate, whether the call was answered or busy, for Default versus Selective routed, and for call where the destination was "Not Available" (includes abandoned, rejected, transferred and handed-off calls). Provides metrics for total calls, initial calls, calls transferred out, and calls transferred in for each category.
  - Event Count by Type – Indicates counts by call type (wireless, wireline, VoIP) where CUSTOMER's PSAP is primary, and provides metrics for total calls, initial calls, calls transferred out, and calls transferred in.
  - Event Count by Incoming Trunk – Indicates the number of calls sent to CUSTOMER's PSAP by each trunk, and provides metrics for total calls, initial calls, calls transferred out, and calls transferred in for each category.
  - Bridge Call Summary – provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call detail is available for each bridged call.
  - Routing Database Processing – provides a breakout of initial calls where CUSTOMER's PSAP was Primary by selectively routed versus default routed with a No Record Found ("NRF") breakout
  - Event Setup Time – provides statistics on the time to route and deliver calls where your PSAP is Primary, including the minimum, maximum, median and average times.

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## 6. TRAINING FOR COUNTY/MUNICIPAL COORDINATORS

Intrado will provide training to 9-1-1 NET to county/municipal coordinators for access to PMP. Each training session will last approximately up to two hours and will be via telephone conference call.

## Recommendation from Funding Committee:

*Approve Davie County's Request for  
Reconsideration to Increase their FY17  
Funding to \$401,676*

# 911 Funding Committee Report *Jason Barbour*

## a) Funding Reconsideration Request

### iv. Rutherford Co

*(vote required for each)*



## **Rutherford County 911 Communications' Fund Reconsideration Request**

- **New Phone System:** Our current ModUcom system is outdated. It was first installed fourteen years ago in 2002. We did a hardware and software refresh five years ago in 2011.

Another reason we are requesting a new phone system is there are issues between the product manufacturer and the local vendor providing our service and maintenance to the PSAP; Rutherford County 911 has been operating without vendor support since May 1, 2013. We were experiencing difficulties in having service performed on the system for several years, which escalated, and evolved into a decision to switch servicing vendors to a competitor. Our new phone system will also be geo diverse so we can split our lines between our Primary PSAP and our Backup PSAP.

Our agency is wishing to upgrade our phone system in FY 16-17 with hopes to upgrade our radio system in FY 17-18. (See attached) **\$362,982.14**

**Timeline: Approximately December 2016**

- **New Console Furniture:** Our consoles are nine years old and are beginning to show wear and we have been experiencing mechanical problems with them lately. We also want to look at arranging them differently to minimize background noise.

(See Russ Basset Quote Attached) **\$131,475**

**Timeline: Approximately November 2016**

- **For the next two items we requested a carryover request September 4, 2015 and was advised the appropriate request to make would be a "Fund Reconsideration".**

**Uninterrupted Power Supply:** For justification as the above states see attachment we currently only have one quote for the UPS but have talked with two other vendors and we are waiting on their quotes to come in. (See attachment for existing quote).

**\$68,420**

We allocated \$60,000 for the UPS and 32,000 for the Ethernet Switches in our five year plan for FY 14-15 and are prepared to purchase them this current FY 15-16.

**Ethernet Switches:** The Ethernet Switches were also planned to be purchased in FY 14-15 but were not. (See letter to Richard attached) **\$26,000**

**Timeline: To complete before the new fiscal year begins. (Approximately April, 2016)**

We plan to use our current fund balance to offset some of these expenses.

*In our 5 year plan we allocated \$150,000 in FY 15-16 for to put toward our new phone system. We also allocated \$92,000 for the UPS and the Ethernet Switches in FY 14-15. We plan to purchase the UPS and the Ethernet Switches with our current fund balance and use the \$150,000 we set aside for our new phone system.*

*We plan to use \$244,420.00 out of our current fund balance and \$150,000 from FY 16-17 for these requests.*

03092016: Spoke with Tammy Aldridge to clarify use of fund balance and change original reconsideration to reflect capital expenditure not purchased with current fund balance.

Rutherford will use \$472,285 of current fund balance for the following:

Phone \$362,982

UPS \$81,547

Ethernet Switch \$27,756

## North Carolina 911 Board

PSAP Name: Rutherford County 911

Contact Name: Lt. Tammy Aldridge

Contact Address: 240 N Washington St

City: Rutherfordton

Zip: 28139

Contact Email: tammy.aldridge@rutherfordcountync.gov

**Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. \*\*\*PLEASE SEE INSTRUCTIONS tab for further details\*\*\* All requests must be filed with the NC 911 Board no later than February 19, 2016. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.**

**June 30, 2015 Emergency Telephone System Fund Balance: \$580,752.12**

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME</b> <b>Capital</b> <b>Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>MONTHLY</b> <b>Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> <b>Cost</b>
<b>Expenditure</b>				
<b>Phone Systems - Furniture</b>				
Selective Rtnng/ALI Prov 9-1-1 trk line charges	52,548.60			
Basic line charge only **One administrative line per call-taking position	10,284.12			
Interpretive Services	214.26			
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
<b>MPLS-Fiber used for backup PSAPs connections</b>				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)				
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment		131,475.00		
<b>TOTAL</b>	<b>\$63,046.98</b>	<b>\$131,475.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME</b> <b>Capital</b> <b>Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>MONTHLY</b> <b>Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> <b>Cost</b>
<b>SOFTWARE</b>				
CAD (modules that are part of the call-taking process only)				
GIS (to create and display the base map showing street centerlines and address, address point layer)				
Message switch software **must meet requirements noted in Approved Use of Funds list.				

MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder				
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)				
Quality Assurance for Protocols				
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software <b>MAINTENANCE</b>	64,797.61			
<b>TOTAL</b>	<b>\$64,797.61</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>HARDWARE</b>				
CAD server				
GIS server				
911 Phone server				
Voice logging server				
Monitors				
Computer Workstations	6,855.92			
Time Synchronization				
UPS				
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)	5,403.23			
Radio Console Dispatch Workstations	1,222.74			
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Consolelette **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware <b>MAINTENANCE</b>	101,937.79			
<b>TOTAL</b>	<b>\$115,419.68</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

<b>Training Expenditures Total</b>	\$6,632.24	\$0.00	\$0.00
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**IMPLEMENTAL FUNCTIONS**

Database Provisioning for 911	54,802.93		
Addressing for 911	6,876.92		
<b>TOTAL</b>	<b>\$61,679.85</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Total FY2015 Expenditures** **\$311,576.36**

**To be completed by 911 Board Staff:**

<b>PROPOSED FY2016 FUNDING</b>	\$353,893.54
<b>FY2017 Anticipated Capital Expenditures</b>	\$131,475.00
<b>FY2017 Anticipated Monthly Recurring</b>	\$0.00
<b>FY2017 Anticipated Annual Recurring</b>	\$0.00
<b>Use of fund balance</b>	\$0.00

<b>Requested FY2017 Funding</b>	<u><u>\$485,368.54</u></u>
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Approved 20% carry forward	\$88,179.61
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Fund Balance end of FY2015: \$580,752  
USE of fund balance during FY2016: \$472,285  
Phone \$362,982  
UPS \$81,547  
Ethernet Switch \$27,756

## Quotation

<b>PROJECT #:</b> DC-11267-01	<b>Option:</b> 2
<b>REVISION:</b> A	
<b>PROJECT NAME:</b> Rutherford County 911 Center	

**russebassett**

8189 Byron Road Whittier, CA 90606  
Tel: 800.350.3445 Fax: 562.698.8972  
www.russebassett.com

<b>QUOTE DATE:</b> 2/19/2016	<b>DESIENCE SALES EXECUTIVE:</b> Shannon Piwinski
<b>EXPIRATION DATE:</b> 5/19/2016	<b>ADDRESS:</b> 248 Sandstone Ridge Way Berea, OH 44017
<b>CUSTOMER:</b> Rutherford County 911 Center	<b>PHONE:</b> (216) 701-0430
<b>CONTACT:</b> Roman Scruggs	<b>EMAIL:</b> spiwinski@russebassett.com
<b>ADDRESS:</b> , NC	<b>PROJECT COORDINATOR:</b> Ashley Tirado
<b>PHONE:</b>	<b>PHONE:</b> (562) 945-2445 xt 3399
<b>FAX:</b>	<b>FAX:</b> (562) 698-8972
<b>EMAIL:</b>	<b>EMAIL:</b> atirado@russebassett.com

QTY	PART NUMBER	DESCRIPTION	PRICE	EXTENDED
AREA: 1		911 Center		
7	1	FSS-CS-72	Flex Sit-Stand, 90° Corner, 72W, Single Lift	
7	1	FSW-07-1842-EMT-SWN	Flex Wall, 07D, 18L x 42H, Empty Side A, Slatwall Side B	
1	1	FSW-07-2442-EMT-SWN	Flex Wall, 07D, 24L x 42H, Empty Side A, Slatwall Side B	
14	1	FSW-07-4242-EMT-SSF	Flex Wall, 07D, 42L x 42H, Empty Side A, Sit-Stand Fabric Side B	
3	1	FSW-07-4842-EMT-SWN	Flex Wall, 07D, 48L x 42H, Empty Side A, Slatwall Side B	
7	1	FSW-07-CC42-EMT-SSF	Flex Wall, 07D, 42.3L x 42H, Empty Side A, Sit-Stand Fabric Side B	
7	1	FBP-1842-VPR	Flex Back Panel, 18W x 42H, Vented, Powder, Radius	
1	1	FBP-2442-VPR	Flex Back Panel, 24W x 42H, Vented, Powder, Radius	
14	1	FBP-4242-VPR	Flex Back Panel, 42W x 42H, Vented, Powder, Radius	
3	1	FBP-4842-VPR	Flex Back Panel, 48W x 42H, Vented, Powder, Radius	
7	1	FBP-CC42-VPR	Flex Back Panel, 42.3W x 42H, Vented, Powder, Radius	
1	1	FTC-0724-V-R	Flex Top Cap, 7D x 24W, Vented, Radius	
7	1	FTC-0742-V-R	Flex Top Cap, 7D x 42W, Vented, Radius	
3	1	FTC-0748-V-R	Flex Top Cap, 7D x 48W, Vented, Radius	
7	1	FTC-0760-V-R	Flex Top Cap, 7D x 60W, Vented, Radius	
7	1	FTC-07CC-V-R	Flex Top Cap, 7D x 42.3W, Vented, Radius	
14	1	FCC-07L-4542-EPR	Flex Corner Connector, 7D, 45° L-Type, 42H, Exterior, Powder, Radius	
8	1	FEC-FH-0742-R	Flex End Cap, Fixed Height, 7" Wall, 42"H, Radius	
7	1	FPD-3618-BBF-R-N	Flex Drawer Pedestal, 36D x 18W, Box/Box/File, Radius, No Lock	
4	1	FPT-362428-LD-R-N-F	Flex Technology Pedestal, 36D x 24W x 28H, Left Swing, Radius, No Lock,	
3	1	FPT-362428-RD-R-N-F	Flex Technology Pedestal, 36D x 24W x 28H, Right Swing, Radius, No Lock	
7	1	FWS-FRE-3618-C	Work Surface, Rectangle, 36D x 18L, Conform	
1	1	FWS-FRE-3624-C	Work Surface, Rectangle, 36D x 24L, Conform	
3	1	FWS-FRE-3648-C	Work Surface, Rectangle, 36D x 48L, Conform	
7	1	FWS-SCS-3672-P-C	Work Surface, 90° Corner Sit-Stand, Single Lift, 36D x 72L, PES, Conform	
7	1	DAC-LED-DA-SW	Dimmable LED Task Light - Double Arm, Slatwall Mount	
42	1	DAC-MA-01-SW-S	Fully Articulating Monitor Arm - Weight Range 7-22 lbs	
14	1	WAC-CO-2P4D	Convenience Outlet Plate, 2 Power Outlets, 4 Data Ports	
			<b>AREA 1 TOTAL:</b>	<b>\$ 102,045.00</b>

## Quotation

<b>PROJECT #:</b>	<b>DC-11267-01</b>	<b>Option: 2</b>
<b>REVISION:</b>	<b>A</b>	
<b>PROJECT NAME:</b>	<b>Rutherford County 911 Center</b>	

**russebassett**

8189 Byron Road Whittier, CA 90606

Tel: 800.350.3445 Fax: 562.698.8972

www.russebassett.com

QTY	PART NUMBER	DESCRIPTION	PRICE	EXTENDED
7	DAC-SL3-RYG	Slatwall mounted Status Indicator Light - Red, Yellow, Green	\$ 465.00	\$ 3,255.00
7	DAC-SL-CIS	Status Indicator Light - Custom Interchangeable Sign	\$ 105.00	\$ 735.00

**Product Total: \$ 102,045.00**  
 Price does not include applicable sales tax  
 Freight and Installation Services: \$ 29,430.00

**Total Due \$ 131,475.00**



## Quotation

<b>PROJECT #:</b> DC-11267-01	<b>Option:</b> 2
<b>REVISION:</b> A	
<b>PROJECT NAME:</b> Rutherford County 911 Center	

 **russsbassett**

8189 Byron Road Whittier, CA 90606

Tel: 800.350.3445 Fax: 562.698.8972

[www.russsbassett.com](http://www.russsbassett.com)

### Drawings

Any drawing submitted to the Client under this Quotation must be signed-off as "approved for manufacture" and returned with applicable purchase order. Drawing REVISION level must match Quote REVISION level.

### Delivery & Installation

A signed, completed delivery and installation checklist and purchase order is required to prevent any issues at time of delivery and installation. Any unique requirements encountered at time of delivery and installation not covered on the installation checklist will be invoiced at cost in addition to the charges quoted herein.

Russ Bassett ships your products using our "Safe Ship" program. The program simply states that we guarantee your products will arrive damage free anywhere in the 48 contiguous United States. If damage should occur, notify customer service and Russ Bassett will rush a replacement part or unit and pick up the damaged product.

Due to the custom nature of our products, Russ Bassett recommends using only Certified Russ Bassett Installers.

### Purchase Order

<b>Send to:</b>	Russ Bassett Corporation	<b>Fax to:</b>	(562) 447-2229
	Attn: Customer Service		
	8189 Byron Road		
	Whittier, CA 90606		

Purchase orders must include the following information to process with Russ Bassett:  
Sold to, Ship to, Order Date, Requested Delivery/Install Date, PO Number, Quantity, Full Model Numbers & Total.

All purchase orders must also accompany the following documents to be considered a complete order:  
Signed drawing noting console and work surface colors and/or cabinet color, signed quotation, & installation checklist.

Quote is Valid for 90 days from date of issue; and, may only be extended in writing by Russ Bassett.

### Payment Terms

Standard payment terms subject to approved credit.

15% deposit due with order

75% due 30 days after shipment invoice date

10% due 30 days after final sign-off

## Quotation

<b>PROJECT #:</b> DC-11267-01	<b>Option:</b> 2
<b>REVISION:</b> A	
<b>PROJECT NAME:</b> Rutherford County 911 Center	

 **russbassett**

8189 Byron Road Whittier, CA 90606

Tel: 800.350.3445 Fax: 562.698.8972

www.russbassett.com

### Lead-time

For the products covered under this proposal is seven (7) to nine (9) weeks AAO (After Acceptance of Order).

Incomplete Purchase Orders may delay the ship date; actual date will be confirmed on written Order Acknowledgement.

### Warranty

Russ Bassett Corporation warrants to the original customer that all Desience manufactured products as quoted or proposed will be free from defects in materials and workmanship for the following warranty period:

1. Limited Lifetime Warranty for Russ Bassett Corporation manufactured Desience products.
2. Limited Term Warranty for all Russ Bassett Corporation non-manufactured products or components that are added or integrated into a Russ Bassett Corporation manufactured product shall be warranted as outlined in the original manufacture's warranty.

If a Performance Bond is required for this project, the warranty covered by the Performance Bond is limited as follows: 'Notwithstanding anything stated in the contract, purchase order, or specifications, the bond only covers a 1 year parts and labor warranty. Any additional warranty will not be the responsibility of the Surety and will be the sole responsibility of Russ Bassett'.

### Cancellation Policy

Any cancellation requests must be submitted in writing and approved by an officer of Russ Bassett. Upon acceptance of canceled order, a cancellation charge of 25% of the contract amount will be incurred over and above the cost of materials produced or in production, labor or other services performed, freight, taxes and any other out of pocket expenses also incurred by Russ Bassett.

### Acceptance Signature

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name of Authorized Signature

\_\_\_\_\_  
Print Title

\_\_\_\_\_  
Print Company Name

\_\_\_\_\_  
P.O. Number

\_\_\_\_\_  
Date of Authorization

NC G.S. 143-129

The General Statutes of North Carolina allow local governments to enter into contracts with vendors who have in the past twelve months been awarded a contract by any arm of state or local government that was bid under North Carolina G.S. 143-129, if the vendor is willing to extend the same or more favorable to the state of local government. This is commonly referred to as the “piggyback” statute.

It is the intent of Rutherford County 911 to “piggyback” the bid of **Russ Bassett for Hertford County E-911 Communications, North Carolina** Request for Qualifications for **New Console Furniture**

*We can send this Request for Information upon request.*

**Rutherford County Sheriff's Department**  
**911 Emergency Operations & Communications Center**



Tammy Aldridge, Director  
(828) 287-6050

240 North Washington Street  
Rutherfordton, NC 28139  
Fax Number (828) 287-6157

Roman Scruggs, Asst. Director  
(828)287-6051

September 4, 2015

Richard Taylor  
Executive Director  
PO Box 17209  
Raleigh, NC 27619-7209

Dear Mr. Taylor,

RE: Carry forward Request

We are requesting \$123,054 be carried forward to financial year 2015-2016.

Rutherford County's fund balance on June 30, 2015 would have been approximately \$123,054 lower if we had received our invoice for the dual band back up radios and purchased a new UPS, and Ethernet Switches.

We ordered the backup radios in the first quarter of 2015. This purchase was estimated at \$80,000 in our 5 year plan, but we were able to purchase a much cheaper solution for only \$31,054. Wireless Communications didn't complete the installation until mid July. We were not billed prior to end of the fiscal year because the installation wasn't complete. The installation was delayed due to the challenge of where to place the antennas.

We met with a representative from Eaton at the end of 2014 about our needs to purchase a large UPS. The one that they were recommending was going to be 14 foot long. This really created a problem as to where it would be installed due to very limited space already. When we applied for the grant for relocation we agreed to wait for this outcome before moving forward with a UPS solution.

The Ethernet Switches were also not purchased. When we started working on the grant for PSAP Relocation we were really trying to be good stewards of the money and wait to see the outcome of the grant before moving forward.

Our backup radios have been installed and we are waiting on the invoice to pay. The quote for the backup radios was \$31,054. We allowed \$60,000 for the UPS and 32,000 for the Ethernet Switches in our five year plan.

Please see attachments for Rutherford County's Estimated PSAP Carry forward Calculations and our updated five (5) year plan.

Sincerely,

*Tammy C. Aldridge*

cc: Sheriff  
County Manager





239 US 64 Highway - PO Box 1454 Rutherfordton NC 28139  
Office (828) 287-7971 - Fax (828) 287-2668

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Date: 2-1-2016

Project: Rutherford County Government 911 Center Liebert UPS System Install

Attn: Peter Gawin

From: Jason Camp

We are pleased to provide our quotation to provide and install the following Emerson Network Power system.

Liebert eXM Single Module UPS System consisting of the following: One (1) 040: 40kVA/ 40kW, model 47SA040A0CM0H70, with the following features:

- System Input Voltage of 208/120V, 3 Phase, 4 wire plus ground
- System Output Voltage of 208/120V, 3 Phase, 4 wire plus ground
- 208V Native Output Voltage
- Single Input Configuration
- One (1) IntelliSlot Unity Dual Protocol Card; P/N: IS-UNITY-DP; Offers a web interface to monitor and configure the Life.net and Emerson Network Power proprietary protocols for use with Liebert Nform and Emerson Trellis. It allows you to select and configure two of the available third party protocols – SNMP, Modbus or BACnet for interfacing to Liebert SiteScan or Building Management Systems.
- Transformer-Free Architecture - Efficiency up to 95.6% in double conversion mode
- Unity Power Factor Rating - Delivers more usable power per kVA
- Load Power Factor Support - Supports loads 0.5 lagging to unity without derating
- Energy Optimization Mode (Eco-Mode)
- 65kAIC Rating - Provides interrupting rating and labeling of 65kA at 208V
- Active Power Factor Corrected IGBT Input Converter
- PWM transistorized (IGBT) inverter
- Continuous Duty Static Bypass Switch
- Input Contacts - Dry contacts are available for functions including monitoring external breakers, on-generator signal, and other functions
- Output Contacts - Dry contacts are available for functions including a permissive signal to maintenance bypass SKRU, to trip external breakers, and other functions
- Generator Load Control - Suppresses battery charging reducing power demand by an external signal. Shifts unit from Eco Mode to double conversion (if applicable), and synchronizes the inverter output with the bypass
- Automatic retransfer - Provides return to inverter power after an overload
- DSP based controls - Provides digital control of power conversion and system operation
- Backlit LCD display - Monitors power conversion, UPS operation and utility conditions. Deviations are logged for troubleshooting
- Temperature-Compensated Charging/Battery Load Test
- Top-and-bottom-entry cable access
- Front only service access
- Local Emergency Power Off (EPO)
- LIFE™ Services for the 1st year
- IP 20 enclosure
- Casters and leveling feet
- UL and cUL Listed to UL Standard 1778 4th Edition

One (1) Maintenance Bypass Matching Cabinet(s), model 47MBE36CC3R1315 with the following features:

- 3 Switching Devices (BIB, MBB, MIB)
- 175 Amp Breaker Trip Rating
- Key Interlock (SKRU)
- Cabinet Mounted Right Attached to Module
- 600 MM - 23.6 inches Frame Size
- Front Access service design
- (1) 225 Amp, 54 pole SqD bolt/plug-in panelboard

Installation of all equipment listed above.

Tie in existing circuits required by owner to new panelboard in system.

Permitting and inspection cost.

#### System Start-up Services

Start-up includes one site trip by a LS customer engineer after the UPS has been installed. The site trip includes the following services for one UPS module: non-powered inspection, UPS electrical and operational checkout, full parts and labor for any remedial work required on the UPS or battery cabinets, and customer operation training. Start-up also includes remedial onsite labor, parts, and travel for the full one-year warranty period.

- Startup 24x7 is scheduled at the customers designated time
- MBC/BDC/Wallmount Panel Startup is included

Total: \$49,560.00

#### Adder Options:

#1

Two (2) Liebert Cabinets model 47BPEMX53L, \$ 18,860.00

- 37 min, 1 x Internal String of ENERSYS HX205-FR Batteries and 2 -320 MM External Cabinets of ENERSYS HX205-FR Batteries
- Cabinet Mounted Left Attached to Module (internal connecting cables included)

#2

Service Option 1PM per year:

Liebert Service for the UPS module, Essential 8x5 includes:

- Service Contract Essential 8x5, Single Module 40kVA/ 40kW eXM UPS – 1PM per year

Liebert Service for the Maintenance Bypass Essential 8x5 includes:

- Service Contract Essential 8x5, Maintenance Bypass Unit – 1PM per year

Liebert Service Excellence Program for the (2) Batteries Essential 8x5 includes

- Essential 1 Per Year for 1 Years

Total Price per year for contract is \$5,200.00

#3

Service Option 2 PM's per year:

Liebert Service for the UPS module, Essential 8x5 includes:

- Service Contract Essential 8x5, Single Module 40kVA/ 40kW eXM UPS – 2PM's per year

Liebert Service for the Maintenance Bypass Essential 8x5 includes:

- Service Contract Essential 8x5, Maintenance Bypass Unit – 2PM's per year

Liebert Service Excellence Program for the (2) Batteries Essential 8x5 includes

- Essential 2 PM's Per Year for 1 Years

Total Price per year for contract is \$7,200.00

Thank you,  
Jason Camp



2/18/2016

**Bill To:**  
**RUTHERFORD COUNTY A/P**  
**289 N. MAIN ST.**  
**INFORMATION TECHNOLOGY**  
**RUTHERFORDTON, NC 28139**  
**Phone :**

**Ship To:**  
**PETER GAULIN**  
**RUTHERFORD COUNTY**  
**289 N. MAIN ST.**  
**RUTHERFORDTON, NC 28139**  
**USA**

**Account # 0069022671**  
**Quote : K0237405**  
**PO# :**

Software prices subject to change

Hardware quotes are valid for 7 business days

Memory Prices are valid for 24 hours only, call for verification

**REMIT PAYMENT TO:**  
**ZONES INC**  
**P.O. BOX 34740**  
**SEATTLE WA 98124-1740**

**PLEASE SEND PURCHASE**  
**ORDERS DIRECTLY TO YOUR**  
**ZONES ACCOUNT EXECUTIVE**  
**VIA FAX OR EMAIL**

**Muj Rahman**  
**Account Executive**  
**Phone:(253) 205-3616**  
**Fax:(253) 205-2616**

Email:Muj.Rahman@zones.com

Item #	Qty.	Mfr. Name	Description	Manufacturers Part #	Unit Price	Total
P 03943184	4	CISCO SYSTEMS INC.	Cisco Catalyst - Switch - managed - 24 x 10/100/1000 - rack-mountable	WS-C3850-24P-S	3407.31	13629.24
P 03973340	4	CISCO SYSTEMS INC.	Cisco - Power supply - hot-plug / redundant ( plug-in module ) - AC 100-240 V - 715 Watt	PWR-C1-715WAC=	590.23	2360.92
P 03943182	4	CISCO SYSTEMS INC.	Cisco - Expansion module - 10 Gigabit LAN - 2 ports - for Catalyst 3850-24 3850-48	C3850-NM-2-10G=	1475.60	5902.40
000826983-SEWP	4	CISCO SYSTEMS INC.	10GBASE-LRM SFP Module	SFP-10G-LRM=	587.28	2349.12
A 03199221	4	CISCO SYSTEMS INC.	Cisco CAB-SPWR-30CM= Standard Power Cord	CAB-SPWR-30CM=	56.22	224.88
A 04012332	4	CISCO SYSTEMS INC.	Cisco StackWise 480 - Stacking cable - 1.6 ft - for Catalyst 3850-24, 3850-48	STACK-T1-50CM=	61.52	246.08
A 03997153	4	CISCO SYSTEMS INC.	1 YR US 8X5XNBD WS-C3850-24T-S	CON-SNT-WSC384TS	322.08	1288.32

ASK US ABOUT

Installation Services

On-site Technical Services and Hourly Service Rates

Remote Help Desk and Remote Network OS Support

**Sub-Total: \$26000.96**

**Estimated Sales Tax: \$1755.06**

**FedEx Ground: \$0.00**

**Grand Total: \$27756.02**

Visit us on the web: <http://www.zones.com>

24 Mo. \$1 Out lease for 1286.21 per month

36 Mo. \$1 Out lease for 889.03 per month

Please Note: Lease Amounts Exclude Tax

**Zones, Inc**  
**1102 15th St. SW Suite 102**  
**Auburn, WA 98001**  
**Phone: (800) 419-9663**



**CERTIFIED**  
as an NBBC  
**MINORITY BUSINESS**  
**ENTERPRISE**  
by the NMSDC

**Shipping Terms:** For all shipments, Zones will arrange for shipping to the customer's destination; however, such costs are the responsibility of the customer. For shipments made during the seven calendar days preceding the end of each calendar quarter, title and risk of loss will pass to the customer upon delivery by Zones to the carrier. For all orders shipped within this seven day period, Zones will obtain third-party insurance at its own expense and will assist the customer in filing any claims with the insurance company arising from loss or damage to the shipment during transit. Prices are quoted by volume, and are subject to change without notice. Products sold by Zones are third party products and are subject to the warranties and representations of the applicable manufacturers.  
**RETURNS:** No returns will be accepted without a Return Authorization (RA) Number, requested within 14 days from the invoice date. Software licensing and special-order products are non-returnable. Other products are subject to manufacturer return policies and restrictions. Additional Terms and Conditions apply and are available on our website.



**February 1, 2016**

**Customer: Rutherford County**

**Quote: Vesta 9-1-1 Phone System**

QTY	DESCRIPTION	TOTAL
1	Vesta 9-1-1 Phone System Including:	\$ 183,547.20
	Backroom Equipment	
	CDR License for ECaTS	
	Airbus Software Support - 5 Yrs	
7	Sentinel 9-1-1 Workstations	
7	19" Touchscreen Monitors	
7	24 Key keypads	
1	Recommended Spare Parts	\$ 4,140.54
1	Shipping	\$ 1,175.74
1	Turn Key Installation	\$ 33,897.50
3	Call Taker and Administrator Training	\$ 2,172.00
4	24x7 Maintenance & Hardware Support - Years 2 - 5	\$ 42,087.83
	<b>Options</b>	
1	Integrated SMS Interface	\$ 28,190.00
1	24x7 Remote Monitoring and Diagnostics - 5 Yrs	\$ 51,476.25
1	Spectracom Netclock Command Center Package	\$ 10,603.13
7	KVM Devices	\$ 5,691.96
<b>Total:</b>		<b>\$ 362,982.14</b>
<i>(This is a turnkey quote for the E9-1-1 system including installation, training, warranty and software support for 5 years. A NENA compliant Netclock is required.)</i>		

NC G.S. 143-129

The General Statutes of North Carolina allow local governments to enter into contracts with vendors who have in the past twelve months been awarded a contract by any arm of state or local government that was bid under North Carolina G.S. 143-129, if the vendor is willing to extend the same or more favorable to the state of local government. This is commonly referred to as the “piggyback” statute.

It is the intent of Rutherford County 911 to “piggyback” the bid of **Wireless Communications for Currituck Communications, North Carolina** Request for Qualifications for **Vesta 911 Phone System**. **Wireless Communications was awarded this bid August 6, 2015.**

*We can send this information upon request.*



# MODUCOM

Modular Communication Systems

13309 Saticoy Street  
North Hollywood, CA 91605  
Tel. 818 764-1333 Fax 818 764-1992  
<http://www.moducom.com>  
[moducom@ix.netcom.com](mailto:moducom@ix.netcom.com)

April 3, 2013

911 Emergency Operations and Communications Center  
240 North Washington Street  
Rutherfordton, North Carolina 28139

Attn: Tammy Aldridge, Director

Dear Ms. Aldridge,

Modular Communications, Inc., ModUcom, is very pleased to have Rutherford County, North Carolina as a valued end-user for our Ultra-Com Radio/E911 Telephone Dispatch system. In my capacity as ModUcom's Regional Sales Engineer, I was personally involved with Asheville Communications and Bell South in implementing the system for Rutherford County in 2002. Updated since then, your system is now one of the largest and the most complex Ultra-Com systems located in the State of North Carolina.

The Ultra-Com system, originally installed in 2002, has been recently upgraded with hardware and software provided by ModUcom through Asheville Communications. The current level of system features and capability is the same as systems currently in production from ModUcom including Next Generation 911, IP telephony, P25 FSI, text and video. This continuous progression in system capability has been made possible through the commitment of Asheville Communications and ModUcom in partnership to provide the highest level of support and technology to Rutherford County. ModUcom has, however, received a copy of a letter terminating Asheville Communications as the service provider for your Ultra-Com system.

Your Ultra-Com system was originally purchased from Asheville Communications, our full-line reseller and factory certified service facility located in Asheville, NC. As part of the County's purchase, Asheville Communications paid for and retained ModUcom for secondary support for your system and to provide technical training for maintenance and certification. This secondary support also provides phone support for certified individuals and technicians to receive advanced technical support directly from ModUcom's factory and field personnel. Asheville Communications, and their technical staff, are the only certified technicians located in the State of North Carolina qualified to provide support for the complex system in Rutherford County. Further, the support agreement covering ModUcom's secondary support for the system is by and through Asheville Communications as a reseller and is not transferable to another maintenance vendor or the county. This factory-direct support will end on May 1, 2013 when Asheville Communications is no longer providing the primary on-site support for the Ultra-Com system owned by Rutherford County.

March 30, 2013  
Mailed Certified letter  
to Asheville Communications  
advising that we wished  
to discontinue their  
services, because we  
were not under contract.

JA

extra  
no it  
was  
exchanged  
for this

If the new service provider selected by the County is not a full-line reseller with factory certified technicians for ModUcom systems, a service agreement will not be available to them for your system. For ModUcom to continue technical support for the Ultra-Com system located in Rutherfordton the County will require a new support agreement and certified technicians available locally for maintenance. ModUcom offers both a primary and/or secondary support agreement for your system. ModUcom will need to quote this once we are familiar with your requirements. If you are interested in discussing how ModUcom can continue to provide technical support for your system, please contact me at (410) 713-0296.

Sincerely,



Ira D. Gore, Director of National Sales  
Modular Communication Systems, Inc.

Went to  
bill for  
support  
again when  
same was  
paid for  
with system



MODULAR COMMUNICATION SYSTEMS, INC.  
13309 Salicoy Street, North Hollywood, California 91650 - (818) 764-1333

September 3, 2014

Dear 911 Director:

ModUcom would like to thank you for your business and faith in the ModUcom Dispatch System. We at ModUcom feel that we have one of the most reliable systems in the Public Safety Industry.

The ModUcom system is the only system in the industry that protects against costly obsolescence with innovation, advanced technology and free software upgrades for the life of the system. The only way we can maintain your system to the high standards you expect and maintain your warranty is by using Factory Trained and Certified Sales and Service Dealers.

Asheville Communications, Inc. is the only Factory Trained and Certified Dealer in the Western Region of North Carolina. If you have any questions need additional information or would like to upgrade your system, please call me at (252) 373-5756 or Bob Vincent at (352)-751-7266.

We look forward to a long and prosperous relationship.

Sincerely,

A handwritten signature in cursive script that reads "Jimmy Pappas".

Jimmy Pappas  
Director-Major Accounts  
North and South Carolina

cc:

Charlie Gamble  
Asheville Communications

## Recommendation from Funding Committee:

*Approve Rutherford County's Request for  
Reconsideration to Increase their FY17  
Funding to \$485,369*



911 Funding Committee Report *Jason Barbour*

a) Funding Reconsideration Request

v. Vance-Henderson Co

*(vote required)*



## Henderson - Vance County Emergency Operations

156 Church Street Suite 002  
Henderson, NC 27536  
252-438-8264 Office  
252-438-8145 Fax  
252-492-0202 Comm. Center

Brian K. Short, Director

February 3, 2016

Marsha Tapler, Financial Analyst  
North Carolina 911 Board

***Re: 2017 Funding Reconsideration – Vance County – Supportive Documentation***

Ms. Tapler,

Vance County continues to see its expenditures increase with the implementation of our backup PSAP. As you know, we used the majority of our fund balance including virtually all of our unrestricted (50/50) monies to construct and equip our backup PSAP facility in 2011. Additionally, we entered into two (2) multi-year lease agreements to purchase a new phone system for both the primary and backup facilities that would allow for the failover capabilities that we wanted and a radio system for the backup center identical in function to the one being used at the primary PSAP. While we have taken some steps to allow this fund to recover and generate some additional fund balance in future years, our present fund balance as you can see remains extremely low.

Our fund balance as of June 30, 2015 is only \$24,121.00. Therefore we have virtually no reserve funds to implement new programs or replace equipment. Unfortunately, the afore mentioned multi-year lease purchases will continue to tie our hands for another two (2) years.

Just to clarify, we did submit a reconsideration request and were approved in the 2016 cycle to purchase several capital outlay items. These items included replacing our existing recorder at the primary PSAP, upgrading our version of GeoLynx mapping software, deploying our Emergency Police Dispatch program and replacing our console furniture at the backup PSAP. Thus far, our only expense has been to purchase the upgrade to the GeoLynx mapping software but we remain on target to complete the remaining projects as well. Our fund balance is simply so low that we are forced to wait until the additional funds build up to the point where those purchases can be safely made.

With that said, we do have another project in mind that we feel would be a great asset to this department, the County and its citizens and that is the development of an addressing point layer. Presently, we have no such layer in our GIS system, therefore this would be a completely new undertaking and not an upgrade. The cost of this project is estimated at \$60,500.00.

Attached you will find a detailed cost breakdown as well as progress milestones and a tentative completion schedule. As you can see, this will be a lengthy project that will take several months to complete.

I ask that you please give serious consideration to this request. Once the remaining two years of the ongoing lease purchase agreements that we have in place have expired, we will re-evaluate our funding position and we are hopeful that our situation will begin to balance out, however for the time being we are really struggling.

Please contact me if you have any additional questions or require any further clarification.

Best Regards,

*Brian K. Short*

Brian K. Short, Director  
Vance County Emergency Operations

## North Carolina 911 Board

PSAP Name:	Henderson - Vance Co. E-911
Contact Name:	Brian K. Short
Contact Address:	156 Church Street, Suite 002
City:	Henderson
Zip:	27536
Contact Email:	eod@vancecounty.org

**Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. \*\*\*PLEASE SEE INSTRUCTIONS tab for further details\*\*\* All requests must be filed with the NC 911 Board no later than February 19, 2016. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.**

**June 30, 2015 Emergency Telephone System Fund Balance: (\$5,890)**

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME</b> Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>MONTHLY</b> Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> Cost
<b>Expenditure</b>				
<b>Phone Systems - Furniture</b>				
Selective Rtnng/ALI Prov 9-1-1 trk line charges	87,141.04			
Basic line charge only **One administrative line per call-taking position	15,425.26			
Interpretive Services	2,320.59			
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.	21,711.84			
<b>MPLS-Fiber used for backup PSAPs connections</b>				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	95,396.89			
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
<b>TOTAL</b>	<b>\$221,995.62</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME</b> Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>MONTHLY</b> Cost	FY2017 (2016-2017) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> Cost
<b>SOFTWARE</b>				
CAD (modules that are part of the call-taking process only)				
GIS (to create and display the base map showing street centerlines and address, address point layer)		60,500.00		
Message switch software **must meet requirements noted in Approved Use of Funds list.				

MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder				
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)	50,378.00			
Quality Assurance for Protocols				
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software <b>MAINTENANCE</b>	5,889.25			
<b>TOTAL</b>	<b>\$56,267.25</b>	<b>\$60,500.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2015 (2014-2015) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>HARDWARE</b>				
CAD server				
GIS server				
911 Phone server				
Voice logging server				
Monitors				
Computer Workstations				
Time Synchronization				
UPS	15,638.55			
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations	41,165.00			
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Console**as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware <b>MAINTENANCE</b>	86,649.66			
<b>TOTAL</b>	<b>\$143,453.21</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

Training Expenditures Total	\$9,906.15	\$0.00	\$0.00
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**IMPLEMENTAL FUNCTIONS**

Database Provisioning for 911	41,583.00		
Addressing for 911	46,874.00		
<b>TOTAL</b>	<b>\$88,457.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

Total FY2015 Expenditures **\$520,079.23**

**To be completed by 911 Board Staff:**

<b>PROPOSED FY2016 FUNDING</b>	\$460,228.40
<b>FY2017 Anticipated Capital Expenditures</b>	\$60,500.00
<b>FY2017 Anticipated Monthly Recurring</b>	\$0.00
<b>FY2017 Anticipated Annual Recurring</b>	\$0.00
Use of fund balance	\$0.00

**Requested FY2017 Funding** \$520,728.40

Approved 20% Carry Forward \$78,717.84

## Cost Proposal

Based upon the Scope of Services, deliverables and schedule outlined in the previously submitted Qualifications statement from Atlas Geographic Data, Inc. to Vance County, we estimate the following cost for a complete project:

1. Acquire and organize existing databases, documents, etc.----- Jan. 2016.  
(a great deal of the Vance data has already been gathered by Atlas)  
\$1,000
2. Develop and consolidate existing datasets into an ArcGIS project  
(tax, utility, orthos, address points, postal, planimetry, etc.) ----- Jan. /Feb. 2016.  
\$1,000
3. Analyze the ArcGIS project databases on a structure-by-structure and  
parcel-by-parcel basis at a GIS workstation to determine an *initial*  
preliminary address for each apparent structure using the 2013  
orthoimagery as a background. This step will also involve:  
a). placement of an address centroid within the apparent  
addressable structure footprint,  
b) entry of the address as an attribute to the centroid by  
NENA specification, and  
c). development of an internal GIS linkage from the address point  
to the appropriate road centerline segment.  
The result will be a preliminary initial digital map to be used for  
the upcoming field verification task. -----Jan. to June 2016.  
\$16,000
4. Field verify a Pilot area containing both city style and rural addresses-----March 2016.  
\$2,000
5. Demonstrate on-site pilot area address structure and road centerline  
database for CAD and GIS applications-----April 2016.  
\$1,000
6. Complete and deliver an ArcGIS E-911 map database design  
(Tri-Tech compatible) based upon results and on-site discussions  
of the Pilot area results-----March 2016.  
\$ 500
7. Field verify and map addressed structures within the County. Note:  
this includes a significant number of multi-addressed structures  
which are to be fully field verified and mapped down to the  
individual unit number and addresses assigned to vacant  
properties-----March to July 2016.  
\$26,000



8. Complete and deliver an *initial* revised road centerline file-----June 2016.  
\$2,000
9. Complete and deliver a revised road centerline file that is fully  
reconciled to all individual structure address points and  
has corrected address ranges-----July 2016.  
\$1,000
10. Review and edit all Emergency Service Zones relative to  
road registry, GIS road centerline file and MSAG-----April to July 2016.  
\$1,000
11. Consolidate data within ArcGIS and prepare deliverable datasets  
to include ArcGIS map having address points, orthoimagery, ESZs,  
planimetry, centerlines, etc.-----August to September 2016.  
\$4,000
12. Complete a reconciliation of field verified address points to  
Telco ALI database----- August to September 2016.  
\$2,000
13. Load datasets within Tri-tech CAD on-site and assist/train  
Vance County staff in use and maintenance of the new  
data and GIS systems----- September 2016.  
(includes loading and training with ArcGIS software,  
geodatabase, and Atlas custom software programs and tools).  
\$1,000
14. Complete and deliver a new MSAG-----September 2016.  
\$2,000
18. Project wrap-up----- September 2016.  
No fee

**Project Total: \$60,500**

Richard,

As a follow up to our conversation earlier this week, I did want to take a moment and explain a few things regarding the supplemental funding request.

First, the discrepancy regarding the June 30, 2015 fund balance I believe can be contributed to me taking a figure from the worn blank on the reports cover page (I took the figure from the top line rather than the bottom line) as I explained during our phone conversation. The negative \$5,890.00 figure is correct. Secondly, the negative fund balance is due to some of the expenses for the prior year being slightly more than what was budgeted but was mainly due to how some of our actual bills happened to fall during the fiscal cycle. It is important to note that we were only in the negative for a very short time and now have a positive fund balance that is growing at an expected rate. However, with that said I can certainly understand how it would be confusing to see a request for additional funds when the additional funds received in the previous year still have not been spent.

As you and I discussed our previous fund balance was so low that we were simply waiting until the additional funds accumulated to the point that we could make those purchases and we are certainly on target to do so. For the time being, as I think it would eliminate some confusion, please accept this email as notification of our official intent to withdraw our request for additional funding during this funding cycle. Once the previous purchases have been made we will be resubmitting our supplemental request for the funds necessary for the development of the addressing point layer and will continue to work towards that goal in the meantime.

Thanks so much for the follow up and please call or email me if you have any additional questions or concerns.

Best regards

## Recommendation from Funding Committee:

*Approve Henderson-Vance County  
Emergency Operations Requested  
Reconsideration Increase to \$ 520,728*

911 Funding Committee Report *Jason Barbour*

b) 911 Fee for FY 2017

*(vote required for each)*

Fee Collected by Providers (CMRS, Wireline, VoIP)	Total Revenues Collected
FY2014 RATE \$0.60	\$ 70,490,408
FY2015 RATE \$0.60	\$ 69,219,351
<b>FY2016 RATE \$0.60</b>	<b>\$ 72,959,171</b>

Estimated Surcharge Projections FY2017

<b>Fees Collected by PREPAID Wireless:</b>	
FY2014 (6 months)	\$ 4,826,568
FY2015	\$ 8,737,688
FY2016 (estimated)	\$ 9,914,398

ESTIMATED REVENUE-Voice Providers							
FY2016 \$0.60	\$ 72,959,171	FY2017 \$0.60	\$ 72,959,171	FY2017 \$0.65	\$ 79,039,102	FY2017 \$0.70	\$ 85,119,033.34
Prepaid Wireless \$0.60	9,914,398	Prepaid Wireless \$0.60	9,914,398	Prepaid Wireless \$0.65	10,782,265	Prepaid Wireless \$0.70	11,376,068
	<u>\$ 82,873,570</u>		<u>\$ 82,873,570</u>		<u>\$ 89,821,367</u>		<u>\$ 96,495,101</u>
<b>Less:</b>							
NG911 Fund 10%	3,658,474		8,287,357		8,982,137		9,649,510
Total:	<u>\$ 79,215,095</u>		<u>\$ 74,586,213</u>		<u>\$ 80,839,230</u>		<u>\$ 86,845,591</u>
<b>Less:</b>							
Administrative Fund 1%	792,151	1.5% Admin Fee	1,118,793	1.5% Admin Fee	1,212,588	1.5% Admin Fee	1,302,684
Total:	<u>\$ 78,422,944</u>		<u>\$ 73,467,419</u>		<u>\$ 79,626,642</u>		<u>85,542,907</u>
<b>Less Operational/Capital Cost</b>							
Administrative Cost (taken from approved 911 Board budget for FY16							
	1,763,717		1,343,717		1,343,717		1,343,717
PSAP Distribution	49,848,463		54,673,288		54,673,288		54,673,288
CMRS Cost Recovery	7,980,536		7,980,536		7,980,536		7,980,536
IMAGE Project	4,076,752		4,063,930		4,063,930		4,063,930
Statewide Project	550,000		1,500,000		1,500,000		1,500,000
Total:	<u>\$ 64,219,468</u>		<u>\$ 69,561,471</u>		<u>\$ 69,561,471</u>		<u>\$ 69,561,471</u>
<b>Year-End remaining for Grant transfer:</b>							
	<u>\$ 14,203,476</u>		<u>\$ 3,905,948</u>		<u>\$ 10,065,171</u>		<u>\$ 15,981,436</u>

Cash basis reporting  
No Interest included

## Analysis

### Estimated:

FY2017 RATE \$0.60	\$72,959,171
FY2017 PREPAID Analysis .60	
DOR Collection (Cash Basis)	\$10,962,524
Retailer Fee	-\$548,126
DOR Fee	-\$500,000
PREPAID total received:	\$9,914,398

FY2016 Estimated Surcharge Collection	\$ 72,959,171
Estimated Subscriber count @ .60	<b>121,598,619</b>

FY2016 Estimated Prepaid	\$ 10,962,524
Estimated Subscriber count @ .60	<b>18,270,874</b>

<b>Estimated:</b>	<b>Surcharge .60</b>
CMRS/Wireline/VoIP Collection	\$72,959,171

### Estimated:

Estimated Gross <b>Prepaid</b> Collection	\$10,962,524
Retailer Fee	-\$548,126
DOR Fee	-\$500,000
Total for PSAP	\$9,914,398

<b>Estimated:</b>	<b>Surcharge .65</b>
CMRS/Wireline/VoIP Collection	\$ 79,039,102

### Estimated:

Estimated Gross <b>Prepaid</b> Collection	\$ 11,876,068
Retailer Fee	-593,803
DOR Fee	-500,000
Total for PSAP	\$ 10,782,265

<b>Estimated:</b>	<b>Surcharge .70</b>
CMRS/Wireline/VoIP Collection	\$ 85,119,033

### Estimated:

Estimated Gross <b>Prepaid</b> Collection	\$ 12,789,612
Retailer Fee	-913,544
DOR Fee	-500,000
Total for PSAP	\$ 11,376,068

Revenue:	Estimated for FY 2016
CMRS Provider	\$46,031,400
Wireline	\$13,953,049
VOIP	\$12,974,722
Prepaid	\$10,962,524
Total Revenue	\$83,921,696

Includes 10% Funds



*Recommendation from Funding Committee to  
not increase the 911 fee for FY2017*

New 911 Board Website

*Richard Taylor*

# Other Items

## Adjourn

**Next 911 Board Meeting**

**April 22, 2016  
NC 911 Board Office  
3514A Bush Street  
Raleigh, North Carolina**

**911 Standards Committee**

Wednesday, March 23, 2016

10:00 am

3514A Bush Street

Raleigh, NC

**911 Funding Committee**

Wednesday, April 6, 2016

2:30 pm

3514A Bush Street

Raleigh, NC

**Education Committee**

Thursday, April 7, 2016

10:00 am

3514A Bush Street

Raleigh, NC

**PSAP Funding Sub-Committee**

Wednesday, April 13, 2016

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

**911 Standards Committee**

Wednesday, April 13, 2016

2:30 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC

**NG911 Committee**

Thursday, April 14, 2016

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

**NG911 GIS Sub-Committee**

Tuesday, April 19, 2016

2:30 pm

Pinehurst Room

3514A Bush Street

Raleigh, NC