AGENDA

NORTH CAROLINA 911 BOARD MEETING
June 24, 2016
Banner Elk Room
3514A Bush Street
10:00 AM – 12:45 PM

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Tab	Topic	Presenter	Time (min)
	Call To Order	Chris Estes	
	Roll Call	Richard Taylor	5
1.	Chairman's Opening Remarks ~ Recognition of James Greer, Telecommunicator, Guilford-Metro 911 and Madeline & Thomas O'Connell of Guilford County	Chris Estes	15
2.	Ethics Awareness/Conflict of Interest Statement ***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.***	Chris Estes	5
3.	Consent Agenda *(vote required)* *(Complete Reports Located in Agenda Book On Web Site)* a) Minutes of May 20, 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 $ 1,402,628 1) Grant Fund Encumbered $ 28,042,566 h) NG911 Fund Balance $ $ 3,442,290 1) NG911 Fund Disbursements $ 0.00 i) CMRS Fund Balance $ 3,144,266 1) CMRS Disbursements $ 191,764 j) PSAP Fund Balance $ 16,174,113 1) PrePaid CMRS Revenue $ 776,466	Richard Taylor	10

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 — 10
   a) Upcoming PSAP/Finance Director Meetings
   b) Report on Annual NASNA Meeting
   c) FCC Update
      i. Annual 911 Funding Report
      ii. Text-to-911 Update
   d) Report From The State Ethics Commission
      i. Eric Cramer
      ii. Chris Estes
      iii. Andrew Grant
      iv. Len Hagaman
      v. Dinah Jeffries
      vi. Jeff Shipp
      vii. Rob Smith

6. Update On School Safety Project — Mike Sprayberry, N.C. Emergency Management Director; John Dorman, Assistant State EM Director for Risk Management — 25

7. Discussion On Establishing a NC Emergency Management Association Position on the NC 911 Board — Mike Sprayberry, N.C. Emergency Management Director — 15

8. FCC Task Force on Optimal PSAP Architecture (TFOPA) — Richard Taylor, Richard Bradford, Dave Corn — 20

9. Status of Back-up PSAP Compliance — Tina Bone — 15

10. Establishing Grant Priorities for FY2017 Cycle *(vote required)* — Richard Taylor — 10

11. 911 Funding Committee Report — Jason Barbour — 15
    a) Funding Reconsideration Request
       i. Pender County
       (vote required)
    b) Update to the Eligible Expenditure List
       i. Fiber Leasing

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(vote required)

c) Approval of Revised Revenue Expenditure Reporting Form
(vote required)

12.	Update from NG-911 Committee a) ESINet RFP	Jeff Shipp	5
13.	Extend NG911 Consultant Contract *(vote required)*	Richard Taylor	5

Other Items

Adjourn

Next 911 Board Meeting	**July 29, 2016** **NC Telecenter** **415 East Blvd** **Williamston, NC**

911 Education Committee
Wednesday, June 29, 2016
2:30 pm
Banner Elk Room
3514A Bush Street
Raleigh, NC

NG911-GIS Sub-Committee
Tuesday, July 12, 2016
10:00 am
Emerald Isle Room
3514A Bush Street
Raleigh, NC

Southeast Region PSAP Managers Meeting
Wednesday, July 13, 2016
10:00 am
Cumberland Co Dept. of Social Services
1225 Ramsey St.
Fayetteville, NC

911 Standards Committee
Friday, July 15, 2016
10:00 am
Banner Elk Room
3514A Bush Street
Raleigh, NC

911 Funding Committee
Tuesday, July 12, 2016
2:30 pm
Pinehurst Room
3514A Bush Street
Raleigh, NC

NG911 Committee
Thursday, July 14, 2016
2:00 pm
Banner Elk Room
3514A Bush Street
Raleigh, NC

Western Region PSAP Managers Meeting
Wednesday, July 20, 2016
10:00 am
Boone Town Council Chambers
1500 Blowing Rock Rd.
Boone, NC

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Central Region PSAP Managers Meeting
Thursday, July 21, 2016
10:00 am
Iredell Co Agricultural Center
444 Bristol Dr.
Statesville, NC

Northeast Region PSAP Managers Meeting
Thursday, July 28, 2016
10:00 am
NC Telecenter
415 East Blvd.
Williamston, NC

911 Funding Committee
Wednesday, August 3, 2016
1:30 pm
Banner Elk Room
3514A Bush Street
Raleigh, NC

911 Education Committee
Thursday, August 4, 2016
10:00 am
Banner Elk Room
3514A Bush Street
Raleigh, NC

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North Carolina 911 Board Meeting and Semi-Annual Work Session
MINUTES
Charlotte Fire Department Headquarters
500 Dalton Avenue, Charlotte, NC
May 20, 2016
9:00 AM – 1:00 PM

Members Present	**Staff Present**	**Guests**
Jason Barbour (NCNENA) Johnston Co. 911 (WebEx/Phone)	Richard Bradford (DOJ)	Ryan Augustus, Charlotte Fire Dept.
Dave Bone (NCACC) Martin County	Tina Bone (DIT)	Becky Brown, Charlotte Fire Dept.
Darryl Bottoms (NCACP) Pilot Mountain PD (WebEx/Phone)	Ronnie Cashwell (DIT)	Cliff Brown, Federal Engineers
Rick Edwards (CMRS) Sprint	Dave Corn (DIT)	Brian Burns, Carolina Recording Sys.
Chris Estes (911 Board Chair)	David Dodd (DIT)	Vicki Calliatt, Concord Comm.
Andrew Grant (NCLM) Town of Cornelius	Karen Mason (DIT)	Shelley Davis, Hickory Fire Dept.
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Uday Deora, Charlotte Fire Dept.
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	Brian A. Drum, Catawba Co. 911
Rick Isherwood (CMRS) Verizon	Cathy Jones (Stenographer)	Spencer Dobbins, Charlotte Fire Dept.
Dinah Jeffries (NCAPCO) Orange Co. Emergency Services (WebEx/Phone)		Derrick Duggins, Carolina Recording
Jeff Shipp (LEC) Star Telephone		James Emerson, Mecklenburg EMS
Rob Smith (LEC) AT&T		Greg Foster, Alexander Co. 911
Jimmy Stewart (NCAREMS) Hoke Co. 911	**Staff Absent**	Brittany Hobday, Charlotte Fire Dept.
Slayton Stewart (CMRS) Carolina West Wireless (WebEx/Phone)		Johnny Horn, Charlotte Fire Dept.
Laura Sykora (LEC) CenturyLink		Judy Jenkins, Cornelius Police Dept.
Buck Yarborough (VoIP) TWC		Paige Johnson, Jones Lenoir County

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		Brandy Lankford, Charlotte Fire Dept.
		Bethany Ledwell, Concord Comm.
Members Absent		Mike Martin, Tritech Software
Eric Cramer (LEC) Wilkes Communication		Tony Patillo, Mecklenburg EMS
		Tonya Pearce, Durham 911
		David Poston, Cape Fear Police Dept.
		Rob Robinson, CenturyLink
		Nicole Sain, Hickory PD
		Jason Saine, NC House of Representatives
		Corinne Walker, Mecklenburg EMS
		Craig Walker, McDowell Co. 911
		Tammy Watson, Pineville Police Dept.
		Vic Williams, Beaufort Co. Sheriff
		Stephanie Wiseman, Mitchell Co. 911
		WebEx Attendees
		Tammy Aldridge, Rutherford Co 911
		Fred Baggett, NCACP
		Randy Beeman, Cumberland Co EM
		Sarah Collins, NC League of Municipalities
		Meghan Cook, DIT
		Jon Greene, Geo-Comm
		Grayson Gusa, Davie Co 911
		Del Hall, Stokes Co Emergency Comm
		Jim Lockard, Federal Engineering
		Kevin Medlin, Orange Co 911
		Melanie Neal, Guilford-Metro 911
		Roman Scruggs, Rutherford Co 911
		Becky Ward, FatPot
		Bruce Williams, Wireless Communications
		Doug Workman, Cary 911
		Brett Wrenn, Person Co 911
		Donna Wright, Richmond Co Emergency Svcs

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1. Chairman's Opening Remarks

North Carolina 911 Board Chairman Chris Estes called the meeting to order at 9:03 a.m., asking Executive Director Richard Taylor to conduct the roll call of Board members. Richard Taylor verified that Jason Barbour, Darryl Bottoms, Dinah Jeffries and Slayton Stewart were present by WebEx/phone. Andrew Grant was not present, but should be arriving soon.

Chairman Chris Estes invited Chief Jon Hannan to give welcoming remarks. Mr. Hannan encouraged the attendees to approach him with any questions or needs they may have and thanked them for visiting the Charlotte Fire Department Headquarters.

2. Ethics Awareness/Conflict of Interest Statement

Chairman Estes read the conflict of interest statement and asked if there were any comments. Laura Sykora has a conflict under Tab 5 for reconsideration of extension requests and will not be participating in the discussion or vote. Darryl Bottoms stated he has a conflict with Tab 7(c) and will refrain from discussion or voting on this issue. Rob Smith has a conflict with all items of Tab 5(a), 5(c) and 7(c) and will not participate in discussion or voting on this issue. It was noted that Andrew Grant was now present. No other conflicts were declared.

3. Consent Agenda

Minutes of 4/22/16 Board Meeting – Minutes were distributed earlier and no corrections were received by Richard Taylor.
Grant Project Updates - Mr. Taylor reported process continues of closing out several grants for Burke, Brunswick and Lenoir Counties.
Grant Fund Balance – Mr. Taylor noted that $29,148,128.63 was encumbered leaving a balance of $1,380,516 in the fund.
NG911 Fund Balance – Mr. Taylor stated that there have not been any disbursements yet. With $723,910 put into the fund, the balance is now $2,760,165.45.
CMRS Fund Balance – Revenue received this past month was $652,000 with disbursements of $207,795, leaving a balance of $2,663,337.
PSAP Fund Balance – Each month the disbursements of $4,146,495 are made. There was prepaid CMRS revenue of $902,094, which leaves a balance of $14,920,649 in the fund.

Richard Taylor concluded his report and Chairman Estes asked for a motion to approve the consent agenda. Len Hagaman made the motion and it was seconded by Rick Edwards and passed by unanimous vote.

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4. Public Comment

Chairman Chris Estes opened up the floor for comments from state and local government officials and other interested parties. There were no registered participants and no speakers came forward, so the Board proceeded with the agenda.

5. Executive Director Report

Richard Taylor reported that Haywood County had an expected completion date of December 2015, but encountered a delay due to installation of radio equipment. They have requested a grant extension until 8/31/16 with no additional funds. Jeff Shipp made the motion for the Board to accept this request. Andrew Grant seconded the motion. Laura Sykora and Rob Smith reiterated that they were abstaining from any vote or discussion. There being no further questions or discussion, the motion was carried by unanimous vote.

Mr. Taylor presented the Hertford County grant extension request and stated he had visited the site and noted there had been weather delays. Hertford County had projected a completion date of 6/30/16. They are asking for a 60-day extension, with no additional funds, to complete the building project. Len Hagaman made a motion for the Board to accept this grant extension request. The motion was seconded by Jeff Shipp. Chairman Estes called for any additional questions or discussion or declaration of conflicts. Hearing none, the motion was passed by unanimous vote.

Mr. Taylor stated Caldwell County's original completion date of 12/31/15 is delayed due to the radio system. They are asking for an extension date of 8/31/16 with no additional funding. Buck Yarborough made the motion for the Board to approve the extension and Rick Isherwood seconded the motion. Chairman Estes noted that Rob Smith was abstaining from voting or discussion on this item. There being no further conflicts, discussion or questions, the motion passed by unanimous vote.

Mr. Taylor updated the Board on the statewide school safety project. He noted that part of the budget bill from last year stated that the Department of Public Instruction in cooperation with the Department of Public Safety and the 911 Board were to work together to create a school "panic button." Actual wording of Session Law 2015-241 states: "The system shall fully integrate and leverage existing data and emergency response via 911 dispatch." Department of Public Safety went to four regional PSAP manager meetings to get input from PSAP managers. Dr. Matthews from DPI reports they have 98% of schools that have installed the panic alarms as opposed to the "panic button." This was a mandated panic alarm button that goes directly to local law enforcement. John Dorman said that the two applications (SERA and SRMP) are up and running. There are some issues dealing with NCID, which is the password used by state

of NC to access various sites. This has been a challenge due to its complexity. There are upcoming events scheduled for June and progress is being made incorporating this into state government complexes as well as schools.

Laura Sykora asked if there will be community input. Mr. Taylor said there's no date yet, but it is anticipated there will be upcoming events in June and a separate committee is created to deal with that. Chairman Estes questioned who were the chair and committee members. Mr. Taylor responded that Laura Sykora, Jeff Shipp, Len Hagaman and Tonya Pearce are some of the committee members, but no chair has been established yet. Chairman Estes questioned the source of the panic button issue. Mr. Taylor said that 911 was not singled out or specified, but just local law enforcement due to the way the statute is written. Mr. Bradford said the original statute had specified being directed to the sheriff. Mr. Barbour asked for an update on the development of the panic button. Chairman Estes said it was provided in written material. Dinah Jeffries noted there was a lot of collaboration in Orange County, so they have an interest in following this. Jeff Shipp stated he was disappointed in the speed of this process and assumes staff is still waiting to support this initiative. He asked if there is anything the Board can do to encourage more involvement. Greg Hauser reiterated interaction with PSAPs is vital. Mr. Taylor noted that all PSAPS are invited to come to PSAP manager's meetings and Staff through the PSAP listserv, the weekly Newsletter, and personal contact encourage participation.

Chairman Estes said there was an application that first responders use to have a building map, emergency contacts and procedures. The 911 part of this was the capability for a teacher to hit a button on a mobile app or process, and be directed to the 911 center in that area. The latter is more within the charter of this Board than DPS since DPS was told to work with the Board, but we're not responsible for it. Mr. Barbour asked if an RFP was released for this app already or are we still waiting on it. Chairman Estes replied that the DPS update says an RFP will be issued in June. Mr. Taylor explained that the button not only sends the call, but it is a complex program that gives out floor plans to the school and a wealth of information that the button activates, which contacts the 911 center as well as the first responders. Chairman Estes suggested inviting John Dorman to the June meeting so he can provide an update. Mr. Yarborough asked if this is set up for new school construction. Chairman Estes explained that the panic alarm and panic button are two different projects and are sometimes confused. Mr. Bradford said the schools should be aware of this by now as they plan new school construction.

6. <u>Standards Committee Report</u>

Laura Sykora asked Mr. Bradford to present the rules review report. Mr. Bradford replied that a short meeting yesterday resulted in approval of the final rules. Ms. Sykora missed the last Standards Committee meeting and asked Mr. Taylor or others from the Standards Committee to present a report. Mr. Taylor

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responded that last month's meeting was cancelled. Mr. Bradford had given a report of the last Standards Committee meeting that was held and it is reflected in last month's minutes

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7. 911 Funding Committee Report

Funding Reconsideration Request -- Mr. Barbour asked if Dave Bone could present this report. Mr. Bone reported that the Person County funding reconsideration request is brought before the Board. There was some discussion and questions answered regarding the term of the agreement and recommended approval of the Person County reconsideration request. Mr. Taylor stated that $929,630.14 is the reconsideration request. Since this motion comes out of the Funding Committee, Chairman Estes asked for further discussion regarding this. Hearing none, the motion was carried by unanimous vote.

Approval of FY2017 Budget -- Mr. Bone said the recommended budget was reviewed at the last meeting and he asked if Marsha Tapler would present details to the Board. Ms. Tapler noted the budget had not changed and no requests or changes had been received from Board members regarding the budget, so she asked if the Board members would like a detailed review or just a recap. Chairman Estes referenced a 30-day period for Board members to provide input to the staff and since none occurred no recap was necessary. Since the motion is recommended by staff and reviewed by the Funding Committee, Chairman Estes asked for further discussion or questions. Hearing none, the motion was approved by unanimous vote.

Approval of Secondary PSAP Funding -- Mr. Taylor said there are three secondary PSAPS in Surry County (Mount Airy, Elkin and Pilot Mountain) with a total 911 call volume of 39,401 with a cost per call of $15.36. Mt. Airy received 2,842 calls at a cost of $43,653.12, Elkin received 1,072 calls which cost $16,465.92 and Pilot Mountain received 8 calls at a cost of $122.88. Surry County requested funding at the end of the last fiscal year, but it has taken quite a while to get the details provided today to verify the calls through ECATS. We now have a process to identify the calls and the recommendation is to make the secondary funding effective July 1 of 2015 to enable them to get their funding. Chairman Estes asked for further discussion or questions. Hearing none, the motion was passed by unanimous vote with the notation that Darryl Bottoms and Rob Smith refrained from voting on this issue.

Approval of Funding Cap for Translation Services -- Dave Bone said the RFP for translation services was approved at the last board meeting. The Funding Committee has a recommendation to institute a funding cap so that if a PSAP does not accept this RFP and chooses to go with its own services, it will be funded at the level set out by the RFP. Dave Corn had no further additions to this. Mr. Taylor stated if the PSAP has something already in place, if the price is higher than 75 cents, we will allow them to continue until their contract ends up to

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one year. Chairman Estes asked if this is a motion to be approved by board. Mr. Bradford says this is a motion out of the committee as stated on screen and does not need a second. Rob Smith asked Mr. Bradford to clarify if this motion affects existing contracts. Mr. Bradford replied that it does, so Rob Smith recused himself from voting on this due to arrangements with PSAPs.

Dinah Jeffries recalled prior discussion in last month's meeting about specific languages that are not supported by the selected vendor. The selected vendor offers 208 languages. Ms. Jeffries said she still needs to know about specific language translation. Dave Corn has a list of the 208 to 250 languages and will send that list to her. Mr. Bone recalled Mr. Corn said if there was a need for other languages, the vendor would be open to discussion. Following this clarification and discussion, the vote to approve the motion was unanimous. Jeff Shipp said last month there were some PSAPs not utilizing any translation services and wanted the Board to support all PSAPs having access to translation services. Chairman Estes says this is a question to be directed to the staff. Mr. Corn placed the information in the newsletter with 10 sign-ups so far and Ms. Tapler had received 3 or 4. The bills go directly to Ms. Tapler, so it is free for the PSAPs. Mr. Shipp asked how many PSAPs are not utilizing any type of translation. Ms. Tapler offered to check on that during the work session. Mr. Corn suggested waiting a few months and so it can be reported who is not signed up and we can focus efforts on those folks. Mr. Shipp said that's acceptable to get the report at a later date.

Approval to Increase Funding Cap for Eligible Computer Hardware -- Mr. Bone asked for approval to increase the funding cap for eligible computer hardware. The present cap of $1000 is requested by staff to be changed to $1700 and the Funding Committee is making that motion to the Board. Mr. Yarborough asked about the issue of doing away with percentages. Ms. Tapler explained the requirement to determine percentage of eligibility was difficult for both staff and the PSAP due to the applications running on the workstation, so that is why the recommendation was to do away with percentages. Mr. Yarborough further questioned if there was any mechanism to go beyond $1700. Ms. Tapler replied there was not. There being no further discussion or questions, the, motion carried with unanimous vote. No further updates from the Funding Committee were presented.

Chairman Estes suggested diverting from the agenda at this point to recognize Brittany Hobday, Spencer Dobbins, Ryan Augustus, the Ladder 27 crew and Engine 34 crew of the Charlotte Fire Department. The 911 call was from a lady who was trapped inside a bedroom during a house fire. The caller and the dispatcher were present as the Board listened to a portion of the 911 call. The caller, telecommunicators and members of the Ladder 27 crew and Engine 34 crew were asked to come forward for recognition. Ladder 27 Crew Captain D. Arrington, Engineer G. Alexander, Firefighter R. Wedrychowicz, Firefighter R. Miller, Engine 34 Crew Captain J. Mcraven, Engineer J. Friend,

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Firefighter A. Fuller and Firefighter W. Justice of the Charlotte Fire Department were presented with a plaque for outstanding teamwork, professionalism and commitment to public safety. Captain Arrington thanked the crew for their work to achieve a good outcome from this call. Chairman Estes suggested getting copies of the plaque so it could be available for different offices. Chief Hannan expressed his pride in all levels of involvement in this call and thanked the Board for recognizing his crew. Chairman Estes told the Board that another presentation will be made after the next board agenda item.

8. Approval of FY2017 PSAP Funding.

Mr. Taylor said the preliminary funding was approved in December, but there are other pieces of this that Ms. Tapler can give an explanation for any variations. It's based on a 5-year rolling average, but it takes the fund balance into account. If it increases over the 20% carry forward, they then are reduced. So funding on 5-year rolling average is then reduced by that amount in the column beside the blue header. Three PSAPs are highlighted in blue that still have revised reports to submit. Two were submitted and the amounts shown on the screen are correct. The outstanding PSAP (Charlotte MEDIC) was received too late to put in the spreadsheet and represents a slight discrepancy of approximately $1000. The legislative deadline of 6/1 needs to be met, so Ms. Tapler asked Mr. Bradford if the Board is allowed to proceed with those items being not finalized. Bradford says the issue is if these issues are a material change. He believes there's no reason to delay. Ms. Sykora asked if Charlotte MEDIC was the only one not finalized. Ms. Tapler explained that the email to say "this is your approved budget" was not sent to the three because Charlotte MEDIC was not complete, but numbers for Columbus and Pamlico have been reviewed.

Mr. Taylor reported that Holly Springs got a funding reconsideration two years ago for upgrades and over-estimated the amount of money needed. ~~and~~ Now they have a very large fund balance (4 times their operating cost) and it obviously exceeds 20%. The Board agreed not to give them any funds until the balance is worked down. Ms. Tapler will be working with them each month to avoid any funding crisis.

Andrew Grant asked if this has been worked out with Holly Springs. He asked what happened between now and December with the funding estimates. Ms. Tapler explained that reports were are due from the PSAP by 9/8 and there was no way to get through 127 reports by 12/31 since reconciling the report involves communication between Board staff and the PSAP. Further explaining, the estimated funding submitted to the Board for approval in December does reflect those PSAPs that are reconciled and unreconciled and for those PSAPs unreconciled, the amounts are derived from the numbers are put in as the initial submitted report. If no ineligible cost is found, these numbers would remain the same on the final funding distribution report approved 6/1. During the time frame

when the Board approves estimated funding in December and the final legislative deadline and now, staff reconciles all unreconciled reports. The Board hired Karen Mason to assist and she is still in training. Mr. Grant asked for an estimate of what percent is unreconciled. Ms. Tapler estimated that 30% were left, but there have been more in prior years. Ms. Sykora said the Funding Committee is working on an easier way for this process going forward. Ms. Sykora made a motion to approve funding as outlined in the schedule with Charlotte MEDIC to be trued up as their reported funding. Mr. Barbour seconded the motion. There were no discussion or questions, and the motion was passed by unanimous vote. Mr. Barbour thanked Ms. Tapler for the hours and efforts reflected in this report.

9. Status of Back-up PSAP Compliance

Chairman Estes suggested that Item 9 be moved to the working session since there is no vote required.

10. Telecommunicator and Responder Recognition.

Chairman Estes asked Mr. Taylor to give the background of the 911 call being recognized by Representative Jason Saine. The Board heard a portion of a call between Andrenetta Galloway (911 Telecommunicator) and the caller who was hiding in a closet during a home invasion. The caller and her mother were present for the recognition of those involved with the call. Mr. Taylor complimented the Telecommunicator on her calmness. Representative Jason Saine congratulated all parties on a job well done and presented an award to Dre Galloway of Charlotte-Mecklenburg 911 for outstanding teamwork, professionalism and commitment to public safety on 4/8/16. Ms. Galloway thanked the caller for her contribution to making this a successful outcome. She has been doing this for 15 years and was glad to be a part of this call. The caller thanked Ms. Galloway for being there during her crisis. Captain Poston stated that he has used this call on many occasions for training purposes. The way this call was handled demonstrates why he is appreciative of the people he works with each day. The caller's mom thanked Ms. Galloway for helping her daughter during this crisis.

Mr. Taylor conducted the presentation for MEDIC which involved James Emerson (911 Telecommunicator) who used Fast-Track CPR instructions to help the caller resuscitate the victim during the 6-minute call on 3/21/16. Representative Saine presented the award to James Emerson of Mecklenburg EMS Agency/Mecklenburg County Fire for outstanding teamwork, professionalism and commitment to public safety during the 3/21/16 call. Mr. Emerson said that after 31 years in EMS as a paramedic and 13 years as a telecommunicator, he noted this is a first for being recognized. It was noted that the survival rate is 52% for patients who were clinically dead but get to leave the hospital when CPR instructions are given. Mr. Taylor thanked all of those who

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participated. Chairman Estes thanked Greg Hauser for coordinating these recognition awards and also having the actual callers present.

Chairman Estes asked for any other items to come before the Board in the formal meeting. Hearing none, a motion was made to adjourn the meeting for a 10-minute break and come back for the Board's work session. The meeting was recessed at 10:27 a.m.

11. Begin Work Session

Chairman Estes called the work session to order at 10:40 a.m. He noted that during the work session, there will be discussion on various items, but no voting will take place. Mr. Taylor confirmed that the minutes will continue to cover this session as part of the open meeting and attendees are welcome to participate. Mr. Taylor verified that Jason Barbour, Darryl Bottoms and Slayton Stewart were present by phone. Dinah Jeffries is expected to join by phone soon.

Status of Back-up PSAP Compliance -- Tina Bone reported that 49 back-up plans are approved, 11 back-up plans are approved pending a small contingent and 35 plans are submitted, but need work. Chairman Estes asked how many PSAPs have not submitted. Tina Bone said approximately 20 have not submitted. Ms. Bone noted that Alamance, Wilkes, Alexander, Lincoln, Rutherford, Green, Lumberton, Robeson, Brunswick, Beaufort, Halifax, Northampton and Warren are still working on their plans. The Board had no questions on Ms. Bone's update. It was noted as a sidebar, there was some discussion among board members about extending this date and the short answer was no. The legislative members had no interest in changing the timelines set by law.

Back-up PSAP Discussion – Chairman Estes asked Mr. Taylor to address items from previous board meetings. Mr. Taylor said that under back-up PSAP discussion, the funding/cost issues have been difficult to separate the actual cost for doing the back-up versus estimated cost. He said that Tina Bone has worked closely with Ms. Tapler and Ms. Mason, but has been overwhelmed in trying to get the PSAP plans finalized. Ms. Bone said these are rough estimates due to lack of any financial information from some PSAPs. Of the roughly $6 million that will be spent, $626,941.03 was going to be spent anyway and this figure will rise as the $6 million figure will go down because some of this will be taken out of the fund balance. Chairman Estes asked about providing a good estimate. Ms. Bone estimated 4.5 to 5 million. Ms. Tapler cautioned the Board to not hold staff to this estimate at this time, because staff has not had the opportunity to substantiate this amount due to the increased number of plans received in the past few days.

Mr. Taylor knows extension requests will come in soon and noted the first request came in yesterday. The question is how does Board want to handle extensions? Directions have been given that the plan needs to submitted with a time line. Does the Board want staff to give an okay or bring it back to the

Board? Staff needs to know what the Board wants. Chairman Estes asked what does the law require. Mr. Bradford explained the law requires the Board to grant or deny extensions based on substantial progress. Mr. Bradford suggested rephrasing the question to state "seeking Board's guidance on whether the Board wishes to delegate the determination of granting an extension to the Executive Committee or retain it at the Board level." Dave Bone asked if this is an extension of approval of a plan or submittal of a draft plan. Mr. Bradford answered approval saying if you don't comply, then the Board takes no action to reduce, terminate or suspend funding to the PSAP. Mr. Bone asked for further clarification. Mr. Taylor stated the Board has defined substantial progress as having submitted a plan even if it is not yet approved. Buck Yarborough said there is a simple checklist for what must be included, and there's not a big barrier to submitting this. Mr. Taylor said minor revisions still need to be made to the document. Mr. Yarborough asked if a one-year extension can be granted and suggested delegating the staff a maximum amount of time before it comes back to the Board. Jason Barbour recommended that either the Funding Committee or a new committee be established to grant extensions so that the Board is kept abreast of what is or is not being done. Dinah Jeffries agreed with Jason Barbour and further suggested the committee be a mixture of members from the Funding Committee and the Standards Committee with PSAP representatives to sit in and represent the region. Chairman Estes asked for further comments.

Mr. Bradford clarified the point following a couple of questions. The one-year extension is not to get a plan approved; it is to get a plan implemented. Mr. Yarbrough's understanding is that the plan has to be submitted and implemented. Mr. Bradford stated a back-up PSAP plan has to be implemented by 7/1/17 deadline -- submitted, approved and implemented. Rob Smith asked if the 7/1/16 date was really the deadline, but a one-year extension has been granted due to substantial progress to 7/1/17. Bradford said that in effect, the answer is yes. He reiterated that granting an extension is waiving Board action to reduce, terminate or suspend funding if not implemented by 7/1/16. Rob Smith asked that if all people that submitted plans and met substantial progress guidelines by 7/1/16, but did not implement, have to request an extension? Mr. Bradford replied that yes, they met intent of the statute for the time being. Chairman Estes questioned what happens in 7/1/17, He asked if the Board has to reduce funding. Mr. Bradford replied that the Board has to take some action. By July 1, 2016, a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP.

Mr. Bradford read from Monthly Distribution, Subparagraph A, last sentence, "The Board may reduce, suspend or terminate distributions" under this subsection if a PSAP does not comply with the requirements of this statute. When questioned again, Mr. Bradford restated that the Board has to take some action. Buck Yarborough asked if the reduction can be any amount. Mr. Bradford replied yes, but some action is required. Chairman Estes asked if we want staff to make decisions on extensions or do we prefer to have the Board make that decision through committee and/or voting process. Jeff Shipp supports Board approval for the three actions, but has faith in the executive

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director to make extensions. He believed having a committee making the decision would create more bureaucracy. Ms. Sykora said the Board has given the staff a definition of substantial progress so they have the tools they need. Chairman Estes stated that as of 7/1/16, everyone who is not implemented has to be extended. Based on the chart, 80% of the PSAPs have to request extensions from 7/1/16 to 7/1/17. The law says they have to be live with implemented back-up capability by 7/1/16. If not, the Board has authority to give them an extension to 7/1/17. Ms. Sykora asked if this still applies when PSAPs meet the definition of substantial progress. Mr. Bradford said the initial decision to allow an extension is based on substantial progress which the Board has defined. Dave Bone asked if the Board can delegate authority to staff. Mr. Bradford replied yes, but questions whether it is the Board's desire in this case.

Buck Yarborough asked Mr. Taylor if he feels the staff is comfortable with taking this on. He was trying to limit extension time to give staff the "teeth" by saying they will have to go to the full board. He asked if the staff feels comfortable granting extensions. Mr. Taylor says the short answer is yes, but he likes the idea of a limitation. He has been working with PSAPs closely and is familiar with what is going on. Tina and Dave Dodd have done outstanding roadwork, but the idea of a time limit is a good one. Buck Yarborough can tell that road trips are being made to help these people comply. Tina Bone says Yadkin County is aware of the deadline, but has not submitted anything. She is somewhat satisfied with decent responses, but there are some "passing of the buck" responses.

Dave Bone expressed concern that one of the big delays with plan submittal and approval is waiting on vendors to give quotes. He feels the time limit is not realistic. He states if the vendors take months to give quotes, he questions how long it will take to do the work. Rick Edwards asked how many years this process has been going on. Dave Bone says in some rural areas, there are limited vendors. Mr. Taylor says the staff can lend assistance with vendor suggestions if they are aware of the need. Chairman Estes is not sure if staff can get that extension past 6 weeks to have a plan submitted and implemented. He says the time line is tight. Ms. Sykora spoke on behalf of one vendor saying the difficulty is getting quotes back from suppliers. She noted the problem is not with the salesperson. Dave Bone says the time limit of 30/60/90 days is not realistic. Ms. Sykora agreed the time limit was not realistic. Andrew Grant asked Ms. Sykora that beyond getting a quote, in general how long would it take to implement after the PSAP receives the quote? What is the time range that can be expected?

Laura Sykora asked for Rob Robinson with CenturyLink to address this question. Mr. Robinson informed the Board that there are a lot of problems from the sheer number of quotes from PSAPs, trying to come up with a location and solution to provide to customer. Mr. Robinson has seen a large influx of requests at the last minute and the two main providers used for quotes now have a backlog. Chairman Estes re-asked Mr. Grant's request – the answer is 7 to 14 days to get a quote, but the time now is 2 months. Mr. Grant asked what is the implementation time. Mr. Robinson said if all quotes are signed today, 12

months is not enough time to implement. Rick Isherwood asked if quotes are actually needed. He suggested submitting a conceptual plan and adding in quotes later. Richard Taylor has requested good faith quotes and knows this is not a final price until the contract is signed. Chairman Estes asked the vendor partners if there is a way to accelerate time lines by giving rough estimates, or if it is more complicated. Mr. Robinson responded it is more complicated. Some cases they are working together with other PSAPs and just need additional work stations versus needing a full system. Mr. Isherwood asked if any information is required by CenturyLink as part of the plan submittal. Could it just be a conceptual design and take quotes? Chairman Estes asked if a range of high and low could be submitted? Dave Bone asked if they could submit a plan, but not get it approved until they get quotes. Ms. Tapler says this is true because in the past they had approved plans with just estimated costs and it created tension because by approving the PSAPs assumed it meant all cost were allowable which was not the case. Dave Bone says they can submit, but it is not approved until the quote is approved. He asked if July 2017 is enough time to implement all these changes. Mr. Bone suggested we may need to ask the legislature to change the date.

Mr. Taylor gave a quick history and stated that Ms. Tapler is correct to a point. We started approving back-up plans and looking for quotes in 2006 before the law came into play at all, just when we were doing back-up plans. With this in place, we understand the problems everyone is having. We do funding reconsiderations without the hard numbers. The Board has taken a step back on being rigid with the financial piece. The staff knows what they are asking for and can do a comparison to see if they are in the ballpark. Dave Bone reported that in Martin County a plan was submitted and they're waiting on a price and that plan is not approved until we have that price. Ms. Tapler stated that what she received a couple days ago are estimated costs. She finally got quotes, but she thought the instruction was that quotes came with it. She thought Dave Bone was asking for hard numbers so we know how to budget for reconsideration. Chairman Estes noted this discussion is consistent with comments in prior meetings about slightly different answers from staff. He suggested having the approval process by staff put in writing and making sure what is needed to get a back-up plan approved. Needing a quote or estimate seems to be a discrepancy. Ms. Tapler says staff was not giving different answers but merely changing the current procedure of requesting quotes to requesting estimated cost. The closer we get to the end date we are just trying to help get them approved. Several PSAPs say they can't get the quote, so staff asks them to take a surrounding county with similar structure and use that quote. Chairman Estes asked about Martin County and Ms. Tapler noted she just received the Martin County plan. Tina just got it a few weeks ago. Dave Bone says it was submitted several months ago. Tina Bone needed that quote because of how much of a "pipe" is needed. Right now it is only a 50-megabyte pipe. Chairman Estes asked to hold this topic and asked for Jason Barbour to weigh in. Mr. Barbour did not respond.

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Rob Smith recalled that letters were sent to PSAPs to inform them of the deadline. Did we specify quotes were needed? Mr. Taylor will have to review it, but thinks it said basically to submit the plan and call if help was needed. Rob Smith doesn't want to be inconsistent with what the letter said. Jimmy Stewart says it was a checklist, not a letter. Mr. Stewart said it did not address the topic of quotes and estimates from what he remembers. Ms. Sykora says the Board website just says projected start-up costs and does not specify that a quote is needed. Chairman Estes clarified the resolution to this issue is that staff can use an estimate and not a quote. Mr. Bone stated he feels the door for changing this is still open for the next legislative session. Chairman Estes replied this is possible, but not likely due to session start dates and when votes are held. Mr. Bone stated that based on Ms. Sykora's statement, the reality of implementation is a challenge to vendors and partners.

Chairman Estes asked Mr. Taylor to wrap this discussion up with a final summary. Mr. Taylor said a back-up PSAP plan is submitted to the 911 Board. "The plan shall include start-up costs, projected recurring expenses, and any local agreements which may exist." Chairman Estes said the original question is how to handle approval of extensions. He clarified that the Board, committee or staff are asked to approve and anyone not live by 7/1/16 with their back-up capability need to come to an entity to ask for a 12-month extension to implement back-up capability -- whether it is Board, committee or staff. Mr. Barbour questioned if the staff wants sole responsibility for this. Mr. Bone offered another option to authorize staff to approve extensions, but if they recommend denial of extension, that would come before the Board. Chairman Estes is trying to consider the timing before he answers this. Mr. Barbour noted that this is a hot button issue. Chairman Estes agreed that staff needs to have a collaborative, not confrontational, relationship with PSAPs. His concern is that this is just putting staff in a difficult position. Rick Edwards agreed with Mr. Bone's suggestion to allow staff to extend up to a certain period and then after that, get the Board to take further approval. Mr. Yarborough said if we give staff the authority to extend for a period of time, that's what will happen. Mr. Edwards feels this will expedite the process by not having to go through a committee. Mr. Taylor said he appreciates the stated concerns about staff becoming confrontational, but they can help if the plan is somewhat in place. The staff wants to help PSAPs by telling them their plan lacks this, that or whatever. If it goes straight to the Board, it becomes an onerous process if they have to wait for the next board meeting.

Chairman Estes asked if the funding request is coming to the Funding Committee as a grant request. Mr. Taylor stated that he's received one email asking if they should do a grant or funding request or both. Chairman Estes asked Mr. Barbour for an opinion on the request for funding versing grant debate when it comes to a PSAP needing money to complete back-up capability. Mr. Barbour said there's about a $14 million pot left which will be voted on next month to transfer to the grant fund. He suggested taking care of any grants needed to accomplish the deadline before they transfer. Chairman Estes asked

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if in the grant award process, the back-up needs take precedence over other requests. Mr. Barbour feels that is up to the Board.

Mr. Yarborough said the vendors need to complete by the deadline. He feels this is not really the Board's consideration. We are considering a plan and implementation, and PSAPs have no control over the vendors. Chairman Estes says if it does not happen by 7/1/17, then the Board may reduce or deny funding to live up to the letter of the law. Mr. Bradford said the Board has to take action, but said the severity of action is up to the Board. Mr. Bradford strongly urges the Board to consider all the facts. Mr. Yarborough noted that legislators are out of here in July and they will not change the law, so we have to operate on two dates. He feels it is not material to the discussion of whether or not staff gives the extension. He further stated that the extraneous discussion does not matter and we should cross that bridge when we get there.

Chairman Estes summarized that we may want to give some interim authority to staff to approve this. His instincts tell him to form a special back-up committee to be chaired and staffed by some board members to address this topic. As we get closer to 7/1/17, the impact on the PSAP will get much greater. One option is to give the staff authority to get through the next 90 days, so a subcommittee or the Funding Committee can act. Chairman Estes pointed out that we are not voting, so any other ideas are welcome.

Andrew Grant asked what qualifies a PSAP for receiving an extension. He used Martin County as an example. They've submitted a plan and there's a question of quote vs. estimate. If they asked for an extension, is the answer yes? Mr. Taylor says the two requirements for substantial progress are if a plan was submitted and the timeline for implementation. Mr. Bone pointed out that now it also requires an official request for extension. Mr. Taylor's reply was yes, because nothing is automatic. Mr. Grant asked if the plan and timeline need to be of equal quality? Mr. Taylor reminded the Board of Mr. Yarborough's point that we have no control over what the vendor will do. The grant extensions have to submit a timeline. Chairman Estes asked why not use that same process. Mr. Taylor needs to ask Mr. Bradford how far this can go. If by 7/1/17 the PSAP has done everything they can, but the vendor has not been able to get them up and running, the Board has to do something. So if they are penalized $1, the Board has done something but the PSAP is not severely punished. Mr. Yarborough agreed that a light penalty is merited and would fulfill an obligation to the law.

Laura Sykora asked what is expected in the extension letter and asked for guidance to be provided in the newsletter. Chairman Estes asked if they have submitted a plan and it takes them through 7/1/17 before they are implemented, does that by default become an extension? Mr. Bradford responded that no, they need to separately request an extension. The means aspect of the plan has been discussed for a while with the inability of vendors to supply or install, and that's a reality. Rob Smith asked if the Board should re-notify PSAPs of this requirement to provide notice of extension. He feels that based on the lengthy discussion here, the PSAPs still may not understand the issue. Mr. Edwards questioned if the education process has gone on long enough? Mr. Smith stated if 2016 is really the implementation date to comply with, the PSAPs may think it is

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not due until 2017, so no formal request is needed. Mr. Smith is questioning whether it is a good idea to do this by formal notice. Mr. Taylor responded PSAPs have not given anything formal, that everything has been done verbally on extensions. Chairman Estes asked if pending communication going out could be tweaked to include Mr. Smith's comment. Mr. Edwards said it was more about implementation. Mr. Taylor agreed that the focus was not on extension, but implementation. Mr. Edwards said comments were made that, "That's years down the road." We need to tell them, "This is the extension process and here's how you do it." Mr. Grant asked that something be sent out defining substantial progress, submitting a plan, submitting a timeline, and the request for extension. Chairman Estes suggested drafting a request letter sample and attaching it to make the process easier for them. Chairman Estes asked Mr. Bradford to review it to make sure it meets guidelines for extension. Mr. Isherwood questioned where does approval come into this timeline and whether the extension can be granted before the plan is approved. Mr. Taylor says yes, it's out of the control of the PSAP and on the staff to accomplish. Our discussion of substantial progress suggests the plan is submitted, and then tweaking is done. Staff does not want to wait for an extension to do the approval process, and there's not enough time. Mr. Taylor reminded the Board that back in the January/February meeting, he asked for a definition of "substantial progress."

Mr. Hauser asked what is the next bridge to cross. He warned if we're unclear 60 days out, what happens if someone fails the evaluation. Mr. Taylor replied that this goes back to the Standards Committee and standards compliance because this is in the rules and falls under their purview. Mr. Hauser's concern is if we are still talking about this now, we have to have something in place out of the Standards Committee to present after the report is due. Thus, the Board needs to figure that out now as to what is the next step.

Rob Smith asked what happens on 7/1/16 to all PSAPs that do not submit a plan? The assumption is that they cannot request an extension. Mr. Bradford's answer is yes; they cannot request an extension. At that point, the Board must determine what to do. He again urged the Board to consider all facts relative to the request. Mr. Smith urged the Board to make it clear to PSAPs if they have not submitted a plan by 7/1/16, you cannot get an extension. Ms. Sykora agreed that this is because they are not in compliance with the law. Mr. Bradford remarked that late is late and there is no do-over. Chairman Estes said a consequence is that the funding committee may have to recommend that some PSAP requests are not funded. Mr. Bradford opined that it is appropriate to make a recommendation to the Board at that point after presenting information, factual context and so forth.

Chairman Estes asked Mr. Taylor to expound on legislative reporting. Mr. Taylor noted there is no requirement to do this, but he felt that there should be. Is it the responsibility of staff or a committee? Chairman Estes suggested putting the map on the website. Mr. Taylor stated it is already there, but asked for direction on what further to do. Ms. Sykora asked if the map as well as spreadsheet with comments to show that even though there's no action, it may mean there's been conversation, but no outcome. Mr. Taylor said we can add

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color to the map to show white areas that have made some attempt. Tina Bone reported that everyone has been visited, called or emailed. Mr. Yarborough said he likes the responses with dates on them because it shows good proactive efforts on behalf of 911 Board and staff to help counties comply.

Chairman Estes suggested it might be appropriate to write a letter to legislative members (especially the IT oversight committee) that is written in July stating that, "As of 7/1, here are the efforts that have taken place. Here's what's left to do or what's not done." Then it can be sent over to them as well as point them to the website to look at maps and Excel spreadsheets. Mr. Grant suggests sending additional info to the legislature to the effect that it has been heard firsthand there may be implementation time concerns and the Board is concerned about that. Chairman Estes again summarized that until the Board meets again officially, staff has the only authority to approve an extension at this time. The next opportunity to vote on this is in the June meeting, so someone has to approve these for the next 30 days. Staff will make decisions and can bring up any issues.

On the debate of grant vs funding reconsiderations, Chairman Estes summarized that the general guideline from the Funding Committee chair is that these are probably grants, not reconsiderations. Dave Bone said he did not say either/or. It is important in making sure if a PSAP has a need for funding for back-up, they are given priority in the grant cycle but they could still apply for reconsideration as well. Mr. Taylor said the concern was also that there's a deadline for moving funds for grants, but not for funding reconsiderations. The process is to usually come back to the Board after grant applications are completed to be reviewed, and the Grant Committee asks for what the priority is from the Board. Not speaking for Rick, but probably back-up would be number one priority. Mr. Bone asked if the Board determines that priority at the time of award or if it will be discussed in the June meeting. Mr. Taylor says this will probably come up in the June meeting so that the Grant Committee knows how to score based on weights. Chairman Estes says there will probably be a motion to score back-ups at a higher level in the June meeting.

Chairman Estes summarized that regarding legislative reporting, the suggestion is that staff writes some sort of letter of here's where we are and some of our anticipated outcomes for 2017 including up to the ability of various partners to implement that timeline. Chairman Estes asked for anyone else to speak about back-up PSAP discussion. He suggested to Mr. Taylor that any communications to PSAPs need to be bundled and wrapped around the letter that's already drafted, updated with suggestions from this meeting and vetted with a couple of board members who operate or run PSAPs. We have them as an asset and should use them as reviewers. We should get this out by the end of next week, so that's a pretty tight calendar.

911 Committee Structure – Mr. Taylor recounted that when this Board was created in 1998, it was understood that we would have 2 or 3-day board meetings which were all-day board meetings. Because of the difficulty in operating that way, it was decided to assign committees to do that work and

bring in additional subject matter experts such as PSAP people to be a part of the process. That was the logic behind it and it's been successful. At the December work session a few years ago, the Board said they don't want to hear reports from every committee, but just summaries of all committee meetings on the website. That continues to be the reporting process.

There are five major committees and two of these are standing committees – Funding Committee and the Grant Committee. Traditionally we try to have at least four board members -- one as chair and one as vice chair and two additional Board members to keep a good feel for what the Board wants. Laura Sykora asked to be on the Funding Committee to understand funding and the relationship there. There are five additional members of that committee from the PSAP community and the secondary committee with two police chiefs. There is an opening on the Grant Committee which has one meeting per year, but a lot of work is required in a short time frame. The Standards Committee is the same concept where we try to have four Board members and a good representation of PSAP community. The NG-911 Committee has the same process. We have a Standards Enforcement Committee. The fifth committee is the Education Committee. Jimmy Stewart is the chair and there is a board vacancy there. The Public Safety Committee involves ~~a~~ school alarms. Dave Bone clarified that Dinah Jeffries is on the Education Subcommittee, not on the Education Committee. One correction to the listing for the NG-911 Committee is that Buck Yarborough was added. Mr. Taylor will update the chart to reflect this addition. The school safety committee needs good representation as well. Chairman Estes asked if Dinah Jeffries volunteered to be on there. Mr. Taylor responded that she is. Mike Anderson needed help with setting up a new program. Dinah Jeffries says she never got a response back to see if a couple things could be revamped regarding 911. Mr. Taylor will reach out to Mr. Anderson. Ms. Jeffries said he was very vocal in that first meeting.

Chairman Estes asked what the purpose was for mentioning all these committees. Mr. Taylor said he commented at last month's meeting that we are having a hard time with Board member participation on committees. Chairman Estes noted that several names are on all committees, and those members may want to consider downsizing their commitments to be more effective. Ms. Sykora said she had withdrawn from the Education Committee. Laura Sykora and Jason Barbour's tenure on the Board will expire in December and they are on every committee. Chairman Estes says other board members are needed to help during this transition. On the Standards Committee, Len Hagaman is already named as chair.

Mr. Taylor stressed that committees are where decisions really get vetted and we can hear from PSAPs and the Board. Board participation is a vital element for the operation of the Board, so let Mr. Taylor know your interest or disinterest. He is specifically asking for volunteers for the Grant Committee and Education Committee. There will be two vacancies and there is no vice chair.

Chairman Estes asked for two board members to step up for the vacancies. Mr. Hauser volunteered for the School Safety Committee. Mr. Taylor asked Board members to email him to express your interest in serving. NG911 is moving fast, there are more RFPs to deal with and a lot of stuff is happening with back-up PSAPs, so we need more Board participation. Chairman Estes asked for more discussion and noted that the back-up piece should be a subcommittee of the Funding Committee, so start thinking about who can represent the Board in that area.

Mr. Taylor reviewed the 2016 911 Board Goals. – Mr. Taylor commented that three items which require statutory change are to allow quality assurance, certification of telecommunicators and the makeup of the Board. Mr. Taylor read from prior minutes about what the Board felt should be priority goals. Education, Back-up, NG911, New Funding Model and Staffing were some of the other goals from last year. The chairman was hesitant about citing telecommunicator certification as the number one goal. Mr. Taylor explained he is trying to keep all goals moving forward, and not one over the other. Chairman Estes recalled that in the last meeting, certification priority was discussed. Mr. Taylor asked for input on the Board's desire for prioritizing goals. Chairman Estes observed that legislators made it clear that back-up capability is to be high priority for the next 12 months. Mr. Yarborough agreed that this is clear from discussions held today.

Chairman Estes noted that NG911 is also a high priority that can solve some of the back-up challenges. Ms. Sykora stated that legislative interest has set aside 10% of our funds for NG911. Mr. Taylor reported meetings have already been started and a couple of pilot programs with PSAPs towards a CAD-to-CAD solution are being considered. Chairman Estes also noted some of the successes that the team has accomplished, including the rules making process completed by the Standards Committee, which was a huge undertaking of staff time. Mr. Shipp stated he does support goals and timelines, but has a question in regards to our ability to create efficiencies. He asked what is the next state purchasing agreement that we are looking at. His concern is it took 12 months for translation services. Dave Corn reported that the Funding Committee has approved CPE as the next RFP going forward so we do not have to go back and re-buy equipment when NG9-1-1 is implemented in North Carolina.

Chairman Estes asked for other feedback for Mr. Taylor on how to prioritize his team's goals. Mr. Taylor says on funding, there is a subcommittee meeting coming up with a new funding model for PSAPs that may be on the right track and also tie in a new reporting process. There are some legal issues that we need to look at and make sure everything fits into this. Mr. Taylor noted this was specific to the revenue side for PSAPs, not the 911 fee.

Jason Barbour anticipates that this will be one of the biggest topics for the next work session. Mr. Taylor agreed and said we are trying to tweak funding for

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PSAPs and look at all the ins and outs as well as evaluate impact. Mr. Barbour clarified that the next work session will be in December.

Future Path Plan of NG911 in NC -- Mr. Taylor expressed his concern that perhaps everyone on the Board may not fully understand what NG911 is all about and what you think the outcome is going to be. A news story in the last week or two alleged that NG911 in our state would have solved the problem. While we can't control the news media, Mr. Taylor wants to make sure the Board understands it will take a lot of time to implement. Dave Corn and others have done a lot of work, but realistically it will not be until 2020 when all 127 PSAPs are turned on.

The whole genesis of NG911 is to understand how to get new technology into the 911 network. If you get a misrouted wireless 911 call and you can send that call and data back to the proper PSAP – that's what we're looking at. It is all about moving voice and data from one PSAP to the next PSAP. There are currently PSAPs in Wake County that cannot communicate with each other. The Chatham County call that got a lot of airplay nationally demonstrates the problem. When we move forward, we must understand what are our realistic expectations. Mr. Taylor invited Dave Corn to jump in with additional info. Mr. Shipp agreed these are issues that have to be addressed. Mr. Taylor says the Chatham County story brought to light the GIS piece.

This Board has a great investment in NG911. Tim Johnson and his folks have done an excellent job. As a Board, we must consider how do we get the counties to load their neighbors' centerline data? There's no current requirement to do this. This is a simple process that is a part of NG911. NG911 routes calls based on GIS. Will a statutory change be required? Possibly, but we should be thinking about how to address this. There's a lot of good documentation, so Mr. Taylor encouraged the Board to dial in and listen to the NG911 conversations. There's good information and a lot to deal with.

Jeff Shipp reassured the Board that the committee is hard at work and asked for continued support. His committee approved the release last month of an RFP. That is still in procurement after 4-plus weeks and they hope for street release by the first week of June. Secondly, the committee has worked with staff and reviewed the initial draft of the second RFP (NMAC). It looks good and the committee is reviewing that for final approval and hope to have it as an agenda item for the June meeting. Rick Isherwood asks that when concerning the timeline and specifically based on the timeline for NG911, are we approving grant applications and approving funds for standalone projects that in the NG911 world may not be required. The folks from ECU that visited months ago noted that at some point in time, funding requirements will cross. Mr. Isherwood stated that he doesn't know if parts of the grant application process this year have to be addressed or if there's potential funding that in the NG911 world aren't going to be required. Chairman Estes suggested making it criteria to be considered. Rick

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Edwards agreed that we have to start considering that within the next 12 to 18 months.

Mr. Taylor agreed the Board needs to be forward-thinking, not backward-thinking. That's one of the fears that staff preaches at PSAP manager meetings to make sure what you're buying is consistent with new technology. PSAPs are urged to let staff look at it to help evaluate the purchase. Dave Corn has extensive knowledge and is a ready asset to help PSAPs make the right decisions and investments.

Chairman Estes asked for other items Board members would like to discuss. Ms. Sykora noted there are more June meetings that aren't on this schedule. Tina Bone says it appears the Standards Committee was moved as well. Mr. Taylor says the July meetings were moved. The next 911 Board meeting is on 6/24/16 at the Bush Street location in Raleigh. Ms. Sykora asked Mr. Taylor to send out a revised list and include regional meetings as well. Mr. Taylor will revise and distribute the list, and noted that the Funding Committee meeting was moved to 6/15 and the Standards Committee meeting was moved to 6/16.

Chairman Estes called for further discussion. Mr. Taylor invited Greg Hauser to describe lunch plans for the Board. Greg Hauser explained that Retired Captain P. Y. Johnson is famous for firehouse cooking and has prepared the lunch for today. Chairman Estes thanked the Charlotte team for hosting this meeting. He also thanked the staff for their hard work and tireless efforts. Mr. Taylor also recognized staff for all the hard being done to meet legislative goals. There being no further business, Chairman Estes adjourned the work session at 12:33 p.m.

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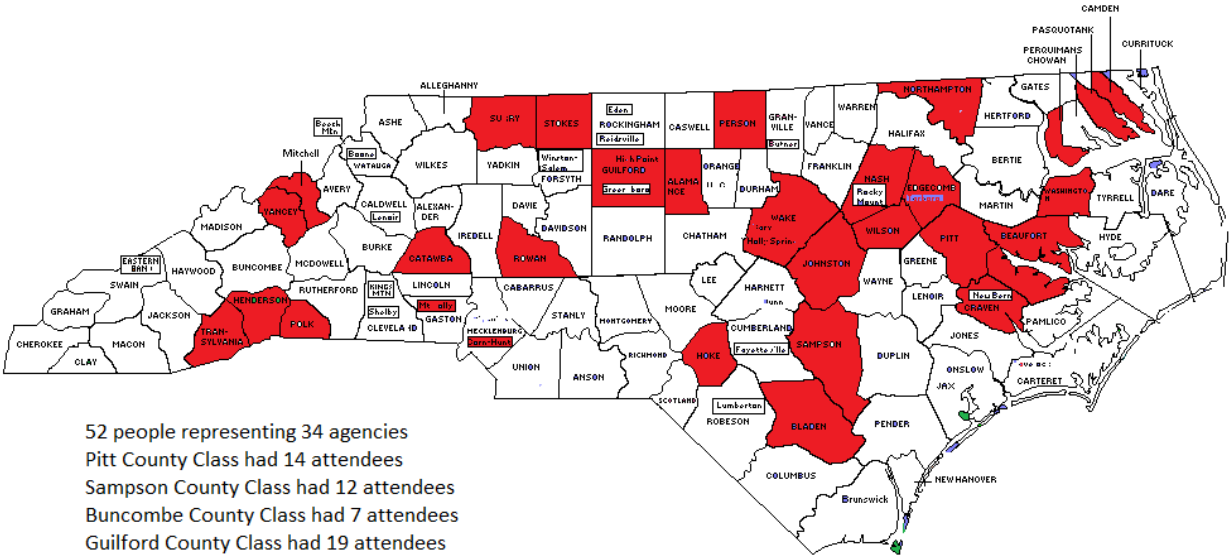
PSAP Liaison Report-June 2016

(5/14/2016 to 6/17/2016)

Activity Summary for June 2016

5/17/2016: I sat in on a COOP training class for 911 personnel at the Buncombe County Fire Training Center. The class was presented by the US Department of Homeland Security, Office of Emergency Communications. A total of 4 classes were offered across the State during the month of May. Below is a map that depicts attendance at these classes.



52 people representing 34 agencies
Pitt County Class had 14 attendees
Sampson County Class had 12 attendees
Buncombe County Class had 7 attendees
Guilford County Class had 19 attendees

5/17/2016: I participated remotely in a PSAP Funding Sub-Committee meeting.

5/18/2016: Jimmy Stewart, Donna Wright, Tonya Pearce and I met with personnel at Richmond Community College to work more on the certification program for PSAP managers. RCC showed the

group a sample online evaluation form the College can use to screen prospective students who want to participate in the program. RCC personnel have also committed to attend the regional PSAP Managers meetings in July to talk about the program and to solicit feedback from those attending.

5/20/2016: I participated in the May 911 Board meeting, held at the Charlotte Fire Department Headquarters building.

5/24/2016: I participated in a staff meeting in Raleigh.

5/25/2016: I made a PSAP visit to Warren County. I met with Communications Director Venecia Harris and Assistant Director Sheila Baskett. The main focus was on trying to assist Warren County with their backup PSAP plan. Eventually Warren County would like to build a new EMS base, and would include space in this facility for a backup PSAP. However it is not fur sure this building will even be built in the near future, and almost certainly will not be built in time to meet the statutory deadline for backup PSAPs. They are now looking at a partnership with Halifax County. I went through the backup plan request form with them question by question, helping them to formulate responses. They assured me they would have a plan submitted shortly. As of 6/13/2016, they have not yet submitted a plan.

5/25/2016: I made a PSAP visit to Hertford County. I met with Communications Director David Brown. Hertford County is in the final stages of getting their new consolidated center up and running. Hertford County has submitted a backup plan, and David and I spent time reviewing their plan and tweaking certain parts of it. Below is a picture of the new 6 position Hertford County PSAP. They are hoping to be live in the new building by mid- July.

5/26/2016: I made a PSAP visit to Northampton County. I met with Communications Director Tammie Piland. The purpose of this trip was to discuss their backup plan. Tammie had a draft plan filled out, which would utilize a stand-alone facility in downtown Jackson, but was a bit undecided whether to use the IT building or the Sheriff's Department. We went through the plan question by question, reviewing her responses. Tammie stated she would have a plan submitted in a week or so, but as of 6/13/2016, a plan has not yet been submitted.

5/31/2016: After the Memorial Day holiday, I spent the remainder of the week reading and reviewing backup PSAP plans, as well as making calls and sending emails to those that have yet to submit plan. Recurring Newsletter articles have reminded PSAP Managers their written plans, a timeline for

implementation, and a letter requesting an extension to implement their plans must be submitted prior to 7/1/2016.

6/6/2016: I spent most of the week of June 6th working from home, continuing to review backup PSAP plans.

6/8/2016: I met Ronnie Cashwell in Wilkesboro to look at possible locations for the Board's December work session and Board meeting. We looked at a total of four locations before deciding on the Wilkes County Agricultural Center. While in Wilkesboro, we also paid a visit to the Hampton Inn to inquire about hotel accommodations for these meetings.

6/9/2016: Ronnie Cashwell and I traveled to Boone to revisit the Bonne Town Council Chambers, the proposed site of the Western Regional PSAP Managers meeting. I wanted Ronnie to see the facility so he could get a feel for the room size and equipment setup.

We also checked out a possible alternate location at the Samaritan's Purse Training Facility in Blowing Rock. After arriving, we found out there had been a mis-communication, and the facility was not available for the date we needed it.

6/15/2016: I attended a Funding Committee meeting at the 911 Board office in Raleigh.

6/16/2016: I attended a Standards Committee meeting at the 911 Board office in Raleigh.

911 Network Specialist Report

June 2016

Summary:

- May 24th, Staff Meeting
- May 26th, Greene County
- June 1st, Pender County
- June 7th – 9th, Vacation
- June 15th, Funding Committee Meeting
- June 16th, Standards Committee Meeting

I met with Berry Anderson at the Greene County PSAP. We discussed backup plan options and scenarios. While I was there, US Cellular completed testing text to 911. He submitted his backup plan the day after our meeting.

The meeting with the Pender County folks took place at the Raleigh office. They have ordered a new geo-diverse phone system, but will be completely drained of funds. They did apply for a funding reconsideration. They have an approved backup plan.

These last few weeks, David Dodd and myself have focused on backup plans.

These PSAPs have not submitted a backup plan:

Beaufort County, Brunswick County, Caswell County, Davidson County, Eastern Band of Cherokee Indians, Halifax County, Warren County, and Yadkin County.

David and I both have been in contact with and offered help to each of the PSAPs who have not submitted a plan.

I am continuing to update the webpage.

Dave Corn
Network Specialist Report
June 2016

Next Generation 911 Committee

The first RFP for an ESInet and Hosted Call Processing Platform (CPE) was issued on June 1. This week we will receive questions from the potential respondents. Technical responses are due on August 4th. The second RFP for a Network Management Assistance Center (NMAC) is in the final stages of being written. The initial drafts of the conceptual designs for a GIS solution, and CAD Interoperability have been written and are under review. A tentative first draft Transition Plan to implement, test, deploy, and migrate PSAPs to the NG9-1-1 solution has been completed. Final completion must include the RFP awardees.

Attended the National Association of State 911 Administrators (NASNA) and the National Emergency Number Association (NENA) conferences in Indianapolis. Spoke at length and received helpful information with the State Directors of Maine and Indiana about their NG9-1-1 deployments. Both NG9-1-1 projects are years ahead of us in implementation. Attended NG9-1-1 learning sessions.

Laurie Flaherty who is managing the Federal 911 Gant program indicated that her best estimate is July of next year for the NG9-1-1 Grant to be made available to the states.

Continuing to work with GIS Work Group as they review the NENA i3 standards and agree upon a statewide schema for GIS in North Carolina. Discussing CAD Interoperability with Fatpot. Working with Federal Engineering and the NC Statewide Interoperability Coordinator (SWIC) for radio interoperability.

Funding Committee

Managing implementation of the new statewide translation services deployment with Marsha Tapler. At this writing we have 44 PSAPs registered to use Voiance services on July 1.

PSAPs

Site visits to Kernersville PD Secondary PSAP and Guilford Metro 911. Attended NC APCO-NENA quarterly meeting. Advising/encouraging numerous PSAP Backup Plans. Assisting Marsha with technical support on numerous billing issues. Continuing to answer calls from PSAPs on a wide range of mostly technical issues.

Rockingham County
911 Consolidation Project
Monthly Progress Report

May 2016

Activity	This Period	Next Period
1. Design	Obtained and approved final quote from Motorola/Wireless Communications . Purchase Orders was issued to Motorola and the ordering, and delivery, of equipment has begun.	MCP Contract ended 5/31/2016
2. Permits	• Microwave license applied for with the paging project	MCP Contract ended 5/31/2016
3. Construction	• Site improvements underway at the PSAP to become compliant with the NCDENR standards. Authority Richard Taylor this is an approved grant fund expense.	MCP Contract ended 5/31/2016
4. Communications Systems	• Paging Project is the final phase of the MCP contract with Rockingham County.	MCP Contract ended 5/31/2016
5. Other Activity	• Continued on-site PSAP management • Made internal promotions to Lead and Assistant Lead Telecommunicator Positions • Center is fully staffed with supervisory personnel at this time. • Promoted two part-time telecommunicators to full time status and began interviews to fill the remaining vacant telecommunicator positions • Rodney migrated to full time Rockingham County employment June 1 • Submitted Request for Backup PSAP Plan to NC 9-1-1 Board June 7th	MCP Contract ended 5/31/2016

Taylor, Richard

From: Lisha Corn Stanley <lstanley@hendersoncountync.org>
Sent: Thursday, June 16, 2016 10:39 AM
To: Taylor, Richard
Subject: Diversity Update and Questions-Henderson County

Good Morning,

First of all I would like to say thank you for whatever you did to light a fire under the folks at AT&T. Since your intervention they have engaged several high level people that have finally given us some answers.

AT&T is now advising that they can provide switch diversity at the AT&T POP AHVLNCAT, and a diverse path from the Hendersonville CO into two different entrances at the 911 Center. They are also advising that the cost to Intrado for this order will be minimal. (they are providing the quote to Intrado/West because they are considered the customer)

AT&T is advising they can also provide a diverse Serving Wire Center, but because it has to cross a railway it could take up to a year to get the permits. (we may pursue this later, but understand that we can't extend the grant that long)

Intrado/West advised yesterday that they have received pricing from AT&T for the above, and they are now working with their team to determine what their cost will be to Henderson County and the timeline for completion. They are also advising that costs should be minimal. (What they consider minimal I do not know)

So…all of that being said. Obviously they are not going to have this complete by our grant extension deadline which is July 1st. Do you want me to go ahead and request another extension or wait until we have an exact dollar figure and timeline?

Also, we are showing that we have approximately $155,000 left in grant funds. If the costs associated with the diversity plan are minimal and we have money left over will we have an opportunity to use those remaining funds? I know we need to get this project wrapped up so I'm just trying to plan ahead.

Thank you so much for your help!!

Sincerely,

Lisha Stanley
Director of Communications
Henderson County Sheriff's Office
100 North Grove Street
Hendersonville, N.C. 28792-5027
828.697.4911 (Office)
828.697.4613 (Fax)
lstanley@hendersoncountync.org
www.hendersonsheriff.org

Caldwell County 911 Grant Report

June 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 June 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 June 30, 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. - ~~by May 31, 2016~~. – finished.

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.

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

The CAD update is complete and the new CAD consoles are in place.

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

May, 2016

Activity	This Period	Next Period
1. Design	• Shop Drawings completed, although periodic updates will be required • Design modifications were addressed as needed	• Design modifications may be required as construction moves forward
2. Permits	• All Building permits approved	• No additional action planned
3. Construction	• Block foundation and footings completed • Walls being constructed • Site Preparation completed • Bi-weekly construction calls conducted between design team and Whiting-Turner	• Construction continues during this period
4. Communications Systems	• 70' Tower RFP responses being reviewed in preparation for award • Communications shelter RFP responses have been received and being evaluated • Cost proposal from CenturyLink for redundant fiber link between current and new PSAP has been awarded • County is upgrading CPE to CenturyLink/Intrado solution	• County will award Tower purchase to successful vendor • County will award communications shelter to successful vendor • Coordination with Whiting-Turner to schedule microwave tower delivery and installation. Anticipated Q-3, 2016
5. Other Activity	• All technology equipment has been advertised for bid with responses being evaluated • MCP conducted bi-weekly project status conference calls with the client • MCP and County completed vendor negotiations and finalized capital items budget • MCP developed an operational budget for recurring costs	• MCP will continue bi-weekly conference calls with the Clients • MCP continues coordination of transition plan to include Tyrrell and Hyde Counties to Dare County • MCP will assist in coordinate transition planning for the new facility

Haywood County, North Carolina

PSAP Consolidation Renovation Project

Monthly Progress Report

May 2016 Report

Activity	This Period	Next Period
1. Design	• No change	• No change
2. Permits	• None	• None
3. Construction	• Renovation and Construction complete. • Painting complete and carpet installed. • Raised floor installation Completed. • Certificate of Occupancy received. •	• Walk thru is scheduled for first week in May. • UPS testing • Motorola final grounding complete • All building systems tested.
4. Communications Systems	• Radio consoles have been received. • Based stations have been received. • CPE has been received. • Workstations have been staged and ready for delivery. • A/V Equipment prep to begin. A/V. • .	• Radio Console Installation Kick off Meeting. • Workstation furniture delivery June 11th. • Prep 911 Center for CPE. • A/V project kick off with TSA. • Antennas being installed on Radio Tower • Facility systems coordination (Alarms, CCTV, Access Control, etc.)
5. Other Activity	• Project status meetings General Contractor • Project status meeting with Radio Tower Contractor • Conference calls conducted regularly to address immediate items for discussion • Participate in unscheduled calls to keep project moving forward • Approve invoices from contractors • Request Grant Extension from the 911 Board. • Submit revised budget	• Conduct project status meetings for General Contractor • Conduct project status meetings for radio tower contractor • Monitor Grant Budget and submit required reports • Approve contractor invoices • Provide guidance in installation of all equipment, i.e., Radio, Workstations, A/V, CAD, base stations.

Graham County
E911 Enhancement/Replacement
Monthly Progress Report

May, 2016

Activity	This Period	Next Period
1. Design	• Completed facility schematic design • Floor plan design was completed and accepted by Graham County • Architect contract with PFA Architects was approved by County Commission • Preliminary technical and dispatch design continues • Threat Assessment completed	• Construction documents being written
2. Permits	• Graham County permitting is completed for pre-construction activities	• Final permitting completed if needed
3. Construction	• Final site drawings completed • Alternate potable water sources investigated • Utilities and data access completed to the site property lines	• Construction documents scheduled for completion • Construction company selected • MCP will coordinate with architect and construction company to complete the preliminary construction schedule
4. Communications Systems	• Radio tower location identified • Radio system review and transition planning for the system to the new facility continues • CPE system specifications being developed	• MCP scheduled to coordinate communications plan development • MCP will complete technology component specifications
5. Other Activity	• MCP conducted conference project status conference calls with the County	• MCP will continue bi-weekly conference call schedule with the County

Hyde County

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

Monthly Progress Report

May, 2016

Activity	This Period	Next Period
1. Design	• Hyde County received project pricing. Most of the items are covered under North Carolina bidding process • Project plan was completed • MCP reviewing cost projections to assure compliance with the project SOW	• Construction will begin on the towers identified in the project
2. Permits	• Permitting process has been completed	• No additional permitting work anticipated at this time
3. Construction	• Construction documents are being prepared	• Complete construction documents and proceed with project
4. Communications Systems	• MCP in conjunction with Gately Communications continued procurement process for microwave equipment	• Communication system relating to the project will be constructed
5. Other Activity	• MCP continued project status conference calls with the County	• MCP will continue bi-weekly conference calls with the Clients

Richmond County
PSAP Consolidation and Construction
Monthly Progress Report

May 2016

Activity	This Period	Next Period
1. Design	• County, MCP, and ADW reviewed building layout options • ADW preparing 3D renderings of two building options for review • Began discussions on telecommunications infrastructure to determine size of equipment room • County, MCP, and ADW held call to discuss rack space needs for new facility	• Determine mechanical room sizes • Work with Architect to finalize building design • Make decisions regarding power redundancy requirements which will affect exterior site design • Review 3D renderings in early June
2. Permits	• No Activity this reporting period	• No activity anticipated on permitting for next reporting period
3. Construction	• No Activity this reporting period	• Begin work on construction RFP documents • Complete revised site survey with new building design • Convey property from the City of Rockingham to Richmond County • Conduct geotechnical survey of property
4. Communications Systems	• No Activity this reporting period	• No activity anticipated on communications systems for next reporting period
5. Other Activity	• Conducted several calls between County and MCP regarding project needs and status updates	• Regular communications with project team, as needed

Psap ID	PSAP	5/1	5/2	5/3	5/4	5/5	5/6	5/7	5/8	5/9	5/10	5/11	5/12	5/13	5/14	5/15	5/16	5/17	5/18	5/19	5/20	5/21	5/22	5/23	5/24	5/25	5/26	5/27	5/28	5/29	5/30	5/31
89	Ahoskie Police Department	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES
2	Alamance County Central Communications	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	YES	YES	YES	LOW	YES
3	Alexander County E9-1-1 Communications	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES
4	Alleghany County E911	LOW	YES	YES	YES	LOW	NO	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
5	Anson County Emergency Communications	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
6	Ashe County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES
7	Avery County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
8	Beaufort County Communications Center	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
66	Beech Mountain Police Department	NO	NO	YES	YES	NO	NO	NO	NO	YES	NO	NO	YES	NO	YES	NO	NO	YES	YES	YES	NO	NO	YES	YES	YES	NO	YES	YES	NO	YES	YES	NO
9	Bertie County Communications	YES	LOW	YES	YES	YES	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
10	Bladen County Central Communications	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES
67	Boone Police Department 911	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
11	Brunswick County Central Communications	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
12	Buncombe County Emergency Communications	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES
13	Burke County ECC (BCECC)	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES
193	Burlington PD	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
21	Butner Public Safety Communications	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	YES	YES	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	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES
18	Caldwell County Sheriff's Office/E-911 Comm Center	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES
19	Carteret Emergency Communications Center	LOW	YES	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	YES	YES	YES	YES
60	Cary Police Department	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	LOW	YES
20	Caswell County 911 Communications	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES
22	Catawba Co Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES
125	Charlotte-Mecklenburg Police Communications	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
23	Chatham County Emergency Operations	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	LOW	YES
25	Cherokee County 911 Communications	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	YES	YES	LOW	YES	YES
26	Chowan Central Communications	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES
79	City of Durham Emergency Communications	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	LOW	YES
112	City of Jacksonville	YES	YES	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	LOW	YES	YES
27	Clay County E911	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW
28	Cleveland County Communications	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
31	Columbus Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
126	Cornelius Police Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	LOW	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES
34	Craven County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
36	Cumberland County 9-1-1	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
40	Currituck Communications	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
42	Dare Central Communications	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
76	Davidson County 911	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
77	Davie County 911 Communications	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	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	NO
78	Duplin County 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
52	Eastern Band of Cherokee Indians Public Safety Disp	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	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	NO
80	Edgecombe County 911	YES	YES	LOW	YES	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
39	Fayetteville Communications	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES
83	Forsyth County 911 Communications	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES
85	Franklin County Communications Center	YES	YES	YES	YES	LOW	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW
86	Gaston County 911 Communications	YES	YES	YES	YES	LOW	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	YES
87	Gates County Central Communications	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	LOW	LOW

88	Graham County 911	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
15	Granville County Emergency Services	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	YES	YES
24	Greene County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	LOW	YES
38	Guilford Metro 911	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES
56	Halifax County Central Communications	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES
65	Harnett County Communications Center	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
35	Havelock Police Department	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
74	Haywood County 911	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
58	Henderson - Vance 911 Center	NO	NO	NO	NO	LOW	YES	YES	YES	LOW	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES
75	Henderson County Sheriff Communications	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	LOW	YES	YES
194	Hendersonville Police	YES	YES	YES	YES	LOW	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
82	Hertford County Emergency Services	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
47	High Point Communications	LOW	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	LOW	YES	YES
91	Hoke County Emergency Communications	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES
61	Holly Springs Police	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	LOW	YES	YES
92	Hyde County Emergency Management	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
93	Iredell County Emergency Communications	YES	YES	YES	YES	LOW	YES	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
94	Jackson County Emergency Management	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	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	YES	LOW	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	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
29	Kings Mountain Communications	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	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
104	Lenoir County Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	LOW	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	LOW	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	NO
32	Lumberton Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES
114	Macon County Communications	YES	YES	YES	YES	LOW	YES	LOW	YES	LOW	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
118	Madison County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
123	Martin County Communications Center	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES
124	McDowell County 911 Center	YES	YES	YES	LOW	LOW	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
122	Mitchell County Central Communications	YES	YES	YES	YES	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	LOW	YES
121	Montgomery County 911 Communications	YES	YES	YES	LOW	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW
120	Moore County Emergency Services	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
14	Morganton Public Safety (Consolidated with Burke)	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
90	Murfreesboro Police Dept	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
119	Nash County Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW
33	New Bern Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
116	New Hanover County Public Safety Comm Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	LOW	LOW	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES
115	Northampton County Communications	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
113	Onslow County 911	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW
111	Orange County Emergency Communications	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES
109	Pamlico County Emergency Management	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	YES	YES	YES	YES	YES
107	Pasquotank/Camden E9-1-1	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES
106	Pender County 911	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
105	Perquimans County Communications	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	LOW	LOW	LOW	YES	YES	YES	YES
103	Person County Emergency Communications	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	LOW	YES
127	Pineville Police Department	YES	YES	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	LOW	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
102	Pitt County Communications	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES
100	Polk County Communications	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	LOW	YES	YES	YES	YES
59	Raleigh-Wake County Emergency Comm Center	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES
99	Randolph County 911	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	YES	YES	YES	LOW	YES	YES

41	Reidsville Police Dept. 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	NO
97	Richmond County Emergency Center	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	YES
96	Robeson E-911 Communications Center	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
43	Rockingham County 911 Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
117	Rocky Mount Central Communications	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES
44	Rowan County Telecommunications	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
45	Rutherford County Communications	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW
46	Sampson County 911 Communications	YES	YES	LOW	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
101	Sanford Police Dept Communications Center	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
48	Scotland County Emergency Communications	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW
30	Shelby Police Communications	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	LOW
49	Stanly County E911 Communications	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	LOW	NO	NO	NO	LOW
50	Stokes County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
51	Surry County 911 Communications	YES	LOW	NO	NO	NO	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
53	Swain County 911	YES	YES	LOW	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
81	Tarboro Police Communications	YES	YES	YES	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
54	Transylvania County 911 Center	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES
55	Tyrrell County Sheriffs Dept. E911 Dispatch	YES	YES	LOW	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	YES
110	UNC-CH Public Safety	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
57	Union County Communications/E911	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES
16	Valdese Public Safety Service Center [Burke Backup]	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
62	Warren County E-911 Communications	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES
63	Washington County Communication Center	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES
64	Watauga County Dept of Communications	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES
68	Wayne County Central 911	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	LOW	LOW	LOW	YES	LOW	YES	YES	YES	LOW	YES
69	Wilkes County Emergency Communications	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	YES	YES	YES
70	Wilson County Emergency Communications	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES
84	Winston Salem Police Department	LOW	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
71	Yadkin County Sheriff's Office	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
72	Yancey County E-911	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	YES	YES	YES	YES

Legend	
YES	Normal to High 911 Call Volume
LOW	Low 911 Call Volume
NO	No 911 calls received

PSAP Grant-Statewide 911 Projects Fund

		Total Disbursed FY 2011 - FY2014	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Remaining Grant Balance
			$22,137,701.90	$21,126,286.12	$20,092,880.40	$37,817,348.33	$37,281,087.71	$35,942,548.89	$35,329,044.35	$34,716,269.51	$33,594,468.93	$32,673,314.83	$30,528,644.77	$29,445,193.98	
Grant Award FY2012	**FY2012 Grant Award Total**														
Burke County	7,280,630.00	-6,951,958.20											-328,671.80		0.00
Rockingham County	7,826,000.00	-6,801,027.57	-234,248.42	-22,830.01	-73,280.35		-13,335.60						-308,086.55		373,191.50
Grant Award FY2013	**FY2013 Grant Award Total**														
Brunswick County	2,100,000.00	-1,374,083.13	-237,562.83	-278,300.57							-189,186.92				20,866.55
Lenoir County	7,400,000.00	-6,595,558.27					-320,277.98								484,163.75
Grant Award FY2014	**FY2014 Grant Award Total**														
Anson County G2014-01	949,000.00	-797,434.36													151,565.64
Bladen County G2014-02	300,000.00	-175,515.31	-200,670.00		76,185.31										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	-36,699.43		-8,703.25						-16,280.31				166,706.29
Hertford County G2014-05	4,250,000.00	-379,594.45	-154,292.07	-208,144.44			-371,314.76	-140,385.29	-400,618.03	-269,942.92	-293,665.77	-493,354.27	-254,530.41		1,284,157.59
Orange County G2014-06	625,828.00	-538,141.28	-16,237.50												71,449.22
Swain County G2014-07	610,000.00	-568,446.02	-28,799.45												12,754.53
Grant Award FY2015	**FY2015 Grant Award Total**														
Caldwell County G2015-001	1,022,399.00	0.00			-244,209.74		-105,091.55	-10,000.00	-65,635.60	-570,362.73					27,099.38
Dare County G2015-002	7,002,795.00	-160,785.33		-19,887.62	-59,518.40		-22,844.81	-127,089.45			-108,845.41		-41,078.51		6,462,745.47
Haywood County G2015-003	2,694,827.00	-131,738.80	-20,923.96	-62,153.96	-537,863.81		-12,621.46	-12,621.46	-27,416.36	-5,993.42	-89,759.79	-689,802.21			1,103,931.77
Swain-Jackson Co G2015-004	859,681.00	-763,309.04					-16,997.01			-79,374.95					0.00
Grant Award FY2016	**FY2015 Grant Award Total**														
Graham County G2016-01	3,401,528.00	0.00										-11,407.00			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										-39,549.80			6,357,537.00
STATEWIDE PROJECTS:															
E-CATS	3,000,000.00	-2,440,646.07	-57,600.00	-59,854.12	-57,600.00	-57,600.00	-57,600.00								269,099.81
E-CATS II	2,000,000.00	0.00						-57,600.00	-76,813.16	-58,598.29	-58,557.89	-59,229.53	-57,600.00		1,631,601.13
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	-11,272.84	-29,087.40		-2,165.79									523,953.58
Ortho Project III Image 15	3,719,332.00	-1,517,972.83	-22,909.95	-363,189.40		-496,324.00	-435,950.80	-284,911.87	-63,300.43	-89,826.97	-49,148.51	-61,400.89	-24,568.29		309,828.06
Ortho Project III Image 16	4,076,752.00	0.00								-67,452.00	-136,717.00	-813,056.20	-91,027.21		2,968,499.59
	Approved Transfer from PSAP Fund				18,618,895.26										
	Interest		9,800.67	10,041.80	10,562.91	19,829.17	17,495.15	19,103.53	21,008.74	19,750.70	21,007.50	23,129.84	22,111.98		
	Total Ending Fund Balance		$ 21,126,286.12	$ 20,092,880.40	$ 37,817,348.33	$37,281,087.71	$ 35,942,548.89	$ 35,329,044.35	$ 34,716,269.51	$33,594,468.93	$ 32,673,314.83	$ 30,528,644.77	$ 29,445,193.98	$ 29,445,193.98	$ 28,042,565.86

Encumbered:	$ 28,042,565.86
Grant Fund Total	$ 1,402,628.12

NG 911 FUND	Revenue 10%	Interest	NG 911 Disbursement	NG 911 Fund Balance
January 2016	$578,782.48	$0.00		$578,782.48
February 2016	630,931.12	329.28		1,210,042.88
March 2016	824,023.25	756.67		2,034,822.80
April 2016	$723,910.48	$1,432.18		2,760,165.46
May 2016	$680,125.09	$1,999.20		3,442,289.75
June 2016	$0.00	$0.00		

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	703,508.32	2,876.75	3,090,030.85		2,216,755.51
April 2016	652,816.70	1,560.23	207,795.11		2,663,337.33
May 2016	670,762.86	1,929.06	191,763.53		3,144,265.72
June 2016	0.00	0.00	0.00		3,144,265.72

	Revenue						GRANT Allocation Transfer out	Monthly Expenditure	Fund Balance
PSAP FUND	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			$ 16,312,532.95
July 2015	$3,021,319.56	$1,135,511.24	$1,003,072.05	$1,349,460.80	$7,221.78	$6,516,585.43		$4,299,386.18	$18,529,732.20
August 2015	3,301,770.69	1,193,516.67	1,484,185.43	829,155.61	8,807.60	6,817,436.00		4,130,307.15	$21,216,861.05
September 2015	2,762,417.73	1,232,962.11	938,447.56	923,432.19	11,153.79	5,868,413.38	18,618,895.26	4,105,258.87	$4,361,120.30
October 2015	2,941,510.96	954,578.04	938,549.82	862,014.38	2,286.71	5,698,939.91		4,139,932.30	$5,920,127.91
November 2015	3,046,213.89	1,322,098.40	988,899.15	750,843.61	2,778.18	6,110,833.23		4,146,495.24	$7,884,465.90

December 2015	2,904,295.86	1,145,867.47	983,068.59	864,393.73	4,190.61	5,901,816.26	4,146,495.24	$9,639,786.92
January 2016	2,789,851.92	692,708.80	976,928.15	704,234.46	5,732.39	5,169,455.72	4,146,495.24	$10,662,747.40
February 2016	2,715,202.89	1,232,670.04	994,902.49	821,413.47	6,066.23	5,770,255.12	4,146,495.24	$12,286,507.28
March 2016	2,814,033.24	698,217.56	883,733.08	716,906.83	7,683.08	5,120,573.79	4,146,495.24	$13,260,585.83
April 2016	2,611,266.79	1,345,268.74	938,596.53	902,093.55	9,333.29	5,806,558.90	4,146,495.24	$14,920,649.49
May 2016	2,683,051.44	997,764.72	931,869.89	776,465.72	10,807.07	5,399,958.84	4,146,495.24	$16,174,113.09
June 2016	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$16,174,113.09

PSAP Managers Regional Meetings

July, 2016

AGENDA

10:00-10:15	Welcome/Introductions/Opening Remarks	Richard Taylor
10:15-11:00	Most Common Mistakes on Revenue/Expense Report & Other Financial Concerns	Marsha Tapler
11:00-11:30	Introduction to Voiance Language Translation Service & The Signup Process	Dave Corn
11:30-11:45	Text to 911 Updates	Tina Bone
11:45-1:00	Lunch & Networking	
1:00-1:45	Richmond Community College Introduction To PSAP Managers Certificate Program	Dr. Robby Taylor
1:45-2:00	Backup PSAP Updates	David Dodd
2:00- 2:15	NG 911 Updates	Dave Corn

2:15-3:00	Managers Discussion Forum	Richard Taylor
3:00	Adjourn	

Alabama

Current Projects – The staff of the Alabama 911 Board continues to be able to coordinate and fund a modest grant program as well as a training sponsorship program. Most of our time and attention has been consumed by our Alabama Next Generation Emergency Network (ANGEN). (See NG 911 section for further on ANGEN project.)

Policy changes in 911 at the state level – We've had no policy changes in calendar year 2016, but as long as office staffing needs are met in the coming months, we are planning a workshop to review all legislation, policy, rules, etc. in August.

Legislative activity – No singular or concerted campaign from the Board or its staff/office.

Funding issues – A rate increase that took effect October 1, 2014 proved to stabilize the funding of 911 districts to their promised amounts over the past 12+ months. Exploration of long-term funding of 911 and its efforts as a whole continues, of course.

NG911 – Alabama completed our wireless aggregation project in December 2014, which is as far as the first iteration of Alabama Next Generation Emergency Network (ANGEN) is able to accomplish with the vendor selected during the first phase of the project. All wireless calls in the state have been routed through this network for the past 17 months.

Currently we are in a second RFP process. The Alabama 9-1-1 Board released an RFP for NG9-1-1 core services and transition/incorporation of our existing network in January and received responses in March. We are evaluating said proposals, which has included clarifications, orals, reference checks, and multiple rounds of scoring. We anticipate that a recommendation will be made to the Board in July to enter contract negotiations with an intent to award.

Text to 911 – No statewide deployment. Our office has conducted two online surveys sent to our 88 Emergency Communication Districts (ECDs), of which 69% of our ECDs participated in. The survey results showed that 16% (or 14 of 88) are live with text-to-911, 51% (or 45 of 88) anticipate becoming text capable, and 33% (or 29 of 88) either did not participate or have no plans to request service. (Information valid as of April 2016.)

Litigation – The Board is engaged in ongoing litigation with certain providers who, in the Board's opinion, failed to remit in accordance to the statute governing remittance by service providers in the State of Alabama.

Arizona

Current Projects

The State 9-1-1 Program has undertaken a Managed Services project. In recent years, the program has been limited in their ability to move forward with Next Generation 911 Project due to minimal fund availability.

For the past year, we have been working to put together a program that would allow for equipment upgrades, a new 911 network and equipment maintenance for the term of five years.

CenturyLink covers approximately 75% of the state's 911 network. They proposed the move towards a Managed Services model that would wrap all costs into a single per seat monthly fee. Since last spring, the task of reviewing technical documents and a proposed Service Level Agreement document with the communities was completed.

Wireless Phase II was recently completed in all areas of the State that is under the State funding umbrella.

Policy Changes in 911 at the State Level

Arizona is still limited in their ability to fund 9-1-1 equipment, network and maintenance. The State is still not funding wireless phase II projects where cost recovery is identified and equipment upgrades are pending funding availability.

Legislative Activity

During the recent legislative session, HB 2365 was introduced to establish a "Study Committee on the Arizona 911 System". The bill was approved in the House of Representatives but died when it went to the Senate for consideration.

Funding Issues

All recurring costs for legacy network and maintenance take precedence over equipment upgrades or replacement. An evaluation of fund availability toward the end of each fiscal year, dictate which capital projects will funded.

Those PSAPs that will be moving toward the Centurylink Managed Services platform will be moving to an operational budget and no longer have to consider capital (equipment) upgrades.

The 9-1-1 Excise Tax is still collecting $.20/month for wireline, wireless and VoIP services. The prepaid wireless tax also remains the same at eight-tenths of one per cent of the gross proceeds derived from the retail sale of prepaid wireless telecommunications service.

Progression with NG911

Century Link is in the process of building out of a NG911 network utilizing the West A911 solution. The network could be utilized by every PSAP in the State. Twelve PSAPs have already signed service agreements with them for the transitioning to Managed Services.

Status on Statewide Deployment of Text to 9-1-1 – Under consideration.

Colorado

Policy Changes in 911 at the State Level

Our current 911 rules require all originating service providers (including wireless and VoIP) to report outages affecting 911 service, but the rule is vaguely written and difficult to enforce. One of my first tasks with the Colorado PUC was to help rewrite these rules to make them clear and actionable, as well as to update them generally and make additional changes that were deemed necessary.

In response, wireless and VoIP carriers lobbied the Colorado General Assembly to put forward legislation that would have restricted PUC's authority to only the portion of the 9-1-1 network that is operated by the 911 System Service Provider in the state. The PSAPs, local 911 Authorities, along with the police chiefs association, fire chiefs, sheriffs, EMS, AFL-CIO, AARP, and more organizations rallied against the bill and managed to push it into a compromise. As a result, the Commission has suspended the rulemaking process, and the legislature is holding a series of three meetings over the course of summer to decide the future of 911 in the state of Colorado. It's unclear if there are any parts of the rules we can move forward with right now, or if we have to wait until the interim committee sessions are complete. There were portions of the rulemaking that were non-controversial, and my recommendations is going to be to move forward with those components, at least.

Legislative Activity

See above.

Funding Issues

Despite previous discussions regarding a possible statewide surcharge being implemented to supplement our current local 911 surcharges, nothing has happened. The interim legislative committee discussed above will include a day to discuss funding.

Progression with NG9-1-1

Colorado has no purchasing mechanism for procuring NG911 service by contract, as some states have done, but NG911 could be offered as a tariffed service in the state. CenturyLink, our current 911SSP, has expressed a desire to file an NG911 tariff. We're encouraging them to do that, and are also in discussions with them about implementing a possible NG911 Trial in one or more locations in the state.

Status on Statewide Deployments of Text to 9-1-1

Text-to-911 deployment has been happening in short bursts and then long periods of no progress. Currently, about two-thirds of the state, by population has text-to-911 service, but

only about one-third by geography. Oddly enough, our largest municipality, Denver, doesn't have text-to-911, yet.

The PUC doesn't have authority to require PSAPs to implement text-to-911, but we do have the authority to approve or deny requests for surcharge increases, and we're considering using that authority to strongly encourage text-to-911 deployment in any local 911 Authority that wants to increase their surcharge.

Connecticut

NG9-1-1 System:

The State of Connecticut is replacing an aging statewide E911 system with an AT&T/Comtech system. The core was completed December, 2014 and the first ten pilot sites installed during spring of 2015. As of May, 2016, 42 of the 110 PSAPs have been converted to NG911. Full implementation is targeted for completion by end of calendar year 2016, with testing and acceptance in 1Q2017. The AT&T network is connected to a state built and maintained IP network (below).

Text-to-911:

Two PSAPs have also been chosen as text-to-911 Pilot sites. Testing is underway with the carriers. An operational plan along with a Public Service Announcement Program is under development. The trial is expected to begin late summer, with statewide deployment targeted for end of calendar year.

Public Safety Data Network (PSDN):

Connecticut operates a statewide high speed optical network (PSDN), of which one of the key applications is 911. A total of 8,880 miles of fiber has been installed to connect public safety and educational institutions across the state. A requirement of the grant is that outside entities are allowed use of the network. A governing board has been legislated and external customers are connecting to the network. To date, there have been over 100 requests from a variety of public safety entities to utilize the network and approximately 60 applications have been approved by the Governance Board and are either installed or in process.

Funding:

The current surcharge rate is .51 based on a cap of .75. FY 16-17, the rate will be .47. Legislation was passed in 2012 to charge an E911 surcharge at the retail point of sale for prepaid cards, which began in January, 2013.

Legislation:

Legislation was passed this session to divert 911 surcharge money (.01 per month per access line) to fund a firefighters cancer relief fund.

A PSAP consolidation bill was proposed again this session (by the Speaker of the House this year) however it was not passed.

District of Columbia

Projects: Creation of an Office of Professional Standards

Call Flow Task Force and Call Processing Standards. DC Council and Executive Office of Mayor is interested in our agency developing and or adopting call processing standards, particularly with a focus on times from call answer to call dispatch. This is in response to my agency's struggle with NFPA standards that has been the unofficial rule of thumb. This Task Force has been created to dissect and analyze our internal processes in call taking. We are also waiting on the NENA call processing standards publication, that is set for review within the association this month.

Legislation:

Bill: **Office of Unified Communications Training, CPR, and Modernization Amendment Act of 2015**

"The Office shall utilize an emergency medical application that permits a public safety telecommunicator to activate the application and, thereby, notify a trained user of the application to provide cardiopulmonary resuscitation efforts to an individual reported to be exhibiting signs of cardiac arrest, while emergency medical service providers are en-route to the individual."

NG911:

The DC Office of Unified Communications initiated the transition to NextGeneration9-1-1 in 2013. In 2013, the OUC developed its NG9-1-1 Strategic Plan that outlined the transition to NG9-1-1 in a phased approach that included NG9-1-1 technology hardware and equipment upgrade, an enhanced architecture that addresses cyber security, resiliency and redundancy, 9-1-1 training and quality checks and assurances, and enable NG9-1-1 regional interoperability. The agency developed a robust and resilient LAN/WAN infrastructure, with high-performing IT cyber security network critical for the foundation of an IP-based network for NG9-1-1. The upgraded LAN/WAN architecture will provide the OUC with 9-1-1 traffic segregation and firewalls. The agency also added back-up power systems (dual commercial power facility). The NG9-1-1 plan will includes an upgrade to NG9-1-1 call handling and call processing equipment (PBX/ACD/CPE), MSRP Text-to-9-1-1 capable, and deploy a Legacy Network Gateway to migrate from end of life E9-1-1 selective routers. New screen capture modules will enhance 9-1-1 operations training programs to afford a more proficient Quality assurance and QC. The OUC completed testing Text-to-9-1-1 (via interim SMS web browser) with the Big-4 in August 2015, to pilot the functionalities of Text-to-91-1. The OUC will launch Text-to-9-1-1 after the agency installs NG9-1-1 call handling equipment scheduled for late 2016. The OUC NG9-1-1 Strategic Plan will progress with a deployment of Next Generation 911 Core Services (NGCS) that encompass i3 elements and regional multi-jurisdiction and multi-state interoperable NG9-1-1 network in 2017 and 2018.

Hawaii

Summary of Projects & Activities:

1. **Projects Working on**:

   Prepaid Legislation: Prepaid legislation failed to reach the House committee hearings. Reasons were:

   1. It was an election year and no one in the House wanted to support anything that would result in a tax to the consumers.
   2. We could not convince the legislators that the E911 Fund was not overfunded.
   3. The addition of the prepaid surcharge fee would mean an increase in overhead for the small business owners.
   4. Any increase in the surcharge fee would impact the lower income and senior citizens on fixed incomes.

   Multi-Line Telephone Systems (MLTS): Will be investigating the loss of revenue resulting from the underpayment of surcharge fees from MLTS.

   Text-to-911/Smart911 Public Education:

   A. Prepared flyers and posters.
   B. Enlisted the assistance of the service providers with the distribution of the flyers to their customers and to provide advertising in their retail outlets and TV commercial time.
   C. Media blitz
   D. Community outreach
   E. Website
   F. Awaiting LEC text-2-911 contracts.

2. **Policy Changes in 911 at the State Level- <u>None</u>**

3. **Legislative Activity:**

   a. None

4. **Funding Issues – None**

5. **Brief description on our state's progression with NG911** –

   All nine PSAPS have completed upgrades to their systems and are NG911 ready.

6. **Status on statewide deployments of text-to-911.**

   The PSAPs are working in conjunction with the service providers to deploy text-to-911 by the end of September 2016.

Idaho

Projects that you are working on:
-Completed State wide phase II roll out. Need to keep equipment refreshed and up to speed.
-Staying in front of required upgrades/MX in rural PSAPs to maintain PHII and future IP capabilities (equipment).
-Fostering shared services projects, technological consolidation between PSAPs. This is saving $ and resources currently within the state.
-Still in litigation (Pre-paid fees).
-Secured funding to hire two contractors for NG 911 movement (one to help with coordination and the other for cost and revenue analysis). Moving forward with slow steps.
-Building acceptance and desire to implement Text-to-911.

Policy changes in 911 at the state level:
-None at this point.

Legislative activity:
-Legislation to combine 911, radio, and data into one commission official 1 July 2016.

Funding issues:
-Cost and revenue analysis are ongoing currently.
-PSAPs will not continue to be able to self-fund in the NG 911 environment (rural PSAPs will have the largest challenge).

Brief description on your state's progression with NG911:
-Cost research, Funding, and consensus building are ongoing right now.

Status on statewide deployments of text to 911:
-11 counties have rolled out text to 911 with another 6 working towards the capability.

Illinois

Legislative Activity

The Illinois General Assembly passed the Emergency Telephone System Act (ETSA) on June 29, 2015. Article II which included NG911 Service, Consolidation, Consolidation Grants, Statewide Surcharge and 9-1-1 Fund was effective January 1, 2016.

Policy Changes as a Result of the Legislation

- The 9-1-1 Program was transitioned from the Illinois Commerce Commission to the Illinois State Police.
- Created an office of the Statewide 9-1-1 Administrator.
- Created a Statewide 9-1-1 Fund.
- Equalized surcharge to $.87 for landline, wireless and VoIP.
- Required Consolidation.
- Created a Consolidation Grant Program.
- Called for a Plan for a Statewide 9-1-1 Network.
- Established an implementation timeline for the NG9-1-1 System.

Projects

- Consolidation Plans and Waivers are due July 1, 2016.
- An RFP to secure the services of a consultant to complete a feasibility study for a statewide NG 9-1-1 Network to be issued by June 30, 2016.

Funding Issues

Though the passing of the new ETSA essentially increased the surcharge for many systems the funding is still not enough to support rural 9-1-1 Authorities. There is always the threat of a fund sweep. When there is no State budget there are no appropriations for the 9-1-1 program, even to distribute surcharge that is collected.

NG9-1-1

Legislation is calling for the implementation of a Statewide NG9-1-1 System by July 1, 2020.

Statewide Deployment of Text-to-9-1-1

Individual PSAP's have and are implementing Text-to-9-1-1. There is not a Statewide Deployment Plan.

Indiana

1. Text for 911

   The Statewide 911 Board has continued expanding the use of Text for 911 services in Indiana. As of June 1, 2016 there will be 91/92 counties utilizing text services. Indiana first deployed text FROM 911 service in many jurisdictions which provided another means of communication for the telecommunicators. This strategy led many PSAPS to amend their operating procedures to use text FROM as a means of communicating with 911 hang up calls and nuisance callers. Today, PSAPs in Indiana use text FROM 911 over 13,000 times per month. On average, Indiana PSAPs receive over 800 texts per month.

   Use of text to 911 by the public ranges from service requests from the speaking impaired community to crimes in progress. PSAPs and public safety officials credit the use of text for at least three "life saves" in domestic violence situations and two kidnappings. While we like to share those stories, Indiana has experienced their share of comical text sessions.

   The Statewide 911 Board will conduct an extensive public awareness campaign for Text for 911 Services throughout the summer. Beginning with radio advertising during the Indianapolis 500 and ending with a major campaign on college campuses across the state as students return in the fall.

2. IN911 Networks (Progression towards NG components)

   In 2015 the Statewide 911 Board awarded (2) two contracts to system service providers (Indigital Telecom, AT&T) for the buildout of redundant public safety ESInets for 911 service in Indiana. Indigital has served as the single vendor for wireless services in Indiana for several years. The Board determined that the most economical way to move all call delivery for every PSAP to an IP enabled Esinet for NG911 purposes, more than one vendor would need to be engaged. Indigital has modernized the existing IN911 network and AT&T is nearing 70% completion on their buildout.

   In addition to the two system service providers, the Board awarded a statewide data analytics contract to Direct Technologies (ECATS). ECATs is currently deploying their services across the state and providing training.

3. Funding

The legislature increased the 911 fee to $1.00 on all technologies and per transaction on retail sales of prepaid minutes. In FY15 the board collected approximately $ 72.2 million in 911 fees. Those fees are used to pay for the statewide wireless network(s) and data analytics as well as administrative costs. Approximately $60.7 million was distributed to county government to assist with funding their PSAP operations.

4. Legal

TracFone's petition at the FCC which seeks relief for Eligible Telecommunication Carriers (ETC's)in Indiana as part of the Life Line program is still pending. TracFone's first petition asks the FCC to preempt state law as it relates to the Life Line program and the collection of the 911 fee on those devices. TracFone filed a second petition on the same issue requesting the commission commence rulemaking on the matter.

The litigation for Virgin Mobile vs Statewide 911 Board, reference 911 fee remittances for the LifeLine program is still pending in federal court.

The second piece of litigation, Statewide 911 Board vs Virgin Mobile, TracFone, I-Wireless and Budget Prepay is still pending in federal court. This action seeks to collect past-due amounts of 911 fees for LifeLine participants.

Iowa

Legislative

Iowa is a hybrid state. The Iowa Department of Homeland Security manages the wireless network and receives and distributes the wireless surcharge. The wireline network is made up of 115 LEC's and is managed by the Local 911 Service Boards who receive wireline surcharge directly to the Service Board they service. The last two legislative sessions have seen a flurry of activity. While the surcharge rate has remained constant at $1.00 since 2013, this session saw an increase from 46% to 60% of the wireless surcharge passed through from HSEMD to local PSAPs. We have historically offered grants to the PSAPs with the funds not passed through on the "front end." Last Fiscal Year we offered $100,000 per PSAP towards and network improvements related to the receipt and disposition of the 911 call, as well as $15,000 for Next Gen GIS data creation, remediation and maintenance. We anticipate around 11 million dollars in additional to normal surcharge (approx. $12,800,000) provided to the PSAPs. The Legislature will cap the carryover funds in FY 2017 at $4.4 million with the priority being physical or virtual consolidation of our 113 PSAPs. We will no longer operate a grant, which allowed us to somewhat monitor spending, and place priorities on NG upgrades. We instead will pass through an equal amount to PSAPs up to the 4.4 million total, as basically a secondary source of wireless revenues to the PSAPs. The legislature has also appropriated a second $4.3 million dollar payment for the lease of our Land Mobile Radio project. In Iowa, 911 is defined as the aforementioned "receipt and disposition" of the 911 call and locals have historically been able to spend 911 surcharge money on radios. We have also been tasked to fully study consolidation, including, anticipated costs and potential future legislative changes to fully leveraging NG capabilities, shared services, and physical consolidation. This will also study the possibility of merging of the Wireline Network and the Wireless ESInet.

NG911

We continue to work with the PSAPs to upgrade their equipment to SIP/i3. Funding is available to them from a grant program through our office (until June 30th). While 99% of the 113 PSAPs have SIP Capable CPE's, slightly more than half are SIP enabled.

GeoComm is working with our office to assess a second round of local data submitted earlier this year as part of a statewide project. This year we've made a GIS specific grant available for PSAPs to be able to conduct the work via a vendor or internally. With the second round of data assessment complete or nearing completion, local jursidictions will then submit any future changes in data through a statewide portal. Call routing through ECRF still remains a work in progress with our ESInet provider (TCS) and GIS manager (Geo-Comm).

We are still in the process of completing our redundant, secondary ESInet. This is completely separate (ICN fiber vs Windstream) from the primary ESInet to operate as a backup if there are any failures to the primary ESInet. This is made up of the thirteen largest PSAPs. This is about 75% complete and should be complete within a couple months.

We have funded a statewide aerial photography project. For $1.3 million statewide which will be provided to the PSAPs, state, and other local partners. Previously, counties were spending around of $75,000 for imagery that could not be shared outside their jurisdiction. In an NG

world, we thought that was a good project for cost savings and to make sure all partners, PSAPs, and responders had the same imagery data set.

Text to 911

9 out of 113 PSAPs are capable of receiving text through the TCS GEM Web Browser. We received significant push back from vendors and PSAPs regarding the web browser. We began aggressively pursuing integrated text through our ESInet (MSRP). At this point, one PSAP is capable of receiving text through i3/MSRP, integrated on the call taker screen through the ESInet. The network is fully MSRP capable, but we are finding most CPE vendors, despite passing interoperability testing in the TCS lab, are not ready for MSRP deployments due to lacking equipment (Session Boarder Controllers) or the need to upgrade software.

Kansas

Current Projects

Our largest project to date is the design and migration to a NG911 system. Work on the project began on November 15, 2013. This project is currently underway with an RFP having been issued in August, 2014 for statewide IP network connectivity and a statewide, hosted call handling solution. After a lengthy evaluation period a contract was issued to AT&T on February 26, 2015. The two data centers that house the host CPE came online in July, 2015 with the first PSAP coming onto the statewide system on August 26, 2015. As of May 31, 2016, a total of 28 PSAPs are operating on the statewide, hosted system. Additionally, a six position testing, training, evaluation and backup center was stood up. This center will allow for testing and evaluation of system enhancements without impacting live center operations. On-going training can be provided as well as the creation of video training for telecommunicators. The site can also serve as a long-term backup site in case of loss of a PSAP to a disaster. This site was created through a cooperative effort of the Kansas South Central Homeland Security Region and the Kansas 911 Coordinating Council. An additional 23 PSAPs are planned to be operating on the system by year's end.

The Council has completed an evaluation of the business case for the statewide system. This evaluation was prompted by the need to determine a cost model for bringing public safety dispatch centers (PSDCs), which do not meet the statutory definition of a PSAP, onto the statewide system for 911 transfers. With the completion of this evaluation, the Council is now positioned to begin discussions with the PSDCs to add them to the statewide system.

Prior to initiating the first PSAP installation on the statewide system, the Council created a security policy to help ensure network and physical security of the statewide system. The Council continues to work on this policy, focusing primarily on cybersecurity at this time. The Council's security committee is working with cybersecurity subject matter experts from both the private sector and the Kansas Fusion Center to expand its security policy. The Council is also promoting a partnership between its network vendor, AT&T, and the Kansas Fusion Center for increased intrusion detection and network security.

The 911 Coordinating Council has commenced a statewide GIS Enhancement project to create a seamless, statewide GIS database for NG-911 purposes. The project involves gap analysis of existing local level GIS data, remediation of identified gaps and errors, and a quality assurance analysis to ensure that identified gaps are remediated. The project commenced in January of 2014. To date all gap analysis has been completed and remediation work is underway. 113 of the 117 PSAP jurisdictions have completed their remediation work and have passed the quality assurance audit. It is anticipated that the project will be complete by the end of June, 2016. Jurisdictions that have completed remediation are now in maintenance mode. Maintenance updates are required to be submitted at least quarterly, and jurisdictions having no changes in their data within a quarter are required to submit a "no changes" certification each quarter.

The first deadline for submission of maintenance updates was April 1, 2016. Approximately 92% of our PSAP jurisdictions have submitted the required maintenance update at this time.

A sub-project of this GIS Enhancement project was acquisition of aerial imagery for the entire state. The 12" resolution imagery is available to all units of local and state government. This project carried large economies of scale, with a statewide price of about $1.8 million.

State Level Policy Changes in 911

Under the Kansas statute, the Council is empowered to increase the Kansas 911 fee from its initial level of $0.53 to a maximum of $0.60 per device. The Council initiated action to exercise its statutory authority to increase the 911 fee to $0.60, with the increased rate becoming effective October 1, 2015. Prepaid wireless fees increased accordingly to 1.20% of total retail transaction. These fees generated a total of $20,821,974.24 in 2015. Prepaid wireless fees accounted for 7.03% of total revenue in 2015.

The Operations Committee is tasked with reviewing the expenditures of these funds by the PSAPs. In 2015, a total of about $18.37 million was expended. The review found that questioned expenditures of those funds amounted to .4% of total expenditures. It is anticipated that the unallowable expenditures that will be required to be reimbursed by the PSAPs, will amount to less than .2% of total expenditures. PSAPs will be required to provide documentation of the reimbursement of any unallowable expenditures.

The Kansas 911 Act remained unchanged in 2015.

Text to 911

Text to 911 has not been advanced as a statewide effort within the State. We are planning to initiate text-to-911 on the statewide system by year's end. This will be a native IP solution from the host sites to the PSAPs. The Mid-America Regional Council (Kansas City Metro area) implemented text-to-911 via TDD in their PSAPs in 2015. A very few of the PSAPs within the state are in the preliminary planning stages of accepting text messages via TDD on an individual basis.

Kentucky

Legislative Session: Kentucky General Assembly enacted HB585. There are two over arching aspects to the legislation.

1.) 911 Funding: specifically, increasing the amount of state 911 funds being sent to certified PSAPs—This was accomplished in two ways:
    - Eliminating the disparity between fees collected on prepaid vs. postpaid. Point of Sale collection methodology was adopted at a 93¢ per transaction rate (compared to 70¢ postpaid rate)Estimate of $3.5 million in new revenue
    - Repealing 'Cost Recovery' fund for providers—this will 'free' $4 million that will be redirected to local government thru the PSAP distribution formula.
2.) CMRS Board Transformation: The membership of the Board was increased from 10 to 15 members.
    - Director is removed as a board member
    - 2 city officials and 2 county officials added
    - Director of KY Office of Homeland Security added
    - Two nonvoting legislators, one from each house, added

Other Changes:

- The Board name will be "Kentucky 911 Services Board"
- Next Generation 911 was defined and the Board was given explicit authority to implement
- Explicit requirement for carriers to provide all subscriber counts
- Grant fund prioritized. Highest priority to PSAPs serving 2 or more counties—PSAPs not serving an entire county are lowest priority.
- Explicit collection of the 911 fee on Lifeline Phones (Indiana Model)
- Explicit authority for Local Government to collect a local fee on VOIP

Litigation:

- Mop up activity in litigation with Virgin Mobile and T-Mobile has slowed to a crawl; Telrite's refund claim for fees paid on their lifeline subscribers has also not progressed far. Why?
- AT&T vs Central Kentucky Network (CKN)--- AT&T has refused to deliver landline calls originating in their counties to CKN, an IP network run by the City of Lexington that owns their own selective routers and serves as the center of a host-remote 911 network serving 20+ counties delivering wireless and wireline calls via IP. AT&T has petitioned our Public Service Commission seeking an order requiring CKN to "register" as a telco and to negotiate inter connection agreements with AT&T before they will deliver the calls to CKN.

Next Generation 9-1-1: Final planning stages for a regional 911 network in East Kentucky which will utilize a fiber ring thru several counties to deliver 911 calls IP—interim step to full NG.

State NG 911 Plan:
2009 plan due for an update/rewrite. Board will issue new RFP for NG 911 consulting services.

Massachusetts

1. Next Gen 9-1-1. On August 4, 2014, the Department executed a contract with General Dynamics Information Technology (GDIT) for GDIT to be the Commonwealth's Next Gen 9-1-1 service provider. The first pilot PSAP is scheduled to be cut over at the end of July 2016.

2. Current 9-1-1 Service Provider Contract. The contract with the current 9-1-1 service provider (Verizon) will co-exist with the Next Gen 9-1-1 contract during the transition to Next Gen 9-1-1.

3. Funding. The current monthly 9-1-1 surcharge is a $1.25. Effective July 1, 2016, the monthly surcharge will drop to $1.00.

4. Grant Program. The Department continues to administer an extensive grant program supporting the PSAPs and incenting regionalization. The Department has established a regionalization working group consisting of various 9-1-1 stakeholders to develop addition regionalization incentives. The number of PSAPs in Massachusetts now stands at 248.

5. Telecommunicator Training Requirements. The Department put into effect EMD requirements, requirements for new hires (two days of equipment training, 40 hours basic telecommunicator training), and a requirement of 16 hours of continuing education for all telecommunicators annually.

Maine

Next Generation 911

A contract was executed with FairPoint Communications in March 2013 for statewide Next Generation 9-1-1 (NG911) service. The first PSAP was transitioned in March 2014. An aggressive implementation schedule resulted in all 26 PSAPs being successfully cutover to the new system by July 23, 2014.

In 2015-2016, we began migration of the current statewide text to TTY solution to the more robust text via IP that will harness the rich features of our NG911 solution. This deployment will also distribute text calls to PSAPs based on cell tower location and the call handling solution has the ability to transfer texts between PSAPs. The transition should be complete by mid-2016, though we have struggled with agreeing to requirements of some text control center providers. In our opinion the line of demark should be the equivalent of the selective router in the NG911 environment, similar to what it is for wireless 9-1-1. We would be interested in talking to other states having similar discussions.

Expansion of Call Handling Protocols to Include Fire and Police

In June 2015, L.D. 1256, An Act to Improve the Safety and Survival of 9-1-1 Callers and First Responders, was enacted into law (Act). The Act states that in order to assist public safety answering points (PSAPs) in the adoption and implementation of standardized dispatch protocols for answering fire 9-1-1 calls, the Public Utilities Commission's Emergency Services Communication Bureau (ESCB) shall use up to 5¢ of each surcharge collected under 25 M.R.S. § 2927 subsections 1-E and 1-F to provide PSAPs dispatcher training consistent with the protocols, necessary software and printed support materials. It further provides that the ESCB shall provide quality assurance training and software to assist PSAPs in ensuring compliance with the protocols and directs the ESCB to adopt routine technical rules related to the adoption, implementation and administration of standardized dispatch protocols for answering fire 9-1-1 calls. The law also directs the ESCB to phase in, over a 3-year period, the required protocols for fire 9-1-1 calls by PSAPs and to seek input from the management of all PSAPs in developing the program.

In November 2015, the ESCB initiated a Notice of Inquiry into Issues Related to the Upcoming 911 Fire Protocols Rulemaking Proceeding (Docket 2015-00333) in order to gather information and viewpoints from interested persons concerning various issues in advance of rulemaking.

In April, the ESCB initiated a Notice of Proposed Rulemaking on the Implementation and Administration of Fire Dispatch Protocols (Docket 2016-00063). Comments were due on June 3, 2016. We hope to complete the rulemaking this summer and begin implementation activities later this year. You can follow the rulemaking proceeding by logging in the Public Utilities Commission's online docketing system at the following link:
https://mpuc-cms.maine.gov/CQM.Public.WebUI/ExternalHome.aspx

Michigan

MLTS: A standing workgroup through the SNC issued a helpful guideline book in December (available on the SNC website) for MLTS operators. We also issued a statewide news release at the same time with MLTS information, including the December 31, 2016, implementation deadline. After the news release and actively reaching out to the organizations with MLTS constituencies, we started fielding more questions than were anticipated when the guidelines were written. As a result of the myriad questions we received, we began working on a supplemental MLTS FAQ and plan to have that issued mid-June.

There was recent legislation to extend the square footage threshold from 7,000 sq. feet of occupied space to 40,000 sq. feet of occupied space. (The SNC had successfully petitioned the Public Service Commission to set the occupied threshold at 7,000 sq. feet in 2014/2015.) At the Senate committee level, the increased square footage threshold was substituted for an extension of time to December 31, 2019, instead of December 31, 2016. The bill has already passed the Michigan Senate and will move to the House, possibly before the summer legislative break starts in mid-June. The Legislative Subcommittee of the SNC is recommending that the SNC support the passage in the House.

Smart 911: Through the direct legislative advocacy of Rave Mobile Safety, the MSP is slated to receive an appropriation of $2.2 million in FY17, to be administered by the State 911 Office for the initial deployment of statewide Smart 911. The budget bill is close to final and I expect that my office will begin working on a deployment plan after the June NASNA meeting.

Michigan GIS Statewide Repository: The State 911 Office, DTMB Center for Shared Solutions, and the UP 911 Authority are now geospatial routing for all text-to-911 calls in the U.P. The PSAP boundaries were changed for U.P. PSAPs to include the boundaries in the Great Lakes, instead of ending at the shoreline. As of the last week of April, texts in the entire U.P. are being routed based on Michigan GIS 911 Repository data. A pilot program will start soon for geospatial call routing for the eastern three counties of the U.P.

Legislative Recommendations: The recommendations through the CLEAR council to create an Emergency Communications Commission for the oversight of NG911, interoperability, and PS Broadband has been stalled; however, the State 911 Committee will be voting next week (June 8) whether or not to support a less comprehensive package to move to the Michigan legislature. While not as broad as the CLEAR NG911 recommendations, it would still raise the State 911 fee from $0.19 to $0.25, increase prepaid from 1.92% to 2.12% (for parity using a weighted average of the State and local 911 fees), and provide some standards-setting authority within the existing State 911 Committee and create enforcement provisions for the 911 fee contributions.
It may be an interesting scenario if both legislative proposals have legislative support/sponsorship when the session resumes after the summer break.

IP-based 911 Networks: Michigan has 17 counties at this time on an IP-based 911 system provided by Peninsula Fiber Network (PFN) and there are 30 more with deployments scheduled in future timeframes, from six months to undetermined. The system is presently being funded in large part with a wireless-based call delivery fund known as the U-14000 fund. Based on current populations and tariffs, we predict the fund will be depleted and operating at a deficit in two years if the current fee is not adjusted.

Text-to-911

- 23 Counties and 1 Wayne County Service District have deployed
- Text-to-911 coverage in Michigan:
  - Population Coverage: 3,520,847 (35.62%)*
  - Land Coverage: 21,950 sq. miles (22.70%)*

*Figures are based on the land area of the county that is accepting text-to-911 and does not reflect carrier coverage.

North Carolina

NextGen 911 Deployment

With the assistance of Federal Engineering, the first two of probably six RFPs have been released towards the NG911 deployment. The first RFP is for the statewide ESINet and the second is for Hosted CPE. RFPs are being requested in two parts, first the technical response due August 4, 2016 and then the financial response is due October 3, 2016 with recommendation to award at the NC 911 Board in December 2016. The third RFP to be released mid- summer will be for the NMAC (Network Management Assistance Center)

10% NG Fund

The NC General Assembly was concerned about NG911 funding and whether there would be enough funds allotted toward the NG project. Effective January 1, 2016, SL2015-261, 10% of all 911 revenues received, before any other disbursements, would be deposited in a special Next Generation 911 fund specifically to be used for "Any expenditure authorized by the 911 Board for statewide 911 projects or the next generation 911 system."

Backup PSAP Requirements

The NC General Assembly has required that all PSAPs receiving funding from the NC911 Board shall have a backup plan implemented no later than July 1, 2016, SL2014-66. If substantial progress has been made by June 30, 2016, the 911 Board can grant an extension up to one year for the PSAP to complete implementation. If the PSAP does not comply, the NC 911 Board must reduce, suspend or terminate 911 funding to that PSAP. Presently, approximately 64 of 119 PSAPs have an approved plan.

Standards Approved

The Office of Administrative Hearings has approved the first set of rules established by the NC 911 Board. As a part of the rules, one section is devoted to PSAP Operations and now becomes the minimum standard for PSAPs to follow. The rules become effective July 1, 2016 and the Board anticipates working with the individual PSAP for one year to assist them is reaching the minimums before enforcement begins through peer reviews.

Purchasing

The NC General Assembly has directed the NC 911 Board to "investigate alternatives for facilitation of uniform procurement and pricing of 911 eligible expenses through bulk purchasing and other means", SL2015-219. The Board has already taken steps to put a "price cap" on purchasing of administrative phone lines, workstation hardware, and beginning July 1, 2016, offer translation services at no cost to PSAPs (funded as a statewide project by the NC 911 Board).

Telecommunicator Recognition / Text

The NC 911 Board has attempted to recognize a telecommunicator(s) each month at their Board meeting for doing extraordinary work in their 911 center. At the July 2016 meeting, the Board will recognize the first “save” by a telecommunicator on a 911-to-text call.

Ohio

- Legislation similar to Carrie's Law under consideration by legislative representatives.

- Legislation allowing 9-1-1 tax levies to only apply to people/areas serviced by the 9-1-1 center (rather than county or township lines only).

- Legislation in reference to county EMA's can be contracted through county sheriff or a fire chief, rather than an independent EMA office.

- CDI/Kimball is now Ohio's NG 9-1-1 Consultant. Expectations include developing, distributing, receiving and analyzing RFP's for an Ohio NG 9-1-1 system, as well as an economic impact/funding study. End result is a comprehensive report to ESINet Steering Committee and recommendations on vendor, system, cost, and funding model by June 2017.

- College Interns, one from Ohio University **(GO BOBCATS!)** and one from Ohio State University **(GO BUCKEYES!),** are working together over the summer to develop a K-4 elementary 9-1-1 education presentation package. The end product will be sent to public safety agencies and schools for their use.

- The Ohio 9-1-1 Program Office will have a booth at the Ohio State Fair – will be sharing with Ohio AMBER Alert Program. We will be handing out information card on NG 9-1-1 and what to expect in the future as a way to start the public education process in the coming years.

- PSAP Operations Rules went into effect May 12, 2016. All counties and wireless PSAPs have to be in compliance by May 12, 2018.

- County auditing of wireless 9-1-1 funds begins in 2017 for calendar year 2016. Self-report package through Ohio 9-1-1 Program Office.

- 9-1-1 Symposium scheduled for September 14th, 2016.

Oregon

Under the guidance of the State Chief Information Office, Oregon 9-1-1 has been working collaboratively on the approach to Next Generation 9-1-1 in a phased approach. Phase 1, and the only CIO approved action so far is to replace our outdated end of life ALI Network which is Frame Relay technology.

The purpose of this project is to move the current Automatic Location Information (ALI), PSAP mapping data, management information systems (ECATS), Net Clock time synchronization, anti-virus, and operating system support off the Frame Relay architecture and onto a new network architecture.

Through the state procurement process, an RFP was released to select a vendor to replace the Frame Relay statewide network, and move to an IP based network, along with a single ALI database provider, to support our 43 PSAPs. On March 31, 2016, the state of Oregon signed a contract with Team IBM for replacement of the frame relay network and end of life Cisco routers. Team IBM includes IBM as the systems integrator, CenturyLink, Intrado and Azimuth (installations and site surveys).

Our statute that governs 9-1-1 was outdated and only supported enhanced 9-1-1, so we did not have the authority to move to Next Gen technology. We drafted and introduced HB 2426, which was written very high level and technology agnostic so we would not have to rewrite it every time new technology emerges. The bill passed and went into effect the first of 2016.

The administrative rules that support 9-1-1, were also updated. Throughout the history of 9-1-1 in Oregon, the practice has been for the State 9-1-1 Program to reimburse for CPE installations and maintenance as statute allows to the primary LEC's(currently CenturyLink and Frontier). Our rewrite of rules, included the ability for 3rd party vendors to also provide CPE installations and maintenance support, provided they meet the state's minimum requirements.

In 2014, during our short month long Legislative session, we were successful in getting our prepaid wireless bill passed. It went into effect the beginning 2015. From January – September of 2015, the collection method was Carrier remit. Beginning in October of that year, the collection method went to point of sale.

The State 9-1-1 program has been working in collaboration with a regional (Portland / Metro area) PSAP consortium to begin a Text to 9-1-1 Pilot Project. Mid-April through the end of late July, testing will be taking place with TCS (the TCC for the pilot) and various wireless carriers. It is anticipated that on July 25 all 8 pilot PSAPs will go live with text to 9-1-1 for a six month test period.

Pennsylvania

Current Projects:

- Conducted a comprehensive inventory of all PSAPs (67 county and 2 city) across the Commonwealth. Delivered final report in March. Found:
    - An aging 911 operations infrastructure
    - 32% of all PSAP backup power generators are 15+ years old
    - 43% of CPEs have been in service 5+ years; half expected to replace by 2018
    - 39% of CADs have been in service 10+ years; half expected to replace by 2018
    - 9M+ calls made in Pennsylvania in 2015, nearly 70% are wireless

911 Legislative Activity:

- Pennsylvania Act 12 of 2015 was passed June 29, 2015,
    - Establishes a new funding program for PSAPs, including a uniform 911 surcharge fee of $1.65 for wireline, wireless, VoIP, and prepaid wireless services
    - Creates a uniform 911 fund for collecting surcharges and updated procedures related to remitting and distributing surcharge revenues
    - Establishes a 39-person (19-voting member) "911 Advisory Board"
    - In consultation with the 911 Advisory Board, requires PEMA to:
        - Establish a Statewide 911 Plan
        - Establish (and publish annually) uniform standards relating to technology, NG911 technology, administration and operation of 911 systems
        - Develop statewide interconnectivity of 911 systems by establishment, operation, and maintenance of an IP network
        - Establish (and publish annually), eligible uses for 911 funds
        - Report annually on the revenue and distributions from the fund
    - § 5311.1 provides for immunity for 911 and communications service providers
    - § 5311.15-25 provides rules for MLTS, requiring ANI/ALI for residences, ERL for businesses (multiple ERLs required for business with >7,000 sq. ft.), direct dial of 911 (Kari's Law), no intercept of 911 calls, and local (onsite) notification
    - § 5314 requires PEMA to conduct a comprehensive inventory of each county's PSAP facilities, hardware, software, and communications infrastructure

911 Funding

- "Funding shall only be used for reasonably necessary costs that enhance, operate or maintain a 9-1-1 system." Change from eligible use of funding to "Eligibility Factors List"
- Per the interim distribution formula, 911 funding is distributed each quarter as follows:
    - 83% is distributed to the PSAPs by formula each quarter (A share equivalent to 106% times a PSAP's average 5 year wireline/VoIP revenue from 2010-2014.)

- 15% of the funding is set aside to be used by PEMA to establish, enhance, operate or maintain statewide interconnectivity of 9-1-1 systems. Priority for the projects considered for funding include:
    - Voluntary Consolidation Connectivity
    - Statewide Interconnectivity
    - Commonwealth-wide/Region-wide Initiatives
    - Regionalization
- Up to 2% of the funding may be retained by PEMA for administrative expenses.

Progress Toward NG911:

- Currently developing the Statewide 911 Plan and an NG911 GIS Strategic Plan

Text-to-911 Deployments:

- As of 3/4/2016, 24 (of 67) counties and 2 (of 2) cities have deployed Text-to-911 for all 4 major carriers. Two additional counties are pending deployment.
- Status is posted here: http://www.pema.pa.gov/911/Pages/Text-to-911-PA-Status-Map.aspx

South Carolina

QUICK FACTS
Wireless fee – presently $0.62.
Prepaid Wireless fee - presently $0.62 (follows same protocol as the wireless)
Prepaid wireless fees make up 22.3% of all wireless fees

Wireless fees are remitted monthly from the provider to the Dept. of Revenue. Prepaid fees are remitted by the seller monthly, quarterly, or annually to DOR. Each month, DOR transfers the money into the CMRS fund at the State Treasurer's office. That money is put into 3 pots. PSAP Services (39.8%) is distributed quarterly based on total number of wireless 911 calls received for that quarter. Compliance Costs (58.2%) is the portion that county/PSAPs request cost recovery for items deemed reimbursable recommended by the committee and approved by SC Budget and Control Board. Board Operations (2%) is for auditing, administrative, legal, or other support services.

Landline fee – varies depending on number of access lines in a jurisdiction. The rate is as low as $0.30 in one county to a maximum of $1.00 for most of the rural counties in S.C. These fees are remitted directly from the providers to the county/PSAPs each month. The state has no involvement with the fees for landline 911 services.

WHAT'S GOING ON
South Carolina is in the beginning stages of implementing our 5-year NG9-1-1 Strategic Plan, recently endorsed by the SC Revenue & Fiscal Affairs Board. The plan strongly recommends South Carolina start building statewide NG9-1-1 infrastructure. Current legislation needs to be updated, since it prohibits the state from providing/funding a statewide ESInet with NG9-1-1 Core Services functionality. Legislation also should be updated in order to allow migration to NG9-1-1 from legacy systems. Legislative and Fiscal subcommittees are being organized in order to address the legislative issues keeping South Carolina from moving forward; these subcommittees will also help identify the costs and funding concerns of such a move. Both subcommittees will be made up of a mixture of SC CMRS Advisory committee members and local 911 officials from across the state.

Since GIS is such an integral component of NG9-1-1 and counties will need assistance preparing local GIS data for NG9-1-1 standards, a GIS subcommittee is being organized as well. This GIS subcommittee will establish a process to integrate local GIS data into a statewide GIS database to be used in statewide NG9-1-1 Core Services. Like the Legislative and Fiscal subcommittees, the GIS subcommittee will be a collaborative effort of the SC CMRS committee, the state GIS coordinator, and local 911 and GIS officials from around the state.

South Dakota

NG911: We have deployed our new statewide, hosted 911 CPE at 12 PSAPs in the state so far. By this time next year we should have all 28 PSAPs on the new CPE. We are also working with all of the teleco's who provide service in the state in preparation for their connections into our new ESInet which we will be deploying at the end of this calendar year.

We are nearing the end of our statewide GIS dataset project with GeoComm, Inc. All of the existing GIS data from our counties have been submitted, assessed, remediated, and re-assessed. The counties now are finishing up their remediation based on the last assessment and moving into maintenance mode – submitting changes as needed through the data portal.

Legislative Activity: We are making preparations to bring a bill to remove a sunset clause on our $1.25 surcharge. The clause would reduce the surcharge by .25 in 2018. The board will request the current surcharge stay intact to ensure adequate funding for on-going NG911 costs.

Text to 911: We intend to deploy Text to 911 statewide once we have the Statewide ESInet deployed. At this time that looks to be in 2017.

South Dakota 9-1-1 website – www.dps.sd.gov/sd_911

Texas Commission on State Emergency Communications (TX CSEC)

PROJECTS

NG9-1-1 Geospatial Database Initiative –

- Enterprise Geospatial Database Management Services (EGDMS) – GeoComm contract to facilitate GIS data development, standardization, QA/QC, and statewide federated data set, for ALI to LVF.
    - Targets: date for GIS data readiness – 8 of 22 regions @ req'd 98% match MSAG to RCL
- 9-1-1 DBMS (ALI-to-LVF) – West contract for (1) like-for-like ALI provisioning services; and, (2) to incorporate data from EGDMS and replace MSAG w/ LVF.
    - LVF transition in progress as regions meet 98% accurate match rate MSAG to RCL

State-Level ESInet – multi-year, multi-phase project (Phase I FY14/15, Phase II FY 16/17 and FY 18/19, Phase III FY 19/20)
We have collaborated with statewide stakeholders, procured contracts and/or have completed the following:

- Project Charter & Plan
- Adoption of Standards for NG9-1-1 Interoperability & GIS Data; Adoption of Cyber Security Policy
- CSEC State-level ESInet & cyber security functional & technical requirements
- RFI for i3 ESInet Components
- Network Design for State-level ESInet Implementation (Phase II)
- Communications Plan & NG911 Newsletter
- State-level ESInet Governance Structure
- Established Call Handling Strategy
- Established a production test lab and testing services for three (3) projects to ensure interoperability and core functionality; inform procurement decisions
- Procured Data Center Services
- Updated NG9-1-1 Master Plan

We are currently working on the following:

- Procuring Systems Integrator/Project Management services contract to put together "best of breed" State-level ESInet core functions together in the data center.
- Separately procuring IP 9-1-1 Service platform to ingress calls into State-level ESInet

POLICIES/LEGISLATION

- CSEC Board has adopted Rule 251.16, *Direct Access to 9-1-1 Service (Kari's Law)*, to implement new legislation passed. Collaborated with Greater Harris Count 9-1-1 Network to develop a single website for information and mechanism to file 1-year waiver.

FUNDING

- Appropriations > Revenue = Reducing $150 M Dedicated fund Balance
- + 2% increase in overall appropriation for CSEC/Regional 9-1-1 programs
    - $ 118.5 M Grants to 22 Regional 9-1-1 Programs
    - $ 7.8 M CSEC NG9-1-1 Implementation
    - $ 1.6 M Agency Administration

TEXT TO 9-1-1

- Developing statewide plan for our agency's program area (300 PSAPs in 204 counties)
- Current ALI MPLS network being leveraged to support text to 300 PSAPs in CSEC program
- Using NG9-1-1 funding to connect the 2 national TCCs to the ALI MPLS network
- 46 PSAPs in CSEC State program have implement text; and, Ten (10) Independent District

Tennessee

1) Next Generation 911 Deployment:

As of April 21, 2016, 101 of Tennessee's 140 PSAPs have tested for live traffic and 89 are live on the network. Equipment is complete in 138 PSAPs. All wireless carriers with direct-trunking are connected to the network.

All 22 CLECs are now connected to the network. ILECs connections are projected to be completed by June 30, 2016. As of April 18, 2016, 2084 total trunks across all carriers have completed call-through testing and are currently delivering live wireline traffic, or are currently pending carrier traffic migration. That is up from 679 trunks in January 2016. During the month of March we processed over 266,000 calls over NG911.

2) 911 Remittances:

During the most recent legislative session a bill was introduced shifting the responsibility of collecting 911 surcharges from the TECB to the Tennessee Department of Revenue. More specifically, the bill provides that service providers shall remit 911 surcharge revenue to the Tennessee Department of Revenue on a monthly basis in the manner provided by the Retailer's Sales Tax Act and subjects service providers to the audit and appeal procedures set forth in that Act, including applicable penalties and interest on nonpayment. The Department of Revenue will then transmit those fees to the TECB within 30 days for distribution to the districts and for the purposes set forth in the state emergency communications laws.

The bill decreased the fee dealers are authorized to retain from 911 surcharge revenue from 3% to 2%, but allows the Department of Revenue to retain a 1.125% administrative fee for collecting the 911 surcharge and performing routine audits of service providers.

The new law takes effect July 1, 2017.

3) Training and Education

The TECB has contracted with NENA to offer two phases of Center Manager Certification Program ("CMCP") Tennessee. Each phase includes three regional training sessions with 30 students per session, for a total of 180 students. According to NENA, the program "is designed to equip current, new, and potential PSAP and 9-1-1 Authority managers and supervisors with the tools needed to effectively manage their agency through a rigorous 40-hour course of lecture and lab-based education." The fourth session recently concluded. Feedback from the attendees has been overwhelmingly positive. Two more sessions are scheduled for 2016.

The TECB recently created a 911 Training Advisory Committee. The committee will review the board's current telecommunicator training requirements and make recommendations for changes and improvements to the board's current requirements.

Utah

This report updates the NASNA membership of the highlights of the activities of the Utah 9-1-1 Program.

9-1-1 Advisory Committee

Legislation in February continued to change the scope of the legacy 9-1-1 Committee to the new 9-1-1 Advisory Committee. At least three technical SME positions have been added to the Committee as well as the requirement for a technical SME co-chairs. The UCA Executive Director recently resigned his position in the wake of a major internal credit card fraud. A job search for a replacement is currently underway. Our new Project Manager, Shawn Messinger, continues to establish himself as a highly respected and dynamic employee meeting all the challenges of our Division that include the managing of our statewide 9-1-1 Performance Audit, the development of state-level administrative and operations policies, the establishment of regional ESInets, our texting-to-9-1-1 public education program, just to mention a few.

Targeted Projects

9-1-1 Performance Audit

Completion of the Performance Audit and final evaluation of the state's 9-1-1 program is slated for September 30th, 2016.

PSAP Data Sharing Aggregator

RFP expected to be issued for the establishment of a PSAP data sharing aggregator, which will allow PSAPs to create and move calls as well as related operations information to any or all PSAPs in Utah.

NG9-1-1 Roll Out:

This project is moving forward and it is expected that the entire state will be switched over to an ESInet configuration within 18 months. All Utah PSAPs are NG ready, and there are several that have executed plans to create local multi-node networks.

Text To 9-1-1

Text- to- 9-1-1 is up and running using a CPE based solution along the Wasatch Front. This campaign includes a comprehensive public education program (TV, radio, social media, deaf & hard of hearing community, pop-up banners, flyers, etc.). Several more PSAPs are expected to implement by 4th quarter 2016, and statewide implementation occurring over the next 18 months.

Statewide Wireless Call Routing Study

A comprehensive study of over 20K cell-site sectors that includes coverage areas, ESRK & ESN verification & evaluation, call location analysis, PSAP routing sheet updates, and wireless 9-1-1 call transfer patterns.

MSAG Cleanup

In the process of downloading the entire Utah ALI database. We need to sanitize and purge errors in order to pave the way for the transition to a GIS based NG-centric system for both landline and wireless caller location.

Statewide Administrative Rules, Policies & Performance Metrics
Administrative & Operations policies and SOPs including PSAP performance metrics tied to funding incentives. EMD Training and Certification: Establishment of state EMD contract, standardized protocol systems, mandatory EMD & QA standards based on the IAED systems.

Financial/Surcharge Audit
Random audits of PSAPs currently underway, including budgets, accounting, and distribution of revenue.

Virginia

Policy Changes

A Regional Advisory Council (RAC) was established to provide advice and recommendations on the thematic areas identified in the Commonwealth's Next Generation 9-1-1 (NG9-1-1) Feasibility Study, to assist in developing the recommended tasks for the 9-1-1 Comprehensive Plan, and to increase awareness and support of outreach efforts regarding the entire 9-1-1 ecosystem. The RAC consists of PSAP personnel, IT and GIS local government representatives, and leadership from the VA chapters of APCO and NENA. Currently, the RAC is working on the following high-priority items:

- Create a definitional 9-1-1 baseline services and capabilities document
- Create a 9-1-1 stakeholders communications plan
- Create NG9-1-1 funding and sustainment strategy
- Develop 9-1-1 baseline services and capabilities budgets for PSAPs
- Create a 9-1-1 clearinghouse
- Conduct staffing analyses

Legislative Activity

Beginning July 1, 2016, the following legislative changes will go into effect:

- Rename the E-911 Services Board to the 9-1-1 Services Board (drop "E") and makes all references consistent
- Establish the Board's ESInet and core NG9-1-1 services standard setting authority
- Defines the terms "ESInet" and "NG9-1-1" in *Code*

Funding Issues

Efforts to establish a funding source for NG9-1-1 transitional costs and revise the current 9-1-1 funding model will begin in the upcoming legislative session.

NG9-1-1

Seven Virginia localities have transitioned to IP call delivery solution. An NG9-1-1 RFP is expected to be issued during calendar year 2016.

Text-to-9-1-1

To date, twenty-four localities have deployed Text-to-9-1-1 services for their citizens.

Vermont

Leadership Transition: In April 2015, Executive Director David Tucker announced his retirement. The Enhanced 9-1-1 Board named me, Barb Neal, as the Interim Director. In August 2015, I accepted the permanent position of Executive Director. I have been employed by the Vermont Enhanced 9-1-1 Board as a Training Coordinator since February 2003 – having been hired by none other than NASNA's own Evelyn Bailey! The transition to the Executive Director position has been a (wonderfully) challenging process filled with many opportunities for learning! I look forward to getting to know all NASNA members better as we move forward.

Projects and Updates

- **Conversion to new FairPoint-provided NG911 System - July 2015**. Contract signed in November 2014, followed by a successful conversion to the new system on July 29, 2015. The system has been operating reliably since the conversion. Vermont continues to provide text to 9-1-1 capability.
- **Reduction in Number of PSAPs – July 2015.** In January 2015, Vermont's Department of Public Safety announced the closing of two of its four communications centers. Vermont's 9-1-1 Board partners with the Department of Public Safety and four additional regional law enforcement agencies for call handling services. The consolidation impacted our conversion to the new NG911 system – but fortunately did not affect our aggressive timeline. Vermont now has six PSAPs.
- **Implementation of New Call Handling Protocols – June 2015.** Vermont moved from using the PowerPhone protocols for police, medical and fire emergencies to the APCO protocols. This transition included a significant training push late last spring. All of Vermont's 100 or so call-takers completed the APCO EMD program successfully.
- **No Changes to Governance:** In our Spring 2014 state report, we noted a legislative proposal to disband the Enhanced 9-1-1 Board and moving the Board's responsibilities to the Department of Public Safety. That did not occur and we continue to advocate for the importance of maintaining the current governance structure.
- **New Grant Program:** The Board will be administering a new grant program beginning in FY17. The program was created to provide financial assistance/incentive to Vermont schools to assist in their efforts to meet MLTS requirements.

Wyoming

NG 9-1-1
There were two (2) state proposals relative to moving NG9-1-1 forward during the past year in Wyoming.

Proposal #1: Designate the State's Chief Technology Officer (a former LEO) as the State's 9-1-1 Administrator. (died in committee)

The designee for this proposal was not interested in having the responsibility with the following justification: "You have the most reliable emergency phone system now – 2 copper wires. When the power goes out, the phone system stays on."

Proposal #2: Create a task force to study the NG9-1-1 issue and report back in 2 years. (Passed committee, but failed to garner 2/3 vote for introduction to the house)

Text to 9-1-1
As of November 16, 2015, customers of the four nationwide wireless carriers, Verizon Wireless, AT&T, Sprint and T-Mobile can send a text message to 911 from locations in Teton County for emergency help.

The developing Albany-Laramie County system has text to 9-1-1 availability, however, the offering is not currently operational in either county.

General Progress & Outlook:
Wyoming has completed participation National 911 Profile Database.

Local reign still prevails in Wyoming, although, there is a small and growing cluster of PSAPs looking to the future.

In one case, virtual consolidation is moving forward with adjoining counties. Laramie County (State Capitol) and Albany County (City of Laramie & UW) are moving forward with a plan to share back room equipment and infrastructure. The two counties are planning to share equipment of an existing IP based 9-1-1 phone system that is Text-to-911 capable and i3 complaint. Estimated time to completion: Fall 2016.

Overall, the State of Wyoming is in a time of extreme fiscal stress. With no end of the national and planetary aversion to coal consumption, the financial outlook remains bleak, even though Wyoming has, until recently, had the highest rated rainy day fund of any state in the country.

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Approved by OMB
3060-1122
Expires: March 31, 2018
Estimated time per response: 10-55 hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122 , the FCC's Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission's obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
State of North Carolina

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Richard Taylor	Executive Director	North Carolina 911 Board

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B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2015:

PSAP Type[1]	Total
Primary	119
Secondary	6
Total	125

2. Please provide the total number of active telecommunicators[2] in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2015:

Number of Active Telecommunicators	Total
Full-Time	Telecommunicators are not funded with 911 fees
Part-time	Telecommunicators are not funded with 911 fees

[1] A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. *See* National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf .

[2] A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See Master Glossary* at 137.

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3. For the annual period ending December 31, 2015, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount ($)	$ 109,413,320

3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2015 to December 31, 2015.

Type of Service	Total 911 Calls
Wireline	1,425,695
Wireless	5,730,754
VoIP	558,161
Other	
Total	7,714,610

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C. <u>Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms</u>

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

- Yes …….. ☒
- No ……..….. ☐

1a. If YES, provide a citation to the legal authority for such a mechanism.

N.C.G.S. § 143B-1403

1b. If YES, during the annual period January 1, 2015 to December 31, 2015, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

N.C.G.S. 143B-1404 was amended by SL 2015-261 requiring the 911 Board to allocate ten percent (10%) of the total service charges to the Next Generation 911 Reserve Fund. That reserve fund is administered as provided in N.C.G.S. 143B-1407(e). The allocation required by the new law became effective January 1, 2016.

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2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? *Check one.*

- The State collects the fees …….. ☒
- A Local Authority collects the fees …….. ☐
- A hybrid approach where two or more governing bodies (*e.g.*, state and local authority) collect the fees …….. ☐

3. Describe how the funds collected are made available to localities.

N.C.G.S. § 143B-1406; Funds are distributed to PSAPs monthly based on a formula of a 5 year rolling average of eligible 911 expenses reported by the individual PSAPs.

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D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent

1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.		
Jurisdiction	**Authority to Approve Expenditure of Funds *(Check one)***	
	Yes	**No**
State	☒	☐
Local (*e.g.*, county, city, municipality)	☐	☒
1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)		
Limited to 911 fees distributed to the PSAPs from the NC 911 Board		

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.

- Yes …….. ☒
- No ……..….. ☐

2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.

N.C.G.S. § 143B-1404(b)

2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.

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E. <u>Description of Uses of Collected 911/E911 Fees</u>

1. **Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

The NC 911 Board provides funding of the collected 911 fee totally for the support of E911 within the State of North Carolina. Funds collected were allocated during calendar year 2015 to 119 primary PSAPs, 6 secondary PSAPs for their costs of providing E911 services in their jurisdictions, six CMRS providers for cost recovery of providing E911, 13 PSAPs in grants for the enhancement of their 911 systems and to the administrative fund of the NC 911 Board to pay for the costs of administering the 911 fund.

In each allocation of collected 911 funds, the North Carolina general statutes clearly define that the expenditures must be in support of providing E911 services. Those expenditures are reviewed and approved by the 911 Board staff and the North Carolina State Auditor.

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2. Please identify the allowed uses of the collected funds. *Check all that apply*.			
Type of Cost		**Yes**	**No**
Operating Costs	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	☒	☐
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	☒	☐
	Lease, purchase, maintenance of building/facility	☐	☒
Personnel Costs	Telecommunicators' Salaries	☐	☒
	Training of Telecommunicators	☒	☐
Administrative Costs	Program Administration	☒	☐
	Travel Expenses	☒	☐
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	☐	☒
	Lease, purchase, maintenance of Radio Dispatch Networks	☐	☒
Grant Programs		☒ **If YES, see 2a.**	☐

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2a. During the annual period ending December 31, 2015, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.
Burke County PSAP Consolidation with Sheriff's Dept., Morganton Police, Valdese Fire **Stanley County** Install a 911 Network with Brunswick and Haywood County **Rockingham County** PSAP Consolidation Rockingham Sheriff, Eden Police, Reidsville Police, Madison PD, Mayodan Police, Stoneville Police, Rockingham Fire, Rockingham EMS, Rockingham Co Rescue Squad **Brunswick County** PSAP Consolidation Brunswick and Oak Island **Lenoir County** PSAP Consolidation Lenoir Co and Jones Co for all law enforcement, EMS and fire depts within each county **Gates County** PSAP Equipment Upgrade **Henderson County** PSAP Relocation **Hertford County** PSAP Consolidation Hertford Co, Murfreesboro PD & Ahoskie PD **Orange County** PSAP Equipment Upgrade **Swain County** 911 Equipment Enhancement/Replacement Program **Caldwell County** PSAP Upgrade and create a backup PSAP **Dare County** PSAP Consolidation with Tyrell County **Haywood County** PSAP Consolidation with Sheriff's Dept. and upgrade PSAP Equipment **Swain-Jackson County** Create Regional PSAP Connectivity **E-CATS** Emergency Call Tracking System (call answering statistics) **Ortho Project Image 14** Image 14 Northern Piedmont 26 Counties (Orthoimagery Mapping) **Ortho Project Image 15** Image 15 Southern Piedmont 24 Counties (Orthoimagery Mapping)

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F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	**Fee/Charge Imposed**	**Jurisdiction Receiving Remittance** (***e.g.***, **state, county, local authority, or a combination)**
Wireline	60 ₵	State of North Carolina
Wireless	60 ₵	State of North Carolina
Prepaid Wireless	60 ₵	State of North Carolina
Voice Over Internet Protocol (VoIP)	60 ₵	State of North Carolina
Other		

2. For the annual period ending December 31, 2015, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	**Total Amount Collected ($)**
Wireline	$ 14,640,345.46
Wireless	$45,536,147.06
Prepaid Wireless	$ 9,925,767.02
Voice Over Internet Protocol (VoIP)	$ 11,033,117.77
Other	
Total	$ 81,135,377.32

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2a. If an amount cannot be provided, please explain why.

3. Please identify any other sources of 911/E911 funding.

N/A

Question	Yes	No
4. For the annual period ending December 31, 2015, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? *Check one.*	☒	☐
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		
E911 funds were combined with general fund allocations from each of the 119 Primary PSAPs and 6 Secondary PSAPs to pay for expenses not allowed by NC General Statutes to provide for E911 services. Examples of expenses not allowed from collected 911 fees are telecommunicator salaries, facility maintenance, and radio network infrastructure.		

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5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	**Percent**
State 911 Fees	49%
Local 911 Fees	0
General Fund – State	0
General Fund – County	48%
Federal Grants	0
State Grants	3%

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G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

Question	Yes	No
1. In the annual period ending December 31, 2015, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? *Check one.*	☒	☐

1a. If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.

Amount of Funds ($)	Identify the non-related purpose(s) for which the 911/E911 funds were used. (*Add lines as necessary*)

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H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? *Check one.*	☒	☐
1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2015. *(Enter "None" if no actions were taken.)*		
N.C.G.S. § 143B-1402(b)(5) The NC 911 Board staff conducts an annual "Revenue/Expenditure Review" of each PSAP receiving 911 funds. Any expenditures identified as not an eligible 911 expense, the PSAP is required to reimburse the 911 Fund the amount determined ineligible.		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? *Check one.*	☐	☒
2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2015. *(Enter "None" if no actions were taken.)*		

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I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? *Check one.*	☒	☐
1a. If YES, in the space below, please cite any specific legal authority:		
N.C.G.S. § 143B-1406(a)(3)(e1), § 143B-1407(e)		

Question	Yes	No
2. In the annual period ending December 31, 2015, has your state or jurisdiction expended funds on Next Generation 911 programs? *Check one.*	☒	☐
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount ($)	$1,524,654	

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3. For the annual period ending December 31, 2015, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.

Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	☐	☒		☐	☐
b. Local (*e.g.*, county) ESInet	☒	☐	13	☒	☐
c. Regional ESInets	☒	☐	3	☐	☐
Name of Regional ESInet: **Brunswick/Stanly/Haywood**				☐	☐

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2015.

On December 2, 2014 the NC 911 Board issued an RFP for technical consultant support to create a plan that will meet current 911 needs, provide an ESInet IP backbone for NG911 applications, increase PSAP interoperability, and allow for an error free transition from the current legacy E911 environment to a Next Generation 911 environment for all primary PSAPs, secondary PSAPs, and backup PSAPs. The contract was awarded to Federal Engineering and work began on creating a Concept of Operations, Network Design and Network Cost Analysis. This plan will include issuance of five and possibly six RFPs for NG 911 functional capabilities. These Next Generation 911 functional capabilities are for an ESINet, Hosted CPE, a Network Operations Center (NOC) and Help Desk, CAD interoperability for all PSAPs, GIS operation supporting call routing, and radio interoperability for all

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PSAPs. The 911 Board recognizes a likely interplay between its efforts and federal FirstNet development however the planned RFPs are not intended to replace or supplant the State's FirstNet effort. The NG911 system functions are to be open standards based and consistent with the National Emergency Number Association's (NENA) i3 next generation standards, requirements, and best practices. It is anticipated that the first PSAP deployments on the ESINet will occur during the fourth quarter of calendar year 2017.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2015, how many PSAPs within your state implemented text-to-911 and are accepting texts?	68
Question	**Estimated Number of PSAPs that will Become Text Capable**
6. In the next annual period ending December 31, 2016, how many PSAPs do you anticipate will become text capable?	51

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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended ($)
1. During the annual period ending December 31, 2015, did your state expend funds on cybersecurity programs for PSAPs?	Yes ☐	No ☒	

Question	Total PSAPs
2. During the annual period ending December 31, 2015, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	unknown

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	☐	☐	☒

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K. <u>Measuring Effective Utilization of 911/E911 Fees</u>

1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.

The North Carolina 911 Board completed the rule making process to established administrative rules for the Primary PSAPs that receive 911 funding. The effective date of those rules is be July 1, 2016. In anticipation of assessing individual PSAPs after the rules become effective, the Standards Committee of the NC 911 Board has developed an assessment tool to assist PSAP managers. Assessment teams are expected to begin PSAP compliance visits in 2017.

The NC 911 Board utilizes the Electronic Call Analysis Tracking System (ECaTS) to measure individual call answer times by PSAP. In January 2014, 33% of the PSAPs (42) did not meet the 10 second answer time of 90% of all 911 calls. In December 2014, that number had decreased to 23%. In December 2015, that number has decreased to 8.2%. This indicates that better training, better equipment and more attention to performance was given as a direct result of 911 funding.

2015 PSAP Answer Time	Answer Times In Seconds							
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 – 120	120+	Totals
Total	7,081,708	390,236	91,459	105,249	26,121	16,687	2,931	7,714,391
Overall Percentage	91.80%	5.06%	1.19%	1.36%	0.34%	0.22%	0.04%	100%
% answered ≤ 15 seconds	96.86%							
% answered ≤ 40 seconds	99.41%							

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Federal Communications Commission
Public Safety and Homeland Security Bureau

FCC Update

NASNA Meeting

Indianapolis, Indiana

June 11-12, 2016

Overview

- Location Accuracy
- Text-to-911
- Real-Time Text
- TFOPA
- 911 Fee Report
- NSI Phones
- 911 Reliability and Governance
- Wireless Resiliency
- Emergency Alerting
- 911 Apps
- Cybersecurity

E911 Location Accuracy

Fourth Report and Order (Jan. 2015)

- Establishes new location accuracy benchmarks for indoor as well as outdoor wireless 911 calls
- Encourages development of new location technologies that will provide dispatchable location as an alternative to coordinate-based location
- Adds vertical location requirements
- Independent test bed will be established to test technology performance
- Compliance with accuracy standards will be measured based on live 911 call data

Status

- September 1, 2015: nationwide CMRS carriers released RFP for an administrator for the 911 location accuracy test bed
- October 30, 2015: the nationwide carriers released RFP for the creation of the National Emergency Address Database
- March 31, 2016: Text Bed administrator announced - LCC Design Services, Inc.
- 2nd Quarter 2016: NEAD vendor selection
- 3rd Quarter 2016: Launch Test Bed

Major Location Accuracy Dates

2016	2017		2018		2020	2021	2023
August	**February**	**April**	**April**	**August**	**April**	**April**	**April**
Launch of technology test bed: Atlanta and San Francisco	▪ CMRS providers begin providing live 911 call data in 6 Test Cities (and elsewhere at PSAP request) ▪ Implementation plans and progress reports submitted by nationwide carriers ▪ Privacy and security plan for NEAD	**First horizontal accuracy benchmark**: 50m accuracy or dispatchable location for 40% of calls	**Second horizontal accuracy benchmark**: 50m accuracy or dispatchable location for 50% of calls	▪ Carriers must provide uncompensated barometric data from capable devices ▪ Nationwide carriers must submit proposed z-axis metric to FCC	**Third horizontal accuracy benchmark**: 50m accuracy or dispatchable location for 70% of calls	**Fourth horizontal accuracy benchmark**: 50m accuracy or dispatchable location for 80% of calls ▪ Nationwide carriers must meet FCC-adopted z-axis accuracy standard in 25 top markets	Nationwide carriers must meet FCC-adopted z-axis accuracy standard in top 50 markets

T911 Deployment – Total PSAPs

State	PR	ME	HI	VT	IN	NC	NH	MI	MT	CO	TX	VA	ID	ND	MO	IL
Total PSAPs	1	27	10	7	164	135	6	60	59	199	598	126	49	25	175	340
Total Text Capable PSAPs	1	25	9	6	89	64	2	17	15	46	121	25	8	4	27	52
%	*100%*	*93%*	*90%*	*86%*	*54%*	*47%*	*33%*	*28%*	*25%*	*23%*	*20%*	*20%*	*16%*	*16%*	*15%*	*15%*

OR	PA	SC	NJ	CA	WA	IA	KS	UT	AR	NY	FL	MD	WI	GA	AL	WV	KY	OH	OK
49	86	81	187	434	72	115	147	61	105	194	222	31	144	186	152	53	168	343	181
7	10	9	19	37	6	9	11	3	5	8	8	1	4	5	3	1	3	3	1
14%	*12%*	*11%*	*10%*	*9%*	*8%*	*8%*	*7%*	*5%*	*5%*	*4%*	*4%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*1%*

T911 Deployment – Total Counties

State	ME	NH	PR	VT	IN	ND	NJ	HI	NC	MT	MI	CO	OR	VA	ID	PA
Total Counties and Independent Cities	16	10	78	14	92	53	21	5	100	56	83	64	36	133	44	67
Total Counties Where Text to 911 is Available	16	10	78	14	89	51	18	4	58	14	18	11	6	22	7	10
%	**100%**	**100%**	**100%**	**100%**	**97%**	**96%**	**86%**	**80%**	**58%**	**25%**	**22%**	**17%**	**17%**	**17%**	**16%**	**15%**

TX	NY	WA	UT	MO	CA	IA	IL	FL	SC	WI	MD	KS	OH	GA	AR	WV	KY	AL	OK
254	62	39	29	114	58	99	102	67	46	72	23	105	88	159	75	55	120	67	77
33	8	5	3	10	5	8	8	5	3	4	1	4	3	5	2	1	2	1	1
13%	**13%**	**13%**	**10%**	**9%**	**9%**	**8%**	**8%**	**7%**	**7%**	**6%**	**4%**	**4%**	**3%**	**3%**	**3%**	**2%**	**2%**	**1%**	**1%**

Text to 911 Deployment

Nationwide Rollout		
Total Primary PSAPs (FCC Registry)	6,576	10%
Total Text Capable PSAPs (FCC Registry)	664	
Total US Counties	3,144	17%
Total Text Capable Counties	538	

States Not Listed on FCC T911 Registry	
Alaska	Nebraska
Arizona	Nevada
Connecticut	New Mexico
Delaware	Rhode Island
Louisiana	South Dakota
Massachusetts	Tennessee
Minnesota	Wyoming
Mississippi	

Real-Time Text

April 2016 – Notice of Proposed Rulemaking

- Starting December 2017, recognizes RTT as a replacement technology for TTY on wireless phone networks, for larger carriers
- Proposes that wireless phones and other communications devices be able to support real-time text services
- Propose carriers notify consumers, in coordination with PSAPs and national consumer organizations
- Support for 911 Communications – seeks comment on:
  - Proposal that systems that use real-time text support full 911 emergency communications.
  - Specific measures or rule amendments necessary to ensure that RTT supports legacy 911, text-to-911, and NG911 services
  - Technical and operational impact on PSAPs receiving RTT-based 911 calls
  - Additional ways to ensure continued access to emergency communications in the event of a power failure
  - With respect to PSAPs employing TTYs, the impact transliteration might have on PSAPs' ability to handle the RTT 911 call
- Comments/Reply Comments Deadline: July 11/July 25, 2016

Task Force on Optimal PSAP Architecture (TFOPA)

- On January 29, 2016, the Task Force unanimously adopted a consolidated report and final set of recommendations based on the reports and recommendations of the three working groups
- May 6, 2016 – FCC assigned five projects
  - Due in September
    - NG911 Ready Scorecard
    - 911 Funding Sustainment Model
  - Due in November
    - In-depth review of the Emergency Communications Cybersecurity (EC3) concept
    - Study on workforce and education challenges associated with the ‘to be” NG911 architecture
    - Practical guide to Emergency Services IP Network (ESInet) deployment

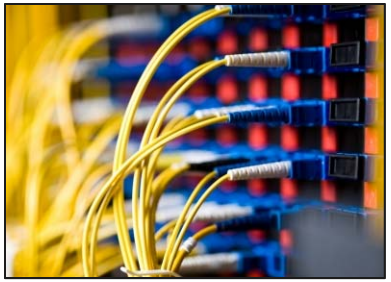
FCC 7th Annual 911 Fee Report

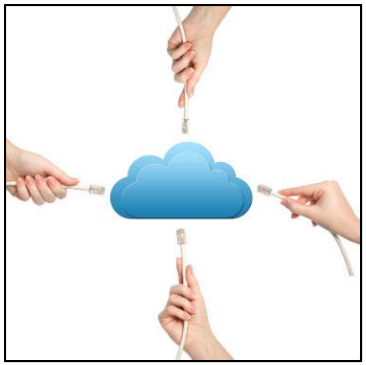
Report	Key Metrics	
Total States Filing	Forty-eight states, the District of Columbia, American Samoa, the Navajo Nation, and three Bureau of Indian Affairs (BIA) offices ▪ Louisiana and Missouri did not file	
Total Fees Collected (calendar year 2014)	**$2,527,625,360.85**	
High	$213,983,628 - Illinois	
Low	$8,159,730.03 - Delaware	
Total Fees Diverted	**$223,420,909** (approximately 8.8 percent of total 911/E911 fees collected)	
Diverting States	*Diverting to support other public safety emergency response-related programs uses* California, New Hampshire, New Jersey, Virginia, and West Virginia	*Diverted a portion of their 911/E911 funds for either non-public safety uses* Illinois, New York, and Rhode Island
Next Generation 911 Expenditures	Twenty-eight states and the District of Columbia reported spending 911/E911 funds on Next Generation 911 (NG911) programs	
Total NG911 Expenditures	**$227,574,995.97** (approximately nine percent of total 911/E911 fees collected)	
ESInet Deployments	▪ 11 states reported having deployed state-wide ESInets – 498 total PSAPs ▪ 11 states reported having regional ESInets within the state – 170 total PSAPs ▪ 7 states reported local-level ESInets – 85 total PSAPs	
Cybersecurity Preparedness	▪ 38 states indicated that they spent no 911 funds in 2014 on 911–related cybersecurity programs for PSAPs in 2014 ▪ 5 states and the Navajo Nation stated that they had made cybersecurity-related expenditures ▪ Total - **$25,306,952.16**	

Non-Service Initialized Phones

- April 2015 Notice of Proposed Rule Making: proposed to sunset the NSI call-forwarding rule after a six-month transition period to allow for consumer outreach and education
- Comment record confirms that fraudulent NSI calls impose significant burdens on PSAPs, but some NSI calls may be legitimate
  - Some calls from service-initialized phones may temporarily appear to come from NSI phones (*e.g.*, due to off-network roaming or exhaustion of a caller's pre-paid usage allowance)
  - Advocates contend that NSI phones provide an important lifeline for domestic violence victims
- PSHSB is seeking further input from wireless carriers
  - As an alternative to forwarding NSI calls to PSAPs, could carriers develop a gateway or call center to initially screen NSI calls
  - What impact will impending carrier retirement of 2G networks have on existing population of NSI phones, many of which are older models

911 Reliability and Governance





- 911 Reliability Rules (post-Derecho): first compliance certifications filed October 15
- 911 Governance & Accountability Policy Statement and NPRM (Nov. 2014)
  - Proposals seek to reduce risk of “sunny day outages” similar to the April 2014 multi-state outage
  - Proposals also seek to ensure effective communication and situational awareness when 911 outages occur

Continuity of 911 Communications

Report and Order, PS Docket 14-174 (rel. Aug. 7, 2015)

- Providers of facilities-based, fixed, voice residential services that are not line-powered must offer all new subscribers the option to purchase a residential backup power solution that supplies standby power for voice service during a commercial power outage
  - Solution must provide at least 8 hours backup power
  - Must offer a 24-hour backup power option within three years
- Customer disclosure requirements to inform new subscribers at the point of sale, and all subscribers annually, of the availability of:
  - Backup power purchase options;
  - Use conditions and effect on power source effectiveness;
  - Power duration and service limitations; and
  - Testing, monitoring, and replacement details.

Part 4: Report & Order

Report and Order/Order on Reconsideration: Adopted March 27	
Area	**New Rules**
Major Transport Facilities	Changes reporting metrics and thresholds from copper-based (DS3) to fiber-based (OC3), and adjusts the reporting threshold to 667 OC3 user-minutes (from a 900,000 voice grade line user minutes threshold)
	Ensures that providers address resiliency-relevant redundant path outages (“simplex events”) in a timely fashion by shortening the reporting interval
Wireless Outage Reporting	Updates method for calculating “users potentially affected by a wireless outage”
	Clarifies that providers may estimate the number of wireless users potentially affected by an outage to a PSAP based on a “reasonable proportion” allocation technique
Call Failures from Significant Degradation of Communications to PSAPs	Affirms the “significant degradation” standard for PSAP outages and adopts a reporting metric based on PSAP trunk facility disability
Special Offices and Facilities (SOAF) Outages	Streamlines SOAF outage reporting requirements by refining the scope of affected facilities (including airports), and exempting satellite and terrestrial wireless service providers from SOAF reporting
Link	https://apps.fcc.gov/edocs_public/attachmatch/FCC-15-39A1.pdf

Part 4: Notice of Proposed Rulemaking

Area	Proposals
Broadband Outage Reporting	Proposes to require outage reporting for providers of BIAS and dedicated services in addition to entities already covered by part 4, seeking to capture service providers that support public safety, national security, enterprise, and government entities
	Proposes that covered broadband providers must include detailed information, when known, in their NORS filings related to unintended changes to or failures of software or firmware, unintended modifications to databases, or when a “critical network element” is implicated in an outage
Interconnected VoIP Outages	Proposes to apply the same reporting process for other covered part 4 entities to interconnected VoIP providers (i.e., shorten timeframe for notification to 2 hours and require interim report after 72 hours)
	Proposes that interconnected VoIP providers must include detailed information, when known, in their NORS filings related to unintended changes to or failures of software or firmware, unintended modifications to databases, or when a “critical network element” is implicated in an outage
Other Issues Related to Legacy Technology and Part 4 Rules	Proposes to require wireless providers to report call failures in the radio access network and the local access network, in order to gain greater visibility into congested cell sites
	Seeks comment on geography-based wireless outage reporting to better understand outages affecting rural areas when 1/3 (or alternatively, ½) of macro cell towers in a county are disabled or substantially impaired

Certifications

Part 12

- Rules required covered 911 service providers to demonstrate "substantial progress" toward meeting the requirements
- Initial reports due October 2015

911 Certification has worked

- Companies are taking reasonable measures to ensure that 911 service is reliable
- 911 circuits are certified according to our certification elements
- Central offices serving PSAPs have certified back-up power
- Monitoring of 911 networks is diverse

Companies have complied

- The Commission received certifications from 220 companies
- Major carriers certified more than 50% of their PSAPs, Central Offices, and 911 Service Areas

Wireless Resiliency

2013 Notice of Proposed Rulemaking

- Enable greater resiliency and consumer transparency with respect to the performance of wireless communications networks during disasters
  - Sought comment on mandatory disclosures or the use of voluntary industry measures
- Bureau engagement with a variety of stakeholders
  - Understand the data that different segments value in evaluating the overall resiliency of wireless networks and outage impacts
  - Understand other factors in developing more resilient wireless networks

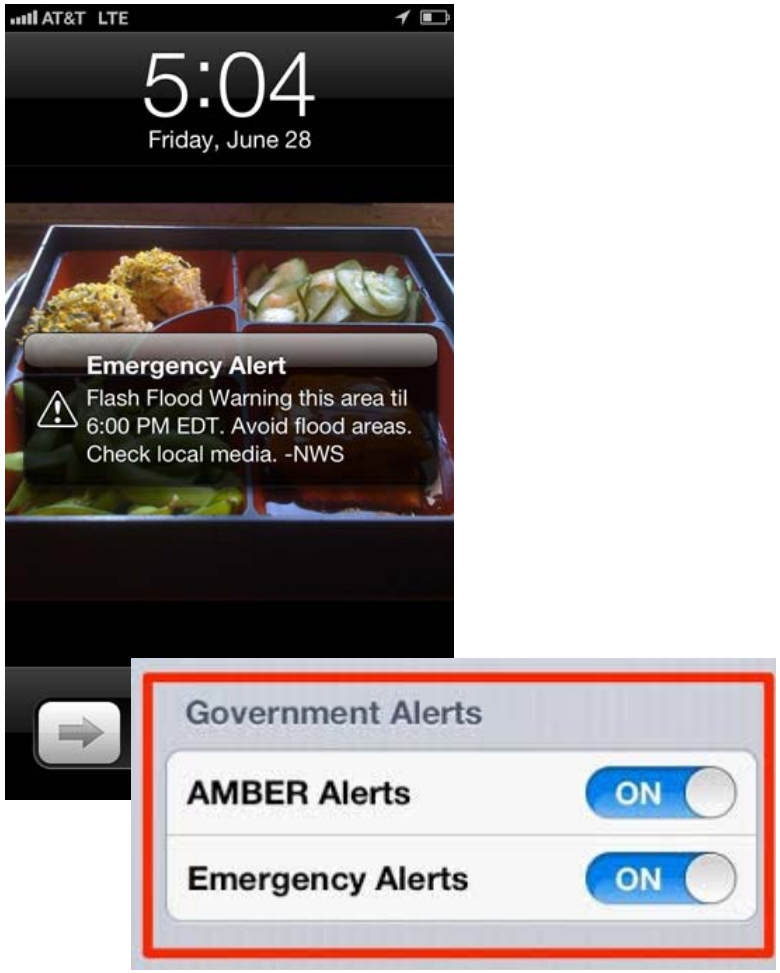
April 27, 2016

- "Wireless Resiliency Cooperative Framework" – CTIA, AT&T, Sprint, T-Mobile, US Cellular, and Verizon
  - "a voluntary initiative that will enhance coordination and communication to advance wireless service continuity and information sharing during and after emergencies and disasters
- Five Prong Coordination Model
  1) providing for reasonable roaming under disaster arrangements when technically feasible
  2) fostering mutual aid during emergencies
  3) enhancing municipal preparedness and restoration
  4) increasing consumer readiness and preparation; and
  5) improving public awareness and stakeholder communications on service and restoration status

- Placed on Public Notice April 28 – comments were due May 31
- Non-Disclosure Agreements – State EOC/PSAP contact database

Emergency Alerting and 911

- There is a logical nexus between 911 and emergency alerting
- We want to encourage the full exploitation of emergency alerting protocols and systems that are already in place, or soon will be:
  - Wireless Emergency Alerts (WEA)
  - Emergency Alert System (EAS)
  - Integrated Public Alert and Warning System (IPAWS)
- PSAPs are uniquely positioned to make the best use of emergency alerts, and we encourage them to do so where possible and appropriate.



Emergency Alerts and Warnings

Alerting Paradigm NPRM – January 2016

- Leverage advancements in technology to improve the Emergency Alert System (EAS) by proposing improvements to State EAS Plans;
- facilitating community tests and exercises of EAS
- seeking comment on expectations for receiving alerts across different technology platforms
- propose improvements to EAS security

WEA NPRM – November 2015

- Improve WEA by proposing improvements based on experience and feedback during the first 3 years of the WEA's deployment.
- Designed to improve the clarity of WEA messages;
- Ensure that WEAs reach only those individuals to whom they are relevant
- Establish a WEA testing program that will improve the effectiveness of the system.

Nationwide EAS Test - scheduled for September 28, 2016

- EAS Test Reporting System (ETRS) will officially launch later this year, in coordination FEMA nationwide test of the EAS

Earthquake Alerting – Report Due September 2016

- Pursuant to a congressional directive, we are building a record on models for delivering earthquake early warnings to the public in fewer than 3 seconds.

911 Apps

- The Commission is considering potential next steps to ensure that 911 apps meet acceptable reliability thresholds and do not impose new costs on PSAPs

Types	Core Function	Examples
Apps designed to provide 911 call	Support direct dialing of 911, bypassing underlying carrier network	RAPIDSOS, LaaSer, sirengps
Apps designed to work around a 911 call	Bypasses 911 call to reach specific PSAPs using ten digit admin lines	PATRONUS
Panic Button Apps	Provide tracking and panic button support; 911 dump out	WatchMe 911
Campus safety apps	Provide access to campus security and escort services	LiveSafe, CAMPUS SAFE
Apps integrated into PSAP	Software installed on PSAP CPE can accept pre-registered 911 caller information	Smart911

Policy Goals for 911 Apps

Concerns with 911 Apps → Policy Goals

Issue	Concerns
Call may fail to route to proper PSAP	▪ Geographic limitations ▪ Reliance on Wi-Fi or wireless broadband Internet connection ▪ Improper routing – last known GPS
Call may fail to deliver appropriate information to PSAP	▪ Difficulty displaying information in existing CAD system ▪ Potential failure to provide call back number
App functionality may delay initiation of 911 call	▪ Confusing user interfaces ▪ Data processing time
Call may hinder PSAP operations	▪ Accidental activation ▪ Location spoofing ▪ PSAP may need Internet access to retrieve critical information ▪ Call takers may require training
Pay to play	▪ App may require consumer pay for enhanced features (RapidSOS) ▪ App may require PSAP install fee-based functions (Smart911)

Parity in Regulatory Treatment	•Prevent regulatory arbitrage by OTT service providers
Functionality	•Must provide universal availability and functionality of conventional 911
Reliability	•Must be as reliable, resilient, and secure as conventional 911 call
Standardization	•Must work based on industry technical standards
PSAP Operations	•App should place no or minimal burdens/costs on PSAPs

Cybersecurity

- Cybersecurity in the 911 ecosystem is becoming increasingly critical in light of technology transition
- TFOPA Working Group 1 ongoing work to develop cyber recommendations focused on PSAPs
- Engagement with private sector and other cyber-capable government entities is critical in this team effort

FCC Resources

Indoor Location Accuracy Benchmarks	**https://www.fcc.gov/public-safety-and-homeland-security/policy-and-licensing-division/911-services/general/location-accuracy-indoor-benchmarks**
FCC Text to 911 PSAP Registry	https://www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification
FCC Master PSAP Registry:	https://www.fcc.gov/general/9-1-1-master-psap-registry
Public Safety Support Center:	https://www.fcc.gov/public-safety-support-center
911 Apps Workshop:	https://www.fcc.gov/events/911-apps-workshop
911 Fee Reports	https://www.fcc.gov/encyclopedia/911FeeReports
Task Force on Optimal PSAP Architecture	https://www.fcc.gov/encyclopedia/task-force-optimal-public-safety-answering-point-architecture-tfopa
CSRIC	https://www.fcc.gov/encyclopedia/communications-security-reliability-and-interoperability-council

STATE ETHICS COMMISSION

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GEORGE L. WAINWRIGHT, JR.
CHAIRMAN

PERRY Y. NEWSON
EXECUTIVE DIRECTOR

The Honorable Tim Moore
Speaker of the House of Representatives
16 W. Jones Street, Room 2304
Raleigh, NC 27601-1096

Via E-mail

June 15, 2016

Re: <u>Evaluation of Statement of Economic Interest Filed by Mr. Eric S. Cramer</u>
Member-local carrier w/ less than 50,000 access lines—911 Board

Dear Speaker Moore:

Our office is in receipt of Mr. Eric S. Cramer's **2016 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

The 911 Board was established to develop and update the 911 State Plan, which includes enhanced 911 services for the use of customers of all voice communications providers. Also, the Board creates and provides educational materials regarding the proper use of 911. The Board has the authority to levy a monthly service charge on each active voice communications service connection, and fund advisory services and training for public safety answering points (PSAP). In addition, the Board administers and distributes revenue and grants from the 911 Fund and the PSAP Grant Account.

The State Government Ethics Act establishes ethical standards for certain public servants, including conflict of interest standards. N.C.G.S. §138A-31 prohibits public servants from using their positions for their financial benefit or for the benefit of a member of their extended family or a business with which they are associated. N.C.G.S. §138A-36(a) prohibits public servants from participating in certain official actions from which the public servant, his or her client(s), a member of the public servant's extended family, or a business or non-profit with which the public servant or a member of the public servant's immediate family is associated may receive a reasonably foreseeable financial benefit.

Mr. Cramer fills the role of a local exchange carrier with less than 50,000 access lines on the Board. He is the CEO of Wilkes Telephone Membership Corporation; a voice communications provider required to meet certain standards for deployment of enhanced 911 services. In addition, he is on the board of directors of multiple telephone or communications organizations. As such, he has the potential for a conflict of interest and should exercise appropriate caution in the performance of his public duties should Wilkes Telephone Membership Corporation or any communication entity on which he serves come before the Board for official action.

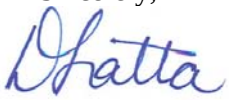
In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Pursuant to N.C.G.S. 138A-15(c), when an actual or potential conflict of interest is cited by the Commission under N.C.G.S. 138A-24(e) with regard to a public servant sitting on a board, the conflict shall be recorded in the minutes of the applicable board and duly brought to the attention of the membership by the board's chair as often as necessary to remind all members of the conflict and to help ensure compliance with the State Government Ethics Act.

Finally, the State Government Ethics Act mandates that all public servants attend an ethics and lobbying education presentation. Please review the attached document for additional information concerning this requirement.

Please contact our office if you have any questions concerning our evaluation or the ethical standards governing public servants under the State Government Ethics Act.

Sincerely,



Diana Latta
SEI Unit

cc: Mr. Eric S. Cramer
Mr. Richard Taylor, Ethics Liaison
Board Chairman

Attachment: Ethics Education Flyer

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GEORGE L. WAINWRIGHT, JR.
CHAIRMAN

PERRY Y. NEWSON
EXECUTIVE DIRECTOR

Mr. Paul Christopher Estes
100 N. Tryon Street Ste, B220-189
Charlotte, NC 28202

Via E-mail

June 15, 2016

Re: **Evaluation of Statement of Economic Interest Filed By Mr. Paul Christopher Estes**
Designee for CIO—911 Board

Dear Mr. Estes:

Our office is in receipt of **your 2016 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

We did not find an actual conflict of interest or the potential for a conflict of interest.

The 911 Board was established to develop and update the 911 State Plan, which includes enhanced 911 services for the use of customers of all voice communications providers. Also, the Board creates and provides educational materials regarding the proper use of 911. The Board has the authority to levy a monthly service charge on each active voice communications service connection, and fund advisory services and training for public safety answering points (PSAP). In addition, the Board administers and distributes revenue and grants from the 911 Fund and the PSAP Grant Account.

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You fill the position on the board as the designee of the Chief Information Officer.

In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Pursuant to N.C.G.S. 138A-15(c), when an actual or potential conflict of interest is cited by the Commission under N.C.G.S. 138A-24(e) with regard to a public servant sitting on a board, the conflict shall be recorded in the minutes of the applicable board and duly brought to the attention of the membership by the board's chair as often as necessary to remind all members of the conflict and to help ensure compliance with the State Government Ethics Act.

Finally, the State Government Ethics Act mandates that all public servants attend an ethics and lobbying education presentation. Please review the attached document for additional information concerning this requirement.

Please contact our office if you have any questions concerning our evaluation or the ethical standards governing public servants under the State Government Ethics Act.

Sincerely,

Diana Latta
SEI Unit

cc: Mr. Paul Christopher Estes
Mr. Richard Taylor, Ethics Liaison
Mr. Keith Werner, CIO

Attachment: Ethics Education Flyer

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CHAIRMAN

PERRY Y. NEWSON
EXECUTIVE DIRECTOR

The Honorable Patrick L. McCrory
Governor of the State of North Carolina
20301 Mail Service Center
Raleigh, NC 27699-0301

Via Email

June 15, 2016

Re: <u>Evaluation of Statement of Economic Interest Filed by Mr. Andrew Grant</u>
Member- Rep of municipality where PSAP is located—911 Board

Dear Governor McCrory:

Our office is in receipt of Mr. Andrew Grant's **2016 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

The 911 Board was established to develop and update the 911 State Plan, which includes enhanced 911 services for the use of customers of all voice communications providers. Also, the Board creates and provides educational materials regarding the proper use of 911. The Board has the authority to levy a monthly service charge on each active voice communications service connection, and fund advisory services and training for public safety answering points (PSAP). In addition, the Board administers and distributes revenue and grants from the 911 Fund and the PSAP Grant Account.

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Mr. Grant fills the role of a representative of a municipality where a primary PSAP is located, appointed upon the recommendation of the North Carolina League of Municipalities. He is the Assistant Town Manager of the Town of Cornelius, which could seek and receive funding from the Board. As such, he has the potential for a conflict of interest. In light of this interest, Mr. Grant should exercise appropriate caution in the performance of his public duties should the Town of Cornelius come before the Board for official action.

In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Pursuant to N.C.G.S. 138A-15(c), when an actual or potential conflict of interest is cited by the Commission under N.C.G.S. 138A-24(e) with regard to a public servant sitting on a board, the conflict shall be recorded in the minutes of the applicable board and duly brought to the attention of the membership by the board's chair as often as necessary to remind all members of the conflict and to help ensure compliance with the State Government Ethics Act.

Finally, the State Government Ethics Act mandates that all public servants attend an ethics and lobbying education presentation. Please review the attached document for additional information concerning this requirement.

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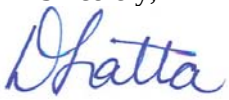

Diana Latta
SEI Unit

cc: Mr. Andrew Grant
Mr. Richard Taylor, Ethics Liaison
Board Chairman

Attachment: Ethics Education Flyer

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PERRY Y. NEWSON
EXECUTIVE DIRECTOR

The Honorable Tim Moore
Speaker of the House of Representatives
16 W. Jones Street, Room 2304
Raleigh, NC 27601-1096

Via E-mail

June 15, 2016

Re: **Evaluation of Statement of Economic Interest Filed By Mr. Len D. Hagaman Jr.**
Position

Dear Speaker Moore:

Our office is in receipt of Mr. Len D. Hagaman Jr.'s **2014- 2016 No Change forms and his 2013 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

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Sheriff Hagaman fills the role of a Sheriff on the Board. He is the Sheriff of Watauga County Sheriff's Department, which could seek and receive funding from the Board. Sheriff Hagaman should exercise appropriate caution in the performance of his public duties should the Watauga County Sheriff's Department, come before the Board for official action or otherwise seek to conduct business with the Board.

In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Pursuant to N.C.G.S. 138A-15(c), when an actual or potential conflict of interest is cited by the Commission under N.C.G.S. 138A-24(e) with regard to a public servant sitting on a board, the conflict shall be recorded in the minutes of the applicable board and duly brought to the attention of the membership by the board's chair as often as necessary to remind all members of the conflict and to help ensure compliance with the State Government Ethics Act.

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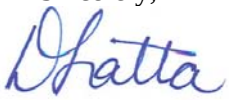

Diana Latta
SEI Unit

cc: Mr. Len D. Hagaman Jr.
Mr. Richard Taylor, Ethics Liaison
Board Chairman

Attachment: Ethics Education Flyer

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CHAIRMAN

PERRY Y. NEWSON
EXECUTIVE DIRECTOR

The Honorable Tim Moore
Speaker of the House of Representatives
16 W. Jones Street, Room 2304
Raleigh, NC 27601-1096

Via E-mail

June 15, 2016

Re: <u>Evaluation of Statement of Economic Interest Filed By Ms. Dinah Jeffries</u>
Rep of NC Chapter of APCO- 911 Board

Dear Speaker Moore:

Our office is in receipt of Ms. Dinah Jeffries's **2016 No Change form and 2015 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

The 911 Board was established to develop and update the 911 State Plan, which includes enhanced 911 services for the use of customers of all voice communications providers. Also, the Board creates and provides educational materials regarding the proper use of 911. The Board has the authority to levy a monthly service charge on each active voice communications service connection, and fund advisory services and training for public safety answering points (PSAP). In addition, the Board administers and distributes revenue and grants from the 911 Fund and the PSAP Grant Account.

The State Government Ethics Act establishes ethical standards for certain public servants, including conflict of interest standards. N.C.G.S. §138A-31 prohibits public servants from using their positions for their financial benefit or for the benefit of a member of their extended family or a business with which they are associated. N.C.G.S. §138A-36(a) prohibits public servants from participating in certain official actions from which the public servant, his or her client(s), a member of the public servant's extended family, or a business or non-profit with which the public servant or a member of the public servant's immediate family is associated may receive a reasonably foreseeable financial benefit.

Ms. Jeffries will fill the role of a representative of the NC Chapter of APCO on the Board. She is the Deputy Chief/911 Operations Manager for Orange County Emergency Services, which could seek and receive funding from the Board. Thus, she has the potential for a conflict of interest and should exercise appropriate caution in the performance of her public duties should Orange County Emergency Services come before the Board for official action.

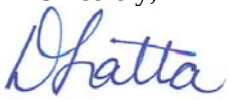
In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Pursuant to N.C.G.S. 138A-15(c), when an actual or potential conflict of interest is cited by the Commission under N.C.G.S. 138A-24(e) with regard to a public servant sitting on a board, the conflict shall be recorded in the minutes of the applicable board and duly brought to the attention of the membership by the board's chair as often as necessary to remind all members of the conflict and to help ensure compliance with the State Government Ethics Act.

Finally, the State Government Ethics Act mandates that all public servants attend an ethics and lobbying education presentation. Please review the attached document for additional information concerning this requirement.

Please contact our office if you have any questions concerning our evaluation or the ethical standards governing public servants under the State Government Ethics Act.

Sincerely,



Diana Latta
SEI Unit

cc: Ms. Dinah Jeffries
Mr. Richard Taylor, Ethics Liaison
Board Chairman

Attachment: Ethics Education Flyer

STATE ETHICS COMMISSION

1324 MAIL SERVICE CENTER
RALEIGH, NC 27699-1324
WWW.ETHICSCOMMISSION.NC.GOV

GEORGE L. WAINWRIGHT, JR.
CHAIRMAN

PERRY Y. NEWSON
EXECUTIVE DIRECTOR

The Honorable Phil Berger
President Pro Tempore of the Senate
16 W. Jones Street, Room 2007
Raleigh, NC 27601-2808

Via E-mail

June 15, 2016

Re: **Evaluation of Statement of Economic Interest Filed By Mr. Jeffrey Shipp**
Local Exchange Carrier with Less Than 20,000 Subs – 911 Board

Dear Senator Berger:

Our office is in receipt of Mr. Jeffrey Shipp's **2016 No Change form and 2015 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

The 911 Board was established to develop and update the 911 State Plan, which includes enhanced 911 services for the use of customers of all voice communications providers. Also, the Board creates and provides educational materials regarding the proper use of 911. The Board has the authority to levy a monthly service charge on each active voice communications service connection, and fund advisory services and training for public safety answering points (PSAP). In addition, the Board administers and distributes revenue and grants from the 911 Fund and the PSAP Grant Account.

The State Government Ethics Act establishes ethical standards for certain public servants, including conflict of interest standards. N.C.G.S. §138A-31 prohibits public servants from using their positions for their financial benefit or for the benefit of a member of their extended family or a business with which they are associated. N.C.G.S. §138A-36(a) prohibits public servants from participating in certain official actions from which the public servant, his or her client(s), a member of the public servant's extended family, or a business or non-profit with which the public servant or a member of the public servant's immediate family is associated may receive a reasonably foreseeable financial benefit.

Mr. Shipp fills the role of representing a local exchange carrier of less than 200,000 subscribers on the Board. Mr. Shipp is the Vice President of Competitive and Subsidiary Operations for Star Telephone Membership Corporation (STMC). Based on his employment position, Mr. Shipp has the potential for a conflict of interest. He should exercise appropriate caution in the performance of his public duties should issues involving STMC come before the Board for official action or should STMC otherwise seek to conduct business with the Board.

In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Pursuant to N.C.G.S. 138A-15(c), when an actual or potential conflict of interest is cited by the Commission under N.C.G.S. 138A-24(e) with regard to a public servant sitting on a board, the conflict shall be recorded in the minutes of the applicable board and duly brought to the attention of the membership by the board's chair as often as necessary to remind all members of the conflict and to help ensure compliance with the State Government Ethics Act.

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Sincerely,

Diana Latta
SEI Unit

cc: Mr. Jeffrey Shipp
Mr. Richard Taylor, Ethics Liaison
Board Chairman

Attachment: Ethics Education Flyer

STATE ETHICS COMMISSION

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GEORGE L. WAINWRIGHT, JR.
CHAIRMAN

PERRY Y. NEWSON
EXECUTIVE DIRECTOR

The Honorable Tim Moore
Speaker of the House of Representatives
16 W. Jones Street, Room 2304
Raleigh, NC 27601-1096

Via E-mail

June 15, 2016

Re: <u>Evaluation of Statement of Economic Interest Filed By Mr. Robert Smith</u>
CMRS Provider – 911Board

Dear Speaker Moore:

Our office is in receipt of Mr. Robert Smith's **2016 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.

The 911 Board was established to develop and update the 911 State Plan, which includes enhanced 911 services for the use of customers of all voice communications providers. Also, the Board creates and provides educational materials regarding the proper use of 911. The Board has the authority to levy a monthly service charge on each active voice communications service connection, and fund advisory services and training for public safety answering points (PSAP). In addition, the Board administers and distributes revenue and grants from the 911 Fund and the PSAP Grant Account.

The State Government Ethics Act establishes ethical standards for certain public servants, including conflict of interest standards. N.C.G.S. §138A-31 prohibits public servants from using their positions for their financial benefit or for the benefit of a member of their extended family or a business with which they are associated. N.C.G.S. §138A-36(a) prohibits public servants from participating in certain official actions from which the public servant, his or her client(s), a member of the public servant's extended family, or a business or non-profit with which the public servant or a member of the public servant's immediate family is associated may receive a reasonably foreseeable financial benefit.

Mr. Smith fills the role of a CMRS provider on the Board. He is the Regulatory Director of AT&T, which as a wireless carrier, is required to meet certain standards for deployment of enhanced 911 services. Further, he has disclosed the ownership of a threshold amount of stock in AT&T. Mr. Smith should exercise appropriate in the performance of his public duties should issues regarding AT&T North Carolina come before the Board for official action or otherwise seek to conduct business with the Board.

In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Pursuant to N.C.G.S. 138A-15(c), when an actual or potential conflict of interest is cited by the Commission under N.C.G.S. 138A-24(e) with regard to a public servant sitting on a board, the conflict shall be recorded in the minutes of the applicable board and duly brought to the attention of the membership by the board's chair as often as necessary to remind all members of the conflict and to help ensure compliance with the State Government Ethics Act.

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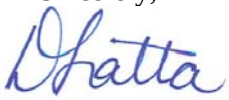


Diana Latta
SEI Unit

cc: Mr. Robert Smith
Mr. Richard Taylor, Ethics Liaison
Board Chairman

Attachment: Ethics Education Flyer

911 Board

Information Technology

Nothing Compares

NORTH CAROLINA

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.

Nothing Compares
NORTH CAROLINA

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 <u>in both transitional and fully deployed NG 911 solutions</u> (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

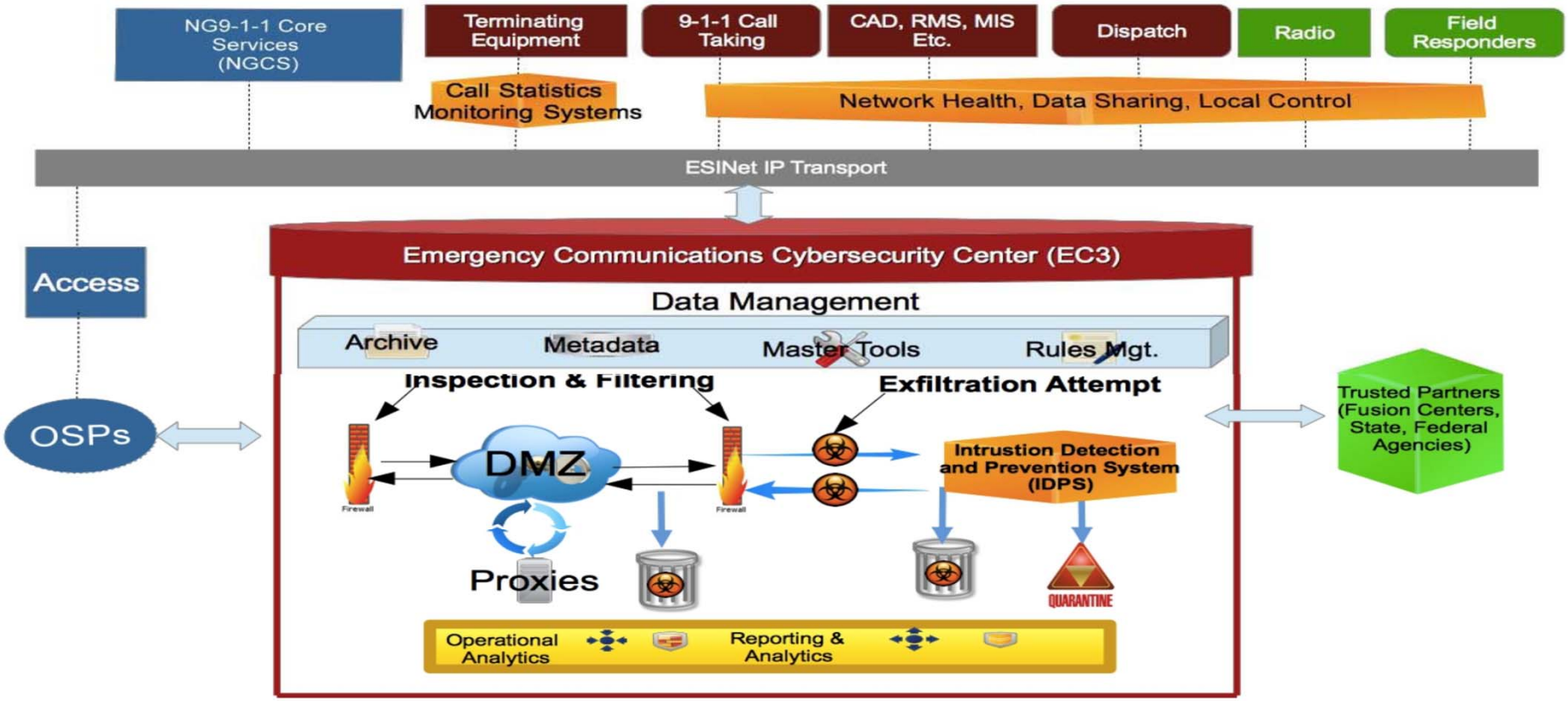
EC3 – Emergency Communications Cybersecurity Center (4.6, p. 57)

- 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


NG9-1-1 Core Services (NGCS)
Terminating Equipment
9-1-1 Call Taking
CAD, RMS, MIS Etc.
Dispatch
Radio
Field Responders
Call Statistics Monitoring Systems
Network Health, Data Sharing, Local Control
ESINet IP Transport
Access
Emergency Communications Cybersecurity Center (EC3)
Data Management
Archive
Metadata
Master Tools
Rules Mgt.
Inspection & Filtering
Exfiltration Attempt
OSPs
DMZ
Firewall
Firewall
Intrustion Detection and Prevention System (IDPS)
Proxies
QUARANTINE
Operational Analytics
Reporting & Analytics
Trusted Partners (Fusion Centers, State, Federal Agencies)

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.

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.

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.

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 statues, 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/Regultion

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 statues, 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.

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.

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.

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.

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

2016 Grant Priorities

N	O	P	Q	R	S	T	U	V	W
Line Item Breakdown	Line Item Narrative	How recurring costs will be paid	Evaluation Plan		Regional Initiative	End of Life Replacement	Individual PSAP MAXIMUM POSSIBLE RATING	Describe how consolidation would take place	Indicate how the consolidated PSAP should be organized and staffed
3	3	5	4	0	8	24	650	3	2

****

Recommended 2017 Grant Priorities

Backup PSAP (equipment, remodeling) 70%

Backup PSAP (new building, regional initiative) 20%

Backup PSAP (new building, equipment) 10%

End of Life 0%

Tab11ai Pender County Funding Reconsideration

From: Kathy Brafford
To: Tapler, Marsha
Cc: Carson Smith Ext; Missy Ezzell
Subject: RE: Additional PSAP Funding for FY 2016
Date: Saturday, June 11, 2016 9:09:06 AM
Attachments: FY 2016 Year-End Projections.pdf

Marsha,

I apologize for not having sent this information before now. The County has a new auditing firm for its annual financial audit this year – and they were here this week for their initial on-site visit. We also have our final Board of Commissioner's meeting a week from Monday – and the deadline for submitting items to the Clerk for the agenda is this coming Monday.

I spoke with the Sheriff after we returned from our visit with you, Tina and Richard. I incorporated his estimated additional expenditures between now and the end of the year to come up with my estimates on the attached sheet. The beginning fund balance (ending fund balance from FY 2015 audit) was $143,630. We used $141,356 of that fund balance to "balance" the FY 2016 budget. As of today, we have spent $492,440 and anticipate an additional $52,960 (approximate) of expenditures for this fiscal year, bringing our projected total expenditures to $545,400, leaving us with a "negative" fund balance of $96,258. The primary reason for the negative fund balance is the new lease for the backup system, which totaled $98,622. It was not included in the budgeted numbers. At the time, the Sheriff thought that we had sufficient fund balance to cover it – because we did not have the results of our FY 2015 audit. Upon reviewing our reports in preparation for year-end, we realized the "crucial" situation that we were in.

My "grouping classifications" for expenditures may be a little off – but these numbers tie to our general ledger as it stands right now. I hope this will be sufficient documentation to support our request for additional funding for this fiscal year. Otherwise, our Emergency Telephone Systems fund is going to reflect a deficit fund balance at June 30th.

I am scheduled to be out of the office next week. I will be checking my e-mails if you have any further questions.

Thank you again for taking the time to meet with us and to look at our funding situation at this late date.

Kathy

From: Missy Ezzell [mailto:Missy.Ezzell@pendersheriff.com]
Sent: Wednesday, June 08, 2016 10:05 AM
To: Kathy Brafford <kbrafford@pendercountync.gov>
Subject: RE: Additional PSAP Funding for FY 2016

I just spoke with Marsha in reference to the form. She is requesting for you to send her the breakdown from the General Ledger showing how we have depleted our funds. She said if possible

please send it in a spreadsheet but for the numbers to show "implemental function" rather than salaries.

Thank you.

Missy

From: Kathy Brafford [mailto:kbrafford@pendercountync.gov]
Sent: Wednesday, June 08, 2016 09:52
To: Missy Ezzell <Missy.Ezzell@pendersheriff.com>
Subject: RE: Additional PSAP Funding for FY 2016

Could you let me know as soon as you hear anything from them?

Thanks again!

Kathy

From: Missy Ezzell [mailto:Missy.Ezzell@pendersheriff.com]
Sent: Wednesday, June 08, 2016 9:06 AM
To: Kathy Brafford <kbrafford@pendercountync.gov>
Subject: RE: Additional PSAP Funding for FY 2016

I have attached it. Sorry, I meant to forward it to you.

Missy

From: Kathy Brafford [mailto:kbrafford@pendercountync.gov]
Sent: Tuesday, June 07, 2016 20:40
To: Missy Ezzell <Missy.Ezzell@pendersheriff.com>
Subject: Additional PSAP Funding for FY 2016

Hey Missy,

Could I get a copy of the form that was submitted to the 911 Board for the additional PSAP funding for this fiscal year? I would like to have a copy for documentation to go with the Budget Amendment that I need to submit for the next BOC meeting.

Thanks.

Kathy

Katherine C. Brafford
Finance Director
County of Pender
P.O. Box 1578
Burgaw, NC 28425
(910) 259-1407

Disclaimer: Pursuant to North Carolina General Statutes, Chapter 132, et.seq., this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that may be sent in response to it may be considered public record and as such are subject to requests for review. If you are not the intended recipient, please destroy this message and inform the sender immediately. The information contained in this email may be confidential and, in any event, is intended only for the use of the entity or individual to whom it is addressed.

Fund Balance - BOY (from FY 2015 audit)	143,630	
	Budget	**Projected Actuals**
Revenues		
911 Funds	304,738	304,738
Transfer from General Fund	759	759
Fund Balance Appropriated	141,356	143,630
Total Revenues Budgeted	446,853	449,127
Expenditures		
Implemental Functions	87,983	87,893
Telephone	5,000	5,000
Hardware & Software Maintenance	212,600	212,600
Training	3,000	3,000
Telephone Service	129,670	129,670
New Lease for Backup Equipment	-	98,622
Other Equipment	8,600	8,600
Total Expenditures Budgeted	446,853	545,385
Fund Balance (EOY)	**2,274**	**(96,258)**

North Carolina 911 Board

PSAP Name: Pender County Sheriff's Office
Contact Name: Melissa Ezzell
Contact Address: PO Box 1449
City: Burgaw
Zip: 28425
Contact Email: missy.ezzell@pendersheriff.com

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: $144,239.71

Expenditure	FY2015 (2014-2015) **ACTUAL** Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount **ONE-TIME Capital Purchase Cost**	FY2016 (2015-2016) Requested Increase Amount **Recurring MONTHLY Cost**	FY2016 (2015-2016) Requested Increase Amount **Recurring ANNUAL Cost**
Phone Systems - Furniture				
Selective Rtng/ALI Prov 9-1-1 trk line charges	117,362.76			
Basic line charge only **One administrative line per call-taking position	2,676.00			
Interpretive Services	1,028.97			
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.	1,345.90			
MPLS-Fiber used for backup PSAPs connections				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	2,396.72			96,258.00
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	$124,810.35	$0.00	$0.00	$96,258.00

SOFTWARE	FY2015 (2014-2015) **ACTUAL** Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount **ONE-TIME Capital Purchase Cost**	FY2017 (2016-2017) Requested Increase Amount **Recurring MONTHLY Cost**	FY2017 (2016-2017) Requested Increase Amount **Recurring ANNUAL Cost**
CAD (modules that are part of the call-taking process only)	23,667.21			
GIS (to create and display the base map showing street centerlines and address, address point layer)	16,300.00			
Message switch software **must meet requirements noted in Approved Use of Funds list.	21,394.42			

MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder	5,200.00			
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)	5,965.50			
Quality Assurance for Protocols				
ALI Database software				
Software Licensing	3,314.72			
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 **MAINTENANCE**				
TOTAL	$75,841.85	$0.00	$0.00	$0.00

HARDWARE	FY2015 (2014-2015) **ACTUAL** Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount **ONE-TIME Capital Purchase Cost**	FY2017 (2016-2017) Requested Increase Amount **Recurring MONTHLY Cost**	FY2017 (2016-2017) Requested Increase Amount **Recurring ANNUAL Cost**
CAD server	1,500.00			
GIS server				
911 Phone server				
Voice logging server				
Monitors	2,964.87			
Computer Workstations	3,075.83			
Time Synchronization				
UPS	824.54			
Generator	1,190.87			
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)	97,676.05			
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 Consolette **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 **MAINTENANCE**				
TOTAL	$107,232.16	$0.00	$0.00	$0.00

Training Expenditures Total	$3,804.38	$0.00	$0.00

IMPLEMENTAL FUNCTIONS

Database Provisioning for 911	58,580.19		
Addressing for 911	24,472.73		
TOTAL	$83,052.92	$0.00	$0.00

Total FY2015 Expenditures	$394,741.66

To be completed by 911 Board Staff:	
PROPOSED FY2016 FUNDING	$304,738.00
FY2017 Anticipated Capital Expenditures	$0.00
FY2017 Anticipated Monthly Recurring	$0.00
FY2017 Anticipated Annual Recurring	$96,258.00
Requested FY2017 Funding	$400,996.00

No fund balance available for use on requested expenditure.

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE 911 FUND ELIGIBLE (as approved by the North Carolina 911 Board on 2/08/2008):

IF YOU HAVE QUESTIONS ABOUT EXPENDITURES NOT LISTED, PLEASE CONTACT THE 911 BOARD STAFF

ELIGIBLE 9-1-1 FEE EXPENDITURES

Revised April 11, 2008
Revised September 26, 2008
Revised November 20, 2009
Revised September 24, 2010
Revised January 27, 2012
Revised August 24, 2012
Revised March 22, 2013
Revised June 19, 2015
PROPOSED JUNE 24, 2016

Revised May 9, 2008
Revised November 21, 2008
Revised September 10, 2010
Revised February 25, 2011
Revised February 24, 2012
Revised October 26, 2012
Revised January 24, 2014
Revised May 20, 2016

Phone Systems:

911 trunks and one administrative line per answering position in a primary PSAP

For the one administrative line per answering position in a primary PSAP, the features of caller identification (call ID), three way calling, call forwarding, multi-line hunt and the cost of long distance charges necessary for reestablishing contact with a 911 caller Funding for each administrative line will not exceed $ 75.00 unless prior approval is received from 911 Board Staff. (January 24, 2014); (June 19, 2015)

Telephones sets used to answer 911 calls, including CPE equipment, headsets, monitors, keyboards, mouse and servers used exclusively for telephone sets; when servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server

representing the 911 eligible use is allowable.

~~Call Detail Record Printer or Call Detail Recorder (CDR) which automatically captures incoming 911 telephone call data. This is not a CAD printer.~~ (Moved to "Hardware" September 10, 2010)

TDD/TTY (Telecommunications Device for the Deaf/Telephone Typewriter)

Automatic Call Distributions Systems (ACD) whether facilities based or premise based

Interpretive Services (e.g. Language Line or Omni Lingual) Interpretive services are available at no cost to PSAPs through a Statewide contract provided by the 911 Board. For services no provided by the 911 Board contract, the maximum allowable expense is capped at $0.75 per minute. (May 20, 2016)

Service provider selective routing and ALI provisioning charges

Data connection for the sole purpose of collecting call information for analysis. If connection is shared with non eligible 911 devices, then only a percentage of the eligible 911 cost is eligible. (August 24, 2012)

Fiber (point-to-point connection) Agency shall seek a quote for any fiber connections from the North Carolina Dept. of Information Technology before seeking a quote from a private vendor. Justification and approval from the 911 Board must be provided if a private vendor is utilized rather than NC DIT. (proposed June 24, 2016)

Furniture:
Cabinets, tables, or desks that hold eligible 911 equipment; Telecommunicator Chairs (September 10, 2010)

Software:

Computer Aided Dispatch (CAD) system modules that are part of the call taking process only. Some CAD systems will include many additional modules that are not a part of the 911 process and are not eligible.

Geographic Information Systems (GIS) software that are used to create and display the base map showing street centerlines.

GIS layers developed specifically for 911 addressing functions (February 25,2011)

~~Photo Imagery used for maintaining mapping systems such as Ortho or Oblique images. Either imagery solution is acceptable but only one is permissible in a four year cycle.~~ (deleted

January 27, 2012)

Voice logging recorder software.

Management Information System (MIS) software for 911 phone systems (after November 20, 2009)

Time synchronization device software (after November 20, 2009)

Law enforcement, fire and medical call taking protocols including software & flip-cards

Quality assurance software used for the training program of law enforcement, fire and medical call taking protocols

ALI database software

Software licensing costs

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. (September 10, 2010)

Console Audio Box (CAB) software (September 10, 2010)

Paging software including licensing costs to interface or integrate with CAD (to send call from CAD to first responder pager or mobile phone), or a PSAP's licensing cost to establish a web based paging function in substitution for paging through CAD; but excluding costs for use of such software or functions by first responders. (September 10, 2010; October 26, 2012)

Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch) (September 10, 2010)

Automated digital voice dispatching software (February 25, 2011)

Message switch software that allows for voiceless dispatch, status updates, and mobile to Computer Aided Dispatch (CAD) messaging. This will include CAD licensing costs for mobile computer terminals, smartphones and tablets. Some message switch software may include many additional modules, i.e. access to records management systems (RMS, Firehouse), access to local, state and national databases (warrants, DCI, NCIC), jail management systems (JMS), that are not a part of the 911 process and are not eligible.
(January 24, 2014)

Hardware:

Servers used exclusively for Telephone, CAD, voice logging recorder, GIS, paging,

Console/Alias Database Management, Radio Console Network Switching, and Radio Console software systems, including monitor, keyboard, and mouse. (September 10, 2010)

When servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server representing the 911 eligible use is allowable

Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems, including monitor, keyboard, mouse, microphones, speakers, headset jacks, footswitches, and console audio box (CAB). ~~When~~ Funding for computer work stations without monitors will not exceed ~~$1,000~~$1700.00, and such work stations will not be subject to a percentage allocation. Funding for computer workstations without monitors exceeding $1,000 and that are used for 911 eligible and ineligible applications will be eligible for the percentage of the cost of the work station representing the 911 eligible use. (September 10, 2010; June 19, 2015) (May 20,2016)

Time synchronization devices (e.g. Spectracom Net Clock) (after November 20, 2009)

Uninterrupted Power Supply (UPS) for 911 only related equipment. If a UPS serves more than 911 equipment, then only a percentage of the total cost that serves 911 equipment is allowable

Emergency Power Generator that serves the 911 center. If a generator serves more than the 911 center, then only a percentage of the total cost that serves the 911 center is allowable.

Eligible dispatch equipment must meet the requirements of SL 2010-158, as codified in § 143-1406(d)(1)d (September 10, 2010)

Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS) (September 10, 2010)

Fax Modem (for rip & run) (September 10, 2010)

Printers (CAD, CDR, Reports, etc) (September 10, 2010)

Radio Console Ethernet Switch (September 10, 2010)

Radio Console Access Router (September 10, 2010)

Back Up Storage Equipment for 911 Data Base Systems (September 10, 2010)

Mobile Message Switch (September 10, 2010)

Paging Interface with Computer Aided Dispatch (CAD) system (September 10, 2010)

Alpha / Numeric Pager Tone Generator (September 10, 2010)

Radio Consolette (~~portable or~~ mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation) (September 10, 2010) (February 25, 2011)

Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System (GPS) Data Collection and Documentation Standards established by the North Carolina Geographic Information Coordinating Council (August 24, 2012)

~~Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center~~ Deleted June 19, 2015 and replaced with the following language:

All monitors used within the PSAP for call taking of 911 calls as defined in N.C.G.S. § 143-1400(7). Funding for an individual monitor will not exceed $1,500 unless prior approval is received from 911 Board Staff. (March 22, 2013; June 19, 2015)

Training:

911 funding is allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff. (September 24, 2010)

Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates

Out of state training will be considered permissible if the class is not offered in North Carolina six months prior to, or six months after the scheduled out of state class

Supporting functions (implemental functions):

- The costs for maintenance, database provisioning, and addressing functions implemental to receiving and utilizing voice and data at the appropriate PSAP and the maintenance of dispatch equipment located exclusively within a building where a PSAP is located. Any PSAP must provide adequate documentation: ~~upon request indicating the appropriate statutory authority supporting the cost of providing those functions~~
- for in-house functions by invoicing or chargeback as consistent with accounting practices (a sample invoice is available from 911 Board staff),
- that the rate provided has been compared with third party vendors for reasonableness,

- If the rate is higher than comparable costs, the PSAP must provide additional documentation justifying the higher charge, and
- that the work is performed by qualified personnel.
  (September 10, 2010; June 19, 2015)

Hosted (Shared) Services:

PSAPs may desire to replace or substitute eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. Hosting service expenses may be eligible for 911 Funding upon review and approval by the 911 Board, or by Staff if so delegated by the Board. (January 27, 2012)

North Carolina 911 Board
PSAP Revenue-Expenditure Report
For the period July 1, 2015 - June 30, 2016 (SFY16)

Modified Accrual

911 Approved Fund balance June 30, 2015 — $1,513,438.27

June 30, 2012 Ending Fund Balance-Approved by the North Carolina 911 Board for PSAP Revenue-Expenditure Report period July 1, 2015 - June 30, 2016 (FY2016)

Revenue — $317,529.58

911 revenue received from the North Carolina 911 Board representing 911 service fee collections made during the period July 1, 2015 - June 30, 2016 (FY2016) Modified Accrual

Interest — $0.00

Interest earned on the Emergency Telephone System Fund (911) between July 1, 2015 - June 30, 2016 (FY2016)

Expenditures — $414,716.96

Total expenditures made in compliance with eligible 911 fund uses between July 1, 2015 - June 30, 2016 (FY2016) as listed on the detailed expenditure total page.

Emergency Telephone System Fund Balance June 30, 2016 — $1,416,250.89

INELIGIBLE Cost FY2014 (cap $1,000.00) — $50.00

Invoice Number 1234xxx

To allow for prior year ineligible cost to be repaid to the fund without completing a transfer-in from the general fund, an eligible expense (invoice) must be paid by the General Fund in the current fiscal year. Ineligible cap is $1,000. Any amount over must be repaid by doing a transfer-in to the general fund.

Board Approved Emergency Telephone System Fund Balance for June 30, 2016 — $1,416,200.89

Grant Revenue **(revenue reported should be for fiscal year incurred)**

Grant Expenditure **(expenditures reported should be for fiscal year incurred)** — 0

As Finance Officer for Robeson County (Governing Unit), I Kellie Blue (Name)

certify that I have written or reviewed this Revenue/Expenditure Report and that all the information in the report is true and correct as of this date.

Signature

Date

kellie.blue@co.robeson.nc.us
E-Mail

910-671-3010
Phone

PSAP NAME	Robeson E-911 Communications Center

EXPENSE REPORT

PSAP Manager: Jimmy Williamson
Email Address: jwilliamson@robesoncoso.org
Address: 38 Legend Drive
City Lumberton **State** NC
Signature:

PHONE & FURNITURE	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenace Contractual	COMMENTS
Vendor Name:						
AT&T	910M157751		$50,253.48			
AT&T	9106718506		$1,466.40			
AT&T	9107383005		$1,733.76			
CenturyLink	P051200705				$32,356.28	
CenturyLink	P012700151				$881.26	
CenturyLink	P012700074			$194,807.95		
Language Line	3428148		$4,751.56			
	TOTAL	$0.00	$58,205.20	$194,807.95	$33,237.54	

Scroll over this cell to see the Approved Use of Funds Guideline

SOFTWARE	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenace Contractual	COMMENTS
Vendor Name:						
ESRI	92933316				$400.00	Submitted FY2014
PRIORITY DISPATCH	108682			$6,320.00		
SUNGARD	101523				$49,150.96	Submitted FY2013
RECORDER					$7,500.00	Submitted FY2012
PRIORITY DISPATCH				$624.00		Submitted FY2013
PRIORITY DISPATCH				$6,885.00		Submitted FY2014
CENTURYLINK					$25,476.96	Submitted FY2014
	TOTAL	$0.00	$0.00	$13,829.00	$82,527.92	

Scroll over this cell to see the Approved Use of Funds Guideline

HARDWARE	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenace Contractual	COMMENTS
Vendor Name:						
BROADAX				$1,562.69		
CDWG				$450.17		
STRATUS	SVC154648				$10,128.00	Submitted FY2012
	TOTAL	$0.00	$0.00	$2,012.86	$10,128.00	

Scroll over this cell to see the Approved Use of Funds Guideline

HOSTED SOLUTIONS	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenace Contractual	COMMENTS
Vendor Name:						
	TOTAL	$0.00	$0.00	$0.00	$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

TRAINING	Invoice or Account Number	Amount	Per Diem	Out-of-State	COMMENTS
Vendor Name:					
IAED	159030	$50.00			
IAED	159869	$785.00			
PRIORITY DISPATCH	103297	$110.00			
PRIORITY DISPATCH	113846	$1,350.00			
PRIORITY DISPATCH	106210	$350.00			
PRIORITY DISPATCH	103697	$395.00	$578.49		
PRIORITY DISPATCH	106274	$350.00			
	TOTAL	$3,390.00	$578.49	$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

FUNCTIONS	Invoice or Account Number	ADDRESSING CONTRACTUAL	DATABASE PROVISIONING CONTRACTUAL	ADDRESSING In-house	DATABASE PROVISIONING In-house	911 Telephone System In-house	PC Support to include hardware In-house (Desktop PC)	CAD support to include hardware and software In-house
Vendor Name:								
In-house	N/A			$4,500.00	$11,500.00			
	TOTAL	$0.00	$0.00	$4,500.00	$11,500.00	$0.00	$0.00	$0.00

EXPENSE TOTALS	
PHONE	$286,250.69
SOFTWARE	$96,356.92
HARDWARE	$12,140.86
HOSTED SOLUTIONS	$0.00
TRAINING	$3,968.49
FUNCTIONS	$16,000.00
GRAND TOTAL	$414,716.96

Server support to include hardware and software In-house	GIS Support to include hardware and software In-house	Radio Support to include hardware and software In-house	COMMENTS
			Both Submitted 2011/2012
$0.00	$0.00	$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

Grant Title:

Grant Cycle:

Grant Contract Number:

Grant Amount: $0.00

DATE	FY	Grant Invoice Number	Invoiced Amount (to NC 911 Board)
			$0.00
Total Expenses			**$0.00**

Remaining Grant Balance: **$0.00**

Revenue-Expenditure Report Information

Greetings PSAP Directors/ Finance Directors /Finance Officers:

In accordance with North Carolina General Statute §143B-1406(e), the North Carolina 911 Board requests the Revenue/Expenditure Report for fiscal year 2015-2016(July 1, 2015 – June 30, 2016) detailing your revenues and expenditures associated with Primary PSAPs' use of Emergency Telephone System Funds, as well as a copy of your approved 2016 – 2017 (July 1, 2016 – June 30, 2017) budget detailing anticipated revenues and expenditures associated with any Primary PSAP's use of the Emergency Telephone System Fund.

Do not send any of the following as this documenation cannot be used:
Sending this information slows down review response time as it has to be disposed of during review. In addition, your time is valuable so skipping this step allows you to move on to another task.
Purchase Orders
Copies of Checks
Bank Card Statements

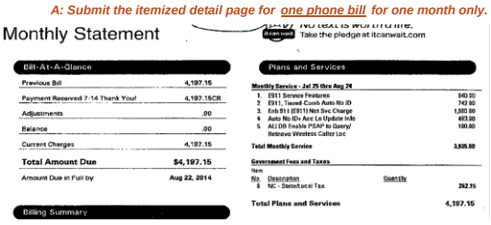
TAB 1:

Cover page--complete in full with information based on modified accrual.
Complete all information relating to Financial Officer/Director.

All documentation must be at the itemized detail level for review.

TAB 2:

A: Submit the itemized detail page for one phone bill for one month only.


Monthly Statement

Bill-At-A-Glance

Previous Bill	4,197.15
Payment Received 7-14 Thank You!	4,197.15CR
Adjustments	.00
Balance	.00
Current Charges	4,197.15
Total Amount Due	$4,197.15
Amount Due in Full by	Aug 22, 2014

Billing Summary

Plans and Services

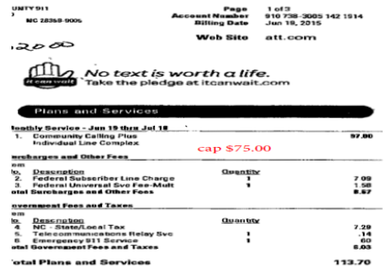
Monthly Service - Jul 25 thru Aug 24

1. 911 Service Features	840.00
2. 911, Taxed Cash Auto No ID	742.00
3. Enh 911 (E911) Net Svc Charge	1,680.00
4. Auto No ID/ Aut Lo Update Info	453.00
5. ALI DB Enable PSAP to Query/ Retrieve Wireless Caller Loc	100.00
Total Monthly Service	3,835.00

Government Fees and Taxes

Item No.	Description	Quantity	
6	NC - State/Local Tax		362.15

Total Plans and Services 4,197.15


Page 1 of 3
Account Number 910 738-3065 142 1914
Billing Date Jun 19, 2015
Web Site att.com

No text is worth a life. Take the pledge at itcanwait.com

Plans and Services

Monthly Service - Jun 19 thru Jul 18

1. Community Calling Plus Individual Line Complex	57.00

cap $75.00

Surcharges and Other Fees

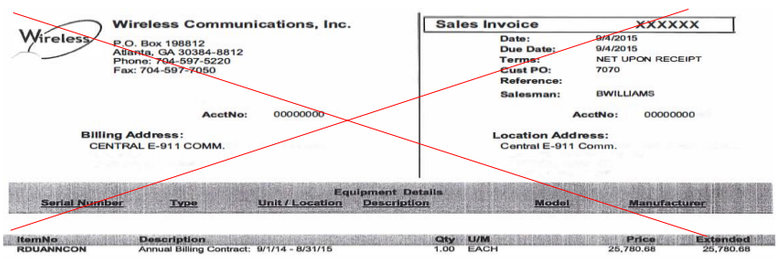
No.	Description	Quantity	
2.	Federal Subscriber Line Charge	1	7.09
3.	Federal Universal Svc Fee-Multi	1	1.58
	Total Surcharges and Other Fees		8.67

Government Fees and Taxes

No.	Description	Quantity	
4.	NC - State/Local Tax		7.29
5.	Telecommunications Relay Svc	1	.14
6.	Emergency 911 Service	1	.60
	Total Government Fees and Taxes		8.03

Total Plans and Services 113.70

B: If submitting an invoice with a generic description of service or purchase such as "software maintenance", the itemized details (contract and/or statement of work) must be submitted with invoice.


Wireless Communications, Inc.
P.O. Box 198812
Atlanta, GA 30384-8812
Phone: 704-597-5220
Fax: 704-597-7050

AcctNo: 00000000

Billing Address:
CENTRAL E-911 COMM.

Sales Invoice XXXXXX
Date: 9/4/2015
Due Date: 9/4/2015
Terms: NET UPON RECEIPT
Cust PO: 7070
Reference:
Salesman: BWILLIAMS

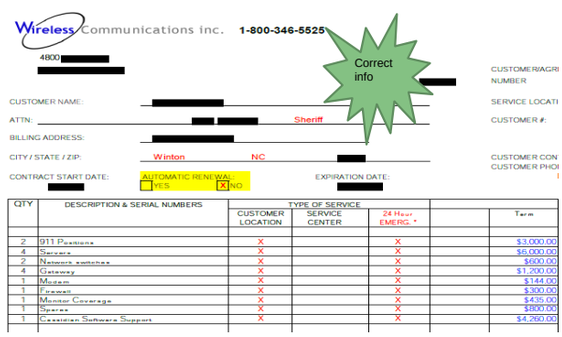
AcctNo: 00000000

Location Address:
Central E-911 Comm.

Equipment Details

Serial Number	Type	Unit / Location	Description	Model	Manufacturer

ItemNo	Description	Qty	U/M	Price	Extended
RDUANNCON	Annual Billing Contract: 9/1/14 - 8/31/15	1.00	EACH	25,780.68	25,780.68


Wireless Communications inc. 1-800-346-5525

Correct info

4800

CUSTOMER NAME:
ATTN: Sheriff
BILLING ADDRESS:
CITY / STATE / ZIP: Winton NC
CONTRACT START DATE: AUTOMATIC RENEWAL: YES X NO
EXPIRATION DATE:

CUSTOMER/AGRI NUMBER
SERVICE LOCATI
CUSTOMER #:
CUSTOMER CON
CUSTOMER PHO

QTY	DESCRIPTION & SERIAL NUMBERS	TYPE OF SERVICE: CUSTOMER LOCATION	SERVICE CENTER	24 Hour EMERG. *		Term
2	911 Positions	X		X		$3,000.00
4	Servers	X		X		$6,000.00
2	Network switches	X		X		$600.00
4	Gateway	X		X		$1,200.00
1	Modem	X		X		$144.00
1	Firewall	X		X		$300.00
1	Monitor Coverage	X		X		$435.00
1	Spares	X		X		$800.00
1	Cassidian Software Support	X		X		$4,260.00

C: Documentation is not needed if expense was claimed in prior year and is the same amount as prior year, place note in "comments" referring to year original information was submitted. If claimed in prior year but amount changed, documentation will be needed for review.

D: Provide travel expense documentation.

E: If invoices are provided for servers, provide statement of work when submitting.

F: If invoices are provided for UPS, provide statement of work when submitting.

G: If invoices are provided for Generator, provideInclude statement of work when submitting. Is the generator for the entire building or just the primary PSAP square footage?

H: If invoices are provided having little detail, provide the 911 use or statement of work. For example, CAT5 cable; what is the 911 use?