



# AGENDA

## NORTH CAROLINA 911 BOARD MEETING

July 29, 2016

NC Telecenter

415 East Blvd.

Williamston, NC

10:00 AM – 12:15 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
	Welcome To Martin County	Ronnie Smith, Chairman Martin County Commissioners	
	Call To Order	Chris Estes	
	Roll Call	Richard Taylor	5
1.	Chairman's Opening Remarks ~ Recognition of Lashonda Cartwright, Telecommunicator, Martin County Central E911 Emergency Communications	Chris Estes	15
2.	Ethics Awareness/Conflict of Interest Statement	Chris Estes	5
	<b><i>In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.</i></b>		
3.	Consent Agenda ( <i>vote required</i> ) (Complete Reports Located in Agenda Book On Web Site)	Richard Taylor	10
	a) Minutes of June 26, 2016 Board Meeting		
	b) PSAP Liaison Report		
	c) Network Specialist Report – Tina Bone		
	d) Network Specialist Report - Corn		
	e) Update On 2014/2015 Revenue Expenditure Reporting		
	f) Grant Project Updates		
	g) Grant Fund Balance \$ 2,940,178		
	1) Grant Fund Encumbered \$ 24,731,896		
	h) NG911 Fund Balance \$ \$ 4,203,563		
	1) NG911 Fund Disbursements \$ 0.00		
	i) CMRS Fund Balance \$ 3,632,364		

- 1) CMRS Disbursements \$ 197,868
- j) PSAP Fund Balance \$ 17,961,527
- 1) PrePaid CMRS Revenue \$ 1,602,286

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<br>a) Update on PSAP/Finance Director Meetings<br>b) Rockingham County Grant Extension Request<br><i>(vote required)</i><br>c) Henderson County Grant Extension Request<br><i>(vote required)</i>  | Richard Taylor | 10 |
| 6.  | Education Committee Report<br>a) Request to Fund NENA Center Manager's Class Scholarships<br><i>(vote required)</i>  | Jimmy Stewart  | 5  |
| 7.  | Funding Committee Report<br>a) Request from Durham 911 to Rent Backup Facility<br><i>(vote required)</i><br>b) Approval of Revised Revenue Expenditure Report<br><i>(vote required)</i><br>c) Update on new 911 PSAP Funding Model / Opportunity for 911 Board to provide direction To the PSAP Funding Model Subcommittee | Jason Barbour  | 25 |
| 8.  | Standards Committee Report<br>a) Approval of PSAP Rules Review List<br><i>(vote required)</i>  | Laura Sykora   | 15 |
| 9.  | Discussion About Dedicating more time for 911 Board Meetings   | Dave Bone      | 15 |
| 10. | Backup PSAP Implementation Status  | Tina Bone      | 10 |

- a) **Closed Session** in accordance with NC General Statute §143-318.11(a)(1) for the purpose of receiving information that is not yet public pursuant to North Carolina General Statute 143B-1350
- b) **Return to Open Session** – Discussion and Approval of NMAC RFP  
*(vote required)*

Other Items

Adjourn

**Next 911 Board Meeting**

**August 26, 2016  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC**

**PSAP Funding Sub-Committee**

Tuesday, August 2, 2016  
2:00 pm  
Emerald Isle Room  
3514A Bush Street  
Raleigh, NC

**911 Grant Committee**

Thursday, August 11, 2016  
10:00 am  
Emerald Isle Room  
3514A Bush Street  
Raleigh, NC

**NG911 Committee**

Thursday, August 18, 2016  
10:00 am  
Banner Elk Room  
Raleigh, NC

**911 Funding Committee**

Wednesday, August 10, 2016  
10:00 am  
Pinehurst Room  
3514A Bush Street  
Raleigh, NC

**911 Standards Committee**

Wednesday, August 17, 2016  
1:30 pm  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC

**School Safety Committee**

Thursday, August 18, 2016  
2:00 pm  
Orange Co Emergency Services  
510 Meadowlands Dr  
Hillsborough, NC

# Chairman's Opening Remarks

Chris Estes

~ Recognition of Lashonda Cartwright,  
Telecommunicator, Martin County Central E911  
Emergency Communications

On May 2, 2016 at approximately 1:45PM a text message was received by Telecommunicator Brad Barnes at Martin County Communications from a telephone located in Oak City, NC. The text read: "I'm going to kill myself". Telecommunicator Barnes responded with a request for the subject's exact location and name. Replies were slow in coming and contained very little information. At 1:50PM the other Telecommunicator on duty, Ms. Lashonda Cartwright, attempted and made contact by telephone with the party who was texting. She ascertained that the caller was a 15 year old male who was home alone with a knife to his throat threatening suicide. Telecommunicator Cartwright kept the young man on the phone for over 11 minutes, speaking about everything from popular music, to shoes, to school in order to deflect his attention from the knife to his throat while law enforcement and EMS traveled to his rural residence.

It is clear that Lashonda saved the young man's life by talking to him and going above and beyond to try to dissuade him from taking his life. At the very end of the call (attached) you can hear the deputy making entry into the residence and physically disarming the young man who, in fact, was armed and highly agitated. The young man was uninjured but was transported to Martin General Hospital for evaluation. Responders were also unharmed.



Presented to

Lashonda Cartwright

of

Martin County Central E911 Emergency  
Communications

For Outstanding Teamwork, Professionalism and  
Commitment to Public Safety Demonstrated By  
You

May 2, 2016

Thank You for Striving to Make North Carolina's  
911 System Excellent

July 29, 2016

# Ethics Awareness/Conflict of Interest Statement

Chris Estes



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

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

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

Consent Agenda (*vote required*) Richard Taylor  
(Complete Reports Located in Agenda Book On Web Site)

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Banner Elk Room**  
**3514A Bush Street, Raleigh, NC**  
**June 24, 2016**  
**10:00 AM – 12:45 PM**

<u><b>Members Present</b></u>	<u><b>Staff Present</b></u>	<u><b>Guests</b></u>
Dave Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Darryl Bottoms (NCACP) Pilot Mountain PD	Tina Bone (DIT)	Teresa Bottoms, Pilot Mountain PD
Eric Cramer (LEC) Wilkes Communication	Ronnie Cashwell (DIT)	Nelson Clark, Synergem
Chris Estes (911 Board Chair)	Dave Corn (DIT)	John Dorman, NCEM
Rick Edwards (CMRS) Sprint (WebEx/Phone)	David Dodd (DIT)	Lisa Falkner, Vance County 911
Len Hagaman (Sheriff) Watauga County	Karen Mason (DIT)	James Greer, Guilford Metro 911
Greg Hauser (NCSFA) Charlotte Fire Department	Marsha Tapler (DIT)	Joe Gurley, Consultant
Rick Isherwood (CMRS) Verizon	Richard Taylor (DIT)	Jeff Holshouser, Airbus DS
Dinah Jeffries (NCAPCD) Orange Co. Emergency Services	Cathy Jones (Stenographer)	Vivian Lassiter, Vance County 911
Jeff Shipp (LEC) Star Telephone		Christine Moore, Guilford Metro 911
Rob Smith (LEC) AT&T		Melanie Neal, Guilford Metro 911
Jimmy Stewart (NCAREMS) Hoke Co. 911	<u><b>Staff Absent</b></u>	Dominick Nutter, RWECC
Slayton Stewart (CMRS) Carolina West Wireless (WebEx/Phone)		Thomas O'Connell
		Tonya Pearce, Durham 911
		Philip Penny, MCP
<u><b>Members Absent</b></u>		David Poston, CMPD
Jason Barbour (NCNENA) Johnston Co. 911 (911 Board Vice Chair)		Brian Short, Vance County 911
Andrew Grant (NCLM) Town of Cornelius		Dean Skidmore, Consultant

		Mike Sprayberry, NCEM
Laura Sykora (LEC) CenturyLink		Vic Williams, Beaufort Co. Sheriff
Andrew Grant (NCLM) Town of Cornelius		Paul Winstead, CenturyLink
		<b>WebEx Attendees</b>
		Rachel Bello, Wake County GIS
		Cliff Brown, Federal Engineering
		Brian Drum, Catawba County 911
		Mike Edge, Scotland County 911
		Jon Greene, GeoComm
		Del Hall, Stokes County 911
		Jim Lockard, Federal Engineering
		Christy Shearin, Franklin County 911
		Candy Strezinski, Iredell County 911
		Corrine Walser, MEDIC
		Stephanie Wiseman, Mitchell Co 911
		Doug Workman, Cary PD 911
		Brett Wrenn, Person County 911
		Donna Wright, Richmond Co Emergency Services
		Doug Young, Person County 911

#### 1. Chairman's Opening Remarks

North Carolina 911 Board Chairman Chris Estes called the meeting to order at 10:00 a.m., asking Executive Director Richard Taylor to conduct the roll call of Board members. Richard Taylor verified that Rick Edwards and Slayton Stewart were present by WebEx/phone. Chairman Estes noted that Jason Barbour was away to attend a ceremony honoring a former partner killed in the line of duty. He also noted that Buck Yarborough stepped down from his position on the board due to the change with his job at Time Warner and therefore, is not present at the meeting today.

Chairman Chris Estes invited Richard Taylor to give the background of the 911 call on 7/26/15 involving James Greer, Telecommunicator with Guilford-Metro 911 as he gives CPR instructions to Madeline O'Connell. The victim, Thomas O'Connell, survived due to CPR instructions and was present along with Telecommunicator James Greer. A plaque was presented to Mr. Greer for outstanding teamwork, professionalism and commitment to public safety. Mr. Greer thanked the Board for the award and said he was just doing his job. Mr. O'Connell expressed his gratitude to the Guilford Co. 911 communications group and other colleagues. He stated his cardiac event came with no warning, but

thanks to the efforts of all involved, he will be able to celebrate his new 1-year "birthday." He is grateful for the opportunity to be seen rather than viewed and urged everyone to be current with CPR instructions. Mrs. O'Connell was unable to attend today, so Mr. Taylor also presented Mr. O'Connell with an award to be given to Madeline O'Connell for the "heroic life saving efforts demonstrated by you performing CPR on your husband." Dinah Jeffries praised James Greer and all other 911 workers for their efforts every day to protect citizens in our state.

2. Ethics Awareness/Conflict of Interest Statement

Chairman Estes read the conflict of interest statement and asked if there were any conflicts to be identified. Dave Bone recused himself from voting or discussion on Item 10. No other conflicts were declared.

3. Consent Agenda

**Minutes of 5/20/16 Board Meeting** – Minutes were distributed earlier and no corrections were received by Richard Taylor

**Grant Fund Balance** – Mr. Taylor noted that the chart shows projects that were completed, but still await closing out. Any funding left on those projects goes back into the grant fund. The amount of \$28,042,566 was encumbered leaving a balance of \$1,402,628.12 in the fund.

**NG911 Fund Balance** – Mr. Taylor stated that there have not been any disbursements yet. The balance is now \$3,442,289.75. He anticipates disbursements will begin later this year.

**CMRS Fund Balance** – This fund represents where a portion of the grant fund comes from. Revenue received this past month was \$652,000 with disbursements of \$191,764, leaving a balance of \$3,144,265.72. This fund will make up a transfer to the grant fund in July or August to award requested grants.

**PSAP Fund Balance** – Each month the disbursements of \$4,146,495 are made. There was prepaid CMRS revenue of \$776,466, which leaves a balance of \$16,174,113 in the fund. There is anticipated to be approximately a \$15 million balance, depending on collections, for next month.

Mr. Taylor concluded his report by directing the Board to the web site and web book for their review of all other reports listed in the consent agenda.

Chairman Estes asked for a motion to approve the consent agenda. Dinah Jeffries made the motion and it was seconded by Eric Cramer and passed by unanimous vote.

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

**Upcoming PSAP/Finance Director Meetings** - Richard Taylor reported that coming up next month is PSAP director meetings that are done once a quarter. He invites board members to attend the PSAP managers meeting in Williamston the day before the scheduled board meeting. Agenda topics will include Ms. Tapler addressing the most common mistakes on revenue & expense reports, Dave Corn will address language translation services and Jimmy Stewart and the Education Committee along with Dr. Robbie Taylor will have information on the PSAP Managers certification program. David Dodd will also do updates on backup plans and Mr. Taylor is scheduled to conduct the open mike portion of the program. The dates are on the back of the agenda distributed to all present today. Chairman Estes asked Board members to notify Mr. Taylor of their intent to attend so we can make sure there is Board representation on each meeting.

**Report on Annual NASNA meeting** - Mr. Taylor reported that during the annual NASNA meeting in Indianapolis, an incredible amount of information was presented in this 2-day meeting with other 911 folks sharing information and experiences in their respective states. Mr. Taylor noted that an added benefit was the presence of Admiral David Simpson, Director of FCC Safety & Homeland Security Bureau, for the entire meeting. Mr. Taylor reminded the Board that the state reports are included in the web agenda book.

Mr. Taylor drew specific attention to Indiana having 91 out of 92 counties with the difference being they have a wireless (not wireline) network. Dave Corn also spent a lot of time there reviewing their progress with NG911. Indiana is also looking at funding by their legislature increasing the 911 fee to \$1 on all technologies and per transaction on retail sales of prepaid minutes and collected \$72.2 million in 911 fees with \$60 million distributed to their PSAPs. Maine has a statewide NG911 project doing extremely well with only 24 PSAPs in the entire state and they have a 911 Board staff of 26. Mr. Taylor was impressed with the GIS piece of NG911 in which Maine has used an outside third-party vendor who has simplified the GIS aspect of this program. South Dakota has deployed statewide-hosted CPE at 12 of their 28 PSAPs and hope to have all deployed with a hosted solution by next year. They are routing their calls now through GeoComm Inc., a third-party vendor. Mr. Taylor suggested that Board members read through the different state reports to view the similarities and differences these states experience with 911 efforts.

**FCC Update** - The annual 911 funding report under the FCC is a federal mandate required each year to report the 911 fee collection and how the funds are used. This report has already been submitted to the Governor's office and they had a question about cybersecurity. It is a 22-page, in-depth report in which reviewers concentrate on misuse or misallocation of 911 funds. This is a huge issue which can disqualify our state from receiving grants and has not occurred in many years. An area of concern was how do you measure your 911 service and Mr. Taylor supplied them with some of the ECaTS numbers with almost 97% being answered in less than 15 seconds. Mr. Taylor called for any questions surrounding this topic. There being none, he moved on to the next agenda item.

**Public Safety & Homeland Security Bureau Chief Update** - Admiral Simpson shared information on Public Safety and Homeland Security, location accuracy,



TFOPA, 911 fee report, NSAI phones, 911 reliability and governance, wireless resiliency, 911 apps and other topics. Admiral Simpson made note of a chart to be shown at the National Governors meeting in August highlighting North Carolina for being such a populated state and having the most text-to-911 deployments. The chart shows 135 PSAPs and we really have 127, so the percentage is actually higher. Another big area is 911 outages. The FCC is looking at this from the PSAP and the carrier side. Each carrier has to certify they have diverse routing going into each PSAP. The certifications are actually confidential, but it is required from each carrier.

Another topic with the onset of NG911 is broadband outage reporting and interconnected VoIP outage reporting. A topic that needs further study is about companies that contract about doing emergency notifications. Admiral Simpson noted that the alerting systems can be used by local governments at no cost for doing weather and other notifications that we are currently paying for. We want to encourage the full exploitation of emergency alerting protocols and systems that are already in place, or soon will be.

Another topic to discuss was 911 apps because all 911 administrators are being approached about an influx of apps, but caution and extra care is required to make sure they are reliable and standardized. No PSAP should be paying for any app. The last topic was cybersecurity and the TFOPA Working Group and its ongoing work to develop cyber recommendations focused on PSAPs. Mr. Taylor concluded his report and asked for any questions or discussion.

**Report From the State Ethics Commission** – Mr. Taylor reported that that ethics statements were received on Eric Cramer, Chris Estes, Andrew Grant, Len Hagaman, Dinah Jeffries, Jeff Shipp and Rob Smith. It was noted that while there were no actual conflicts of interest found, there is a potential for a conflict of interest. Mr. Taylor urged these Board members to continue to recuse themselves from topics that have a potential conflict. He further emphasized that the rules of ethics cover all activities as a Board member, not just those involving the Board.

#### 6. Update on School Safety Project

John Dorman, Assistant State EM Director for Risk Management, thanked the Board for the opportunity to give an update on the Schools Risk and Response Management system. In 2013 the Governor's Safer Schools Task Force recommended the development of digital school emergency action plans. There are four applications on this list and one of them is the digital school risk management planning tool that tasks 2,306 schools in North Carolina for each to have a plan to prevent, prepare, mitigate, respond and recover for all hazards. The Anonymous Safety Tip app which is a mobile application that a number of counties have implemented at the high school level for students to alert for bullying, weapons, suicide, drinking, etc. The Panic Alarm app exists for individuals within the school to alert the 911 center.

The NC General Assembly established SRRMS and defined roles and responsibilities of local school administrative units/boards and state agencies. There are 12,564 buildings right now that go directly to the 911 center. All

components of this initiative will be digital and runs off the risk management system. Mr. Dorman outlined the relationship between SRMP and SERA as well as the other apps. The actual app allows for any hazard to be included in the procedures for response.

Some changes include Phase 1 was K through 12, but we now have all floor plans for all schools. In 2015 Phase II Community Colleges and Technical Institutes received federal funding due to the Wayne Community college shooting. Mr. Dorman noted the change in wording from “school” to “state emergency response application.” There may be pending money for Phase III (universities). Phase IV (state government) and Phase V Dam Inundation which include emergency evacuation plans

At the current time as of April, we were able to roll out the School Risk Management Planning app. Mr. Dorman stated they have initiated school risk management with 23 counties and have already drafted out over 150 individual school risk management plans. There are two community meetings. The first meeting is with school administrators and emergency responder representatives. The intent of this first meeting is to have a user requirements discussion. The second meeting is with teachers and principals to work through actual school plans to complete their first generation school risk management plan in the system. It then becomes automatically available on the school emergency response app.

Fire is a missing issue, so NCEM is working with State Fire Marshal's office to incorporate NCIDs for fire chiefs. We are looking to have 10 user/stakeholder meetings to get functionality requirements set up. Following this analysis, NCEM will query the industry on what to use. Dave Bone asked for further explanation of the anonymous app. Mr. Dorman said the app is through a third-party vendor. The school meets and trains students about the app and logs it onto the phone for future reporting. This goes to ISSAC center (fusion center) and SRO as well. Mike Sprayberry stated there have been 111 reports so far from 5 counties.

Chairman Estes asked about the deployment phases and whether any consideration has been given to other large public venues such as arenas, stadiums as a possible future phase. Mr. Dorman believes this will expand with addition of chemical facility issues. He feels the panic alarm button is needed in Phases I through IV, but cost is a consideration.

Mike Sprayberry, NC Emergency Management and Deputy Homeland Security Advisor for the state of NC, addressed the Board to give additional info on topics covered by Mr. Dorman. He stated that work needs to be done on the panic alarm app. He requested that the 911 Board have the Safe Schools Committee begin meeting regularly and make recommendations on funding and implementation of the Panic Alarm App. He emphasized that our most valuable resource is our children and we must insure we are keeping our children safe. There are four components to this system: the SPK UP NC Student Anonymous Tip App, School Risk Management Plan is an all-hazards, web-based plan, School Emergency Response App which provides digital floor plans with great detail, and Panic Alarm App. This has already worked in Mecklenburg County



which worked well because there was a panic alarm button that worked along with the app. This app will allow for expedited notification for emergency responders. The most effective Panic Alarm App must provide means to automate notification to responders. Situations such as active shooter events are documented as being over within about 6 minutes. NCEM asks that the 911 Board initiate a Statewide Project to fund the portion of a Panic Alarm application that covers the required equipment housed within each primary PSAP and associated training. Mr. Sprayberry also asked that 911 Board collaboratively partner with NCEM for assistance in the successful completion of this critical mission. Mr. Sprayberry emphasized that his agency and the 911 Board are natural partners and he looks forward to working together to ensure the safety of our children.

Chairman Estes stated that the shortfall is there's not a chair to the committee and asked for volunteers. Greg Hauser and Dinah Jeffries volunteered to be co-chairs. Chairman Estes said they have valuable resources of Board staff and DIT staff that can assist with required tasks of this committee. Jeff Shipp thanked Mr. Dorman for his update, but questioned whether this portion can be moving ahead of other projects. John Dorman responded that the real issue is resources. The Governor put forward 4 positions to support applications that are already being worked on. He admitted that the source of delay was lack of resources and he will certainly push this forward. Chairman Estes clarified we will partner and accelerate the panic piece in partnership with Emergency Management. Mr. Dorman noted they have 10 counties over next 2 months to collect requirements.

Dinah Jeffries had a question about the SPK UP program. Are we keeping up when they actually use app as opposed to 911 direct calls. She questioned whether a direct call to 911 would provide quicker response than it going to the fusion center and the SRO calling for assistance. Mr. Sprayberry responded that when implementing these apps, going out to speak with school administrators is not a quick process. He promised to follow up on determining whether calls should be directed immediately to 911. Ms. Jeffries noted that this is where we can assist to re-educate. She feels that students will definitely use the apps, but need info on direction of calls to re-educate users. Mr. Sprayberry stressed input from counties is essential to properly implement this program.

7. Discussion on Establishing a NC Emergency Management Association Position on the NC911 Board

Mr. Sprayberry noted there are 29 county emergency managers that run PSAPs and 15 emergency services directors that run PSAPS for a total of 44 PSAP operators. This is a substantial percentage of the 127 PSAPs in North Carolina, so he requests that the Board consider adding a seat for NCEMA to have a voice at the Board. There is no agenda to promote, but they just want a seat at the Board. He understands this has to be legislatively done and could be supported in the long session. Mr. Sprayberry suggested that perhaps members of the association could assist on committees since there is no legislative requirement for that. Chairman Estes explained we would need to help lobby for

this change, or sit quietly and let it potentially happen without the Board. Greg Hauser asked if this was discussed in Asheboro. Mr. Taylor said it was discussed, but never formalized as a goal. Chairman Estes stated the Board can take a vote and let the General Assembly know the result when they meet again in January. Chairman Estes asked staff to keep up with this and put it on the agenda. Chairman Estes believes setting up a committee structure to include staff on Mr. Sprayberry's team is a good idea and asked staff to meet with Mr. Sprayberry to see where there is a possible inclusion so we can report back to the General Assembly that we are already working on this. Mr. Taylor inquired as to the association president and was informed that it is Russell Green in Alexander County. Chairman Estes asked Mr. Sprayberry for a recommended person to work with the Board staff. Mr. Sprayberry said the Board should work with him at this time and he will communicate with the NCEMA executive director to determine a point man. Mr. Sprayberry asked about the apparent discrepancy in a previous report between North Carolina having 127 PSAPs and a less populous state such as Colorado having more PSAPs. Mr. Taylor said there is not a short answer to that question.

Jeff Shipp noted that he looks forward to legislative workshops related to this issue and NG911 as well. Mr. Taylor stated that the Board has grown over the years. The last restructuring in 2012 now has the makeup of the Board with 8 members from the public sector and 8 members from the private sector. Mr. Taylor agrees an Emergency Management position needs to be on the Board, but feels the politics of the Board needs to be considered when changing the structure. Dinah Jeffries (speaking for APCO) supports this, but asked if there is such a thing as a non-voting or ad hoc position where they can participate and thus, get this position started earlier. Richard Bradford replied that this is not possible and that the earlier discussion about structure is the way to go.

8. FCC Task Force on Optimal PSAP Architecture (TFOPA).

Mr. Taylor said the Board needs to understand what this is all about. TFOPA was put together by the FCC and has a very widespread group participating looking at security, operations and funding. The first of three groups was responsible for dealing with cybersecurity strategy and developing a toolkit. Working Group 2 was the approach for implementing 911 into the PSAP as well as improving access to NG911 for people with disabilities through real-time texting. It also dealt with updating best practices for legacy PSAPs. Working Group 3 is responsible for understanding the challenges and need for new strategies for planning across multiple jurisdictions.

Mr. Taylor asked Mr. Bradford to discuss the cybersecurity aspect reporting on this agenda item. Mr. Bradford noted that Section 4 of the report, beginning with page 29, addresses optimal cybersecurity for PSAPs. He provided slides to give an outline to the Board and noted they are available in the report. This envisions a network approach. The basic principle is to view PSAPs not as standalone entities but as complex networks. The Identity Credentialing and Access Management (ICAM) is a big issue to solve. It is also important to distinguish between data and network access. Chairman Estes reminded the

Board that Mr. Dorman's presentation of all school maps are online digitally. If this part is not right, bad guys see all the maps and all of the emergency plans. We must comprehend the difference in the reality of doing this and what is presented in the movies. Mr. Bradford pointed the Board to a graphic on page 61 of the report illustrating this, and he urged Board members to view this in connection with the report. Chairman Estes asked if there is an architect requirement. Mr. Bradford replied it is not required, but it is desirable. Mr. Bradford skipped forward to the cybersecurity checklist, use cases and other recommendations (4.7, p. 67) He stressed the need for public-private collaboration. The NIST framework can be implemented to attain the goal. There is a need for consistency in PSAP jobs, titles, etc. The ICAM is an important aspect of this to support multi-factor authentication but has placed greater emphasis on physical verification, consistency in use, maintenance, etc. Mr. Bradford's conclusion is that the TFOPA's problem statement (planning/integration of 911 specific security measures) is part of the Board's current NG911 effort. He urged the Board to use the checklist in Appendix 2 as this is helpful in dealing with PSAPs.

Dave Corn addressed optimal approach to NG911 architecture implementation. The primary question is, is there a best and optimal design? No, TFOPA does not believe there is a single best system, but it does come back to basic functions. We must have Internet Protocol – ESInet WAN; Client Servers systems which are standards-based and deployed at the PSAP; Server Virtualization to share a common platform among PSAPs, Cloud Virtualization to improve usage efficiency, service reliability and elasticity to support peak demands. Mr. Corn showed a graphic of first ESInet deployment, then GIS data system, then security plans implemented and deployed, NG911 Core services dealing with call routing and then finally applications to identify and deploy enhanced applications. This report talks about governance and policy considerations, communication and coordination with political & public safety agency leadership and general public. Operational considerations have a lot to do with the people involved in responding. There have been discussions about the effect of multimedia on call-takers. This increases their stress as they have to review and select the best video to send to responders on scene. The report also talks about the need for leadership in PSAPs to have technical understanding of this infrastructure and adherence to common standards. At some point in the future we need to connect to adjoining states and so we must all adhere to accredited technical standards and accepted technical specifications. When it comes to policy/regulation issues, oversight into the 911 environment may require changes in existing oversight and policies. Optimal configurations will result from ESInets and NG911 Core services that are designed and deployed to serve populations that maximize the utilization of networks and shared 911 infrastructure. Mr. Corn stated that best practices should be developed for all pieces and parts of this system including contract provisions. Regarding education/training issues, a comprehensive outreach and education for all stakeholders and public is critical to effectiveness. Mr. Corn asked for any questions from the Board, but there were none.

Mr. Taylor summarized that the 226-page document is available on the website. There are clear advantages to groups of PSAPs sharing infrastructure and the systems that provide NG911 services. Primary funding responsibility rests with local governments. Existing fee collection systems are under increasing strains. At the same time, many policy makers at both federal state and local levels are aggressively pressing to deploy NG911 systems. States continue to face challenges in fitting emergency services. Some states continue to repurpose 911 funds and use it for something else. In short, the nation's system of 911 fee collection and expenditures is at risk. This report is a wake-up call for all policy makers on how we fund and move forward in the future. Fees must be reasonable, equitable and non-discriminatory. Technological and competitive neutrality is vital.

Mr. Taylor continued his report on other guiding principles that involve transitional cost, provisioning and operational costs. There are no NG911 networks in NC, but we must transition 3 different things at one time. We must upgrade a lot of PSAPS. The TFOPA report called out the work that ECU College of Business, Bureau of Business Research as useful in the deliberations and specifically the work it performed for the NC911 Board. This was acknowledged on a national level. An effective state and regional coordination is key to success in this area. Future funding alternatives include a network connection fee. We also need to be looking at education and outreach to decision and policy makers. A Local State Government Advisory Committee (LSAC) was developed to carry out the recommendations of the report. Mr. Taylor concluded by encouraging Board members to review the document to help them understand issues as we move forward on the NG911 project.

9. Status of Back-up PSAP Compliance

Tina Bone reported no response has been received from 7 PSAPs with the exception of Beaufort County reporting just this morning, but Brunswick, Davidson County, Eastern Band of Cherokee Indians, Halifax County, Warren County and Yadkin County are still nonresponsive. Mr. Taylor said he sent warnings of the one-week deadline and Beaufort, Brunswick and Davidson responded. Tina Bone says Eastern Band also contacted them. There are 46 requested extensions, 43 implemented backup plans. Chris Estes asked the Board if they had any questions. Greg Hauser stated he will push for Warren, Halifax and Yadkin County to complete their response. Brunswick County was noted as having a turnover. Tina Bone expressed that her most concern is with Warren and Halifax Counties.

10. Establishing Grant Priorities for FY2017 Cycle

Mr. Taylor says 21 applicants applied for grants, most of which center around backups. He presented a chart showing last year's recommended priority ranking. End of Life Replacement with 75% of weight and Regional Initiative with 25%. This year, he suggests a backup PSAP just requesting equipment or remodeling, receive 70% weight, a backup PSAP building with a regional initiative, receive 20% and a backup PSAP with new building, or equipment,



would get 10%. Those were the staff's recommended priorities. Jeff Shipp made a motion to accept the recommended priority rankings for grants and Eric Cramer seconded the motion. It was noted for the record that Jimmy Stewart and Dave Bone are recused from discussion and voting on this agenda item. No other conflicts were noted.

During discussion of this motion, Chairman Estes questioned why end of life equipment only gets zero weight? Mr. Taylor's answer was that this could be handled with funding reconsideration, not a grant. That is a dire need and doesn't need to go through a competitive process. Chairman Estes remarked that the Board has encouraged a lot of collaboration and the regional initiative reflects this, but wonders why it is only a 20% weight. What sort of message does this send? Dinah Jeffries feels it should be a heavier weight because it can be working with another county, not necessarily a region. She explained it involves dealing with attorneys in different counties and we are actually trying to save money. Chairman Estes asked for clarifications on whether this is an amendment to Mr. Shipp's motion. Mr. Bradford says this is a general discussion of what the Board thinks. Mr. Taylor explained that we would weigh regional initiative (collaboration between 2 or more PSAPs) higher. Mr. Taylor says a new building regional initiative means it will house 2 or more existing PSAPs. Chairman Estes asked if Item 1 could include 2 or more PSAPs or is 70% just one PSAP just for themselves? Mr. Taylor responded that it's just one PSAP, not a regional issue in Item 1. Mr. Taylor says no one has asked for that to date. Jeff Shipp says he's in support of the suggested 70% weight of backup PSAP (equipment, remodeling).

Chairman Estes asked the Grant Committee Chair how does this affect their decisions? Rick Isherwood responded that his concern is if we are allocating funds for projects, are we being shortsighted? He doesn't pretend to have answer, but has concern if we allocate funds that if you look at grant application on its own is good, but when looking at NG911, perhaps funds would be better spent on another application that fits NG911 better. Mr. Taylor responded that first, the equipment purchased by PSAP is NG-compatible. Dave Corn has driven this message home often. The regional initiative encourages other regional initiatives and that does look more like the NG911 future. Mr. Taylor's thought is there's a lot of PSAPs who have a good plan submitted, but had to ask for extension because they don't have funding to get their backup plan in place. He considered using the funding reconsideration to accomplish this, but there's no guarantee money will be spent that way. The grant guarantees money will be spent as specified. He reported that the Greene County manager is excited to go in with Lenoir and Jones. Chairman Estes reflected back to the prior report of cybersecurity concerns and asked if there any security-oriented funds requested that we would want to highlight? Mr. Taylor says no. Chairman Estes says General assembly's back up request is priority and wonders how to defend these suggestions if asked. Mr. Taylor stated he wants to make cybersecurity one of our new goals. Chairman Estes asked for further feedback or discussion? There being none, the motion passed by unanimous vote.

#### 11. Funding Committee Report

**Pender County** – Mr. Bone reported that the recommendation out of the Funding Committee for Pender County for \$96,258 is for FY 2016 due to a misunderstanding on spending balances, so this funding will get them through the fiscal year. Mr. Taylor and Ms. Tapler are comfortable with this request. There is no second required for a motion coming out of the Funding Committee, and it passed by unanimous vote.

**Update to the Eligible Expenditure List (Fiber Leasing)** - Dave Bone suggested a directive for any PSAPs requiring fiber that they go to DIT first and ensure best use of limited resources. Mr. Taylor explained this provides better purchasing because DIT has contracts with multiple companies and is able to provide point-to-point connection. PSAPs should go to DIT first and get quote from them due to price factors involved. Mr. Bone's motion out of the Funding Committee is to require PSAPs to seek quotes for any re-leasing fiber connections from NC DIT prior to seeking a quote from a private vendor. Chairman Estes say the department doesn't provide the service, but are only providing the purchasing vehicle. Mr. Bradford clarified that DIT has personnel to assist in planning and gathering information on needed services. Jeff Shipp stated he supports this as long as all carriers are considered. Mr. Bradford stated that there are 10 or 12 providers on the contract today with one which provides services in only parts of 2 counties. There's coverage across the state in which larger carriers dominate the landscape, but doesn't exclude small carriers. Chairman Estes feels this ensures 911 funds are going to the most cost-effective mechanism. Hearing no further discussion, the motion was carried by unanimous vote.

**Approval of Revised Revenue Expenditure Reporting Form** – Chairman Estes moved that approval of revised revenue to the next month's agenda.

#### 12. Update from NG911 Committee

Jeff Shipp supports passing the update to next month's agenda as well since there is no vote required and all is well. A more detailed report will be presented at next month's meeting.

#### 13. Extend NG911 Consultant Contract

Mr. Taylor says we contracted with Federal Engineering for one year which runs out this month. We have only expended on \$264,000 so far that are only paid on deliverables, so there's still money remaining on the contract. There are two one-year extensions available and Federal Engineering is doing awesome work. Staff is asking for a vote to extend contact time, but no additional dollar amount is needed. Dave Bone made a motion to approve staff's recommendation to extend the timeline on the consulting contract. Greg Hauser seconded the motion. No discussion was had and the motion passed unanimously.

#### 14. Logistics for 7/29 Board Meeting

David Dodd says this will be a replay of the Kinston meeting. The venue is the NC Telecenter for the managers meeting on Thursday and the board meeting on Friday. We have contracted with the Hampton Inn in Williamston. He will send an e-mail by the first of week to ask for lodging requests and intents for physical attendance. Dave Bone suggested different events in Martin County and surrounding areas to make it a pleasant weekend.

Greg Hauser mentioned to the Board 5 members of fire service died or killed over the last few months. They are Kevin Britt of Northampton County who passed on 6/20, Josh Warren of the Alexis Fire Department died on 6/16, Captain Bradley Long of Catawba County was killed in the line of duty, John Davis, Jr. of the Kenly Fire Department passed away and Richard Sheltra of Pineville-Marrow Fire Department died. Chairman Estes asked for a moment of silence to remember those fallen in the line of duty.

Rick Isherwood questioned Richard Taylor about the dates for the Grant Committee. Mr. Taylor will do that Monday or Tuesday. He notified the Board that there is a new SharePoint website which is a secure area to put all documents. Jimmy Stewart asked if the revenue and expense report will be available for the PSAP managers meeting. Mr. Taylor replied we will show it, although it will not be posed until July. There being no other items, Chairman Estes asked for a motion to adjourn. Len Hagaman made the motion and Greg Hauser seconded. The meeting was adjourned at 12:24 p.m.

3b) PSAP Liaison Report



# PSAP Liaison Report-July 2016

(6/18/2016 to 7/22/2016)

## Activity Summary for July 2016

- 6/24/2016: On Thursday I helped set up audio and video equipment to web stream, and on Friday I participated in the June 911 Board meeting in Raleigh.
- 6/28/2016: I participated remotely in a PSAP Funding Sub-Committee meeting in Raleigh.
- 6/28/2016; I participated in a 911 Board Staff meeting in Raleigh.
- 6/29/2016: I participated in and helped facilitate an Education Committee meeting in Raleigh.
- 7/12/2016: I participated remotely in a Funding Committee meeting held in Raleigh, while setting up audio and video equipment in Fayetteville.
- 7/13/2016: I participated in the Southeast Regional PSAP Managers & Finance Directors Meeting, at the Cumberland County Department of Social Services in Fayetteville. Below is a picture of the attendees.



- 7/14/2016: I set up for and participated in a Next Generation 911 Committee Meeting in Raleigh.
- 7/15/2016: I participated in a Standards Committee Meeting in Raleigh.
- 7/19/2016: I participated in a Standards Committee Conference call, after setting up equipment for a regional PSAP Managers Meeting.
- 7/20/2016: I participated in the Western Regional PSAP Managers & Finance Directors Meeting, at the Boone Police Department and Town Hall. Below is a picture of the attendees at the meeting.



7/21/2016: I participated in the Central Regional PSAP Managers & Finance Directors Meeting, at the Iredell County Agricultural Center in Statesville. Below is a picture of the attendees at the meeting.



All Month: Tina Bone and I continue to review backup PSAP plans as time permits.

3c) Network Specialist Report – Tina Bone

3d) Network Specialist Report - Corn

3e) Update On 2014/2015 Revenue Expenditure Reporting



**FY2015 North Carolina 911 Board PSAP Revenue/Expenditure Report  
Status as of July 27, 2016**

**Total received: 125**

**Completed: 125**

**Clarification – in process: 0**

**Reports awaiting review: 0**

**Review complete—waiting on revised sign report: 0**

**Report received—no documentation for review: 0**

**REPORT not received: 0**

**FY2016 North Carolina 911 Board PSAP Revenue/Expenditure Report  
Status as of July 27, 2016**

**Total received: 1**

**Completed: 0**

**Clarification Invoice – report invoices in process: 12**

**Clarification Reports -- 1**

**Reports awaiting review: 0**

**Review complete—waiting on revised sign report: 0**

**Report received—no documentation for review: 0**

**REPORT not received: 128**



3f) Grant Project Updates



## **ROCKINGHAM COUNTY GOVERNMENT**

### **Office of 911 Emergency Communications**

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June 27, 2016

North Carolina 9-1-1 Board  
Attn: Richard Taylor, Executive Director  
PO Box 17209  
Raleigh, NC 27619-7209

Mr. Taylor,

On behalf of Rockingham County Emergency Communications, (RCEC) I am requesting an extension of the completion date for the work encompassed by the grant fund that was awarded to Rockingham County. The original completion date was June 30, 2016.

When I began my employment with RCEC March 10, 2016, Rockingham County was contracted with the 9-1-1 consulting firm, Mission Critical Partners (MCP) for the purposes of PSAP construction, Staff Augmentation and the Eden Paging Project. PSAP construction had been completed, staff augmentation was completed upon my appointment as PSAP Director and the Eden Paging Project was the final element of the contract that needed to be completed.

In February and early March, MCP began a site study inclusive of a series of paging coverage maps, on site evaluations and meetings with town and county officials. MCP then created a thirty-one (31) page Request for Proposal (RFP) outlining the work to be completed. The RFP was created March 30, 2016.

Early April, a series of conversations ensued with MCP and Rockingham County Purchasing Agent, Gail Priddy, and it was verified that through Motorola's state contracts, an RFP was not needed and Rockingham County could use Motorola as a "Sole Source Vendor."

Conversations then began with Scott Hurt, Motorola, and Chris Wright, Wireless Communications, the Motorola installation vendor of choice. Another on-site evaluation was conducted and throughout the remainder of April and early May, a series of price quotes were submitted by Motorola for the original three (3) site paging project which began at over \$500,000.00 and greatly exceeded the remaining grant funds.

Project and pricing adjustment deliberations began with MCP and Motorola and after several conversations and alterations, the original project was amended to a more affordable, two (2) site paging project for the acceptable price of \$227,447.00. May 23, 2016, Rockingham County Manager, Lance Metzler, entered into a contractual agreement with Motorola for the completion of the paging project.

May 25, 2016, Purchase Order# P161412 was issued to Motorola Solutions Inc. in the amount of \$227,447.00.

Motorola began the immediate ordering of equipment for the completion of the project, and as verified through an on-site inventory of shipped equipment which occurred on Thursday, June 23, 2016, Motorola and Wireless Communications confirmed that the majority of the ordered equipment was on site. The remaining equipment is scheduled to ship during the month of July. Wireless Communications is currently scheduling the installation of the equipment that is already on site.

Funds for the Eden Paging Project are already encumbered through Purchase Order# P161412. No further expenses are expected as there are no site improvements needed at either location. Licenses have already been applied for and paid through APCO. There is approximately \$14,414.00 remaining in the grant fund that will only be used for any unforeseen costs associated with the paging project.

With the shipment of the remaining equipment, scheduled for the month of July, and the completion of installation and configuration of all paging project assets, Wireless Communications projects a final completion date of August 31, 2016.

Though this overall grant fund project has been quite lengthy for both Rockingham County as well as the NC 9-1-1 Board, I respectfully request an extension of the completion date to August 31, 2016. Much emphasis has been placed on this project since March and much progress has occurred with the funds encumbered and numerous Motorola boxes decorating all vacant spaces at RCEC. I feel confident that final completion will occur by August 31, 2016.

RMC/rmc

Attachments:

Grant Fund Budget  
Purchase Order# P161412

## Taylor, Richard

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**From:** Lisha Corn Stanley <lstanley@hendersoncountync.org>  
**Sent:** Wednesday, June 29, 2016 4:35 PM  
**To:** Taylor, Richard  
**Subject:** Grant Update-Diverse Path

Good Afternoon,

I just wanted to let you know that we received the following update from West/Intrado yesterday. I hope to have a firm quote and confirmation of the information below within 10 days.

*As you know, AT&T has confirmed they can build a diverse path for Henderson County and they have provided West with an estimate on the cost of building that path. We are doing additional validations to confirm the solution and the final cost, but the estimate, based on what we know today, is \$6,400.00. I'm pushing to get the additional information confirmed this week and striving to get a quote to you within the next 10 days.*

*AT&T estimates 53 business days for construction to test and turn up, which if the order with them was placed today would put test and turn up during the week of September 12<sup>th</sup>.*

*I'm still waiting for additional information on the existing circuits and what will be best replaced with AT&T's solution.*

Thanks,

Lisha Stanley  
Director of Communications  
Henderson County Sheriff's Office  
100 N. Grove Street  
Hendersonville, NC 28792  
Phone: 828-694-3127  
[lstanley@hendersoncountync.org](mailto:lstanley@hendersoncountync.org)

"The mission of the Henderson County Sheriff's Office is to serve our community by reducing, preventing and investigating crime. We enforce the law to maintain peace and security for our citizens. We strive to be a highly trained and dedicated team of professionals who hold ourselves to high ethical standards. We value the contributions of our personnel and the sacrifices they make. We swear to uphold this sacred trust, and will not waiver from our noble purpose."

# **Caldwell County 911 Grant Report**

## **July 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 August 31, 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 August 31, 2016
- d. Replace current CAD computer workstations at both PSAPs, which are already "end of life", with new CAD computer workstations capable of running the latest CAD software. - ~~by May 31, 2016.~~ – finished.
- e. Upgrade the telephone network to an IP based network provided by Intrado – by December 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.



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

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**June, 2016**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Shop Drawings and updates completed</li><li>• Slight design modifications addressed as needed</li></ul>	<ul style="list-style-type: none"><li>• Design modifications completed if needed</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• All Building permits approved</li></ul>	<ul style="list-style-type: none"><li>• No additional action planned</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• Building top off ceremony was conducted</li><li>• Exterior walls being constructed</li><li>• Bi-weekly construction calls conducted between design team and Whiting-Turner</li></ul>	<ul style="list-style-type: none"><li>• Construction continues during this period</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• 70' Tower RFP was awarded</li><li>• Communications shelter RFP awarded</li><li>• Ham Radio system design is ongoing</li><li>• Site for tower and shelter have been selected and approved</li></ul>	<ul style="list-style-type: none"><li>• Coordination with Whiting/Turner to schedule microwave tower delivery and installation. Anticipated Q-3, 2016</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• All technology equipment has been awarded with the exception of AV which will be advertised in Q 3</li><li>• MCP conducted bi-weekly project status conference calls with the client</li></ul>	<ul style="list-style-type: none"><li>• MCP will continue bi-weekly conference calls with the Clients</li><li>• MCP continues coordination of transition plan to include Tyrrell and Hyde Counties to Dare County</li><li>• MCP will assist in coordinate transition planning for the new facility</li></ul>



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

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June 2016 Report

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"><li>• No change</li></ul>	<ul style="list-style-type: none"><li>• No change</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• None</li></ul>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• Renovation and Construction complete.</li><li>• Painting complete and carpet installed.</li><li>• Raised floor installation Completed.</li><li>• Certificate of Occupancy received.</li><li>• </li></ul>	<ul style="list-style-type: none"><li>• All building systems tested.</li><li>• Prepare for Cut Over/Go Live</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• Radio consoles being installed.</li><li>• Based stations being installed.</li><li>• CPE is being installed.</li><li>• Workstations have been installed.</li><li>• A/V Equipment being installed.</li></ul>	<ul style="list-style-type: none"><li>• Train and test radio consoles.</li><li>• Train and test CPE.</li><li>• Train and accept workstations.</li><li>• System test and final walk through</li><li>• Review transition plan</li><li>• Plan for Cut Over/Go live</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• Conference calls conducted regularly to address immediate items for discussion</li><li>• Participate in unscheduled calls to keep project moving forward.</li><li>• Approve invoices from contractors.</li></ul>	<ul style="list-style-type: none"><li>• Conduct project status meeting.</li><li>• Monitor Grant Budget and submit required reports</li><li>• Approve contractor invoices</li><li>• Provide system acceptance testing and transition plan for cut over/go live.</li></ul>



# Graham County

## E911 Enhancement/Replacement

### Monthly Progress Report

June, 2016

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"><li>Completed facility schematic design</li><li>Floorplan design was adjusted</li><li>Preliminary technical and dispatch design continues</li><li>Created RFP for Construction Manager at Risk</li></ul>	<ul style="list-style-type: none"><li>Architect continues development of Construction documents</li><li>Construction cost projections will be completed</li><li>Construction Manager at Risk will be selected</li><li>Potable Water source will be verified</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>Graham County permitting is completed for pre-construction activities</li></ul>	<ul style="list-style-type: none"><li>Construction permitting continues.</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>Final site drawings completed</li><li>Alternate potable water sources investigated</li><li>Utilities and data access completed to the site property lines</li></ul>	<ul style="list-style-type: none"><li>Construction documents scheduled for completion</li><li>Construction company selected</li><li>MCP will coordinate with architect and construction company to complete the preliminary construction schedule</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>Radio tower location modified to conform with the facility location adjustment</li><li>Radio system review and transition planning for the system to the new facility continues</li><li>CPE system specifications being developed</li></ul>	<ul style="list-style-type: none"><li>MCP scheduled to coordinate communications plan development</li><li>MCP will complete technology component specifications</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>MCP conducted conference project status conference calls with the County</li></ul>	<ul style="list-style-type: none"><li>MCP will continue bi-weekly conference call schedule with the County</li></ul>





## Hyde County

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

#### Monthly Progress Report

June, 2016

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"><li>Final review of project cost quotes was completed</li><li>Project plan was completed</li><li>MCP completed review of cost projections to assure compliant with the project SOW</li></ul>	<ul style="list-style-type: none"><li>Construction will begin on the towers identified in the project.</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>Permitting process has been completed</li></ul>	<ul style="list-style-type: none"><li>No additional permitting work anticipated at this time</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>Construction documents are being prepared</li></ul>	<ul style="list-style-type: none"><li>Complete construction documents and proceed with project</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>Hyde County began the procurement process and contractual engagements with the vendor(s)</li></ul>	<ul style="list-style-type: none"><li>Communications system relating to the project will be constructed</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>MCP continued project status conference calls with the County</li></ul>	<ul style="list-style-type: none"><li>MCP will continue bi-weekly conference calls with the Clients</li></ul>



# Richmond County

## PSAP Consolidation and Construction

### Monthly Progress Report

June 2016

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Determined mechanical room sizes and rack space requirements, to include possible growth</li><li>• Worked with Architect to finalize space requirements</li><li>• Discussed and made decisions regarding power redundancy requirements</li><li>• Reviewed 3D renderings; selected two options; cost estimating to be undertaken for first choice</li></ul>	<ul style="list-style-type: none"><li>• Determine tower height requirements for new facility, which affects fall zone and stand-off</li><li>• Review cost estimates and begin value engineering if necessary</li><li>• Finalize interior layout</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• No Activity this reporting period</li></ul>	<ul style="list-style-type: none"><li>• No activity anticipated on permitting for next reporting period</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• No Activity this reporting period; carry-over of next period activities due to cost estimating period</li><li>• In progress – convey property from the City of Rockingham to Richmond County</li><li>• In progress – have requested geotechnical survey of property</li></ul>	<ul style="list-style-type: none"><li>• Begin work on construction RFP documents</li><li>• Complete revised site survey with new building design</li><li>• Convey property from the City of Rockingham to Richmond County</li><li>• Conduct geotechnical survey of property</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• No Activity this reporting period</li></ul>	<ul style="list-style-type: none"><li>• Begin any paperwork with FCC for tower at new facility once height determined</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• Held meeting with Architect and MCP regarding exterior design</li><li>• Conducted several calls between County and MCP regarding project needs and status updates</li></ul>	<ul style="list-style-type: none"><li>• Regular communications with project team, as needed</li></ul>





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

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

June 30, 2016

Richard Taylor  
Executive Director  
North Carolina 911 Board

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

### **Accomplishments**

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

#### CGIA

- In December 2015, CGIA issued a change order amendment to refly and redeliver Montgomery, Moore, Richmond, and Scotland counties including Camp Mackall and Ft. Bragg for the contractor Quantum Spatial:
  1. May 5: VOICE review was completed. CGIA submitted 69 issues to be resolved including over half concerned with blur. CGIA instructed Quantum to perform a comprehensive review and address all issues.
  2. May 12: Quantum submitted over 900 redline areas targeted for resolution.
  3. May 19: CGIA updated the four county PSAPs of project status and schedule for delivery.
  4. May 18: NCDOT approved Attachment E Aerotriangulation report.
  5. May 21: CGIA received Saturday delivery of final data and performed weekend evaluation to initiate final review and begin packaging.
  6. May 23: CGIA submitted horizontal assessment and data to NC Geodetic Survey for final horizontal QC.
  7. May 24: CGIA scheduled a call to discuss issues with Quantum's seamline placements. Quantum acknowledges their workflows for adjustment are based in Photoshop and final seamlines are not necessarily representative of exact locations.
  8. May 24: CGIA held a meeting to discuss options and planning for final delivery to Ft. Bragg. Quantum delivers draft options as well as final metadata documentation. Quantum's options include limitations on the means to deliver to Ft. Bragg due to data formats proprietary to the sensor utilized.
- Completed processing of South Carolina imagery. Delivered external states' mosaics to Macon PSAP covering portions of Georgia and South Carolina.
- On May 19, delivered external states to all remaining PSAPs with the exception of Richmond and Scotland. Became aware of the new Cherokee PSAP and followed up accordingly.
- Continued DIT server hosting.
- Continued data processing and testing to facilitate a migration for server consolidation and backup recovery. The goal is to terminate storage at the Western Data Center (WDC), to

develop a smaller file size to reduce backup fees, and to implement download of county mosaics to facilitate PSAP requests.

- Performed project closeout for all private contractors including VOICE hosting agreements.
- Received data requests from Alexander County for additional coverage up to 10 miles. Received requests from McDowell County for 2015 data.
- Initiated data processing and inventory to retrofit Phase 3 2014 PSAPs with the 2015 data.
- Other tasks included regular team meetings and outreach to federal, state and local partners including briefing to NC Geographic Information Coordinating Council on May 11.

#### NC Department of Transportation (NCDOT)

- Attended team strategy meetings
- Participated in review of Quantum Spatial reflights reports and submittals
- Performed quality review through VOICE
- Initiated summary reports per County of final data product quality

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

- Attended team strategy meetings
- Initiated project closeout project management

#### Acquisition Vendors

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

Task 1 – Flight Planning

Task 2 – Imagery Acquisition

Task 3 - Aerotriangulation and Ortho Generation

Task 4 - Product Delivery and Data Acceptance

Task 5 – Quality Review and Resolutions Reporting

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

Task 7 – Closeout

- Sanborn Map Company: CGIA approved all project deliverables and invoice withholding recovery. Submitted final invoice.
- Surdex Corporation: CGIA approved all project deliverables and invoice withholding recovery. Submitted final invoice.

#### VOICE Application Contractor:

This section summarizes the accomplishments of Quantum Spatial, the sole-source contractor developing the VOICE QC Application. The fully executed contract was awarded on April 20, 2015. That



agreement consists of seven primary tasks as follows:

- Task 1 – Requirement Workshop
- Task 2 – System Design Document
- Task 3 – Development
- Task 4 – Beta Release Testing
- Task 5 – Production Release
- Task 6 – Hosting and Project Close
  - Completed hosting services per project closeout

### Schedule

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

Task	Item	Planned Start	Planned Finish	Actual Finish/Percent Complete
<b>1</b>	<b>Project Initiation</b>	<b>7/1/2014</b>	<b>2/1/2015</b>	
	Issue RFQ for Orthoimagery QBS	8/18/2014	8/18/2014	8/18/2014
	Closing date for RFQ responses	9/9/2014	9/9/2014	9/9/2014
	Contract NCGS	7/1/2014	9/1/2014	8/11/2014
	Contract NCDOT	7/1/2014	9/1/2014	7/21/2014
	Host workshop for selected applicants	10/29/2014	10/29/2014	10/29/2014
	Technical and cost proposals due	11/12/2014	11/12/2014	11/12/2014
	Negotiate with selected applicants	11/24/2014	11/24/2014	11/24/2014
	Proposed Kickoff Meeting	12/18/2014	12/18/2014	12/18/2014
	Contract QC Service Provider	2/1/2014	2/1/2014	4/20/2015
<b>2</b>	<b>Planning and Design</b>	<b>10/15/2014</b>	<b>4/30/2015</b>	
	CORS Upgrades	10/15/2014	3/1/2015	3/1/2015
	Validation Range	10/15/2014	1/15/2015	12/3/2014
	RTN Maintenance	10/15/2014	Ongoing	Ongoing
	Control Surveys and Attachment C-1: Control Surveys Report	12/19/2014	4/30/2015	6/12/2015
<b>3A</b>	<b>Acquisition</b>	<b>2/15/2015</b>	<b>5/1/2015</b>	
	Acquire 24 Counties	2/15/2015	4/30/2015	4/15/2015
	Attachment D: Imagery Acquisition Compliance Report	2/1/2015	5/1/2015	6/1/2015
	Exploitation samples	5/1/2015	5/1/2015	4/30/2015



Information Technology

PAT MCCRORY  
Governor

KEITH WERNER  
State Chief Information Officer

<b>3B</b>	<b>Acquisition Post-Processing</b>	<b>2/15/2015</b>	<b>5/29/2015</b>	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2015	5/29/2015	9/18/2015
	Ortho Generation Workshop	4/30/2015	4/30/2015	4/30/2015
<b>4</b>	<b>Quality Review Production and Product Delivery</b>	<b>8/1/2015</b>	<b>12/30/2015</b>	
	QC Production Cycle	8/1/2015	12/30/2015	12/30/2015
<b>5</b>	<b>Implementation</b>	<b>1/31/2016</b>	<b>3/30/2016</b>	
	Product Delivery	1/19/2016	1/28/2016	1/28/2016
	Implement the NC OneMap Geospatial Portal solution	2/1/2016	Ongoing	2/1/2016
	60 day End-User Evaluation	1/16/2016	3/30/2016	3/30/2016
<b>6</b>	<b>Project Closeout</b>	<b>4/1/2016</b>	<b>6/30/2016</b>	
	Final Data Packaging and Final Reports	4/1/2016	5/31/2016	4/30/2016
	Project Closeout	6/1/2016	6/30/2016	

### Budget

The expenditures for the project are summarized below. Note this represents invoiced amounts for the reporting period of April 1-30, 2016 and total amounts for the project to date. The total budget for the project is \$3,719,332.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
CGIA			
CGIA Labor	\$29,421.00	\$404,345.00	
ITS Hosting and Information Technology	\$8,573.33	\$55,009.85	
CGIA Travel	\$0.00	\$3,694.10	
CGIA Reimbursable Expenses	\$110.44	\$3,866.06	
<b>CGIA Total</b>	<b>\$38,104.77</b>	<b>\$466,915.01</b>	<b>87.2%</b>
Subcontractors			
NCDPS-NCGS	\$0.00	\$186,593.06	92.5%
NC DOT	\$487.20	\$132,775.75	83.0%
Sanborn	\$0.00	\$558,381.17	97.9%
Atlas Geographic Data	\$30,892.84	\$640,110.01	99.5%
Surdex	\$0.00	\$450,225.14	99.6%
Spatial Data Consultants	\$0.00	\$521,163.69	91.9%
Quantum Spatial	\$0.00	\$452,160.91	95.8%
ESRI	\$0.00	\$0.00	0.0%
VOICE	\$4,267.52	\$74,931.48	93.7%
<b>Subcontractor Total</b>	<b>\$35,647.56</b>	<b>\$3,016,341.20</b>	<b>95.1%</b>
<b>Grand Total (for Project)</b>	<b>\$73,752.33</b>	<b>\$3,483,256.21</b>	<b>93.7%</b>

## Major Tasks Identified for June 2016

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

### CGIA

- Quantum Spatial
  1. Finalize VOICE quality review confirmations and final approval
  2. Finalize reporting deliverables
  3. Complete final deliverables validation
  4. Initiate outreach and production for packaging and delivery
  5. Evaluate methods to deliver purged data to Ft. Bragg
- Process special exception requests from Primary PSAPs
- Finalize project website communications
- Perform project archival and data/documentation cleanup
- Closeout and archive project Sharepoint site
- Review contractor final reports
- Finalize contractor performance evaluations
- Finalize processing and finalize migration strategy for server consolidation and backup recovery
- Finalize project management closeout
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners including Working Group for Orthophotography Planning and the Statewide Mapping Advisory Committee

### NCGS

- Perform project closeout activities

### NCDOT

- Evaluate project deliverables and perform quality review for Quantum Spatial reflights
- Assist in development of Quantum county mosaics for final delivery

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

- Quantum Spatial to finalize reflight data deliverables and initiate Ft. Bragg procedures for purging data
- Task 7 – Closeout
  1. Perform project management closeout activities

## Project Issues

There are no financial issues to prevent the team from completing the project on time and within budget. Receipt of deliverables and initial quality review for the no-cost change order for Quantum Spatial will continue. Final delivery of the affected area will occur before project closeout.



PAT MCCRORY  
*Governor*

KEITH WERNER  
*State Chief Information Officer*

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

Sincerely,

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

Tim Johnson, GISP  
Director  
Center for Geographic Information and Analysis

# COMPUTER BILL

BILLABLE CGIA CHARGES  
FOR MAY 2016

07:04 Tuesday, June 7, 2016 1

----- APPL|CODE=MGH -----

Obs	APPL	COSTCTR	CHGITEM	Qty	charges
3	MGH	1082	870059	30892.84	30892.84
4	MGH	1082	870059	2133.76	2133.76
5	MGH	1082	870059	2133.76	2133.76
6	MGH	1082	870059	487.20	487.20
7	MGH	1082	870059	110.44	110.44
8	MGH	1082	870066	350.25	29421.00
----				-----	-----
APPL				36108.25	65179.00



## ACCOUNTS PAYABLE

\$ 35,758.00

FUND	CENTER	ACCOUNT	PAY ENTITY	CTRL NO	PAYMENT DATE	CHECK NO	INVOICE NO	AMOUNT PAID	VENDOR NO	VENDOR GROUP	VENDOR NAME	INVOICE DATE	PO NUMBER	PO LINE NO
7115	1082	532199	41PT	1698	05/26/16	122879	AGD-SPM15-414	30,892.84	203251160	A	ATLAS GEOGRAPHIC DATA INC	04/25/16	NC10191532	2
7115	1082	532199	41PT	1687	05/16/16	122806	90580269	487.20	566000967	Y	NC DEPT OF TRANSPORTATION	04/18/16	NC10172789	2
7115	1082	532199	41PT	1687	05/09/16	122587	26168-011	2,133.76	611183895	A	PHOTO SCIENCE	04/05/16	NC10213679	2
7115	1082	532199	41PT	1688	05/26/16	122918	26168-010	2,133.76	611183895	A	PHOTO SCIENCE	03/04/16	NC10213679	1
7115	1082	533120	41PT	9901	05/26/16	122897	P41021605234510A	110.44	510331454	A	BANK OF AMERICA	05/10/16		0

LABOR

## ITS - CGIA

### IMAGE15\_Time Activities by Employee Detail

Activity: May 2016

	Date	Client	vice	Description	Rate	Duration	Billable	Amount
<b>Ben Shelton</b>								
	05/02/2016	IMAGE15:PM	Services:55	Project Management	84.00	1	Yes	84.00
	05/02/2016	IMAGE15:QC	Services:25	Data Collection, Quality Control & Maintenance	84.00	6	Yes	504.00
	05/03/2016	IMAGE15:QC	Services:25	Data Collection, Quality Control & Maintenance	84.00	7	Yes	588.00
	05/04/2016	IMAGE15:QC	Services:25	Data Collection, Quality Control & Maintenance	84.00	7	Yes	588.00
	05/04/2016	IMAGE15:PM	Services:55	Project Management	84.00	1	Yes	84.00
	05/06/2016	IMAGE15:PM	Services:55	Project Management	84.00	2	Yes	168.00
	05/09/2016	IMAGE15:MEETINGS	Services:40	Presentations/Demonstrations/Meetings	84.00	1	Yes	84.00
	05/09/2016	IMAGE15:PM	Services:55	Project Management	84.00	5	Yes	420.00
	05/10/2016	IMAGE15:PM	Services:55	Project Management	84.00	4	Yes	336.00
	05/11/2016	IMAGE15:PM	Services:55	Project Management	84.00	4	Yes	336.00
	05/12/2016	IMAGE15:MEETINGS	Services:40	Presentations/Demonstrations/Meetings	84.00	6	Yes	504.00
	05/13/2016	IMAGE15:PM	Services:55	Project Management	84.00	7	Yes	588.00
	05/16/2016	IMAGE15:PM	Services:55	Project Management	84.00	6	Yes	504.00
	05/17/2016	IMAGE15:PM	Services:55	Project Management	84.00	6	Yes	504.00
	05/18/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/19/2016	IMAGE15:PM	Services:55	Project Management	84.00	4	Yes	336.00
	05/20/2016	IMAGE15:PM	Services:55	Project Management	84.00	6	Yes	504.00
	05/21/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/22/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/23/2016	IMAGE15:PM	Services:55	Project Management	84.00	5	Yes	420.00
	05/23/2016	IMAGE15:MEETINGS	Services:40	Presentations/Demonstrations/Meetings	84.00	2	Yes	168.00
	05/24/2016	IMAGE15:PM	Services:55	Project Management	84.00	6	Yes	504.00
	05/25/2016	IMAGE15:PM	Services:55	Project Management	84.00	4	Yes	336.00
	05/26/2016	IMAGE15:PM	Services:55	Project Management	84.00	6	Yes	504.00
	05/27/2016	IMAGE15:PM	Services:55	Project Management	84.00	5	Yes	420.00
	05/31/2016	IMAGE15:PM	Services:55	Project Management	84.00	4	Yes	336.00
<b>Total for Ben Shelton</b>						<b>114</b>		<b>\$ 9,576.00</b>
<b>Darrin Smith</b>								
	05/02/2016	IMAGE15:QC	Services:55	Project Management	84.00	1	Yes	84.00
	05/03/2016	IMAGE15:QC	Services:55	Project Management	84.00	2	Yes	168.00
	05/03/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/04/2016	IMAGE15:QC	Services:55	Project Management	84.00	2	Yes	168.00
	05/04/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00

## ITS - CGIA

### IMAGE15\_Time Activities by Employee Detail

Activity: May 2016

	Date	Client	vice	Description	Rate	Duration	Billable	Amount
	05/05/2016	IMAGE15:PM	Services:55	Project Management	84.00	0.5	Yes	42.00
	05/05/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/05/2016	IMAGE15:QC	Services:55	Project Management	84.00	2	Yes	168.00
	05/05/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	1	Yes	84.00
	05/06/2016	IMAGE15:QC	Services:55	Project Management	84.00	3	Yes	252.00
	05/06/2016	L	Services:55	Project Management	84.00	1	Yes	84.00
	05/06/2016	IMAGE15:PM	Services:55	Project Management	84.00	1	Yes	84.00
	05/09/2016	L	Services:55	Project Management	84.00	1.5	Yes	126.00
	05/09/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/10/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/10/2016	IMAGE15:PM	Services:55	Project Management	84.00	1	Yes	84.00
	05/11/2016	L	Services:55	Project Management	84.00	1	Yes	84.00
	05/12/2016	IMAGE15:PM	Services:55	Project Management	84.00	3.5	Yes	294.00
	05/12/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/13/2016	IMAGE15:PM	Services:55	Project Management	84.00	1.5	Yes	126.00
	05/16/2016	L	Services:55	Project Management	84.00	3	Yes	252.00
	05/16/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/17/2016	IMAGE15:PM	Services:55	Project Management	84.00	2.5	Yes	210.00
	05/17/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/18/2016	L	Services:55	Project Management	84.00	1	Yes	84.00
	05/18/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	0.5	Yes	42.00
	05/19/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	0.5	Yes	42.00
	05/19/2016	L	Services:55	Project Management	84.00	2.5	Yes	210.00
	05/19/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/20/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/20/2016	L	Services:55	Project Management	84.00	2.5	Yes	210.00
	05/23/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/23/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	1	Yes	84.00
	05/23/2016	L	Services:55	Project Management	84.00	2.5	Yes	210.00
	05/24/2016	IMAGE15:PM	Services:55	Project Management	84.00	2	Yes	168.00
	05/24/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	1.5	Yes	126.00
	05/24/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/25/2016	L	Services:55	Project Management	84.00	3	Yes	252.00
	05/25/2016	IMAGE15:PM	Services:55	Project Management	84.00	1	Yes	84.00

## ITS - CGIA

### IMAGE15\_Time Activities by Employee Detail

Activity: May 2016

	Date	Client	vice	Description	Rate	Duration	Billable	Amount
	05/25/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	1	Yes	84.00
	05/26/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/26/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/27/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/27/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	1	Yes	84.00
	05/27/2016	IMAGE15:PM	Services:55	Project Management	84.00	2	Yes	168.00
	05/31/2016	IMAGE15:PM	Services:55	Project Management	84.00	3	Yes	252.00
	05/31/2016	L	Services:55	Project Management	84.00	2	Yes	168.00
	05/31/2016	IMAGE15:MEETINGS	Services:55	Project Management	84.00	0.5	Yes	42.00
<b>Total for Darrin Smith</b>						<b>93</b>		<b>\$ 7,812.00</b>
<b>Joe Sewash</b>								
	05/24/2016	IMAGE15:MEETINGS	Services:65	Project Team Meetings	84.00	0.5	Yes	42.00
<b>Total for Joe Sewash</b>						<b>0.5</b>		<b>\$ 42.00</b>
<b>John Derry</b>								
	05/02/2016	IMAGE15:QC	Services:30	Analysis	84.00	8	Yes	672.00
	05/03/2016	IMAGE15:QC	Services:30	Analysis	84.00	4	Yes	336.00
	05/04/2016	IMAGE15:QC	Services:30	Analysis	84.00	7	Yes	588.00
	05/05/2016	IMAGE15:QC	Services:30	Analysis	84.00	6	Yes	504.00
	05/06/2016	IMAGE15:MEETINGS	Services:40	Presentations/Demonstrations/Meetings	84.00	0.5	Yes	42.00
	05/06/2016	L	Services:30	Analysis	84.00	7.25	Yes	609.00
	05/09/2016	L	Services:30	Analysis	84.00	7	Yes	588.00
	05/10/2016	L	Services:30	Analysis	84.00	8	Yes	672.00
	05/11/2016	L	Services:30	Analysis	84.00	8	Yes	672.00
	05/12/2016	L	Services:30	Analysis	84.00	5	Yes	420.00
	05/13/2016	L	Services:30	Analysis	84.00	8	Yes	672.00
	05/16/2016	L	Services:30	Analysis	84.00	6	Yes	504.00
	05/17/2016	L	Services:30	Analysis	84.00	8	Yes	672.00
	05/18/2016	L	Services:30	Analysis	84.00	3	Yes	252.00
	05/19/2016	L	Services:30	Analysis	84.00	4	Yes	336.00
	05/20/2016	L	Services:30	Analysis	84.00	8	Yes	672.00
	05/23/2016	L	Services:30	Analysis	84.00	6	Yes	504.00
	05/24/2016	L	Services:30	Analysis	84.00	6	Yes	504.00
	05/25/2016	L	Services:30	Analysis	84.00	7	Yes	588.00
	05/26/2016	L	Services:30	Analysis	84.00	8	Yes	672.00

ITS - CGIA								
IMAGE15_Time Activities by Employee Detail								
Activity: May 2016								
	Date	Client	vice	Description	Rate	Duration	Billable	Amount
	05/27/2016	L	Services:30	Analysis	84.00	8	Yes	672.00
	05/31/2016	L	Services:30	Analysis	84.00	2	Yes	168.00
Total for John Derry						134.75		\$ 11,319.00
Tim Johnson								
	05/05/2016	IMAGE15:PM	Services:15	Consulting	84.00	1	Yes	84.00
	05/06/2016	IMAGE15:PM	Services:15	Consulting	84.00	0.5	Yes	42.00
	05/10/2016	IMAGE15:PM	Services:15	Consulting	84.00	1	Yes	84.00
	05/19/2016	IMAGE15:PM	Services:15	Consulting	84.00	1	Yes	84.00
	05/24/2016	IMAGE15:PM	Services:15	Consulting	84.00	1.5	Yes	126.00
	05/26/2016	IMAGE15:PM	Services:15	Consulting	84.00	2	Yes	168.00
	05/27/2016	IMAGE15:PM	Services:15	Consulting	84.00	1	Yes	84.00
Total for Tim Johnson						8		\$ 672.00
Total						350.25		\$ 29,421.00

Wednesday, Jun 01, 2016 11:47:15 AM PDT GMT-4

## APPROVED INVOICES



REPORT TBBMCSI  
PROGRAM TBBMCSI

NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY  
Computer Services Monthly Expense

RUN DATE 06/14/16  
Page 222,300

DisCd 6-7553  
Department 562032825  
Invoice 160500358

NC DEPT OF INFORMATION TECHNOLOGY

Account Distribution: 4102-290050030330-5328210000000

Period ending - MAY 31, 2016

Bill Number IMZ 911 BOARD - IMAGE 15 SERVERS

-----  
Services & Activities

Invoice Category Description	Invoice Category/	Service Code	Description	Charge	Qty	Rate	Units
-----	-----	-----	-----	-----	---	----	-----
DISTRIBUTED COMPUTING SERV		860050	zLinux Reverse Proxy Servic	52.00	52.000	1.00000	Month
Total DISTRIBUTED COMPUTING	2100			52.00			
Total IMZ	- 911 BOARD - IMAGE 15 SERVERS			52.00			
Total AD - 4102-290050030330-5328210000000				52.00			

REPORT TBBMCSI  
PROGRAM TBBMCSI

NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY  
Computer Services Monthly Expense

RUN DATE 06/14/16  
Page 222,301

DisCd 6-7553  
Department 562032825  
Invoice 160500358

NC DEPT OF INFORMATION TECHNOLOGY

Account Distribution: 4102-290050030330-5328240000000

Period ending - MAY

31, 2016

Bill Number IMZ 911 BOARD - IMAGE 15 SERVERS

-----  
Services & Activities

Invoice Category Description	Invoice Category/	Service Code	Description	Charge	Qty	Rate	Units
-----	-----	-----	-----	-----	---	----	-----
DISTRIBUTED COMPUTING SERV							
		810083	Distributed Storage - Tape	7025.79	642769.000	0.01093	Gbyte/Day
		860041	OS - Windows	28.82	2.000	14.41000	Month
		860054	Physical Server - MEDIUM	1466.72	2.000	733.36000	Server
Total DISTRIBUTED COMPUTING	2100			8,521.33			
Total IMZ	- 911 BOARD - IMAGE 15 SERVERS			8,521.33			
Total AD - 4102-290050030330-5328240000000				8,521.33			



## INVOICE

<b>Bill To</b>	<b>Order Information</b>	
Center for Geographic Information and Analysis Attn: Tim Johnson 3700 Wake Forest Rd. Raleigh, NC 27609	Invoice Number	AGD-SPM15-414
	CGIA Contract Number	IMAGE15-04
	Purchase Order Number	NC10191532
	Invoice Amount	\$30,892.84
	Invoice Date	April 25, 2016
	Performance Period	March 1, 2016 through April 25, 2016
<b>Remit To</b>	<b>Contact Information</b>	
Issuing Vendor Firm: Atlas Geographic Data, Inc. Issuing Vendor Fiscal Division: A Issuing Vendor Address: 1015 Ashes Drive, Suite 104 Wilmington, NC 28405	Issuing Vendor Administrator: Larry Kirkpatrick	
	Issuing Vendor Email: <a href="mailto:lkirkpatrick@atlasgeodata.com">lkirkpatrick@atlasgeodata.com</a> <a href="mailto:hlambert@atlasgeodata.com">hlambert@atlasgeodata.com</a>	
	Issuing Vendor Phone: 910 256 9892	
	Issuing Vendor Fax: 910 256 9979	

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
1.	Flight Planning: Withholding Recovery: Task 1	\$ 3,553.50
3.	Aerotriangulation and Ortho Generation: Withholding Recovery: Task 3	\$ 14,301.35
4.	Product Delivery and Data Acceptance: Withholding Recovery: Task 4	\$ 665.00
5.	Quality Review Resolutions: Withholding Recovery: Task 5	\$ 563.75
6.	Image Service Data Submittal: Withholding Recovery: Task 6	\$ 207.65
7.	Closeout: Project Closeout to include Withholding Recovery: Task 7	\$ 11,601.59
<b>Total</b>	<div data-bbox="435 1501 846 1774" data-label="Image">            A rectangular stamp with a double border. The word 'RECEIVED' is at the top. Below it is a smaller rectangle containing the date 'APR 25 2016'. At the bottom, it says 'Center for Geographic Information and Analysis'.         </div>	\$ 30,892.84



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

PAT MCCRORY  
GOVERNOR

NICHOLAS J. TENNYSON  
SECRETARY

Invoice

Bill To:

ITS-CGIA  
ATTN: TIM JOHNSON  
PO Box 17209  
RALEIGH NC 27699-7209

Order Information

Customer Number: 67549  
Invoice Number: 90580269  
Purchase Order #: 005035-001\_6137\_0001  
Purchase Order Date: 06/23/2014  
Sales Order Number: 523586  
Payment Terms: Net due 30 days  
Billing Date: 04/18/2016  
Due Date: 05/18/2016

Remit To:

North Carolina Department of Transportation  
Fiscal Section - Accounts Receivable Unit  
1514 Mail Service Center  
Raleigh, North Carolina 27699-1514

Contact Person: Minnie Hibbitt  
Phone: 919-707-4208  
Fax: 919-715-8718  
Internet: mhibbitt@ncdot.gov

Page 1 of 1

Invoice Details

Item	Description	Quantity	Unit Price	Amount
0010	NC State Agency Participation Reim.  ORTHOIMAGERY ADVISORY AND TECHNICAL SERVICES FOR THE DIGITAL SOUTHERN PIEDMONT AND MOUNTAINS ORTHOIMAGERY 2015 PROJECT.  COSTS FOR THE MONTH ENDING MARCH 31, 2016	1 EA	487.20	487.20
	Total Amount Due			\$ 487.20
<div>RECEIVED By Darrin Smith at 3:58 pm, Apr 28, 2016</div>				

Please return the attached copy of this invoice to ensure proper credit for your payment. Remittances should be made payable to N.C. Department of Transportation.



PAT McCrory  
*Governor*

NICHOLAS J. TENNYSON  
*Secretary*

April 6, 2016

Tim Johnson  
Director, Center for Geographic Information and Analysis  
State of North Carolina  
Office of the State Chief Information Officer

Digital Southern Piedmont and Mountains Orthoimagery 2015 Project  
Interagency reimbursement Agreement NCDOT/CGIA  
(NCDOT WBS Element: 36249.3368)  
(CGIA Purchase Order: NC10172789)

Attached to this cover letter is an invoice in the amount of **\$487.20** for NC DOT invoice SPM15\_NCDOT\_1603 for the month of March/2016.

Sincerely,

A handwritten signature in black ink, appearing to read 'Keith Johnston'.

Keith Johnston, PE, PLS  
NCDOT State Photogrammetric Engineer

**RECEIVED**

By Darrin Smith at 10:41 am, Apr 06, 2016



State of North Carolina | Department of Transportation | Photogrammetry Unit  
Physical Address: Century Center | Building B | 1020 Birch Ridge Drive | Raleigh, NC 27610  
Mailing Address: 1585 Mail Service Center | Raleigh, NC 27699-1585  
Telephone: 919-707-7090 | Fax: 919-250-4176 | Website: [www.NCDOT.gov](http://www.NCDOT.gov)



1055 ANDREW DRIVE, SUITE D  
WEST CHESTER, PA 19380  
PHONE 610-344-0890 / FAX 610-344-0892  
WWW.PHOTOSCIENCE.COM

## INVOICE

### Bill To

Center for Geographic Information  
and Analysis  
Attn: Tim Johnson  
3700 Wake Forest Rd.  
Raleigh, NC 27609

### Order Information

Invoice Number	26168-010
CGIA Contract Number	IMAGE15-08
Purchase Order Number	NC10213679
Invoice Amount	\$2,133.76
Invoice Date	March 4, 2016
Performance Period	02-01-16 to 02-29-16

### Remit To

Photo Science  
523 Wellington Way  
Lexington, KY 40503

### Contact Information

Chris Chalmers  
cchalmers@quantumspatial.com  
Vendor Phone: (404) 556-6812  
Vendor Fax: 859-277-8701

### Invoice Summary (per Primary Task)

Task	Item Description	Amount
1	Requirement Workshop	\$0.00
2	System Design Document	\$0.00
3	Development	\$0.00
4-5	Beta Testing and Production System	\$0.00
6	Hosting and Project Close	\$2,133.76
	<b>TOTAL</b>	<b>\$2,133.76</b>

RECEIVED

MAR - 4 2016

Center for Geographic  
Information and Analysis



1055 ANDREW DRIVE, SUITE D  
WEST CHESTER, PA 19380  
PHONE 610-344-0890 / FAX 610-344-0892  
WWW.PHOTOSCIENCE.COM

## INVOICE

<b>Bill To</b>		<b>Order Information</b>	
Center for Geographic Information and Analysis Attn: Tim Johnson 3700 Wake Forest Rd. Raleigh, NC 27609		Invoice Number	26168-011
		CGIA Contract Number	IMAGE15-08
		Purchase Order Number	NC10213679
		Invoice Amount	\$2,133.76
		Invoice Date	April 5, 2016
		Performance Period	03-01-16 to 03-31-16

<b>Remit To</b>		<b>Contact Information</b>	
Photo Science 523 Wellington Way Lexington, KY 40503		Chris Chalmers cchalmers@quantumspatial.com Vendor Phone: (404) 556-6812 Vendor Fax: 859-277-8701	

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
1	Requirement Workshop	\$0.00
2	System Design Document	\$0.00
3	Development	\$0.00
4-5	Beta Testing and Production System	\$0.00
6	Hosting and Project Close	\$2,133.76
	<b>TOTAL</b>	<b>\$2,133.76</b>

**RECEIVED**  
By Darrin Smith at 4:28 pm, Apr 05, 2016



CDWG.com | 800.594.4239

OE400SPS

## SALES QUOTATION

QUOTE NO.	ACCOUNT NO.	DATE
GZWH906	5640050	4/26/2016

**BILL TO:**  
NC-ITS  
PO BOX 17209

**SHIP TO:**  
NC-ITS  
Attention To: DARRIN SMITH  
PO BOX 17209

Accounts Payable  
RALEIGH , NC 27619-7209

RALEIGH , NC 27619-7209  
Contact: DARRIN  
SMITH 919.754.6589

Customer Phone #919.871.6498

Customer P.O. # GZWH906 QUOTE

ACCOUNT MANAGER		SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
JEFF GREY 866.833.9532		FEDEX Ground	Master Card / VISA	400011
QTY	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
22	2308357	TRANSCEND 16GB JETFLASH 700 USB 3.0 Mfg#: TS16GJF700 Contract: NC CCPA Technology Products 1200800	5.02	110.44
SUBTOTAL				110.44
FREIGHT				0.00
TAX				0.00
				US Currency
<b>TOTAL</b>				<b>110.44</b>

CDW Government  
230 North Milwaukee Ave.  
Vernon Hills, IL 60061

Fax: 847.990.8104

**Please remit payment to:**

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



3g) Grant Fund Balance \$ 2,940,178

1) Grant Fund Encumbered \$ 24,731,896

PSAP Grant-Statewide 911 Projects Fund																	
			Grant Completion (+/-)	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
Fund 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	Completed Grant Disbursement															
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	-40,209.19	332,982.31
Grant Award FY2013	FY2013 Grant Award Total	Completed Grant Disbursement															
Brunswick County	2,100,000.00			-1,374,083.13	-237,562.83	-278,300.57							-189,186.92				0.00
Lenoir County	7,400,000.00			-6,595,558.27					-320,277.98							-320,277.98	163,885.77
Grant Award FY2014	FY2014 Grant Award Total	Completed Grant Disbursement															
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	-373,709.45	910,448.14
Orange County G2014-06	625,828.00			-538,141.28	-16,237.50												0.00
Swain County G2014-07	610,000.00			-568,446.02	-28,799.45												0.00
Grant Award FY2015	FY2015 Grant Award Total	Completed Grant Disbursement															
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	-207,908.19	6,254,837.28
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		-206,723.98	897,207.79
Swain-Jackson Co G2015-004	859,681.00			-763,390.04					-16,997.01			-79,574.95					0.00
Grant Award FY2016	FY2016 Grant Award Total	Completed Grant Disbursement															
Graham County G2016-01	3,401,528.00			0.00										-11,407.00			3,390,121.00
Hyde County G2016-02	1,266,887.00			0.00												-17,689.14	1,249,197.86
Richmond County G2016-03	6,357,537.00			0.00										-39,549.80		-9,442.80	6,308,544.40
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	-57,600.00	-16,094.19						0.00
E-CATS II	1,354,880.00			0.00							-60,718.97	-58,598.29	-58,557.89	-59,229.53	-57,600.00	-60,718.97	999,456.35
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									0.00
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	-73,752.33	236,075.73
Ortho Project III Image 16	4,076,752.00			0.00								-67,452.00	-136,717.00	-813,056.20	-91,027.21	-479,731.20	2,488,768.39
Approved Transfer from PSAP Fund 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	17,043.10	
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	\$ 27,672,073.85	\$ 24,731,896.33
Encumbered: \$ 24,731,896.33																	
Grant Fund Total \$ 2,940,177.52																	

3h) NG911 Fund Balance \$ \$ 4,203,563

1) NG911 Fund Disbursements \$ 0.00

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	\$759,281.07	\$1,992.42		4,203,563.24

3i) CMRS Fund Balance \$ 3,632,364

1) CMRS Disbursements \$ 197,868

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					<b>\$1,326,272.78</b>
July 2015	\$755,329.89	\$587.16	<b>\$263,884.10</b>		\$1,818,305.73
August 2015	825,442.67	864.28	<b>225,238.68</b>		2,419,374.00
September 2015	690,604.43	1,271.87	<b>219,778.40</b>		2,891,471.90
October 2015	735,377.74	1,516.12	<b>21,408.02</b>		3,606,957.74
November 2015	761,553.47	1,692.66	<b>379,473.69</b>		3,990,730.18
December 2015	726,073.96	2,121.08	<b>859,158.81</b>		3,859,766.41
January 2016	697,462.98	2,295.25	<b>187,747.94</b>		4,371,776.70
February 2016	678,800.71	2,487.18	<b>452,663.30</b>		4,600,401.29
March 2016	703,508.32	2,876.75	<b>3,090,030.85</b>		2,216,755.51
April 2016	652,816.70	1,560.23	<b>207,795.11</b>		2,663,337.33
May 2016	670,762.86	1,929.06	<b>191,763.53</b>		3,144,265.72
June 2016	684,147.06	1,819.93	<b>197,868.32</b>		3,632,364.39

3j) PSAP Fund Balance \$ 17,961,527  
1) PrePaid CMRS Revenue  
\$ 1,602,286,868

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	2,736,588.28	814,435.36	927,737.77	1,602,285.80	9,361.70	6,090,408.91		4,302,995.16	\$17,961,526.84





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.



Executive Director Report

Richard Taylor

a) Update on PSAP/Finance Director Meetings



# **PSAP Managers Regional Meetings**

**July, 2016**

## **AGENDA**

10:00-10:15	Welcome/Introductions/Opening Remarks	Richard Taylor
10:15-11:00	Richmond Community College Introduction To PSAP Manager Certificate Program	Robbie Taylor
11:00-11:10	Introduction to Voiance Language Translation Service	Dave Corn
11:10-11:25	Text to 911 Updates	Tina Bone
11:25-11:45	NG 911 Updates	Dave Corn
11:45-1:00	Lunch & Networking	
1:00-1:45	Most Common Mistakes on Revenue/Expense Report & Other Financial Concerns	Marsha Tapler
1:45-2:00	Backup PSAP Updates	David Dodd

2:00-2:20	Rules Implementation-The Process & Timeline To Get Ready	Tina Bone
2:20-3:00	Managers Discussion Forum	Richard Taylor
3:00	Adjourn	

Executive Director Report

Richard Taylor

b) Rockingham County Grant Extension  
Request

*(vote required)*



## **ROCKINGHAM COUNTY GOVERNMENT**

### **Office of 911 Emergency Communications**

---

June 27, 2016

North Carolina 9-1-1 Board  
Attn: Richard Taylor, Executive Director  
PO Box 17209  
Raleigh, NC 27619-7209

Mr. Taylor,

On behalf of Rockingham County Emergency Communications, (RCEC) I am requesting an extension of the completion date for the work encompassed by the grant fund that was awarded to Rockingham County. The original completion date was June 30, 2016.

When I began my employment with RCEC March 10, 2016, Rockingham County was contracted with the 9-1-1 consulting firm, Mission Critical Partners (MCP) for the purposes of PSAP construction, Staff Augmentation and the Eden Paging Project. PSAP construction had been completed, staff augmentation was completed upon my appointment as PSAP Director and the Eden Paging Project was the final element of the contract that needed to be completed.

In February and early March, MCP began a site study inclusive of a series of paging coverage maps, on site evaluations and meetings with town and county officials. MCP then created a thirty-one (31) page Request for Proposal (RFP) outlining the work to be completed. The RFP was created March 30, 2016.

Early April, a series of conversations ensued with MCP and Rockingham County Purchasing Agent, Gail Priddy, and it was verified that through Motorola's state contracts, an RFP was not needed and Rockingham County could use Motorola as a "Sole Source Vendor."

Conversations then began with Scott Hurt, Motorola, and Chris Wright, Wireless Communications, the Motorola installation vendor of choice. Another on-site evaluation was conducted and throughout the remainder of April and early May, a series of price quotes were submitted by Motorola for the original three (3) site paging project which began at over \$500,000.00 and greatly exceeded the remaining grant funds.

Project and pricing adjustment deliberations began with MCP and Motorola and after several conversations and alterations, the original project was amended to a more affordable, two (2) site paging project for the acceptable price of \$227,447.00. May 23, 2016, Rockingham County Manager, Lance Metzler, entered into a contractual agreement with Motorola for the completion of the paging project.



May 25, 2016, Purchase Order# P161412 was issued to Motorola Solutions Inc. in the amount of \$227,447.00.

Motorola began the immediate ordering of equipment for the completion of the project, and as verified through an on-site inventory of shipped equipment which occurred on Thursday, June 23, 2016, Motorola and Wireless Communications confirmed that the majority of the ordered equipment was on site. The remaining equipment is scheduled to ship during the month of July. Wireless Communications is currently scheduling the installation of the equipment that is already on site.

Funds for the Eden Paging Project are already encumbered through Purchase Order# P161412. No further expenses are expected as there are no site improvements needed at either location. Licenses have already been applied for and paid through APCO. There is approximately \$14,414.00 remaining in the grant fund that will only be used for any unforeseen costs associated with the paging project.

With the shipment of the remaining equipment, scheduled for the month of July, and the completion of installation and configuration of all paging project assets, Wireless Communications projects a final completion date of August 31, 2016.

Though this overall grant fund project has been quite lengthy for both Rockingham County as well as the NC 9-1-1 Board, I respectfully request an extension of the completion date to August 31, 2016. Much emphasis has been placed on this project since March and much progress has occurred with the funds encumbered and numerous Motorola boxes decorating all vacant spaces at RCEC. I feel confident that final completion will occur by August 31, 2016.

RMC/rmc

Attachments:

Grant Fund Budget  
Purchase Order# P161412

Rockingham County  
Consolidated 911 Budget to Actual  
As of June 15, 2016

FUND 345

		Current Budget	Activity	Open Encumbrances	Available Budget
Architect	4623018	235,947	235,946.60	-	0.40
Project Director	4623019	778,837	745,511.69	19,773.75	13,551.56
Site Consultant	4623020	9,385	9,385	-	-
Building	4657029	3,501,604	3,472,462	28,166	976.61
Sub-detail by Project Code:					-
Construction	XX1402	3,453,305	3,425,133	28,166	5.94
Testing	XX1403	26,453	26,453	-	0.17
Contingency	XX1404	21,390	20,420	-	970.41
Prof Services	XX1406	456	456	-	0.09

The shaded boxes roll up into the total for the category "Building"

Equipment	4657015	3,352,322	3,029,713	309,172	13,437
Sub-detail by Project Code:					-
Furn, Fix, Equip	CO1501	6,147	6,147	-	(0.16)
Radio Consoles	XX1201	995,631	995,631	-	0.45
Phone System	XX1203	241,112	241,112	-	0.04
Dispatch Consoles	XX1204	245,855	245,855	-	0.05
IT Equipment	XX1205	802,664	756,289	46,375	(0.37)
OSSI Upgrade	XX1206	643,405	608,055	35,350	0.12
Recording	XX1210	139,744	139,744	-	(0.35)
AT&T Trunk Lines	XX1212	4,672	-	-	4,672
Contingency	XX1405	8,778	13	-	8,765.40
Office Furniture	XX1501	36,867	36,867	-	0.19
Paging Project	CO1602	227,447	-	227,447	-

The shaded boxes roll up into the total for the category "Equipment"

Grand Total by Major Exp Category	7,878,095	7,493,018	357,111	27,966
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Estimated Director Costs (13,552)

NC 911-Project Funds Available for Appropriation	14,414
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Revenue Sources:

911 PSAP Grant	7,826,000
Sales Tax Refunds	52,095
Total Revenue Sources	7,878,095

**ROCKINGHAM COUNTY  
NORTH CAROLINA**

Purchasing Office  
PO Box 41  
Wentworth, NC 27375-0041  
Telephone (336) 342-8111  
Fax (336) 342-8455



**PURCHASE ORDER**

<b>P.O. NUMBER</b>	P161412
<b>DATE</b>	05/25/2016
<b>VENDOR I.D.</b>	V0002500
<b>DELIVER BY</b>	
<b>FOB</b>	DESTINATION
<b>TERMS</b>	NET
<b>REQUISITION NO</b>	PR032546

OUR PURCHASE ORDER NUMBER MUST  
APPEAR ON ALL INVOICES, PACKING  
LIST AND CORRESPONDENCE

**TO:**

MOTOROLA SOLUTIONS, INC.  
PO BOX 404059  
ATLANTA, GA 30384-4059

**DELIVER ITEMS TO:**

9-1-1 COMMUNICATIONS CENTER  
ROCKINGHAM COUNTY  
216 JUSTICE CENTER DRIVE  
REIDSVILLE, NC 27320

**SEND INVOICE TO:**

9-1-1 COMMUNICATIONS CENTER  
ROCKINGHAM COUNTY  
PO BOX 86  
WENTWORTH, NC 27375

ITEM	DESCRIPTION	QTY	UNIT	UNIT PRICE	EXTENDED PRICE
0001	Paging Equipment	141,130.00	EA	\$1.00	\$141,130.00
0002	SI/Service	85,505.00	EA	\$1.00	\$85,505.00
0003	Freight	812.00	EA	\$1.00	\$812.00
				<b>TOTAL</b>	<b>\$227,447.00</b>

1. Goods other than those specified on this order must not be substituted or prices changed without authorization.
2. The right of cancellation in case of long delay in shipment is reserved.
3. If the quantity shipped is short of the purchase order quantity, specify on the packing slip if that quantity is on back order or cancelled.
4. Prepay shipping charges, if any, and add to invoice.
5. Ship "Open Account." NO C.O.D.'s will be accepted.

AUTHORIZED SIGNATURE

*Patricia P. Galloway*

Executive Director Report

Richard Taylor

c) Henderson County Grant Extension  
Request

*(vote required)*

# Sheriff Charles S. McDonald

HENDERSON COUNTY SHERIFF'S OFFICE  
100 North Grove Street  
Hendersonville, NC 28792

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June 22, 2016

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

Dear Mr. Taylor,

Henderson County would like to request an extension of the term period for the PSAP Relocation Grant that was awarded to Henderson County in FY 14, and then extended to July 1<sup>st</sup> earlier this year. We would like to request to extend the grant period to end on September 30, 2016.

Over the last six months we have been working closely with both Intrado and AT&T to finalize a 911 route diversity plan and receive final quotes. As you know, this has not been an easy process and has taken much longer than anticipated. However, I'm happy to report that thanks to your intervention with AT&T, the project is finally moving forward. AT&T has now provided a quote to Intrado for Switch Diversity and diverse circuit into the 2<sup>nd</sup> entrance of the building. Intrado is currently trying to determine their cost to us and the timeline for completion.

We are not requesting any additional funding to complete this project, as the project will be completed within the remaining grant award of approximately \$155,000. We already have the 2<sup>nd</sup> entrance in place at our facility, so construction costs should be minimal.

Thank you for your consideration of this request.

Sincerely,

Lisha Stanley  
Director of Communications

# Education Committee Report      Jimmy Stewart

- a) Request to Fund NENA Center Manager's  
Class Scholarships

*(vote required)*



NENA's **Center Manager Certification Program** (CMCP) 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 program serves as an affordable career advancement opportunity to anyone involved in public safety agency management, and provides education in subject areas that are critically important to anyone looking to forge a long and successful career path.

The CMCP, unlike many other upper-level emergency communications training programs, utilizes a real-world, hands-on approach that is focused on topics encountered daily by managerial and supervisory level personnel: Business Writing, Financial Management, Human Resources, Legal Issues, and Communications Skills. With a curriculum built by current and former 9-1-1 center managers with decades of combined supervisory and training experience, the program will provide you with knowledge and skills that can immediately and drastically improve your on-the-job effectiveness and enhance your agency's everyday operations.



## Education Committee

### SUMMARY

April 7, 2016

NC 911 Board Office

3514 Bush St, Banner Elk Room

Raleigh, NC

10:00 AM-12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Tammy Aldridge on phone	Tina Bone on phone	Angie Schultz
Lora Nock on phone	Richard Bradford	Mark Shepard
Tonya Pearce on phone	Ronnie Cashwell	
Jeff Shipp on phone	Dave Corn	
Jimmy Stewart	David Dodd	
Donna Wright	Richard Taylor	
<u>Members Absent</u>	<u>Staff Absent</u>	
Ninette Bowman		
Dinah Jeffries		
Judy Jenkins		
Heather Joyner		
Crystal McDuffie		
Brian Short		
Laura Sykora		
Rick Thomas		

### Excerpt from Meeting Summary.....

6. **Cary PD- NENA CEMP Scholarship Request**

David Dodd explained that Cary was asking for scholarships for the NENA Center Manager Certification Program to be hosted in Cary in October. He stated this had been approved in the past. Tammy Aldridge was discouraged by some of the information presented in the course when she attended it. She however stated the post-class networking with other attendees was worthwhile. Lora Nock made the motion to approve 5 scholarships. Tammy Aldridge seconded the motion. All voted Aye.

7. **Other Business**

There was no other business brought before the Committee



# Funding Committee Report

Jason Barbour

a) Request from Durham 911 to Rent  
Backup Facility

*(vote required)*

## Taylor, Richard

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**From:** Pearce, Tonya <Tonya.Pearce@durhamnc.gov>  
**Sent:** Tuesday, June 21, 2016 12:13 PM  
**To:** Taylor, Richard  
**Cc:** Soukup, James  
**Subject:** RE: Temporary Back-up Solution

**Importance:** High

Richard,

This is not a backup to the backup. Our backup will be completely down and therefore nonexistent. Are we not required by legislation to have a functioning backup? This is not a cosmetic change it is a requirement to make a repair to an issue that can make people sick and will damage equipment. I appreciate your response, however, I respectfully request this issue be placed on the agenda for the next Funding Committee meeting.

Tonya

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**From:** Taylor, Richard [mailto:[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)]  
**Sent:** Tuesday, June 21, 2016 11:50 AM  
**To:** Pearce, Tonya <Tonya.Pearce@durhamnc.gov>  
**Cc:** Soukup, James <James.Soukup@durhamnc.gov>  
**Subject:** RE: Temporary Back-up Solution

Tonya,

There is no requirement to have a backup to the backup so the use of Thor is not an eligible 911 expense.

Richard  
919-754-6624

---

**From:** Pearce, Tonya [mailto:[Tonya.Pearce@durhamnc.gov](mailto:Tonya.Pearce@durhamnc.gov)]  
**Sent:** Tuesday, June 21, 2016 10:46 AM  
**To:** Taylor, Richard <[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)>  
**Cc:** Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>  
**Subject:** FW: Temporary Back-up Solution

Richard,

Jim just advised that he has a quote for Thor for 30 days for a cost of \$110,000. Hopefully this helps. I would still like for the questions below to be answered.

Thanks!

Tonya

---

**From:** Pearce, Tonya  
**Sent:** Tuesday, June 21, 2016 10:42 AM  
**To:** 'Taylor, Richard' <[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)>  
**Cc:** Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>  
**Subject:** RE: Temporary Back-up Solution

Okay, I'm not clear on why cost determines if something is allowable or not. Please clarify this for me. I understand that there is concern regarding how much all of the pending back up plans will cost. To the best of my knowledge we have not run out of funds. We are required to have a back-up center. The facility we have has a leaking/condensation issue which will either have to be repaired or require us to find a new location which will be much more expensive than repairs. To allow this problem to continue unchecked presents further issues such as the potential for mold. Johnston County is not a viable option because they use Harris Radio System and we use Motorola. The old Raleigh Wake location is not A911 and could therefore not process our calls. Additionally the old Raleigh Wake Location is not staffed and it would require us a minimum of 45 minutes to get to that location and begin taking calls. We have explored our options and made every attempt to find a cost effective solution. Did Union County not use Thor recently? Please advise any additional questions you may have.

Thanks,

Tonya

---

**From:** Taylor, Richard [<mailto:richard.taylor@nc.gov>]  
**Sent:** Tuesday, June 21, 2016 9:26 AM  
**To:** Pearce, Tonya <[Tonya.Pearce@durhamnc.gov](mailto:Tonya.Pearce@durhamnc.gov)>  
**Cc:** Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>  
**Subject:** RE: Temporary Back-up Solution

Good Morning Tonya,

All is well, thanks for asking. I discussed this with Richard Bradford earlier and we both still have questions. First of course is the cost. I'm still confused on how you can say you have money to pay for it and yet don't know what it will cost. The concern financially that I have is that with all the pending reconsiderations and grant applications if there will be enough funds for everyone to pay for their back up plans and regular operational expenses. Not knowing the temporary cost of Thor would not be very prudent to approve without knowing the potential impact to the fund.

Also, being on the Intrado A911 network, aren't one of the other A911 network centers such as Johnston able to serve as a temporary backup with minimal costs? Would the "old" Raleigh-Wake center able to be outfitted temporarily to serve as a backup?

I guess what the thinking is that maybe there are possibly more cost effective ways to accomplish a temporary backup that need to be explored.

Richard  
919-754-6624

---

**From:** Pearce, Tonya [<mailto:Tonya.Pearce@durhamnc.gov>]  
**Sent:** Tuesday, June 21, 2016 8:07 AM  
**To:** Taylor, Richard <[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)>

**Cc:** Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>

**Subject:** FW: Temporary Back-up Solution

Good morning,

Hope you are well. We are still waiting on a response to this question. Is there any further information you need from me?

Thanks,

Tonya

---

**From:** Pearce, Tonya

**Sent:** Wednesday, June 15, 2016 12:38 PM

**To:** 'Taylor, Richard' <[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)>

**Cc:** Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>

**Subject:** FW: Temporary Back-up Solution

Hi Richard,

I wasn't sure if you received my response yesterday. Just in case here it is again.

Thanks!

Tonya

---

**From:** Pearce, Tonya

**Sent:** Tuesday, June 14, 2016 10:20 AM

**To:** 'Taylor, Richard' <[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)>

**Subject:** RE: Temporary Back-up Solution

Thor would only be used for a backup. I am making an assumption on the availability of funds. Once I know if it is an allowable expenditure I will check on pricing vs fund balance and adjust as necessary.

Tonya

---

**From:** Taylor, Richard [<mailto:richard.taylor@nc.gov>]

**Sent:** Tuesday, June 14, 2016 10:17 AM

**To:** Pearce, Tonya <[Tonya.Pearce@durhamnc.gov](mailto:Tonya.Pearce@durhamnc.gov)>

**Cc:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>; Mason, Karen <[karen.mason@nc.gov](mailto:karen.mason@nc.gov)>; Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>

**Subject:** RE: Temporary Back-up Solution

OK, just so I am clear on your request, Thor will only be used for a backup to the primary, is that correct? Also if you are unsure of the costs, how do you know you have availability of funds and would not be requesting additional?

Richard  
919-754-6624

---

**From:** Pearce, Tonya [<mailto:Tonya.Pearce@durhamnc.gov>]  
**Sent:** Tuesday, June 14, 2016 10:11 AM  
**To:** Taylor, Richard <[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)>  
**Cc:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>; Mason, Karen <[karen.mason@nc.gov](mailto:karen.mason@nc.gov)>; Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>  
**Subject:** RE: Temporary Back-up Solution

I do not know. Wanted to verify eligibility before pursuing.

Tonya

---

**From:** Taylor, Richard [<mailto:richard.taylor@nc.gov>]  
**Sent:** Tuesday, June 14, 2016 10:07 AM  
**To:** Pearce, Tonya <[Tonya.Pearce@durhamnc.gov](mailto:Tonya.Pearce@durhamnc.gov)>  
**Cc:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>; Mason, Karen <[karen.mason@nc.gov](mailto:karen.mason@nc.gov)>; Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>  
**Subject:** RE: Temporary Back-up Solution

Thanks Tonya, what will be the estimated cost to rent Thor?

Richard  
919-754-6624

---

**From:** Pearce, Tonya [<mailto:Tonya.Pearce@durhamnc.gov>]  
**Sent:** Tuesday, June 14, 2016 9:56 AM  
**To:** Taylor, Richard <[richard.taylor@nc.gov](mailto:richard.taylor@nc.gov)>  
**Cc:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>; Mason, Karen <[karen.mason@nc.gov](mailto:karen.mason@nc.gov)>; Soukup, James <[James.Soukup@durhamnc.gov](mailto:James.Soukup@durhamnc.gov)>  
**Subject:** Temporary Back-up Solution  
**Importance:** High

Good morning,

We are in the process of planning an update to our back-up center. This will cause us to be without back-up for approximately 6 weeks. The primary reason for the update is a leaking/condensation problem in the ceiling. It is also time to replace furniture and fixtures. During this down time we do not have a facility for use in case of an outage at our primary center. We would like to know if the use of Thor by West would be a surcharge allowable expenditure. We anticipate that we would be able to cover the expense from existing fund balance and would not be asking for additional funds. Thank you for your consideration.

Best regards,

Tonya Pearce  
Assistant Director  
Durham Emergency Communications Center  
505 W Chapel Hill St  
Durham, NC 27701  
919-560-4797 Office  
919-201-3030 Cell

Funding Committee Report

Jason Barbour

b) Approval of Revised Revenue

Expenditure Report

*(vote required)*

**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, I Kellie Blue  
(Governing Unit) 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 NAMERobeson E-911 Communications Center

EXPENSE REPORT

PSAP Manager: Jimmy Williamson

Email Address: [jwilliamson@robesoncoso.org](mailto:jwilliamson@robesoncoso.org)

Address: 38 Legend Drive

CityLumbertonStateNC

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



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 documentation 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		Plans and Services	
Previous Bill	4,197.15	Monthly Service - Jul 25 thru Aug 24	
Payment Received 7-14 Thank You!	4,197.15CR	1. 911 Service Features	940.00
Adjustments	.00	2. 911, Local Comm. Assn. No. ID	740.00
Balance	.00	3. 911 R1 (E911) Net Svc. Charge	1,050.00
Current Charges	4,197.15	4. Auto R1 R1 Acc. La Update Info	400.00
Total Amount Due	\$4,197.15	5. All 911 Enable PSAP to Query/	100.00
Amount Due in Full by	Aug 22, 2014	Refuse Wireless Caller Loc	
Billing Summary		Total Monthly Service	1,305.00
		Government Fees and Taxes	
		Net	
		No. Description	Quantity
		1 NC - State Local Tax	262.15
		Total Plans and Services	4,197.15

UNIT 911	Page	1 of 3
7 NC 20250 3005	Account Number	910 738-3005 142 1514
	Billing Date	Jun 18, 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		97.80
Individual Line Complex	cap \$75.00	
Charges and Other Fees		
No. Description	Quantity	
2 Federal Subscriber Line Charge	1	7.09
3 Federal Universal Svc Fee-Mult	1	1.58
Total Charges 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	.80
Total Government Fees and Taxes		8.23
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.

 <b>Wireless Communications, Inc.</b> P.O. Box 198812 Atlanta, GA 30384-8812 Phone: 704-597-5220 Fax: 704-597-7050		<b>Sales Invoice</b> <del>XXXXXX</del>					
AcctNo: 00000000		Date: 8/4/2015					
Billing Address: CENTRAL E-911 COMM.		Due Date: 8/4/2015					
		Terms: NET 10/10 RECEIPT					
		Cust PO: 7070					
		Reference:					
		Salesman: BWILLIAMS					
		AcctNo: 00000000					
		Location Address: Central E-911 Comm.					
Serial Number		Equipment Details		Model		Manufacturer	
		Type	Unit / Location	Description			
ItemNo	Description	Qty	U/M	Price	Extended		
RDJANNCON	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

4800 [REDACTED]

CUSTOMER/AGRI

CUSTOMER NAME: [REDACTED]

NUMBER

ATTN: [REDACTED] Sheriff

SERVICE LOCATI

BILLING ADDRESS: [REDACTED]

CUSTOMER #:

CITY / STATE / ZIP: Winton NC [REDACTED]

CUSTOMER CON

CONTRACT START DATE: AUTOMATIC RENEWAL [REDACTED]

CUSTOMER PHOI

EXPIRATION DATE: [REDACTED]

Correct info

QTY	DESCRIPTION & SERIAL NUMBERS	TYPE OF SERVICE			Term
		CUSTOMER LOCATION	SERVICE CENTER	24 Hour EMERG. *	
2	911 Features	X		X	\$3,000.00
4	Service	X		X	\$6,000.00
2	Network maintenance	X		X	\$600.00
4	Cabling	X		X	\$1,200.00
1	Miscellaneous	X		X	\$144.00
1	Equipment	X		X	\$300.00
1	Monitor Coverage	X		X	\$435.00
1	Spares	X		X	\$800.00
1	Consultation Software Support	X		X	\$4,250.00

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?

# Funding Committee Report

Dave Bone

- c) Update on new 911 PSAP Funding Model  
/Opportunity for 911 Board to provide  
Direction To the PSAP Funding Model  
Subcommittee

Standards Committee Report      Laura Sykora

a) Approval of PSAP Rules Review List

*(vote required)*



## PSAP Rules Review List

1. Provide CEMP and testing documentation. Certification from the PSAP that testing has been completed in the appointed time frame and certification includes results and any action plans as a result of the testing. (Section .0205)
2. Does the PSAP have an approved backup plan? Provide testing documentation. All approved backup plans will be located on the 911 board website. The PSAP only needs to provide test documentation. (Section .0206)
3. Who manages the PSAP? (Section .0207)
4. What department within government do you report to? Sheriff, Police, IT, County/City Manager etc.
5. Who provides your technical services? (Section .0207)
6. Who maintains your CAD hardware? (Section .0207)
7. Who maintains your CAD software? (Section .0207)
8. Please show the maintenance agreement. What are the guarantees of performance? (Section .0207)
9. Please show the installation, maintenance, and test records you have available for CAD. (Section .0207,.0215)
10. Who maintains your recorder hardware? (Section .0207)
11. Who maintains your recorder software? (Section .0207)
12. Please show the maintenance agreement for the recorder. What are the guarantees of performance? (Section .0207)
13. Please show the installation, maintenance, and test records you have available for the recorder. (Section .0207,.0215)
14. Who maintains your radio hardware? (Section .0207)
15. Who maintains your radio software? (Section .0207)
16. Please show the maintenance agreement for radio. What are the guarantees of performance? (Section .0207)

17. Please show the installation, maintenance, and test records you have available for the radio system. (Section .0207,.0215)
18. Who maintains your customer premise equipment (CPE)? (Section .0207)
19. Please show the maintenance agreement for CPE. What are the guarantees of performance? (Section .0207)
20. Please show the installation, maintenance, and test records you have available for CPE. (Section .0207,.0215)
21. Please show the approved access control plan. (Section .0207)
22. Does the PSAP have a quality assurance process to ensure the consistency and effectiveness for 911 call processing? (Section .0207)
23. Please show the monthly and annual measurements used in the quality assurance process to improve performance. (Section .0207)
24. Are there enough Telecommunicators to complete the call taking process for 911 calls? (Section .0208) Reviewer needs to get this information for the previous 12 months from ECATS via staff and an interview with the PSAP Manager.
25. Show the operating procedures that ensure that Telecommunicators answer 911 calls before all other non-emergency operations. (Section .0208, 0.209, .0211)
26. How do you provide the operating procedures to the Telecommunicators? (Section .0208, .0209)
27. Are 90% of 911 calls answered within 10 seconds? (Section .0209) Reviewer needs to get this information from ECATS via staff.
28. Does the PSAP have valid and current written standard operating procedures for telecommunicators? (Section .0209)
29. Are the standard operating procedures manual and testing procedures for all systems in the PSAP available? (Section .0214)
30. Please show the standard operating procedures that ensures when a 911 call is transferred to another PSAP the telecommunicator stays on the line until the transfer is complete and if the data is not transferred does the telecommunicator relay the data? (Section 0.209, .0211)

31. When there are detected failures or poor performance anywhere in the system, does the PSAP take appropriate steps to repair or isolate the failures of poor performance and notify the persons responsible for repair or maintenance? (Section .0213) Reviewer should see this in the standard operating procedures manual.
32. How does the PSAP handle peak workloads? (Section .0210)
33. Verification via ECaTS of call volume, abandon calls, call wait time (90/10 rule) (Section.0209, .0211)
34. Where do 911 calls hunt to when all the 911 lines and 911 devices are in use? (Section .0211)
35. Explain the diverse routing for 911 trunks? (Section .0211)
36. When multiple PSAPs serve the same jurisdiction is there diverse routing between them? (Section .0211)
37. Does the PSAP have sufficient 911 trunk capacity to receive 99.9% of all calls during the busiest hour of the average week of the busiest month of the year? (Section .0211) Reviewer needs to get this information from ECaTS via staff.
38. Please show that the failure of the primary dispatch system will not affect the backup dispatch system. (Section .0212) Reviewer may obtain this information from the backup plan.
39. What is the CAD backup method? (Section .0213) Reviewer may obtain this information from the backup plan.
40. Does the CAD server have failover? (Section .0213) Reviewer may obtain this information from the backup plan.
41. Does the PSAP test all systems at least once per year? (Section .0214) Reviewer may obtain this information from the backup plan.
42. All equipment shall be functional and in good working order. (Section .0214) This is an observation of the reviewer.
43. When there are detected failures or poor performance anywhere in the system, does the PSAP take appropriate steps to repair or isolate the failure or poor performance and notify the person(s) responsible for repair or maintenance? (Section .0214) Reviewer should see this in the standard operating procedures manual.

44. Show available documents that indicate new equipment has been tested in accordance with the manufacturers' specifications and accepted PSAP practices before being placed in service. (Section .0214)
45. Does the PSAP have the ability to receive and dispatch calls? (Section .0212)
46. Do Telecommunicators who dispatch calls have a backup means to dispatch calls? (Section .0212)
47. Are all the equipment and systems synchronized within 5 seconds of coordinated universal time? (Section .0207)
48. Is all equipment accessible for maintenance? (Section .0207)
49. Are all incoming phone lines and radio channels recorded? (Section .0207, Section .0211)
50. Does the logger allow instant recall from every position? (Section .0207)
51. Are dispatched 911 calls being automatically recorded and does each call have a date and time stamp? (Section .0207)
52. Does the Telecommunicator have access to an indication of the status of all Emergency Response Units (ERU) at all times? (Section .0209)
53. Is all equipment, software, and services in good working order? (Section .0210)
54. Does the PSAP have at least two independent and reliable power sources, each of which is adequate for operation of the PSAP? (Section .0210)
55. Where are the power sources monitored? (Section .0210)
56. What is the Primary Power Source? (Section .0210)
57. What is the Secondary Power Source? (Section .0210)
58. When the primary power source fails, is transfer to the secondary power source automatic? (Section .0210)
59. Can the generator provide sufficient power to run the PSAP? (Section .0210)
60. Ensure the generator is installed, fueled, and operating properly. (Section .0210) Reviewer will need to view the service/maintenance log for this information.

61. Does the PSAP have a Stored Emergency Power Supply System (UPS) or battery backup? (Section .0210)
62. Where is the Stored Emergency Power Supply System monitored? (Section .0210)
63. Is the backup power transfer switching means accessible only to authorized personnel? (Section .0210)
64. What does the PSAP use to protect communications equipment, computers, etc. from power surges? (Section .0210)
65. Is all electronic equipment essential to the operation of the PSAP connected to an isolated ground? (Section .0210)
66. Ensure a UPS system is installed to prevent power surges and provide power for all essential 911 center operations. (Section .0210) This will be an observation by the reviewer.
67. Is there a UPS bypass switch? (Section .0210)
68. Where is the UPS monitored? (Section .0210)
69. How long can the UPS and Battery systems provide power? (Section .0210)
70. How many 911 telephone lines and telephone devices are in the PSAP? (Section .0211)
71. Is there at least one outgoing only line and device? (Section .0211)
72. Does the PSAP have a CAD that interfaces to the 911 system components. (Section .0213)
73. Does your CAD system include data entry; resource recommendations, notification, and tracking?
74. Does your CAD system store records relating to all 911 calls?
75. Does your CAD system store records relating to all other calls for service and status changes?
76. Does your CAD system track those resources before, during, and after emergency calls? (Section .0213)
77. Can a second calltaker workstation complete CAD entry when the first calltaker workstation fails? (Section .0213)

78. Is the CAD system monitored for faults and failures? (Section .0213)
79. When faults or failures occur, is there a visual and/or audible alarm? (Section .0213)
80. How is physical and operational security maintained on the CAD? (Section .0213)
81. Can the PSAPs CAD exchange data with other CADs? (Section .0213)
82. Does the CAD system recommend units for assignment to calls? (Section .0213)
83. Does the CAD system ensure that the optimum response units are selected? (Section .0213)
84. Does the CAD system allow the telecommunicator to override the CAD recommendation for unit assignment? (Section .0213)
85. Does the CAD system have the ability to prioritize all system processes so that emergency operations take precedence? (Section .0213)
86. Can CAD detect errors, faults, and failures and automatically perform the appropriate reconfigurations and send a notification? (Section .0213)
87. Does the CAD have automatic power-failure recovery capability? (Section .0213)
88. Does the PSAP keep maintenance records for at least 5 years? (Section .0215)
89. Does the PSAP maintain records of equipment maintenance for more than 5 years, (Electronic records are permissible)? (Section .0215) If so, what and why?
90. Does the PSAP have a management information system to track 911 calls and dispatch of 911 calls? (Section .0215)
91. Does the PSAP show dispatch performance measurement statistically done monthly and compiled over a one (1) year period? (Section .0215)
92. Does the PSAP have records including dates and times for test, 911, and dispatch signals, circuit interruptions, and equipment failures, abnormal and defective circuit conditions? (Section .0215)

# Discussion About Dedicating More Time for 911 Board Meetings

Dave Bone

# Backup PSAP Implementation Status

Tina Bone





Chowan Central Communications	CAD server and workstation install										CPE install	Radio install	Recorder install Test and Go Live		
Clay County Dispatch															
Cleveland County 911 Communications	Install trunk lines Order telephones Order CAD Install CAD City is running new fiber						Test radio, CPE. and CAD	Training	Go Live						
Kings Mountain Communications	Install Microwave Install CAD Test Test Test Go Live														
Shelby Police Communications	Install Microwave Install CAD Test Test Test Go Live														
Columbus Central Communications	Purchase furniture	Purchase equipment	Install radio	Install Generator	Install CAD					Insall CPE recorder	Go Live				
New Bern Emergency Communications															
Craven County Emergency Communications	Install workstations and radio links									Test	Move Side B	Test	Go Live		
Currituck Communications	Purchase computers and monitors				Electrical work				Purchase CPE, Upgrade generator and UPS	Purchase furniture	Install circuits	Test and Go Live			
Dare Central Communications	Equipment is being setup at the Centurylink central office for use as an interim backup until the new primary is operational										Primary becomes backup				
Davidson County 911	Room recondition	Side B/radio/CAD install	UPS/Generator Install	Test and Go Live											
Edgecombe County 911	Contracts Signed							Computer equipment purchase	Centurylink begins install	Test and Go Live					
Tarboro Police Communications	Contracts Signed							Computer equipment purchase	Centurylink begins install	Test and Go Live					
Winston Salem Police Department	Renovate and purchase phone positions. Purhcase CAD								Move old furniture to backup	Install phone, radio, and CAD	Test	Go Live			

Franklin County Communications Center	Order Equipment, begin renovation												Test	Go Live				
GatesCounty Central Communications	Order equipment	Move Side B of switch	Order Servers and command posts	Install equipment				Install trunks and fiber	Test	Go Live								
Granville County Emergency Services	Facility Modifications							Purchase equipment			Test	Go Live						
Greene County Communications Center	Order equipment	Install trunks	Install phones, radios, and CAD	Move CAD server and run fiber	Test radio, CAD, and phones	Training/Test	Go Live											
High Point Communications	Install trunks and last leg of fiber									Configure CAD, test radio, CAD, and phones			Train	Go Live				
Halifax County Central Communications	Renovations begin							Contracts signed and equipment ordered					Furniture install	Radio, phone, CAD, recorder install	Test and Go Live			
Haywood County 911	New 911 Live			ECR with West	Test and Go Live													
Henderson County Sheriff Communications	New 911 Live			ECR with West	Test and Go Live													
Hertford County Emergency Services	Renovate room	Schedule installation			Test				Go Live									
Lincoln CountyCommunications Center	Start construction, confirm equipment			Begin equipment install				Test			Go Live							
Madison County 911	Radio install	Trunk install, CPE install	CAD/MAP install	Test and Go Live														
Martin County Communications Center	Modular Onsite	Final site prep	Procurement process			Schedule work plans	Order Equipment			Begin scheduled work	Plan for completion	Test and Go Live						
McDowell County 911 Center	Building enhancementproject begins							Install equipment	Test	Go Live								
Cornelius-Huntersville Police Communications	CPE install			Install MPLS and A911						test	Go Live							



Randolph County 911	Construction complete										Move to new center old center becomes backup																		
Robeson E-911 Communications Center	Site modifications										install equipment		Go Live																
Lumberton Communications Center						Sheetrock/wiring finish		Order and install equipment		Go Live																			
Rockingham County 911 Communications																													
Rowan County Telecommunications																													
Rutherford County Communications	Order CPE										Order other equipment		Install furniture		Install CPE and generator		Test		Go Live										
Sampson County 911 Communications	Equipment order										Begin install		Train		Go Live														
Stokes County Emergency Communications	Recorder and CAD setup										Test VIPER talk groups		Setup ECR		Go Live														
Surry County 911 Communications	Construction										Construction		Construction		Order equipment		Construction complete		Install equipment		Test		Go Live						
Eastern Band of Cherokee Indians	Meet with other PSAPs										Receive equipment quotes		Make contact for install of servers		MOU's		Train		Go Live										
Transylvania County 911 Center	Begin install of equipment										Go Live																		
Warren County E-911 Communications	Get map data to Halifax										Upgrade Radio		Train		Go Live														
Washington County Communication Center	Construction begins										Contracts signed and equipment ordered		Trunks installed		Renovation complete		equipment install		equipment install		Equipment install		Equipment installed		equipment install		Test and Go Live		
Beech Mountain	*****										*****		Estimated in Weeks		after plan approval														

Boone Police Department 911	*****	*****	Estimated in Weeks	after plan approval	
Wilkes County Emergency Communications	Move Primary	Setup services for operations	Setup services for operations	Setup services for operations	Go Live
Yadkin County Sheriff's Office		Submit PO for equipment		install equipment	test Go Live
Yancey County E-911	Radio install	Trunk install, CPE install	CAD/MAP install	Test and Go Live	

- a) **Closed Session** in accordance with NC General Statute §143-318.11(a)(1) for the purpose of receiving information that is not yet public pursuant to North Carolina General Statute 143B-1350



## 8. Network Monitoring and Assistance

### 8.1 Overview

The NG9-1-1 system will require a method for monitoring the system and assisting PSAPs in dealing with service activities. The intent behind a Network Monitoring and Assistance Center (NMAC) is to serve the function of a help desk or service desk that responds to calls and web queries for assistance. In addition, the NMAC will continually monitor the activity on the network and recognize patterns, trends and proactively interface to the provider when events, incidents and problems occur.

The NMAC will operate 24x7x365, staffed in a manner that ensures monitoring of all activities. The role of the NMAC is very important in assuring that the provider and suppliers of 9-1-1 service meet their SLAs. In addition, the NMAC will be responsible for assuring the bundling of the entire service and SLAs into an overarching service level framework for 9-1-1.

#### 8.1.1 Network Monitoring and Assistance Center (NMAC)

The NMAC will be the primary Network Operations Center, Security Operations Center and Help Desk for the state of North Carolina NG9-1-1 program. The NMAC is the point-of-contact for stakeholders, such as PSAPs and service providers, to report trouble, request changes, or obtain information about the status of the network.

Providers may have their own NOC capabilities but the State will utilize the NMAC as an overarching management function for all elements of the NG9-1-1 operation. The NMAC will be reachable by several communications methods, including telephone, email, and web site. The NMAC will be the single point of contact when it comes to getting network issues diagnosed and resolved.

As the single point of contact (SPOC) for all NG9-1-1 system activities, the NMAC provides day-to-day interface with the provider and suppliers. The NMAC will perform the following functions:

- Handles incidents and resolves them before they create problems
- NMAC owns the escalation process between all entities
- Reports and manages problems
- Handles all service requests





- Provides information to all PSAPs and users as required
- Communicates with the Board, PSAPs and vendors regarding incidents, problems, trouble tickets, changes and potentially service affecting activities
- Manages all requests for change, including hardware and software updates/upgrades
- Manages the performance of the entire solution including the provider SLA metrics
- Monitors incidents and service requests against the SLA targets and provides reports to document the level of service achieved
- Monitors availability, reliability, and capacity
- Monitors and administers network and services cybersecurity

### **8.1.2 Help Desk**

The Help Desk is the primary customer support point of contact for the NG9-1-1 system. The Help Desk does not eliminate the need for vendors to have their own service management system. The role of the help desk is to supply additional technical and operational support to the PSAPs.

The goal of the help desk is to provide better customer service across the State while increasing the level of technical support for PSAPs. The ability to correctly prioritize incidents based upon impact and urgency is a requirement for the Help Desk staff. The common goals within the Help desk include:

1. Increase in the focus on customer service for PSAPs
2. Ease of provisioning of support through a single point of contact
3. Provision of faster resolution of incidents, problems and the fulfillment of request of the service desk
4. Escalation point of contact for urgent activities
5. Reduction of potential impacts in the event of service affecting issues
6. Ensuring the accuracy of performance metrics associated with the service

The Help Desk is also concerned with restoration of service in the event of a failure. Other responsibilities of the Help Desk include:

- Logging all incidents and requests with the appropriate level of detail
- Categorizing incidents and requests for analysis
- Agreeing on the correct priority with the provider and user on impact and urgency utilizing the SLA where appropriate
- Investigating, diagnosing, and resolving incidents whenever possible
- Deciding upon the correct support team to whom to escalate the incident should the NMAC be unable to resolve it
- Communicating progress and resolution
- Confirming closure of resolved incidents with the user

### **8.1.3 Cybersecurity**

The NMAC SOC function will monitor security standards enforcement within the NG9-1-1 system. The NMAC SOC will utilize the NENA NG-SEC 75-001 standard for all equipment, services and systems. The cybersecurity framework for NG9-1-1 will combine the NENA standard with the standards required by the state of North Carolina.

The NMAC will ensure the continual monitoring and management of security for the entire NG9-1-1 network according to the security plan.

Security addresses the following areas to protect the State and PSAP data and resources.

- Implement an Identity and Access Management tool, system and/or process to prevent unauthorized access to the NG9-1-1 system
- Provide firewall, intrusion detection and prevention capabilities
- Ensure implementation of proper encryption within the system
- Prevent interception and manipulation of data
- Establish a centralized reporting and monitoring capability within the NMAC
- Manage and coordinate the definition updates to Anti-Virus, Anti-Spam and Anti-Malware software

- Ensure the integrity of all software used within the NG9-1-1 system
- Log all security concerns and provide a report with measurements of security issues, breaches and resolved issues

#### **8.1.4 Configuration and Network Change**

As the ESInet grows and evolves, sites will be added, sites will be removed, or sites may move to a different location. Interconnections with service providers and with other IP networks will undergo similar changes. New applications will be added to the network, and existing applications modified. Security configurations will require modification to remain current. This will demand a diligent approach to minimize the vulnerabilities that may include malware, virus protection, and the continual monitoring of potential threats. Equipment will require upgrade or replacement.

Although a necessary activity, making configuration changes on an operating network contains elements of risk. For example, a simple incorrect configuration change in a backbone router may cause IP routing failures that may affect large portions of the network with potentially serious repercussions. The ESInet design and implementation will minimize the number of single points of failure. This includes physical and logical internetworking across the NG9-1-1 core backbone as well as access networks that reach out to the PSAP.

### **8.2 Assumptions / Constraints**

The NMAC function will ensure consistent monitoring and management of the services provided (ESInet, Hosted Call Handling, GIS, Telecommunications, Radio, CAD, Recording, etc.) and quick resolution of any problem or trouble. Many vendors will offer a common method of managing their individual service; however, this can lead to multiple levels (and layers) of management contracts. The potential exists for contracts to overlap, supersede or contradict each other when considering the entire solution. The NMAC will oversee this process.

The NMAC will become the primary interface between the Board and all vendors. Implementation of this arrangement will ensure that vendors are held accountable for any potential incident, or problem.

The NMAC will govern all SLAs which must address:

- QoS, to include delay, packet loss and jitter on network elements
- Voice availability

- All hardware availability and reliability
- Applications availability
- Spares availability
- Network availability
- Maintenance down time
- Installation
- Denial of service
- Reports
- Administration and escalation
- Order processing
- Trouble response times
- Network security

### **8.2.1 Service Level Considerations**

An NG9-1-1 system introduces a different level and a different type of service than that currently implemented in legacy 9-1-1. As discussed previously, multiple service levels will exist within the system and will need to be combined in a manner that serves the entire system and not the individual components. Service levels are a guarantee that the service will meet its intended threshold. Service levels affect the continuing performance, and response and repair times to correct an issue. A service level agreement also defines the liability and cost for exceeding the defined threshold.

The procurement process for the system will define the service levels to support the desired NG9-1-1 system. The ability of the NMAC to assemble an umbrella service level agreement is a necessary component of the NG9-1-1 management function.

The NMAC will be responsible for these functional areas:

- Accounting management
- Change management
- Configuration management, which includes release management
- Fault management, which includes network incident management and problem management

- Performance management, which includes capacity management and availability management
- Security management
- Service level management
- IT service continuity management

### ***8.3 Recommendations and NMAC Priorities***

This NMAC is the established single point of contact on a 24x7x365 basis and the primary notification point for all system issues such as the following.

- Continuously monitor the performance and availability of all devices, network connections, applications, CPE, and other functional elements throughout the NG9-1-1 system and network
- Monitor network performance, including throughput, latency, jitter, packet loss, and other parameters, including any performance criteria identified in a vendor supplied Service Level Agreement (SLA).
- Monitor the network for network intrusion attempts and potential security breaches, and issue alerts as required to protect the NG9-1-1 system and network.
- The network performance monitoring tools shall be industry standard platforms designed for and deployed by network operators on networks of the same size and complexity as the NG9-1-1 network.

The NMAC will allow for integration of diagnostic tools to monitor and manage the equipment, applications, appliances, services and alarms to alert the NMAC personal to an event, failure or disruption of the operation.

- The NMAC will provide system health monitoring and assurances that the system is functioning properly and in accordance with performance criteria.

The NMAC will include the requirements for operating as the SOC for the network, which may include:

- Accounting, Authentication and Authorization services

- The NMAC will also ensure that intrusion protection service and detection are performed in a proactive manner to minimize security threats.
- The NMAC will maintain security patch management, Anti-Virus, Anti-Spam, and Anti-Malware processes and products.
- The NMAC will perform operational reporting via statistical data to ensure real-time reports are consistent with expected service level and performance criteria.
- The NMAC will be the single point of contact for any changes or configuration modifications necessary within the system. These may include:
  - Software upgrades
  - Hardware changes
  - Access authorization
  - Change management and planning
- The NMAC will ensure software integrity controls throughout the life cycle, including during development, testing, and production.
- The NMAC will manage all encryption on all communications in coordination with the vendor.
- The NMAC will partner with the vendor to maintain a disaster recovery and continuity of operations plan.

NG-911 Committee Report

Jeff Shipp

- b) **Return to Open Session** – Discussion  
and Approval of NMAC RFP  
*(vote required)*

Other Items

Adjourn

**Next 911 Board Meeting**

**August 26, 2016  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC**



**PSAP Funding Sub-Committee**

Tuesday, August 2, 2016

2:00 pm

Emerald Isle Room

3514A Bush Street

Raleigh, NC

**911 Grant Committee**

Thursday, August 11, 2016

10:00 am

Emerald Isle Room

3514A Bush Street

Raleigh, NC

**NG911 Committee**

Thursday, August 18, 2016

10:00 am

Banner Elk Room

Raleigh, NC

**911 Funding Committee**

Wednesday, August 10, 2016

10:00 am

Pinehurst Room

3514A Bush Street

Raleigh, NC

**911 Standards Committee**

Wednesday, August 17, 2016

1:30 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC

**School Safety Committee**

Thursday, August 18, 2016

2:00 pm

Orange Co Emergency Services

510 Meadowlands Dr

Hillsborough, NC