



AGENDA

NORTH CAROLINA 911 BOARD MEETING

August 28, 2015

Banner Elk Room/Pinehurst Room

3514A Bush Street

Raleigh, NC

10:00 AM – 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
1.	Chairman's Opening Remarks <ul style="list-style-type: none"> o Recognition of Margie Fry, Retiring 911 Board Member o Introduction of Ninnet Bowman, Time-Warner Cable o Roll Call 	Chris Estes Richard Taylor	10
2.	Ethics Awareness/Conflict of Interest Statement	Chris Estes	5
<p><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></p>			
3.	Consent Agenda <i>(vote required)</i> <p>(Complete Reports Located in Agenda Book On Web Site)</p> <ul style="list-style-type: none"> a) 1) Minutes of July 31, 2015 Board Meeting 2) Minutes of August 24, 2015 Board Meeting (teleconference) b) PSAP Liaison Report c) Network Specialist Report - Bone d) Network Specialist Report - Corn e) Update On 2015 Revenue Expenditure Reporting f) Grant Project Updates g) CMRS Fund Balance \$ 1,818,306 <ul style="list-style-type: none"> 1) CMRS Disbursements \$ <i>(263,884)</i> h) PSAP Fund Balance \$ 18,529,732 <ul style="list-style-type: none"> 1) PrePaid CMRS Revenue \$ 1,349,461 i) Grant Fund Balance \$ 908,352 <ul style="list-style-type: none"> 1) Grant Fund March Encumbered \$ <i>(20,217,934)</i> 	Richard Taylor	5

4. Rulemaking Public Hearing

Chris Estes

60

The purpose of this hearing is to receive comments from those present who wish to speak on the proposed adoption of the 911 Board's administrative rules.

Thirty-three rules are proposed for adoption and a summary of each rule will be read. Copies of the proposed rules are available for your review at the back of the room. The rules, along with the fiscal note submitted to OSBM are also available on the 911 Board website.

After the summary of the rules has been read the Board will entertain questions or comments about any of the rules.

Anyone wishing to comment will be allowed to do so. You will be invited to the podium where it is requested that you state your name and employer for the record. You will be allowed a maximum of five (5) minutes to make comments on the proposed rule amendment.

Speakers:

Mike Yaniero
Ellis Frazier
Bence Hoyle

City of Jacksonville
Yadkin Co Sheriff's Office
Town of Cornelius

Police Chief
President NC APCO
President NC Association
of Chiefs of Police

5. Executive Director Report

Richard Taylor

15

a) Legislative Update

- 1) H380 (Statewide School Safety Management)
- 2) H506 (911 Fund Distribution)
- 3) H512 (Amend/Clarify Back-Up PSAP Requirements)
- 4) H730 (County Provide 911 Dispatch Services)
- 5) H812 (Grant Recipients Posted on Grantor Web Site)
- 6) S571 (Expand Uses of 911 Fee)
- 7) 911 Board Proposed Changes

b) FCC Update

6. Appeal By City of Rocky Mount Regarding
2016 Grant Award Denial
(vote required)

Chief James Moore
Allen Moore, Communications
Manager
Lt. Mike Whitley

15

7. Continued Discussion of Statutory Change
Request Regarding Liability Language
(possible vote required)

Laura Sykora

15

8. Update from NG911 Committee On Technical
Consultant

Jeff Shipp

10

Other Items

Adjourn

Next 911 Board Meeting

**September 25, 2015
NC 911 Office
3514 A Bush Street
Raleigh, NC**

Standards Committee

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

NextGen 911 Committee

Wednesday, September 30, 2015
10:00 am
Pinehurst Room
3514A Bush Street
Raleigh, NC

Funding Committee

Wednesday, September 30, 2015
1:30 pm
Cherokee Room
3514A Bush Street
Raleigh, NC

Education Committee

Thursday, October 1, 2015
10:00 am
Pinehurst Room
3514A Bush Street
Raleigh, NC



NORTH CAROLINA 911 BOARD MEETING

August 28, 2015

Banner Elk Room/Pinehurst Room

3514A Bush Street

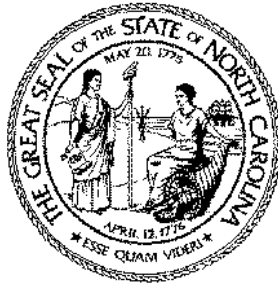
Raleigh, NC

10:00 AM – 12:00 PM

Chairman's Opening Remarks

Chris Estes

Chairman's Opening Remarks **Chris Estes**
Recognition of Margie Fry, Retiring 911
Board Member



Thank You

Margie Fry

For Your Dedicated Service

To The

Citizens of North Carolina

And The

North Carolina 911 System

2008 – 2015

You are truly an integral thread in the fabric we call
North Carolina



Chairman's Opening Remarks

Chris Estes

- Introduction of Ninnet Bowman,
Time-Warner Cable

Chairman's Opening Remarks

Chris Estes

- Roll Call

Richard Taylor

Ethics Awareness/Conflict of Interest Statement

Chris Estes

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

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

Consent Agenda

Richard Taylor

(Complete Reports Located in Agenda Book On Web Site)

(vote required)

**North Carolina 911 Board
MINUTES
3514A Bush St, Raleigh
July 31, 2015**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NCNENA) Johnston Co 911 [911 Board Vice Chair]	Tina Bone (ITS)	Ron Adams-Southern Software
Darryl Bottoms (NCACP) Pilot Mountain PD	Richard Bradford (DOJ)	Tammy Aldridge-Rutherford Co
Eric Cramer (LEC) Wilkes Communications [phone and web]	Dave Corn (ITS)	Fred Baggett-NCACP
Rick Edwards (CMRS) Sprint	David Dodd (ITS)	Randy Beeman-Cumberland Co Emer Svcs
Len Hagaman (Sheriff) Watauga Co	Karen Mason (ITS)	Rachel Bello-Wake Co
Rick Isherwood (CMRS) Verizon	Marsha Tapler (ITS)	Brent Boykin-Mission Critical Partners
Dinah Jeffries (NCAPCO) Orange Co EMS [phone and web]	Richard Taylor (ITS)	Topher Blackburn-Carolina Recording Systems
Robert Smith (LEC) AT&T [phone and web]		Lee Canipe-Frontier
Jeff Shipp (LEC) Star Telephone		Nelson Clark-Synergem Technologies
Jimmy Stewart (NCAREMS) Hoke Co 911		Sarah Collins-NCLM
Slayton Stewart (CMRS) Carolina West Wireless		Lt. Todd Coring-Brunswick Co S.O. 911
Laura Sykora (LEC) [phone and web]		Brian A. Drum-Catawba Co 911
		Derrick Duggins-Carolina Recording Systems
		Jon Greene- Geo-Comm
		Jennifer Hatley-Brunswick Co S.O. 911
		James E. Holloway-ECU
<u>Members Absent</u>	<u>Staff Absent</u>	Kim Lewis-Brunswick Co S.O. 911
Chris Estes (NC State CIO)		Tim Mitchell-Cumberland Co Emer Svcs
Andrew Grant (NCLM) Town of Cornelius		Melanie Neal-Guilford Metro 911
		Dominick Nutter-Raleigh/Wake ECC
		Karlynn O'Shaughnessy-NCGA Fiscal Research Div
		Philip Penny-Mission Critical Partners
		Joe Sewash-CGIA
		Jason Steward-Martin Co 911

		Jonathan Talley-Brunswick Co S.O. 911
		Victor Williams-Beaufort Co S.O.
		Doug Workman-Cary 911
		<u>WebEx Guest Attendees</u>
		Ronnie Barefoot-Pasquotank-Camden 911
		Michael Cone-Wilson Co 911
		Stephanie Conner-Surry Co 911
		Mike Edge-Scotland Co 911
		Greg Ellenberg-AT&T
		Brad Fraser-Shelby PD
		Del Hall-Stokes Co 911
		Grant Hunsucker-Montgomery Co 911
		Judy Jenkins-Cornelius PD
		Stanley Kite-Craven Co 911
		Glenn Lamb-Guilford Metro 911
		Kevin Medlin-Orange Co EMS
		David Moore-Person Co 911
		Lora Nock-Dare Co 911
		Wesley Reid-City of Greensboro
		Ray Silance-Onslow Co 911
		Todd Sims-Charlotte Medic
		Candy Strezinski-Burke Co EOC
		Rick Thomas-Apex PD
		Herman Weiss-Gates Co 911

Chairman's Opening Remarks

At 10:00 AM 911 Board Executive Director Richard Taylor advised that staff was using a new web conferencing application, but despite repeated practice sessions the day before, was experiencing difficulty connecting with guest attendees over the web. Communication with Board members on a teleconference line was working fine, but the new application depends upon web based audio connectivity for online guest attendees, and although they could hear audio from the meeting, they could not respond should they have a question or comment.

At approximately 10:06 Vice Chairman Jason Barbour, noting that Chairman Chris Estes was unable to attend today, convened the meeting. He began by thanking all, whether in person or online, for their attendance, and said that he wanted to start the meeting with recognition of the Brunswick County Sheriff's Office (BCSO) 911 center's handling of recent incidents within its jurisdiction. He asked Mr.

Taylor to provide the background information, and Mr. Taylor asked if they could do the roll call first, to which Mr. Barbour readily acceded.

Board members who responded to the roll call over a teleconference connection were Eric Cramer, Dinah Jeffries, Rob Smith, and Laura Sykora. Andrew Grant did not respond, and Mr. Taylor was unable to hear responses from guest attendees over the web connection, although some of them texted other attendees in the house stating they were able to hear the proceedings. Mr. Taylor decided to press on without the voice connectivity, observing that typically guest attendees did not speak during meetings.

Noting that the 911 Board likes to recognize outstanding telecommunicators every chance it gets, Mr. Taylor reminded everyone of the two shark attacks which happened on Oak Island within less than two hours of one another several weeks ago which were so expertly handled by the staff at the BCSO 911 center. He then played audio clips from both calls, pointing out to people who might be unfamiliar with how Emergency Medical Dispatch (EMD) protocol works how effectively the telecommunicator who handled the call gave pre-arrival medical instructions. He also mentioned that what wasn't being heard in the clip was all the other calls that were simultaneously coming in and all the other activity taking place in the 911 center. He then invited Lt. Todd Coring, the 911 Director at BCSO, to bring his people to the podium and "give us a little more of the backstory".

Lt. Coring introduced Jonathan Talley, the supervisor on duty during the calls; Jennifer Hatley, the telecommunicator who handled both Oak Island shark attack calls that day; and Operations Manager Kim Lewis. Lt. Coring observed that those in the audience familiar with 911 center activity could easily imagine how much was going on during the calls, which took place within approximately an hour and twenty minutes of each other, including calls from the media in addition to the huge call volume generated by the attacks themselves. Saying he was "only" the 911 Director, he expressed great admiration for his team members and said how proud he was of them.

Mr. Taylor commended Ms. Hatley for her "textbook" EMD performance in the handling of the call, as well as the other members of the team whose contributions made it all possible. Mr. Barbour and Mr. Taylor then presented the team with an inscribed plaque thanking all the members of the team "For Outstanding Teamwork, Professionalism, and Commitment to Public Safety".

Ethics Awareness/Conflict of Interest Statement

Mr. Barbour read the ethics awareness/conflict of interest statement printed on the agenda and asked Board members to indicate if they felt they had any conflict or potential conflict of interest with any of the matters scheduled to come before the Board today. Board Member Rob Smith indicated he had a number of potential conflicts, all having to do with the grants. Board Counsel Richard Bradford advised Mr. Smith to wait until each agenda item is reached to determine whether there was a need to abstain. Board Member Laura Sykora indicated she had not had the opportunity to read all of the grant applications to see if Centurylink was involved, but indicated she, too, would recuse herself from such grant application related votes.

Consent Agenda

Mr. Barbour turned the floor over to Mr. Taylor to discuss the consent agenda. Noting the consent agenda was available in the Agenda Book on the Board website, Mr. Taylor said he had not received any corrections to the minutes of the last meeting in Scotland County, so unless someone had something to bring forth at this meeting, they will stand as is. He did mention that an error had been discovered in the Delegation of Signature document, Eric Cramer having been left off the list. He said that has been corrected, indicating Mr. Cramer voted for the Delegation of Signature; the only dissenting vote had been from Andrew Grant. Touching upon financials, Mr. Taylor said the CMRS Fund Balance is at approximately \$1.3M, with disbursements for the month at ~\$929K. He reported the PSAP Fund Balance as \$16,312,533, saying that PrePaid CMRS revenue contributed \$268,173 to that balance. He and Mr. Barbour both observed that amount continues to fluctuate, going up or down on a monthly basis. Mr. Taylor said he thinks he will be able to come up with an average for the year, but still cannot predict what it will be on a monthly basis. He said the unencumbered Grant Fund balance is \$857,352, with the encumbered balance at \$21,280,400. Saying that hit all the highlights of the consent agenda, he

concluded by reminding everyone that they and all the other Consent Agenda reports are available on the website.

Mr. Barbour asked if anyone had comments on the Consent Agenda, and hearing none asked for a motion to accept it. Sheriff Hagaman so moved, Rick Edwards seconded, and the motion carried unanimously.

Public Comment

As no one had registered before the meeting to address the Board, Mr. Barbour invited anyone in attendance to approach the podium, state their name, and address the Board. No one stepped up, so he offered the invitation to anyone online. Learning that no one had indicated through the video feature of the WebEx connection that they wished to speak, Mr. Barbour moved on to the Executive Director Report.

Executive Director Report

a) Legislative Update

- 1) H380 – Mr. Taylor began his report with the Legislative Update, reporting first that the School Safety Bill (Panic Button), H380, has passed the House and is in the Senate Rules Committee. He observed that since it involves funding, it is tied up with the budget deliberations. He mentioned that WRAL had reported in the past few days that the school systems were supposed to have submitted their floor plans for this project, but that out of ~115-116 school systems, ~36 have not yet done so. He added those numbers might not be exact, but are close.
- 2) H506 – Referring to this as the bill for expanding the use of the 911 fund sponsored by Representatives Boles and McNeill, Mr. Taylor said it still hasn't moved from the House Finance Committee.
- 3) H512 – Mr. Taylor said this bill is moving, is now in conference committee, and has been significantly changed. He reminded everyone that this is the bill where Pitt County wanted to be able to delay meeting the statutory back-up PSAP plan submission requirement deadline. The bill stated that if a PSAP were making significant progress in implementing its back-up PSAP plan, the Board could authorize a delay in meeting the requirement until July 1, 2017. Mr. Taylor stressed that this is not a blanket extension authorization; if, by July 1, 2016, a PSAP has not made significant process in implementation, then this does not apply. He noted that since this bill is moving, Representative Saine has attached language from his H730 bill regarding counties operating a 911 PSAP not being able to charge cities to receive and process city 911 calls, i.e. not double billing city residents for a county service they already pay taxes toward. There are a couple of caveats, however. If there is already a contract in place, the contract still stands, and if a municipality wants to give up its Primary PSAP status to a county, the county has a year in which to plan and take over those duties. Also, although that municipality has relinquished its Primary PSAP status, it may still request funding as a secondary PSAP if that applies.
- 4) H730 – Mr. Taylor said this bill is not moving. See H512 discussion above.
- 5) H812 – Mr. Taylor said this bill, ensuring that grant award notifications will be posted on the website of the state agency which has made the award, has passed into law as Session Law 2015-114.
- 6) S571 – Mr. Taylor said this bill for expanding the use of the 911 fee is still in Senate Judiciary I and does not appear to be gaining much traction.

b) FCC Update

Mister Taylor reminded everyone of the annual FCC report he had referred to and displayed at the last 911 Board Meeting in which the FCC asks questions pertaining to states' use of 911 fees. He said the copy of the report in today's agenda book is the completed one, and ran to 19 pages upon completion. He added that although the report is filed with the FCC, it goes to Congress, which is actually the entity which asked for it, and he said he found it interesting that this year they really went into great detail about texting and NG911.

Mr. Taylor also mentioned that FCC Chairman Wheeler had delivered a report to Congress on July 28th, a copy of which has been included in the agenda book, in which he made some comments which really hit hard with PSAPs and with states. Mr. Taylor had highlighted a section of the report on screen about Positive Train Control (PTC) because this Board has recognized the folks in Halifax County's 911 PSAP for their performance during the Amtrak accident which happened there, and how PTC could have prevented it. But his attention was also drawn to another section of the report where Chairman Wheeler said, "I want to reiterate my concern with the lack of coordination among 911 call centers, an issue I raised last time I was before this panel." Mr. Taylor offered that the 911 Board's experience with trying to help PSAPs implement back-up PSAP plans is a perfect example of that lack of coordination; that very few North Carolina PSAPs are willing to work with one another to accomplish that end.

Chairman Wheeler's report continued, "But the fact remains that absent Federal guidance they remain independent and autonomous without any need to either keep up with technology or coordinate on a state-wide basis", and Mr. Taylor observed that is as true in North Carolina as it is nationally. He expressed concern that in addition to being "independent and autonomous", so many North Carolina PSAPs are reluctant to work with the state to solve problems, but will readily make major purchases based solely upon a salesman's pitch for a product. Speaking to the problem of misrouted wireless 911 calls, also referenced by Chairman Wheeler, Mr. Taylor observed that without coordination among PSAPs, how can we ever hope to reliably transfer voice and data when such situations arise?

Chairman Wheeler further stated, "In the 1999 law that established 911 as the national emergency number, Congress asked PSAPs to work together on a state-wide basis to coordinate activities. To the best of our information, not one single state has accepted that invitation." Mr. Taylor said this is particularly upsetting to him and his contemporaries from other states because they have "bent over backwards" trying to implement statewide coordination.

The last of Chairman Wheeler's comments that Mr. Taylor reacted to was "Almost 20 years have passed since the 911 Act was passed, during which time wireless has become the predominant vehicle for calling 911. We at the Commission have taken this as far as the authority granted us. Only the Congress can take the next steps to save lives. As we approach hurricane season, I hope Congress will treat this issue with the urgency that it deserves." Mr. Taylor's reaction was, "That's a very scary statement." He said that when we look at how much in-fighting goes on among PSAPs themselves and between PSAPs and statewide coordination efforts, he worries about Congress stepping in. He added, however, that from a funding perspective that may not be a bad thing. He said that he has talked many times about how the current state-based funding model is not working, and that a federal funding model may change how 6,000 PSAPs are funded in the United States.

c) NASNA Spring 2015 State Report Compilation

Mr. Taylor explained that NASNA (National Association of State 911 Administrators), to which he belongs, meets twice a year. He characterized those meetings as being probably the most informative time he and staff may spend all year, discussing how 911 is done in other states, learning about new technology, etc., in a very focused and deliberate way. Each of the states submits a report on the status of 911 in the state, and Mr. Taylor has included those reports in today's meeting agenda book on the website. He said reading them gives an idea of how we stack up in comparison with other states regarding projects such as NG911, texting, etc.

Mr. Barbour asked if there were any questions about the Executive Director Report, and hearing none, moved to the next agenda item.

Update on Regional PSAP Meetings

Saying that as everyone was aware, there has been another round of regional PSAP Director Meetings, Mr. Barbour expressed regret at having not been able to personally attend any of the four this time, and turned to Mr. Taylor and any of the other Board members who were able to attend to comment on the meetings. Mr. Taylor said that the first one was for the western region and was held in Sylva. He said they had twenty-three attendees, and gave "the gold star" to Board Member Laura Sykora for not only being at

that one, but at all four. He said the central region meeting in Salisbury garnered about forty-five attendees, including several Board members: Rick Isherwood, Rick Edwards, and Rob Smith, as well as Ms. Sykora. Mr. Taylor continued with the southeast region, held in Lumberton, where about seventeen or eighteen people attended. He said the last meeting, for the northeast region, was at a “really nice facility” in Rocky Mount, with about twenty-three attendees. He noted that there was a lot of good discussion and a lot of good information shared at all of the meetings. Board member Jeff Shipp concurred, saying that a lot of great ideas came out of those discussions, a few of which the Board can hopefully capitalize on. Mr. Taylor interjected that prior to the western region meeting he had been unaware of how handicapped PSAPs in that region are because of the selective routing situation there and said that’s one of the things he hopes the Board can work on correcting.

Before moving to the next agenda item, Mr. Taylor recognized Ronnie Cashwell, the Board’s sound reinforcement/media specialist, for doing a yeoman’s job at making sure that despite the fact each of the locations was different from all the others, the sound system was always there and ready to go, even if he had to depend upon “duct tape and baling wire” to make it happen.

Mr. Barbour observed the next PSAP managers meeting will be the yearly one, and Mr. Taylor concurred, saying that the dates were still not firmed up due to finding a location which can accommodate such a large gathering. Mr. Barbour asked when we could expect to have that locked down so people can get it on their schedules, and Mr. Taylor replied that the contact in procurement who usually helps staff with these things is going to be off work for quite some time, but he would try to get it locked down as soon as possible.

Request from APCO/NENA for State Conference Training Class

Mr. Barbour introduced Board staff member David Dodd to share a request the Board had received from the North Carolina chapters of APCO and NENA for the Board to sponsor a pre-conference training class at this year’s annual conference in Sea Trail. Mr. Dodd observed that the Board has sponsored such classes for several years, and said that the class they have asked the Board to sponsor this year is called *Bullying and Negativity in the Communications Center*. He said that it’s a relatively new class, having debuted as a breakout session at the annual APCO conference in New Orleans last year and garnering a tremendous response from people who wanted to develop it into a full one day class. Mr. Dodd added that money has been budgeted for such use, and the staff recommendation is to fund it. Mr. Taylor noted that the \$4975 cost for the class is in line with what other such classes have cost in the past.

Mr. Barbour asked for any questions, and hearing none, called for a vote, which was unanimous in favor of hosting the class.

Recommendation of Grant Awards for 2016 Cycle

Mr. Barbour introduced Board member Rick Isherwood, Grant Committee Chair, to share the committee’s determinations for the 2016 grant cycle. Mr. Isherwood began by summarizing the process the committee goes through, saying committee members are provided copies of the grant applications in advance to review in detail, then the committee meets as a group to score the applications and come up with recommendations, which it did during an all-day session on Wednesday, July 29th. He said there were twenty-three grant applications received this year, reflecting a total dollar amount of roughly \$62M, adding that unfortunately the total the Board had to allocate was roughly \$11M, so some very painful decisions obviously had to be made.

Mr. Isherwood continued by offering some observations and comments from the committee about the grant applications which had been submitted. He said roughly one third of the applications dealt with establishing back-up PSAP facilities, and as Mr. Taylor had alluded to when reviewing the FCC report, what committee members did not see was efforts by PSAPs to coordinate back-up activity with one another. He said there were a lot of new buildings wanting to get built, and transitioning to new PSAP locations while using the old PSAP as the back-up facility, which is, of course, very costly. He said what the Board would like to do is to encourage PSAPs to find more cost effective ways to implement back-up PSAP plans, whether that be utilization of existing structures or partnerships with adjacent PSAPs to accomplish that goal. He added that some of the agencies which had submitted applications for back-up

PSAP facilities have not even submitted back-up plans to the Board for approval, so it was a little bit like putting the cart in front of the horse. He observed that it would stand to reason that those applications probably did not receive a very high score.

Mr. Isherwood pointed out a few areas of concern where the committee saw consistent lack of information in the applications. One section is where the applicant is asked to provide what the impact will be to its agency's operating budget if the grant is implemented, and typically the response is either there will be no impact or if there is an impact, it will be covered by the funding allocation they receive from this Board. He observed the expectation is for more detailed information, e.g. what is the anticipated budget increase going to be? He said there is also a section in the application requesting information about compatibility between equipment and software already in place and that which the applicant intends to purchase, and again, the committee consistently sees a lack of good, detailed information. What it sees instead is statements like "We are using "X" type of hardware and software today and we intend to implement "Y" and we don't expect any problems." Mr. Isherwood said the committee is expecting more "meat" in the response, such as why, specifically, the applicant is not expecting any problems, e.g. are they aware of similar implementations that have not experienced problems after deployment, etc.

Mr. Isherwood said that lastly the evaluation sections of many applications were not well documented. That section asks how the applicant will evaluate and measure the achievement of the goals and objectives of the project. He said the committee sees a lot of detail here on how the applicants plan to manage the construction process, project management, project plans, scheduling, etc., but what's typically lacking is good information about how they plan to transition the PSAP functionality from the existing location to the new location. He concluded that it is just another area where committee members are looking for a more specific type of information. He then asked if any other committee members had any additional comments.

Mr. Taylor interjected that most people don't realize that the work of this Board is not done during two hours on a Friday morning once a month; the work is done at the committee level, whether the next gen committee, standards committee, etc. He speculated that among all the committees the Grant committee is perhaps tasked harder than the others because its members literally have homework. He observed that reading through twenty-three grant applications is not an easy task, and then to go through and score each one on all the various elements and try to be objective about it, try to be fair, is a challenge. He commended the committee members for having done an outstanding job, noting that the meeting they had to determine the awards was all day long. He said he was impressed with how everybody was engaged, and by listening to the discussion and the logic behind it one could tell they all had a passion for doing the right thing. He added that the committee members do not know how much funding is available at the start because he doesn't want that to color their decision making until after all the scoring is complete, and concluded his hat was off to all of them.

Board Member (and Grant Committee Member) Slayton Stewart commended Mr. Isherwood on doing a fantastic job of summarizing the thoughts and comments of the committee, and added that he felt perhaps the most overwhelming issue for committee members was the lack of attempts at coordination among the PSAPs, as evidenced by the number of applications that requested multi-million dollar grants to build additional facilities to meet their back-up PSAP plan obligations when there are many more cost effective and efficient ways to do that.

Board Member Darryl Bottoms echoed Mr. Stewart, saying he had already said what Chief Bottoms had wanted to say himself! He reiterated what Mr. Taylor had said about their meeting being a long day, and observed that was only the last of many long days spent reading and digesting all the grant applications.

Mr. Isherwood said that the recommendation from the committee is to fund three of the grant applications: Hyde County's amount of roughly \$1.3M at 100%, Graham County's amount of \$5.3M at 64%, and Richmond County's amount of ~\$10M at 64%. He observed those three allocations will pretty much use up all of the allocated \$11M the Board has available for grants this year. Mr. Barbour asked if the awards at less than 100% had been discussed with those applicants to see if the 64% will allow them to move forward with their projects, and Mr. Taylor said no, their acceptance of the award would be contingent upon that after the Board votes today. He said if they do not accept it, then the committee would have to come back and reconsider awards. He noted that the total amount available is "nearly to the penny" the \$11,025,000.00 awarded for these three grants, and added that the committee reviewed the applications

exhaustively and felt there were opportunities for some “better shopping” to reduce the amount requested. He also noted that most applicants appeared to hedge to the high side in their bid requests to be cautious, and some savings could be realized there, as well as seeking help from other funding sources. He concluded by saying that the recommendation from the committee would be to award the grants contingent upon the acceptance of all three PSAPs at the levels awarded.

Before calling the vote, Mr. Barbour observed this would be the vote where Mr. Smith and Ms. Sykora had expressed possible concerns about conflict of interest, and asked them to reiterate their concerns. Mr. Smith said the only one of the three that he might have a potential conflict with is Richmond County. Ms. Sykora said she would still prefer to abstain from all three only because she has not had an opportunity to study them well enough to be sure she would have no conflict and would prefer to err on the side of caution. Mr. Barbour then called for questions or discussion, and Board Member Rick Edwards asked if any preparations are being made for migrating to NG911 with the money that is being spent on these projects, or are we simply investing in old technology now. Mr. Barbour asked if he meant that in the grants being awarded, are the applicants purchasing technology that’s compatible with next gen, and Mr. Edwards responded, “Potentially compatible, yes.” Mr. Shipp (a Grant Committee Member) responded that “...to the degree of what is available now, yes.” He also added that all three of those grant awards dealt with either a consolidation or a regional initiative.

Mr. Taylor said that to sum it up, Graham County is doing a relocation and technology refresh which will put them on the next gen track; that where they are now is definitely not on that track. He said he is excited because Graham is joining Swain County and Jackson County, who were grant award recipients last year, in a good coordinated effort to be available to help one another as NG911 moves forward. He noted that for years the folks in the mountains have felt like they’ve been forgotten by the rest of the state, which has fostered their helping one another in a cooperative spirit. He said the Hyde County situation is very similar: Dare County and Tyrrell County received grants last year to consolidate those two counties, and they had wanted Hyde County to join them, but the “political winds” were not right for that last year. He observed those “political winds” have now changed, and Hyde will be joining Tyrrell and Dare in a three county consolidation. Turning to Richmond County, Mr. Taylor said they are teaming up to work with Scotland County so they can back each other up, as well as consolidating a couple of the smaller secondary PSAPs into the primary PSAP. He noted that Richmond County is way past due for this significant upgrade, and that all three of these projects illustrate how these PSAPs have worked together to make good things happen.

Mr. Barbour said he was going to call the votes on each award individually to cover the conflicts of interest. The Graham County award recommendation passed unanimously, with Ms. Sykora abstaining. The Hyde County award recommendation followed suit with a unanimous vote to approve the award with Ms. Sykora abstaining. The Richmond County recommendation also received a unanimous vote in favor of the award, but this time with both Mr. Smith and Ms. Sykora abstaining.

Recommendation from Funding Committee Regarding Policy and Statute Changes

Mr. Barbour, who is the Funding Committee Chair, said that the funding committee has met a couple of times and has seen the new funding model idea that Mr. Taylor “has planted a seed on.” He said, “We’re still kickin’ the can and fertilizin’ it and seein’ which way it grows.” He then presented some suggested legislative changes that the Funding Committee would like to recommend be adopted by the Board. Observing that the recommendation is in the agenda book, he said he was just going to hit the high spots.

The first recommendation is to create an additional NG911 fund because the current statute mandates the 911 Board expend all the money in the fund every year and some legislators have voiced their concern about that. They would like to have the ability to start saving in an NG911 fund so that when NG costs begin arriving “...we won’t have to swallow all of that cost at once.”

The second recommended change is to require PSAPs to begin transitioning to an NG911 network, the concern being that as Mr. Edwards expressed earlier there may still be PSAPs that are either contemplating procuring or actually procuring new equipment that will not be compatible with an IP network, and we should probably try to keep that from happening.

The third is to create an authority or requirements for a statewide purchasing agreement, which is something the Board and the funding committee have talked about for a long time. Mr. Barbour said he is starting to get a lot of interest from legislators about this sort of “catalogue” approach to getting “the most bang for our buck” as funding becomes tighter, as evidenced by having grant requests this year for far more money than the Board had available.

Number four would be to ensure that PSAP grants go toward non-911-fund-eligible expenditures which enhance the 911 system. Mr. Barbour said that follows something he said several meetings back that he didn’t understand why a PSAP would apply for grant funding for something that’s already eligible for use of 911 funds instead of pursuing a funding reconsideration request.

Mr. Barbour pointed out that recommendation number five really doesn’t require a legislative change, just a policy change; that PSAPs requesting funding reconsideration should support the request with evidence of either a formalized RFP request, three quotes, etc., so the Board can be assured they are getting the best price for what they are purchasing. He added that the committee still hasn’t come up with a price threshold to determine which approach would be best; that committee members are still debating that issue. Mr. Barbour added that a lot of the county and municipal purchasing requirements should already be taking care of this issue, but the Board is seeing a lot of expenditures where that requirement is not being followed for whatever reason.

Saying she had missed the Funding Committee meeting this week, Ms. Sykora pointed out that within the proposed standards, when an entity is applying for a grant for an expenditure over \$25K, there is an RFP requirement, so that’s something the committee could consider as well. Mr. Barbour observed that is then probably something the committee should stay in line with, and asked if Mr. Taylor had anything to add.

Mr. Taylor said that, as Mr. Barbour had already mentioned, these are issues that have already been the subject of conversation with many legislators; that these are things they feel are lacking in the current environment. He noted that the inability to save for NG911 expenses has hit closer to home now that the NG911 network project is kicking off. He also noted that over the years the Board has seen numerous times how PSAPs, for whatever reason, do not want to upgrade their technology. He said several legislators have indicated that’s a problem they fear as we move to NG911, and that requiring transitions may be necessary. He added that the telcos may actually drive the process when they turn off their CAMA trunks, since there is already a date certain for selective routers to be turned off, but he acknowledged they certainly would not send a PSAP into the dark just to meet a deadline, and if for no other reason that it is something that needs to be worked on.

Mr. Taylor continued by saying how, after looking at the grant applications this year, he has come to agree with Mr. Barbour that perhaps grants should pay for enhancing the 911 system. He mentioned as an aside that he will be sending letters next week to all of the grant applicants telling them what their application score was, where the weaknesses were, etc., and that several of them should be funding reconsideration requests. He said he will be encouraging them to seek funding reconsideration when applicable.

Mr. Barbour said he would ask for a vote on the first four proposed legislative changes, noting that the fifth recommendation was still a work in progress; that the committee needed to establish a threshold value before that policy change could take effect. He asked for any discussion, and hearing none, called the vote, which passed unanimously. After the vote Mr. Shipp asked if the committee had made any determination about a future statewide project having to do with language translation services and QA, and Mr. Taylor replied that staff member Dave Corn is still working on both of those issues.

Update from NG911 Committee on Technical Consultant

Mr. Barbour asked Mr. Shipp, NG911 Committee Chair, to provide an update from that committee. Mr. Shipp reported the committee had a very, very productive kick off meeting on July 22nd with the Board’s technical consultant, Federal Engineering, which had brought all of its project team members to the meeting. He said many people may know Jim Lockhard with Federal Engineering, and that Jim is actually the project manager, having worked with Tennessee, Vermont, and Maine in regards to next gen implementation. He said the OITS project manager (Sanjay Bhojani) was also in attendance, and that it was a “big meeting, big kickoff day.”

Mr. Shipp continued by saying the committee, through working with Federal Engineering, has developed a set of five project deliverables: Concept of Operations; Cost Analysis; Conceptual Design; Creation of an RFP, or potentially multiple RFPs; and the evaluation of those RFPs. Mr. Shipp reiterated it was a good kickoff meeting and that time lines were established, with the first two, the Concept of Operations and the Cost Analysis, having a timeline of October of this year. He observed there is a lot of work to be done between now and then, but the goal is to have those two achieved and hopefully to bring them to the Board for approval by the December meeting. He added that staff is also looking at some federal grant funding which may potentially become available.

With that, he asked if any other people who attended the meeting wanted to add anything, and Mr. Edwards echoed the earlier sentiment that it was a very positive meeting, saying he is excited to be a part of it and that he thinks it's exciting to try to put this technology piece together statewide. He added he appreciates all of Mr. Corn's efforts in putting everything together as well.

Discussion of Statutory Change Request

Mr. Barbour stated that as most are aware, some legislators have asked the Board to provide suggestions for changing language in the statute to make it better. He turned to Mr. Taylor to lead the discussion.

Mr. Taylor said that due to the delay in the legislative session until probably Labor Day, time has become available for legislators to consider things during this session that they had thought they wouldn't get to until next session, among them improvements to 62A. Representative Boles had stated in his meeting with the Funding Committee that he would like to receive recommendations from the 911 Board about how to move forward, how changes to the statute could help the Board. At that time he thought the Board would have until the next session to accomplish that, but now that the schedule has changed, would like to move ahead with it this session. Mr. Taylor observed that several legislators are very willing to work with the Board, but they need to hear what the Board needs. He added that the legislative change recommendations that were presented earlier in today's meeting are a good start, but asked what else Board members think could be improved upon. He cited as an example a question Ms. Sykora had posed to him earlier about text to 911. She asked what happens if it doesn't work or mistakes are made, what kind of liability is there? She has offered that we should add into our list of changes some type of liability protection when it comes to texting to 911.

While on the topic of texting, Mr. Taylor gave a shout-out to Guilford Metro's Director Melanie Neal for a good outcome that center experienced about two weeks ago with a deaf/hard of hearing person reporting he was being robbed via text message. Mr. Taylor underscored that texting is how the deaf and hard of hearing community communicates today, and they already don't trust 911, so the fact that Guilford Metro was able to provide help via text is awesome. Mr. Barbour added that Johnston County hasn't even advertised that it is live with text to 911, but within two hours of going live with all of its carriers but one, his center handled a text call where a woman was injured and couldn't talk.

Mr. Taylor again thanked Ms. Sykora for forwarding some prospective liability protection language to him to share with Mr. Bradford in the hope of crafting something to forward to Representative Boles et al. He then exhorted other Board members to speak up, to give him some ideas of what would benefit this Board as it moves forward, especially looking at NG911.

Returning to the topic of text to 911, Mr. Smith observed that the liability statutes overall need to be consistent with NG911, not just texting. He said he thinks those statutes are pretty old and he just wants to make sure we're not confining it to just texting. He added he frankly thinks it should be protective of first responders, PSAPs, and service providers. Ms. Sykora responded that she believes the language she forwarded to Mr. Taylor does protect all those entities from everything but a "blatant, wanton and willful act", or something along those lines. She offered to forward that to Mr. Smith, who thanked her for doing that.

Mr. Taylor re-phrased his question, asking if anyone perceived anything in the statute which is an impediment to deployment of NG911, or conversely, if there is something that could encourage PSAPs to move forward. Hearing no response, he stated that he would work with Mr. Bradford to insert language

supporting the changes voted upon earlier in the meeting and that which Ms. Sykora had shared with him and come up with something to present to the Board for its consideration. Mr. Barbour expressed concern that it shouldn't be put off until the next meeting, and asked if it could be voted on electronically. Mr. Taylor replied, "Absolutely". He asked Mr. Bradford when he might be able to complete that task, and Mr. Bradford responded he hadn't received anything yet, and asked if Mr. Taylor was referring to twenty pages or fewer. Mr. Taylor offered it would likely be a page and a half or two, and Mr. Bradford resoundingly replied "Wednesday". Mr. Barbour wryly observed he didn't say which one, which drew a good laugh from many Board members. Ms. Sykora added that another reason to do this before the next Board meeting is because that will be the Standards Rule-Making hearing meeting, which promises to be a full agenda in and of itself.

Mr. Barbour recalled he testified before congress in 2007 about liability protection for next gen in his capacity as then president of National NENA, and asked Mr. Taylor if he thought any of that language might be adaptable to the Board's needs. He wondered if, since that was Federal language, we might not be protected under that umbrella already. Mr. Taylor said they should look into it, and in the meantime put something together, circulate it among the Board members, and then set up a teleconference call meeting. Mr. Barbour proposed that perhaps he and Mr. Taylor and whatever other Board members wish to be included could, after the Board approves something, arrange for a meeting with the legislators who have expressed interest in this. Mr. Taylor added that if anyone thinks of something later, to be sure to let him know.

Before leaving the topic and, he joked, at the risk of having Mr. Stewart throw something at him, Mr. Taylor mentioned that one of the issues that has come up is that of cost recovery. He said many states have discontinued it, and that North Carolina was one of the leaders *in* doing that. He noted that although the number of carriers collecting cost recovery in North Carolina is "just a handful", he observed that it does mean a lot to the small, rural carriers, like Carolina West (Mr. Stewart's company). He said he's not throwing that on the table as something to put into the statutory revision mix, but it is something to consider. He added that Verizon doesn't do cost recovery in NC any longer, but AT&T does, so "there's all kinds of ways of looking at it."

Update on Rules Review Process

Mr. Barbour asked Mr. Bradford if there were any updates on the rules review process, and the succinct reply was, "No comments have been received." For the benefit of those who did not attend the PSAP managers meetings, Ms. Sykora added that during those meetings staff and Board members did go over the rules with the PSAP managers that participated and encouraged them to read the rules and come to staff or Board members with any questions. She added the PSAP managers were made fully aware of the hearing coming up on August 28th.

While on that topic, Mr. Barbour asked if this room would be sufficient to host the meeting. Mr. Taylor said he had a couple of comments from the NENA/APCO chapter meeting last week as well as the PSAP managers meetings, saying we want to get feedback; we are encouraging feedback. But, he added, at the same time we want it to be good feedback. He observed there has been so much misinformation circulated about the standards that he would hate for somebody to come in and spend ten minutes talking about something that's not even in the standards. When he made that announcement at those meetings, he did recommend that people give him or one of the staff a call, just so we know and they know whether or not what they want to discuss is actually in the proposed standards so they're not up there wasting their time or ours. He noted that incoming NC NENA President Philip Penny suggested they might want to practice their speech before coming, which Mr. Taylor thought was a good idea.

Returning to Mr. Barbour's original question, Mr. Taylor said that plans are currently to use this room, as neither staff nor Mr. Bradford have received any comments or any notice of anybody that wants to speak. He added he has no idea how many people will want to come, and if any organizations are planning to speak or come, asked them to please let him know as soon as possible, including the number of people, because if he has to find another facility or make arrangements in this building to use several rooms, he just needs to know for logistical purposes. Mr. Barbour asked Mr. Dodd if he could put a message out on the listserv maybe once a week between now and then asking anyone who's planning to come, whether they plan to speak or not, to let him know. Mr. Dodd observed that it has been in the PSAP managers

newsletter every week, and Mr. Barbour added maybe some sheriffs or police chiefs or fire chiefs or EMS representatives would like to come.

Mr. Taylor reiterated that anyone who wants to come is certainly welcome, that the Board wants to hear their feedback, but he just needs to know how to handle it logistically. Mr. Barbour asked Mr. Dodd to send the announcements out as a separate email to the listserv rather than just in the newsletter so it might be more likely to get their attention that way, and Mr. Dodd agreed. Mr. Barbour then asked if anyone had any further comments about the rules review process.

Board Member Dinah Jeffries brought attention to a question that was raised at the central region PSAP Managers' Meeting. She said we (the Board) are making the statement that everything in the standards is 911 fund eligible, and we're finding some things, QA as an example, that are not. Mr. Taylor replied he went back and read that section of the standards after that meeting, and he said the QA software is what's fundable, not the salary of a QA employee. He observed the standard requires a QA *program*, not a QA employee, and 911 funds may be used to pay for the software, which was the intent of the standard. He agreed, however, that is a good item of concern, and if it needs to be better written or have more clarification, that's what this process is about.

Upcoming Committee Meetings

Mr. Barbour said that before adjourning, he wanted to bring the upcoming committee meeting schedule to everyone's attention, reiterating what Mr. Taylor had said earlier in the meeting that this is where a lot of the work is done. He added that if someone is not on one of the committees, they are still welcome to participate in the meetings, and that if they're not on one of these committees and *want to be* on one, please make that concern known.

Mr. Taylor added that he had expected Margie Frye's replacement on the Board, Ninnet Bowman, to be in attendance today, but surmised something must have come up. He noted, however, that Ms. Frye's departure leaves a vacancy for the chair of the Education Committee, and encouraged any Board Member who would like to chair that committee to please let him know. He said they are very close to implementing the advertising campaign in the near future, so they need some leadership in that committee. He added there is a tentative date of Wednesday, August 12th for the next Education Committee meeting. Ms. Jeffries said she would be happy to chair that committee, but if anyone wants to take it from her they can. Mr. Taylor said he had hoped she would, but knows how committed she is to the Standards Committee, so he's very glad she's willing to do both. Mr. Shipp thanked Ms. Jeffries for volunteering, observing she had beaten him to the punch because he had been planning to recommend her.

Noting that there are still other vacancies on the Board, Mr. Barbour asked if an NCACC representative had been appointed yet, to which Mr. Taylor replied he had become aware of a recommendation with whom he is very happy, and thinks would be a great asset to the Board, but he has not seen anything official yet.

Adjourn

Prior to adjourning, Mr. Barbour asked if anyone had any further items to bring forward, and Mr. Edwards asked if Mr. Taylor could return to agenda item 5C, the NASNA Spring 2015 State Report Compilation for a moment. He asked Mr. Taylor where he felt North Carolina stands in relation to the other states in the report; are we ahead, behind, in the middle, or what? Mr. Taylor said he thought we were not in the middle, and certainly in the upper half. He said our deliberate approach to creating a statewide network puts us above many others, observing that while it's nice to be first, being first can sometimes cost you a lot of money. He said one thing he's learned from working with his counterparts in NASNA that taking a more deliberate approach can be a smart move. He noted that while we are pushing text to 911, he thinks there are a few states that are ahead of us in that regard, that PSAPs in those states are being more cooperative. He observed that for some reason in North Carolina there has been a lot of push back from some PSAPs regarding text to 911. Saying he doesn't understand that, he added we are probably in the lower group with that.

Mr. Taylor pointed out that regarding standards, we are probably in the top 10%-15% of the states; that most states have some standards, but not nearly as comprehensive as our proposed standards. He feels our funding is both different from and better than most states, citing Florida's 911 fee, recently raised from 50¢ to 60¢, which its statute clearly states is not enough, but is all they're going to get, and with which they won't pay for CAD systems but will pay for people. He added that Alabama, on the other hand, has one of the highest 911 fees, and they pay for everything, including people, although he observed that Alabama has also had to go back and do a lot of work on its IP network. He concluded that each of the states is different, with states like Vermont or Rhode Island having only four PSAPs or two PSAPs as compared to our footprint from the mountains to the coast. He said Tennessee is probably the closest state in comparison to North Carolina size-wise, both from the number of PSAPs to the geographical footprint, so there are a lot of similarities between them, and pointed out that Indiana is ahead of us in their network, but they're only doing wireless on that network. He once again said that states are so hard to compare because each is so unique.

Mr. Bradford added that many other states still have a statutory distinction between wireline and wireless 911, and that has an impact on the operation, the oversight, and the funding that may not be reflected in just reading through these reports. Mr. Taylor said he thinks the questions being asked in the FCC report will make that report, when compiled later in the year, more eye-opening, when you can see specific answers to specific questions. He added that he thinks one of the areas in which we stand out is fund raising; that we have done an excellent job of protecting the 911 fee from being misused.

Mr. Barbour asked for any further questions or comments, and Mr. Shipp said he just wanted to remind PSAPs not to forget their back-up plan implementations, and to encourage all of the PSAPs to get those approved just as soon as possible.

Mr. Taylor said he did have one other item he wanted to mention. Noting that one of the comments he has heard from legislators is that the Board's web page has become very cumbersome, Mr. Taylor said he feels it is to the point where it cannot even be called user friendly. Admitting that although staff members who work with it every day know where everything is on it, and can point people to what they are looking for, he's aware that's not the way it should be. He noted that the state has launched a Digital Commons initiative to upgrade all of the state's division websites in which we were originally slated to be upgraded in the October/November time frame, but one of the advantages of having the State CIO as the Board Chair is that after a conversation with him we moved right up to the top of the list and now the guy that's in charge of Digital Commons is in fact supposed to submit a proposal to him and Tina Bone today on re-doing the web page. He asked Board members to contact him with any improvements they can suggest, such as something unique they've seen on another (not necessarily 911) web page, so they can be added to it. He pointed out that the first thing he's going to insist on, and which he and Chairman Estes spoke about, is a search function; even if you knew what you were looking for, there is currently no search function to use to locate it. He concluded by saying if people have any thoughts, comments, or ideas about the web page, please let him or Ms. Bone know, noting that it is her project (and one that she is very excited about doing).

Mr. Barbour asked for a motion to adjourn, Chief Bottoms so moved, and the meeting adjourned at 11:44 AM.

North Carolina 911 Board
MINUTES
Teleconference
August 24, 2015

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NCNENA) Johnston Co 911	Tina Bone (ITS)	Fred Baggett-NCACP
Darryl Bottoms (NCACP) Pilot Mountain PD	Richard Bradford (DOJ)	Sarah Collins-NCLM
Eric Cramer (LEC) Wilkes Communications	Dave Corn (ITS)	Ellis Frazier – NC APCO
Rick Edwards (CMRS) Sprint	David Dodd (ITS)	Todd Sims-Charlotte Medic
Chris Estes (NC State CIO)	Karen Mason (ITS)	Donna Wright – Richmond Co Emergency Svcs
Andrew Grant (NCLM) Town of Cornelius	Marsha Tapler (ITS)	
Len Hagaman (Sheriff) Watauga Co	Richard Taylor (ITS)	
Rick Isherwood (CMRS) Verizon		
Dinah Jeffries (NCAPCO) Orange Co EMS		
Rob Smith (LEC) AT&T		
Jeff Shipp (LEC) Star Telephone		
Jimmy Stewart (NCAREMS) Hoke Co 911		
Slayton Stewart (CMRS) Carolina West Wireless		
Laura Sykora (LEC) CenturyLink		
<u>Members Absent</u>	<u>Staff Absent</u>	

Chairman's Opening Remarks

At 4:05 PM Chairman Chris Estes convened the meeting.

Item 2 - Ethics Awareness/Conflict of Interest Statement

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

Item 3 – Proposed Legislative Changes

Mr. Estes asked Executive Director Richard Taylor to review the proposed changes that had been prepared by staff and distributed to the Board members titled “Tab3a Proposed GS 62A Legislative Changes Per Board.”

Mr. Taylor read the proposed changes labeled #1 Create an additional “NG911 Fund”, percentage based on 911 Board determination (projected costs, available funds, etc.). Jeff Shipp asked if the new fund would be a “protected fund”. Richard Bradford answered by stating that it is more protected than not but also added that the Governor has the constitutional duty to balance the budget and has the authority to move money from the fund.

Rob Smith asked if he as a representative of AT&T and possibly others on the call representing potential bidders to the NextGen RFP would have a conflict of interest. Mr. Bradford stated that he did not believe there was a conflict of interest since the purpose of the proposed legislation is for the Board to identify funds for a particular need and not for a particular company or individual.

Richard Taylor then reviewed the next proposed change labeled #2 Requirement for all PSAPs to transition to NG911 network. He stated that he had received a comment about the word “fiber” in the phrase “fiber/communications.” Richard Bradford stated that the phrase was not intended for statutory language but was a prompt to ask “what kind of network?” Rob Smith agreed that he would not recommend limiting the language with the word fiber. Dinah Jeffries and Jeff Shipp both agreed. Rick Isherwood inquired if possibly any existing network owned and operated by the State of North Carolina could be incorporated into the system. Richard Bradford answered that it is possible but the likelihood is unknown. Rick followed up by asking if we (NC 911 Board) did lease a network would we operate it? Richard Taylor responded by stating that initial plans call for a “NOC” but that would be under contract to a company. Dave Corn added that he did not see a circumstance where we would own and operate a network.

Richard Taylor then read proposed change #3 Create authority / requirements for statewide purchasing agreements (catalogue). Andrew Grant asked if a PSAP used a vendor that was not on the preapproved state list would the PSAP not receive 911 funds. Richard stated the intent was to promote cooperative purchasing agreements and seek best pricing and not restrict funding. Andrew agreed with that concept but followed up by asking if a vendor on the list had a price X and a PSAP wanted to purchase from another vendor but the cost was X+\$100.00 how would that be treated. Richard Bradford stated that it would be difficult to use a hypothetical situation since

there could be additional facts that are unknown. He reiterated that this was in no way trying to change the authority of local government purchasing which would require more extensive detail to change chapter 143 and that is definitely not on the document.

Mr. Taylor then reviewed proposed change #4 PSAP grants are for non-911 eligible expenditures that enhance the 911 system (towers, antennas, base stations, brick & mortar, etc.). Dinah Jeffries questioned why the proposed language was changed to “a strong push” for consolidation. Richard Taylor responded that the consolidation language is not being changed. Andrew Grant stated that he had a counterpart with the same concern as Dinah. He restated the change saying a PSAP could be eligible for a non-traditional grant even if they are not consolidating, even not relocating. Richard Bradford confirmed that he was correct in his interpretation.

Richard Taylor then reviewed proposed change #5 Any Primary PSAP that in the last fiscal year ending on June 30, 2015 that received less than two (2) 911 calls per hour on average for the year shall be consolidated with another PSAP or be changed to a Secondary PSAP pursuant to the desires of the local governing bodies, county and municipal. He clarified that the intent was average calls per hour being less than two. Richard also suggested that if there was only one Primary PSAP in a county that this section would be waived for those counties.

Andrew Grant stated that he had two concerns, one, measuring 911 calls that not all calls for what a citizen may deem an emergency. Second, ECATS may not capture all 911 calls because some calls may be placed on 10 digit lines because of routing problems. Andrew recommended that #5 needs a little more study. Dinah inquired if every 911 center in North Carolina is using ECATS. Richard Taylor responded that every center that is funded by the Board is using ECATS. Dinah expressed that alarm calls coming in on administrative lines were considered 911 calls.

Discussion then centered on whether or not ECATS was mandated for a PSAP to receive funding. Richard Bradford stated that ECATS was installed to collect consistent data that was not available from the PSAPs. PSAP funding is not related to ECATS. It wouldn't make sense for a PSAP to take the equipment out but that would be a Board policy discussion.

Mr. Taylor then reviewed proposed change #6 Additional changes to consider 62A-52 Proprietary information. Rick Isherwood stated that the word “voice” should also be removed along with CMRS to be consistent with the other changes proposed earlier. Laura Sykora concurred.

Chairman Estes asked for a motion on all six items or for individual items. Laura Sykora made the motion to approve item #1, item #2, item#3, item#4 and item #6 with the deletion of “voice” as well as CMRS. Dinah Jeffries seconded. Chairman Estes clarified that this motion is for recommendation to the General Assembly for legislative changes but ultimately the General Assembly votes to change any statute, not the 911 Board. Motion passed unanimously.

Richard Taylor then presented a new item being labeled #7 62A-53 Liability Protection. Richard asked Laura Sykora to explain the proposed changes. Laura stated that the

intent is to incorporate the changes in technology, such as texting and NextGen 911, with the same liability protections. Rick Isherwood noted the use of the phrase “voice communication” numerous times and asked if the word voice should be removed. Laura stated that would be fine to delete. Richard Taylor sent a copy of the proposed language to all Board members via email since several members were unable to access WebEx.

Chairman Estes then asked for a motion on the amendment. Jeff Shipp made the motion to approve, Rick Isherwood seconded. Chris Estes asked Richard Bradford to share any input he had that he felt the Board members should know.

Mr. Bradford stated the second provision in the proposed language was new and that it is very broad seeking a legal path for a provider to be held harmless for a device that causes an electrical shock to an individual. He continued saying that may not be the intent but it is the impact. It has repercussions far beyond the transmission of communications. He also stated that he felt it would be in conflict with the State Tort Claims Act.

Chairman Estes suggested that this could be held until Friday’s Board meeting for further discussion or a vote could be held now. Laura Sykora stated that she would accept his offer to postpone a vote until Friday and she had more time to review. Chairman Estes then tabled the motion until the Friday, August 28, 2015 911 Board meeting. There were no objections.

Mr. Estes then recognized Laura Sykora in reference to item#5. She stated that there are concerns from Andrew and Dinah and asked for the opinion. Andrew Grant stated that this came from the Funding Committee and that it should go back to that committee for more work. Andrew made a motion to send the item back to the Funding Committee, Darryl Bottoms seconded. Vote was unanimous, no opposition.

Fred Baggett representing the Police Chief’s Association inquired as to timing of pursuing the legislation. Richard Taylor responded that based on conversations with legislators, he would like to deliver the language as quickly as possible.

Adjourn

Mr. Estes asked for a motion to adjourn, Jeff Shipp moved, and the meeting adjourned at 5:27 PM.

**PSAP FUND REVENUE/DISTRIBUTION
(20% /80% PLAN)**

	July-15	August-15	September-15	October-15	November-15	December-15	January-16	February-16	March-16
CMRS Revenue	755,329.89	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interest	587.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CMRS Disbursement	(263,884.10)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GRANT Allocation									
CMRS Prev Balance	1,326,272.78	1,818,305.73	1,818,305.73	1,818,305.73	1,818,305.73	1,818,305.73	1,818,305.73	1,818,305.73	1,818,305.73
CMRS Fund Balance	\$1,818,305.73	\$1,818,305.73	\$1,818,305.73	\$1,818,305.73	\$1,818,305.73	\$1,818,305.73	\$1,818,305.73	\$1,818,305.73	\$1,818,305.73

	Revenue						GRANT Allocation	Monthly Expenditure	Fund Balance
	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			\$ 16,312,532.95
Jul-15	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
Aug-15	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Sep-15	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Oct-15	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Nov-15	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Dec-15	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Jan-16	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Feb-16	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Mar-16	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Apr-16	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
May-16	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20
Jun-16	0.00	0.00	0.00	0.00	0.00	0.00		0.00	18,529,732.20

CASH BASIS REPORTING

PSAP Grant-Statewide 911 Projects Fund

		Grant Completion (+/-)	Total Disbursed FY 2011 - FY2014	Jul-15	Aug-15	Sep-15	Oct-15	Jun-16	Remaining Grant Balance
Fund Balance				\$22,137,701.90	\$21,126,286.12	\$21,126,286.12	\$21,126,286.12	\$21,126,286.12	
Grant Award FY2012	FY2012 Grant Award Total	Completed Grant Disbursement							
Burke County	7,280,630.00		-6,951,958.20						328,671.80
Rockingham County	7,826,000.00		-6,801,027.57	-234,248.42					790,724.01
Grant Award FY2013	FY2013 Grant Award Total	Completed Grant Disbursement							
Brunswick County	2,100,000.00		-1,374,083.13	-237,562.83					488,354.04
Lenoir County	7,400,000.00		-6,595,558.27						804,441.73
Grant Award FY2014	FY2014 Grant Award Total	Completed Grant Disbursement							
Anson County 2014-01	949,000.00		-797,434.36						151,565.64
Bladen County 2014-02	300,000.00		-175,515.31	-200,670.00					-76,185.31
Gates Co. Central 2014-03	149,000.00		-149,000.00						0.00
Henderson County 2014-04	3,600,000.00		-3,371,610.72	-36,699.43					191,689.85
Hertford County 2014-05	4,250,000.00		-379,594.45	-154,292.07					3,716,113.48
Orange County 2014-06	625,828.00		-538,141.28	-16,237.50					71,449.22
Swain County 2014-07	610,000.00		-568,446.02	-28,799.45					12,754.53
Grant Award FY2015	FY2015 Grant Award Total	Completed Grant Disbursement							
Caldwell County	1,022,399.00		0.00						1,022,399.00
Dare County	7,002,795.00		-160,785.33						6,842,009.67
Haywood County	2,694,827.00		-131,738.80	-20,923.96					2,542,164.24
Swain-Jackson County	859,681.00		-763,309.04						96,371.96
STATEWIDE PROJECTS:									
E-CATS	3,000,000.00		-2,440,646.07	-57,600.00					501,753.93
Ortho Project III Image 14	3,987,667.00		-3,421,187.39	-11,272.84					555,206.77
Ortho Project III Image 15	3,719,332.00		-1,517,972.83	-22,909.95					2,178,449.22
Approved Transfer from PSAP Fund Interest				9,800.67					
Total Ending Fund Balance				\$ 21,126,286.12	\$ 21,126,286.12	\$ 21,126,286.12	\$ 21,126,286.12	\$ 21,126,286.12	\$ 20,217,933.78
									Encumbered: \$ 20,217,933.78
									Grant Fund Total \$ 908,352.34

As Chairman of the 911 Board, I hereby call this Rulemaking Hearing to order.

The purpose of this hearing is to receive comments from those present who wish to speak on the proposed adoption of the 911 Board's administrative rules.

Thirty-three rules are proposed for adoption and I will read a summary of each rule. Copies of the proposed rules are available for your review at the back of the room. The rules, along with the fiscal note submitted to OSBM are also available on the 911 Board website.

After the summary of the rules has been read the Board will entertain questions or comments about any of the rules.

Anyone wishing to comment will be allowed to do so. You will be invited to the podium where it is requested that you state your name and employer for the record. You will be allowed a maximum of five (5) minutes to make comments on the proposed rule amendment.

911 BOARD SUMMARY OF PROPOSED RULES

TITLE 09, CHAPTER 06, SUBCHAPTER C 911 BOARD

SECTION .0100 – FORMS, DEFINITIONS, ADMINISTRATION

09 NCAC 06C .0101 FORMS

States 911 Board's authority to prescribe forms for use by Public Safety Answering Points (PSAPs) and service providers.

09 NCAC 06C .0102 DEFINITIONS

Provides definitions of terms used in these rules.

09 NCAC 06C .0103 ADMINISTRATION

Describes the scope, purpose, and application of standards established in Section 2 of these rules.

09 NCAC 06C .0104 FAILURE TO COMPLY WITH RULES

Describes consequences for failure of a PSAP or CMRS (Commercial Mobile Radio Service) to comply with these rules or with G.S. Chapter 62A.

09 NCAC 06C .0105 REVIEW 911 FUND EXPENDITURES

Requires PSAPs to maintain detailed audit and financial records of 911 Funds received and use of such funds in accordance with the Local Government Budget and Fiscal Control Act G.S. 159-7.

09 NCAC 06C .0106 WAIVER OF RULES

Explains conditions under which the 911 Board may issue a waiver of the rules.

09 NCAC 06C .0107 HEARINGS

Describes procedures for a PSAP or service provider to follow when requesting a hearing before the 911 Board.

09 NCAC 06C .0108 DECLARATORY RULINGS

Explains conditions under which the 911 Board may issue a declaratory ruling.

SECTION .0200 – PUBLIC SAFETY ANSWERING POINTS (PSAPS)

09 NCAC 06C .0201 PSAP ELIGIBILITY

Outlines eligibility criteria a PSAP must meet in order to receive a disbursement from the 911 Fund.

09 NCAC 06C .0202 PSAP ELIGIBLE EXPENSES

Lists PSAP expense types eligible for disbursement from the 911 Fund.

09 NCAC 06C .0203 TERMINATION AND SUSPENSION OF 911 FUND DISTRIBUTIONS

Lists criteria under which a PSAP is not eligible to receive a disbursement from the 911 Fund, or may have funds terminated or suspended.

09 NCAC 06C .0204 PSAP REPORTING

Outlines reporting requirement for PSAPs that receive 911 Fund disbursements.

09 NCAC 06C .0206 BACK-UP PSAPS

Outlines requirement for each primary PSAP to have a backup PSAP.

09 NCAC 06C .0207 PSAP OPERATIONS AND MANAGEMENT

Outlines requirements for management and operation of a PSAP, including telecommunicator qualifications and training, minimum staffing, timekeeping, recording 911 calls, and quality assurance.

09 NCAC 06C .0208 PUBLIC SAFETY ANSWERING POINT (PSAP) FACILITIES

Describes minimum standards for power sources located within PSAPs.

09 NCAC 06C .0209 TELEPHONES

Describes minimum standards for telephones located within PSAPs.

09 NCAC 06C .0210 DISPATCHING SYSTEMS

Describes minimum standards for 911 call dispatching systems.

09 NCAC 06C .0211 COMPUTER AIDED DISPATCHING (CAD) SYSTEMS

Outlines requirements for computer aided dispatching (CAD) systems and requires PSAPs to use a CAD system.

09 NCAC 06C .0212 TESTING

Outlines requirements for regular testing of all electronic systems within a PSAP.

09 NCAC 06C .0213 RECORDS

Specifies what types of records PSAPs are required to maintain.

SECTION .0300 – COMMERCIAL MOBILE RADIO SERVICE (CMRS) PROVIDERS

09 NCAC 06C .0301 REGISTRATION OF CMRS SERVICE PROVIDERS

Outlines requirements for CMRS service providers to register with the 911 Board within 30 days of beginning operations within the State.

09 NCAC 06C .0302 CMRS SERVICE PROVIDER REIMBURSEMENT PLAN

Outlines requirement for a CMRS service provider to submit a cost recovery plan to the 911 Board for possible reimbursement from the 911 Fund.

09 NCAC 06C .0303 COST RECOVERY PLAN REVIEW

Describes the 911 Board's authority to create a Cost Recovery Plan Committee to review submissions for reimbursement from CMRS service providers.

09 NCAC 06C .0304 CMRS SERVICE PROVIDER REIMBURSEMENT

Outlines conditions under which a CMRS service provider may receive reimbursements from the 911 Fund.

09 NCAC 06C .0305 CMRS SERVICE PROVIDER REPORTING

Outlines requirements for CMRS service providers to submit periodic reports of their activities to the 911 Board.

09 NCAC 06C .0306 REMITTANCE OF SERVICE CHARGES

Describes procedure for service providers to remit service charges (per G.S. 62A-43) to the 911 Board.

09 NCAC 06C .0307 PREPAID WIRELESS SERVICE

Describes the relationship between a voice communications service provider of prepaid wireless with the 911 Board.

SECTION .0400 – GRANT FUND

09 NCAC 06C .0401 PSAP GRANTS

Describes the procedure for applying for a 911 Board grant.

09 NCAC 06C .0402 PSAP GRANTS FOR CONSTRUCTION

Lists eligibility requirements for PSAPs to receive grants for construction.

09 NCAC 06C .0403 GRANT AGREEMENTS

Outlines the terms for grant agreements.

09 NCAC 06C .0404 GRANT APPLICATION APPROVAL

Outlines requirements for grant approval.

09 NCAC 06C .0405 GRANT FUNDS

Lists requirements for management and use of grant funds.

09 NCAC 06C .0406 GRANTEE REPORTS

Outlines requirements for submission of grantee reports to the 911 Board.

Speakers:

Mike Yaniero	City of Jacksonville	Police Chief
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Speakers:

Ellis Frazier Yadkin Co Sheriff's Office
President NC APCO

Speakers:

Bence Hoyle Town of Cornelius

President NC Association of Chiefs of Police

Speakers:

Executive Director Report

Richard Taylor

a) Legislative Update

- 1) H380 (Statewide School Safety Management)
- 2) H506 (911 Fund Distribution)
- 3) H512 (Amend/Clarify Back-Up PSAP Requirements)
- 4) H730 (County Provide 911 Dispatch Services)
- 5) H812 (Grant Recipients Posted on Grantor Web Site)
- 6) S571 (Expand Uses of 911 Fee)

**GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015**

**SESSION LAW 2015-219
HOUSE BILL 512**

AN ACT TO ALLOW TIME EXTENSIONS FOR IMPLEMENTATION OF BACK-UP PSAP REQUIREMENTS, TO DEFINE UNIFORM STANDARDS FOR BACK-UP PSAPS, AND TO DEVELOP A MASTER PURCHASING LIST FOR 911 SYSTEM ELIGIBLE EXPENSES.

Whereas, Session Law 2014-66 amended Article 3 of Chapter 62A of the North Carolina General Statutes to require development of a back-up PSAP when calls cannot be completed by the primary PSAP; and

Whereas, the changes in Session Law 2014-66 are applicable to 911 fund distributions made on or after July 1, 2016; and

Whereas, many counties in North Carolina are unable to fully implement a back-up PSAP by July 1, 2016; and

Whereas, counties would save cost and increase efficiency by partnering under a standard model for a back-up PSAP developed by the 911 Board; and

Whereas, the assistance of the 911 Board in facilitating group procurement pricing for eligible 911 expense items would save money and eliminate price disparities between larger and smaller jurisdictions; Now, therefore,

The General Assembly of North Carolina enacts:

SECTION 1. G.S. 62A-46(e)(4a) reads as rewritten:

"(4a) ~~A~~By July 1, 2016, a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. If a PSAP has made substantial progress toward implementation of the plan and means, the 911 Board may grant the PSAP an extension until July 1, 2017, to complete implementation of the plan and means. The plan must identify the alternative capability of taking the redirected 911 calls. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP."

SECTION 2. The 911 Board shall investigate alternatives for facilitation of uniform procurement and pricing of 911 eligible expenses through bulk purchasing and other means. No later than May 1, 2016, the Board shall report its findings, including any requests for legislative action, to the Joint Legislative Oversight Committee on Information Technology.



SECTION 3. This act is effective when it becomes law.
In the General Assembly read three times and ratified this the 11th day of August,
2015.

s/ Philip E. Berger
President Pro Tempore of the Senate

s/ Tim Moore
Speaker of the House of Representatives

s/ Pat McCrory
Governor

Approved 2:17 p.m. this 18th day of August, 2015

Executive Director Report

b) FCC Update

Richard Taylor

NATIONAL -- Wheeler says he will ask Congress to help spur NG-911 deployment

FCC Chairman Tom Wheeler announced today that he plans to ask Congress to take a number of steps to help facilitate the deployment of next-generation 911 (NG-911) services, including authorizing a national maps database, tasking the FCC with helping states audit 911 fund spending, and authorizing additional grants.

"While the Congress has enacted important 911 legislation over the last 20 years, the legislative framework largely adopted in 1999 has been outstripped by changes in technology, changes in the marketplace, and changes in consumer behavior," Mr. Wheeler said in a luncheon speech at the APCO 2015 show. "To effectively implement NG-911, we need to amend our laws in ways that reflect the changing realities on the ground. Over the coming months, I want to work with Congress to do just that."

Mr. Wheeler said that "state and local authorities need the best possible tools to do the job. We at the Commission will do our part, but an effective

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Mr. Wheeler said that "state and local authorities need the best possible tools to do the job. We at the Commission will do our part, but an effective and efficient NG-911 can only become a reality if our state and local partners are empowered to act on the new vision.

"For example, the maps our PSAPs use to identify where callers are calling from should not end at the county or state line. ... Congress could authorize establishment of a national maps database to ensure that every PSAP has access to the latest and most accurate maps

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"For example, the maps our PSAPs use to identify where callers are calling from should not end at the county or state line. ... Congress could authorize establishment of a national maps database to ensure that every PSAP has access to the latest and most accurate maps and uses them. As maps increasingly include the third dimension, approaching this issue in a consistent, effective and efficient manner will be money well spent."

Mr. Wheeler also noted that each year, the FCC prepares a report on the diversion of 911 funds

"For example, the maps our PSAPs use to identify where callers are calling from should not end at the county or state line. ... Congress could authorize establishment of a national maps database to ensure that every PSAP has access to the latest and most accurate maps and uses them. As maps increasingly include the third dimension, approaching this issue in a consistent, effective and efficient manner will be money well spent."

Mr. Wheeler also noted that each year, the FCC prepares a report on the diversion of 911 funds by states for other purposes, saying, "None of us should find that acceptable."

"Shining a spotlight on the problem is a start, but we need to be able to do more," he said. "For example, Congress could direct the FCC to assist states in developing effective audit tools to ensure appropriate collection and expenditure of 911 funds and prevent diversion of funds to other purposes."

"More broadly, additional federal grants to states could help pay for the capital costs for

"More broadly, additional federal grants to states could help pay for the capital costs for implementing NG-911," he said, noting that Congress reserved \$115 million in grants from auction proceeds in the Middle Class Tax Relief and Job Creation Act of 2012.

"That's a good start, but more can be done," the Chairman added. "Congress should authorize matching funds to help PSAPs migrate to efficient NG-911 ESI-Nets and shared platforms. It could condition existing and future grants on the use of best practice architectures identified by our Task Force [on Optimal PSAP Architecture] recommendation for optimal NG-911 implementation."

Mr. Wheeler also stressed the importance of public safety answering points addressing cybersecurity issues.

"The simple truth is that PSAPs - particularly smaller PSAPs - are not well resourced to address this fight and in many cases cannot afford to face it alone," he said. "One way to help PSAPs protect themselves against

Mr. Wheeler also stressed the importance of public safety answering points addressing cybersecurity issues.

"The simple truth is that PSAPs - particularly smaller PSAPs - are not well resourced to address this fight and in many cases cannot afford to face it alone," he said. "One way to help PSAPs protect themselves against cyberattack would be for Congress to incent the development and use of shared Security Operations Centers supporting multiple PSAPs."

Cyber training for public safety personnel is also crucial, Mr. Wheeler said.

Mr. Wheeler cited a number of actions the FCC has taken since last year on 911 and NG-911 issues, including efforts to enhance 911 communications continuity and reliability, bolster location accuracy, and improve governance.

"To date, the transition to NG-911 has been too slow and too ragged and as a result, has been increasing the overall cost and risk while leaving us well short of our goals of improving emergency response and saving lives," he said.

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"To date, the transition to NG-911 has been too slow and too ragged and as a result, has been increasing the overall cost and risk while leaving us well short of our goals of improving emergency response and saving lives," he said.

"There are understandable reasons why NG-911 has lagged. I understand, for example, how state and local authorities must maintain legacy communications capabilities during a transitional period. Maintaining two infrastructures increases cost and complexity at a time public safety resources are already stretched razor thin. But it's not a unique experience; throughout our communications infrastructure, this is being done - and done successfully.

"Let me be clear: just because the slow implementation of NG-911 is understandable does not make it excusable," Mr. Wheeler

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"Let me be clear: just because the slow implementation of NG-911 is understandable does not make it excusable," Mr. Wheeler added. "Today's fractured implementation of 911 and NG-911 capabilities leaves Americans confused and at greater risk. Lives are at stake. We have to do better."

The National Emergency Number Association said that it "is pleased that Chairman Wheeler has announced an aggressive agenda to drive NG9-1-1 deployment, including a strong call for congressional action aimed at speeding the transition. During the 2012 NG9-1-1 Legal

"Let me be clear: just because the slow implementation of NG-911 is understandable does not make it excusable," Mr. Wheeler added. "Today's fractured implementation of 911 and NG-911 capabilities leaves Americans confused and at greater risk. Lives are at stake. We have to do better."

The National Emergency Number Association said that it "is pleased that Chairman Wheeler has announced an aggressive agenda to drive NG9-1-1 deployment, including a strong call for congressional action aimed at speeding the transition. During the 2012 NG9-1-1 Legal Framework proceeding, NENA expressed our own support for congressional actions similar to those that Chairman Wheeler endorsed today. We continue to believe that federal bridge funding, through increased grants and matching funds, can significantly speed up the deployment of NG9-1-1 as we maintain legacy E9-1-1 systems during the transition.

"Moreover, we agree with the Chairman that providing states with stronger tools to ensure the

Appeal By City of Rocky Mount Regarding 2016 Grant
Award Denial

Chief James Moore

Allen Moore, Communications Manager

Lt. Mike Whitley

(vote required)



August 11, 2015

RECEIVED

AUG 13 2015

NC911 Board

Mr. Richard Taylor, Executive Director
NC 911 Board
c/o N.C. Office of Information Technology Services
P.O. Box 17209
Raleigh N.C. 27609

Ref: *City of Rocky Mount 911 Backup PSAP*
City of Rocky Mount
330 S. Church St.
Rocky Mount N.C. 27804

Dear Mr. Taylor:

Please accept this letter as notification of our desire to appeal the decision of the NC 911 Board in regards to the grant project entitled "City of Rocky Mount 911 Backup PSAP", and to request a hearing with the 911 Board.

The grant committee noted that the grant application was deemed "Not Completed Properly" because we had not submitted a backup PSAP plan for consideration. When Article 3 of Chapter 62A of the NC General Statutes was amended in 2014 to require backup PSAP capabilities, we immediately sent a copy of our backup plan to 911 Board Network Specialist Tina Bone to determine if our plan was sufficient to meet the criteria of the statute. In an email dated July 23, 2014, she noted that the backup plan was not sufficient because the CAD systems employed at both entities were not interoperable.

The City of Rocky Mount has had a long standing agreement with Nash County that in the event of a system failure in the 911 Center, calls would be routed to the Nash County PSAP until Rocky Mount telecommunicators could relocate to take over the call taking and dispatching duties. Without CAD, the plan allowed for the old "call card" method. Though the plan was not optimum, the plan served our needs while we continued to search for other solutions.

It was determined that Wilson County was the nearest PSAP that employs the same CAD system as Rocky Mount. However, the distance does not allow for acceptable radio transmissions without significant financial output to upgrade the radio towers. The latest estimate for the upgrades was over \$1 million.

We determined that our only viable solution for 911 backup capabilities to meet the requirements of Article 3 was to create our own dedicated backup PSAP facility. And due to current economic conditions, the only means of creating our own dedicated backup PSAP is with the financial assistance from the 911 Board.

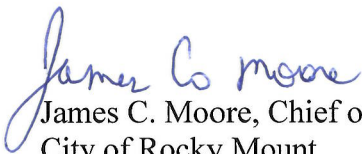
Rocky Mount is considered an economically depressed area as supported by the research of Dr. Mike Walden. In a recent article published in the *Rocky Mount Telegram* (dated July 13, 2015), Dr. Walden reports that “over 10,000 jobs were lost during the recession and these jobs have not been replaced”. North Carolina’s overall unemployment rate in May of this year was 5.7% while Rocky Mount’s unemployment rate was 8.6%. Pursuant to a report published by the United States Department of Agriculture Economic Research Service, Edgecombe County has 27.3% of its residents living in poverty, which is the 6th highest percentage of residents living in poverty of North Carolina’s 100 counties.

The City of Rocky Mount sits in both Nash and Edgecombe counties and is the most populace municipality in either county with 57,000 residents. The Rocky Mount PSAP dispatches for Rocky Mount Police and Fire Departments. In 2014, the Rocky Mount PSAP answered 172,633 calls from the public. Of those, 72,670 were 911 calls. In the first half of 2015, the Rocky Mount PSAP handled an overall average daily call volume of 477 calls, including 204 calls on the 911 lines. With an extremely high level of call volume, it is critical that the Rocky Mount PSAP establish backup capabilities to ensure lives and property are not lost.

As you have read in our project proposal, we are requesting financial assistance to establish a dedicated backup PSAP facility in one of our City fire stations that would mirror the functionality of our primary PSAP. The City of Rocky Mount is not in a position to fund this project without the financial assistance of the 911 Board.

Thank you again for your consideration. If you need further information, please feel free to contact me or our Communications Director Mr. Allen Moore at (252) 972-1437. Otherwise, I look forward to hearing back from you soon.

Sincerely,



James C. Moore, Chief of Police
City of Rocky Mount
330 South Church Street
Rocky Mount NC 27804

cc. Mr. Chris Estes, Chairman of the 911 Board

Attachments

- Email from 911 Board Network Specialist Tina Bone
- Article from the *Rocky Mount Telegram*
- Current Emergency Contingency Plan for the Rocky Mount PSAP
- 911 Board Grant Application: *City of Rocky Mount 911 Backup PSAP*



Allen Moore <allen.moore@rockymountnc.gov>

Fwd: backup plan

1 message

Allen Moore <allen.moore@rockymountnc.gov>
To: Linda Jones <Linda.Jones@rockymountnc.gov>

Wed, Aug 5, 2015 at 4:16 PM

----- Forwarded message -----

From: **Bone, Tina G** <tina.bone@nc.gov>
Date: Wed, Jul 23, 2014 at 2:40 PM
Subject: backup plan
To: Allen Moore <Allen.Moore@rockymountnc.gov>

Allen

Per our conversation, you will have to have the same functionality at a backup site as you have at your primary PSAP. In other words, you will need 5 consoles with 911 telephone and CAD workstations. You will need servers at the backup site that can talk to the servers at the primary so that all of your information at both sites stay up to date.

The Nash County backup plan would not work simply because they use a different CAD.

You may want to contact Wilson County to see if you can go in with them at their backup location. They use the same CAD and telephone system so having everything updated would be easy....not really, but easier than the scenario stated in the first paragraph.

It's always a pleasure to hear from you Allen!

Thanks,

Tina

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

--
Allen Moore
Communications Supervisor
City of Rocky Mount

Economists say local economy treading water

Published July 12, 2015

North Carolina economists said the Rocky Mount metropolitan statistical area continues to tread water, despite growth happening in the state economy.

Mekael Teshome, an economist for PNC Bank, said even though the worst is behind for the local economy following the recession, Rocky Mount still hasn't transitioned into recovery mode. Teshome said the area's economy has stabilized, but the biggest factor that continues to hurt Rocky Mount is the loss of population.

N.C. State University economist Dr. Mike Walden said Rocky Mount lost around 10,000 jobs during the recession that it still hasn't replaced.

"We had a lot of people move out, and that makes it really difficult for the broader economy to recover because you have fewer people spending money. That hurts consumer confidence and hurts tax revenue," Teshome said.

Among the metro areas, Rocky Mount continues to have the highest unemployment rate at 8.6 percent in May. North Carolina's unemployment rate stood at 5.7 percent in May, down from a year ago but up slightly from April, N.C. Department of Commerce officials said.

"Rocky Mount is still trying to find a way to rebuild itself, but it's still not moving in the same direction as the state," Walden said.

Walden said economists agree that it's vital for smaller areas to concentrate on improving the educational system such as working with local community colleges to implement programs for a better trained workforce. Walden said among the area's assets are location, transportation and infrastructure, lower cost of living, affordable cost of doing business and a skilled manufacturing labor force.

Walden said the area hopefully will again get another crack at bringing a major automaker to the region. Edgecombe County's Kingsboro megasite lost out in April at a chance to be a location for Volvo to build its first auto plant in the United States, with the major issue centered on the continuing gridlock in the N.C. General Assembly in regard to lawmakers wrestling with changes to the state's incentives program.

"The area absolutely has the potential to attract large-scale manufacturing, but the only thing is it's going to take time," Teshome said. "It's a slow thing to regain massive jobs lost overnight. But once we start attracting those types of huge manufacturers, it does have a positive snowball effect."

2015 Cooke Communications LLC - Rocky Mount Telegram

PART 6 EMERGENCY CONTINGENCY PLANS

PURPOSE: To provide in advance steps to be taken by employees during emergency situations to ensure efficiency and eliminate confusion and panic. Plans shall cover the following emergency situations:

1. Emergency Evacuation
2. Severe Inclement Weather
3. Natural Disasters
4. Fire
5. Bomb Threat
6. Medical Emergency in Communication Center
7. Self-Diagnosed Medical Problems
8. Serious Injury at the Workplace
9. System Failures
 - a. Telephone System
 - b. Radio System
 - c. CAD Shut Down or Failure
 - d. Computer Room Air Conditioning Unit
 - e. Total System/Power Failure

Employees shall assure that all emergency situations are taken seriously unless previously instructed by the Support Services Manager, Communications Manager, or his/her designee to disregard them.

In the event of an emergency, the Support Services Captain or Communications Supervisor may require any and all Telecommunicators currently on duty to remain at their work stations until the situation is no longer considered of an emergency nature.

The Communication Supervisor or in absence of Supervisor, Senior Telecommunicator shall notify the Communications Manager and/or Support Services Manager of any and every emergency situation under this plan by phone and e-mail.

For additional information or clarification on any aspect of the Emergency Contingency Plan, Telecommunicators should utilize their chain of command. Chain of command consists of the following: Shift Leader, Communications Supervisor, Division Commander, and Chief of Police.

Section 1 EVACUATION PROCEDURES

1.1 EMERGENCY EVACUATION PLAN

- A. This plan shall be placed into practice in the event of a life-threatening situation which requires the vacating of the building to prevent injury or death.

Evacuation Considerations are to include but not limited to:

- **Fire**
- **Explosion**
- **Ordered Evacuation by RMFD due to HazMat incident in the vicinity or on Rail Line.**

- **Weapons of Mass Destruction Incident**

- B. Notification of the need to evacuate shall be communicated first to the highest ranking supervisor on duty or to the Communications Manager and/or Support Services Manager. The Chief of Police will also be notified by the Support Services Manager.
- C. The Communications Manager and/or Support Services Manager shall notify the Command Support that this plan has been placed in effect.
- D. Lead Telecommunicator or designee will notify Nash County Emergency Communications Center of the need to evacuate the building and switch calls to their agency. The use of the ***bug out switch*** will only occur prior to notification and approval from Communications Manager; prior approval is not required if delay would jeopardize safety of Support.

1.2 Pre-evacuation steps

- A. Once notification of evacuation is received, Lead Telecommunicator shall immediately notify Nash County Communications Center and then go to the computer room to switch phone lines to Nash County using the ***bug out switch***. Communications Supervisor and Division Commander will be notified of this action as soon as possible in emergency situations.

Note: The “bug out switch” is located in the computer room of the Communications Center. It is a black and white switch mounted on the rear wall above and to the left of the red box adjacent to telephone wiring.

- B. Police Dispatcher shall announce on all frequencies that the Rocky Mount Communications Center will be operating from an auxiliary site due to an emergency until further notice.
- C. Employees shall sign out of all positions, including DCI-OMINIXX Force so that incoming messages will be relayed to Nash County Communications Center.
- D. Employees shall immediately gather the below listed items and assemble to a safe and secure area within the Communications Center.
 - Personal Items (keys, pocket book, etc.)
 - All portable radios and chargers
 - Two (2) *emergency dispatch bags* located on the floor at **Lead Console 4**. Inside of the emergency dispatch bags are radio call cards, notepads, ink pens, MSAG, RMPD Phone Tree and Roster, Telephone Book, City Directory, charged radio batteries and charging station.
- E. Once all materials have been gathered, employees will prepare to exit the building using either the front or back stairwell, whichever is deemed safest.

(DO NOT USE ELEVATOR!)

1.3 Evacuation Procedures

Employees shall follow the basic building evacuation procedures as outlined below.

- A. Lead Telecommunicator will initiate accountability procedures (roll call) to ensure that everyone on the shift is accounted for and proceed to exit the building.
- B. Evacuate the building and proceed to the front or back stairway to a safe area out of the building (pre-designated area within the employee parking lot at the corner of Hammond St and S. Church St., unless designated otherwise prior to exit of the building).
- C. Once in the designated area, at the corner of Hammond St and S. Church St, the Lead Telecommunicator will ensure that all personnel have safely exited the building by again conducting roll call.
- D. All Telecommunicators on duty will proceed to Nash County Communications Center with supplies to dispatch and handle calls for service. The center is located on the first floor within Claude Mayo Administration building that is located at 120 W. Washington St., Nashville.

1.4 Return to Regular Duty

- A. Once the signal has been given that the status is clear and it is safe to return to the building, employees will return to the communications center inspecting their consoles and work stations ensuring that everything is operable.
- B. Once inside of the communications center, Lead Telecommunicator will ensure that all Telecommunicators are accounted for and inform Communications Supervisor.
- C. When there are at least three or more Telecommunicators present and back in place to receive calls, the bug out switch can be reverted and calls can be taken again.
- D. Additional Support shall be called into work if necessary.
- E. Calls will be switched back over to Rocky Mount Communications Center by the Lead or Highest Ranking Telecommunicator when adequately Supported.
- F. Notification will be made to Nash County Communications Center of the transfer and return to regular assignment.

Section 2 SEVERE INCLEMENT WEATHER PLAN

2.1 PURPOSE:

- A. This plan shall be placed into practice in the event of notification of severe weather in the area, such as snow, ice, sleet, hail, tornado, hurricane, and etc.
- B. Severe weather conditions often cause increased call volume as well as travel problems for employees. In the event of severe weather, these guidelines will be followed to ensure adequate Supporting in the Communications Center.

2.2 PREPARATION MEASURES:

- A. Employees currently on duty will remain on duty until relieved by the next scheduled shift.
- B. It shall be the responsibility of each employee to arrange for transportation to ensure his/her presence at work at the proper scheduled time.
- C. Employees shall bring with them to work, extra clothing, hygiene supplies, and enough food for at least forty-eight (48) hours.
- D. The All-Weather Radio shall be placed at the Lead Telecommunicator's console in the Communications Center for notifications of severe weather alerts. Incoming severe weather alert information received through DCI from the National Weather Service shall be printed off (a copy shall remain in the communications center and a copy given to on duty patrol shift commander. Also, where feasible, an internet link to local television stations can be used for the purpose of obtaining free severe weather notifications.
- E. All severe weather notifications shall be relayed to employees currently on duty, Communications Manager, Support Services Manager, and other designated employees. Severe weather alerts and all updates shall be broadcasted on TAC A-1 for field units.
- F. Communication Supervisor will contact the oncoming shift in advance to advise them of severe weather and travel conditions.
- G. If an employee who lives inside the city limits of Rocky Mount have concerns of driving in such severe inclement weather, shall call into the communications center and speak with the Communication Supervisor for approval to receive a police vehicle ride to work from the on-duty shift commander or district supervisor. The employee shall call at least two hours before scheduled duty time for such a request.

2.3 ACTIONS TO BE TAKEN:

A. Notification:

1. When the national weather service broadcasts severe weather in the area, the employee receiving the information shall immediately notify on-duty communications personnel and field units via radio.
2. The highest ranking supervisor or the Communications Manager and Support Services Manager, if on duty, will be notified immediately of all severe weather alerts and updates.
3. Call-ins of severe weather information from citizens shall be taken seriously. Alerts should be broadcasted to field units immediately. Also, all called-in reports shall be disseminated in a timely manner with the National Weather Service for confirmation.

Questions to ask callers:

- a. What is your address?
- b. What is your name?
- c. What is your phone number?
- d. Describe weather event?
- e. What direction is it traveling?
- f. Are you a certified weather spotter?

National Weather Service Phone #: 1-800-444-7928

B. Support Responsibility:

1. Telecommunicators work within the communications center should continue under emergency weather circumstances. The center is a secure location and evacuation shall not take place unless directed to evacuate by communication manager or a higher ranking person unless it is clearly evident such as a fire.
2. Communication Supervisor shall continue to listen to the weather radio, paying close attention to all updates and broadcasting updated information to field units until the severe weather status has passed.
3. When the severe weather has passed, notification shall be made to all working units.

4. Employees shall remember to bring enough extra food, clothing, and personal items to stay for at least forty-eight (48) hours during severe and hazardous weather.

Section 3 **NATURAL DISASTERS**

This plan shall be placed into practice, in the event there is a natural disaster in the area of the city of Rocky Mount. A natural disaster shall include but not limited to the effects of tornados, earthquakes, fire, flooding, hazmat, and etc.

As a result of natural disasters, there could be power outages, damage to property, serious injury and potential loss of life. We must be prepared to respond appropriately and efficiently to the mass numbers of calls that will be received.

The Communication Supervisor or senior telecommunicator on duty will notify the Communications Manager who will then notify the Support Services Manager immediately of these events as they are identified.

The Police Department will adhere to the **City Emergency Operations Plan**. Telecommunicators are expected to follow the plan that will be put into place. You will be expected to respond to work as needed during emergency and critical incidents.

Telecommunicators will bring enough extra food, clothing, and personal items with you to work to stay for at least forty-eight (48) hours.

Section 4 **FIRE PLAN**

4.1 **PRIMARY CONCERN**

In the event of a fire, the primary concern is the safety of employees. Stay calm, evaluate the situation, plan and act according to the emergency.

In the event of smoke or fire inside the police building, it may be necessary to evacuate the communications center. If this happens, telecommunicators will refer to the ***Emergency Evacuation Plan***. Also, Telecommunicators will immediately and expediently follow fire dispatch protocol and dispatch fire units to the police department accordingly.

- A. The telecommunicator handling fire dispatch will immediately notify the fire department (fire station 2), of a structure fire at the police building and provide all pertinent information, including the location of the fire.
- B. The telecommunicator handling police dispatch will immediately notify the patrol shift commander and area units to respond to the police station in reference to a structure fire. Ensure that all pertinent information is disseminated, including the exact location of the fire.

- C. The telecommunicator handling fire dispatch will also contact Nash County Communications for EMS to respond to the police department.
- D. Notification of the need to evacuate shall be communicated first to the highest ranking supervisor on duty or to the Communications Manager and/or Support Services Manager. The Chief of Police will also be notified by the Support Services Manager.
- E. The Communications Manager and/or Support Services Manager shall notify the Command Support that this plan has been placed in effect.
- F. Communications Supervisor or designee will notify Nash County Emergency Communications Center of the need to evacuate the building and switch calls to their agency. The use of the **bug out switch** will only occur prior to notification and approval from Communications Manager; prior approval is not required if delay would jeopardize safety of Support.
- G. Communications Supervisor or designee shall immediately go to the computer room and switch phone lines to Nash County Emergency Communications Center using the **bug out switch**. Communications Manager and Support Services Manager will be notified of this action as soon as possible in emergency situations.

Note: The "bug out switch" is located in the computer room of the Communications Center. It is a black and white switch mounted on the rear wall above and to the left of the red box adjacent to telephone wiring.

4.2. FIRE EVACUATION PROCEDURES:

OBJECTIVE:

The objective is to quickly and efficiently evacuate all communications personnel in the event of a fire event. Safety and security should be maintained at all times.

In the event of a fire, the fire alarm will be activated and zone displayed on the fire simplex alarm system.

- A. Familiarize yourself with evacuation routes located throughout the building prior to a fire occurring.
- B. Evacuation plans depend on the location of the fire. If possible, evacuation should be through the front or back stairway to a safe and secure area.
(DO NOT USE ELEVATOR!)

- C. Police Dispatcher will announce on all frequencies that the Rocky Mount Communications Center will be operating from an auxiliary site due to an emergency until further notice.
- D. Employees will sign out of all positions, including DCI-OMINIXX Force so that incoming messages will be relayed to Nash County Communications.
- E. Employees shall immediately gather their personal items, portable radios, chargers, and retrieve the two *Emergency Dispatch Bags* from Lead Console 4 along with portable radios and charging station to prepare to evacuate the building.
- F. Communication supervisor will initiate accountability procedures (roll call) to ensure that everyone on the shift is accounted for and proceed to exit the building.
- G. Evacuate the building and proceed to the front or back stairway to a safe area out of the building (pre-designated area within the employee parking lot at the corner of Hammond St and S. Church St., unless designated otherwise prior to exit of the building.
- H. Once in the designated area, at the corner of Hammond St and S. Church St, the Communication supervisor, or designee, will ensure that all personnel have safely exited the building by again conducting roll call.
- I. All Telecommunicators on duty will proceed to Nash County Communications Center with supplies to dispatch and handle calls for service.

4.3 TRANSITION TO REGULAR DUTY

- A. Once the signal has been given that the status is clear and it is safe to return to the building, employees will return to the communications center inspecting their consoles and work stations ensuring that everything is operable.
- B. Once inside of the communications center, Communication Supervisor, or designee, will ensure that all Telecommunicators are accounted for and inform Communications Manager.
- C. When there are at least three or more Telecommunicators present and back in place to receive calls, the bug out switch can be reverted and calls can be taken again.
- D. Additional Support shall be called into work if necessary.
- E. Calls will be switched back over to Rocky Mount Communications Center by the Communications Supervisor or Highest Ranking Telecommunicator when adequately Supported.

- F. Notification will be made to Nash County Communications Center of the transfer and return to regular assignment.

Section 5 BOMB THREAT PLAN

This plan shall be placed into practice to provide the center with a systematic approach to take specific actions when a bomb threat is received at the Police Department. In the event Telecommunicators receive a bomb threat in the communications center, the following guidelines shall be followed.

5.1 THREAT BY PHONE:

- A. Keep the caller on the phone as long as possible while trying to gather pertinent information.
- B. **Do not put the caller on "HOLD."** Immediately start a CAD incident, drop the call in the open calls window to start the process of notifying the proper units to respond to the police station.
- C. Enter the exact words spoken by the person making the call and ask the caller the following questions:
 1. Where is the bomb located (try to obtain specific location)?
 2. What type of bomb?
 3. What does the bomb look like?
 4. When will the bomb explode?
 5. Why have you done this?
 6. Caller's name?
 7. Also, consider the following characteristics:
 - a. Caller's Voice

- Calm	- Nasal
- Angry	- Stutter
- Excited	- Raspy
- Slow	- Clearing Throat
- Rapid	- Deep Breathing

- Soft
- Loud
- Laughter
- Crying
- Normal
- Distinct
- Slurred
- Whispered
- Cracking
- Disguised
- Accent
- Familiar

b. Background Noise

- music
- voices
- animals
- vehicle sounds
- static
- clear
- outside vs. indoors
- machinery

c. Language

- well spoken
- broken English
- taped message
- irrational, vulgar, use of profanity

d. Description of caller (if possible)

- gender
- race
- approximate age

5.2 PROCEDURE

- A. In the event there is a bomb threat, the Communications Supervisor shall initiate the following actions and make a determination if evacuation is necessary. Chain of Command will be notified in as timely a manner as possible.
- B. If there is a need to evacuate the building, employees will follow instructions provided by the incident command unit and proceed with the steps of the emergency evacuation procedure to ensure everyone is safely removed from the building.
- C. Communication Supervisor will ensure that Nash County Communications Center is notified and phones have been properly transferred over to their center using the *bug out switch* in the computer room.
Note: The “bug out switch” is located in the computer room of the Communications Center. It is a black and white switch mounted on the rear wall above and to the left of the red box adjacent to telephone wiring.

- D. Police Dispatcher will announce on all frequencies that the Rocky Mount Communications Center will be operating from an auxiliary site due to an emergency until further notice.
- E. Employees will sign out of all positions, including DCI-OMNIXX Force so that incoming messages will be relayed to Nash County Communications.
- F. Employees shall immediately gather their personal items, portable radios, chargers, and the **two emergency dispatch bags** located at Lead Console 4 and evacuate the building.

5.3 EVACUATION PROCEDURES:

- A. Communication Supervisor will initiate accountability procedures (roll call) to ensure that everyone on the shift is accounted for and proceed to exit the building.
- B. Evacuate the building and proceed to the front or back stairway to a safe area out of the building (pre-designated area within the employee parking lot at the corner of Hammond St and S. Church St., unless designated otherwise prior to exit of the building.
- C. Once in the designated area, at the corner of Hammond St and S. Church St, the Communication Supervisor will ensure that all personnel have safely exited the building by again conducting roll call.
- D. All Telecommunicators on duty will proceed to Nash County Communications Center with supplies to dispatch and handle calls for service.

5.4 TRANSITION TO REGULAR DUTY

- A. Once the signal has been given that the status is clear and it is safe to return to the building, employees will return to the communications center inspecting their consoles and work stations ensuring that everything is operable.
- B. Calls will be switched back over to Rocky Mount Communications Center. Notify Nash County of the transfer and return to regular assignment.

Section 6 MEDICAL EMERGENCIES IN THE COMMUNICATION CENTER

This plan shall be placed into practice in the event there is a medical emergency in the Communication Center in which the below procedure shall be followed.

- A. The first Support member that notices another employee in distress will check for breathing, pulse, and/or severe bleeding.

- B. Communication Supervisor or a Senior Telecommunicator will notify Nash County Communications of the medical situation, advising them of pertinent information and to respond to the 2nd floor of the Police Department.
- C. If there is an emergency where 1st Responders are needed such as a person has fainted, unresponsive, chest pains, etc., the Telecommunicator handling fire dispatch will start an event for a fire emergency medical call for Station 2.
- D. Communication Supervisor will notify Patrol Shift Commander or Sergeant via city cell phone of the situation and request that he/she meet the fire personnel and EMS Unit and direct them to the communications center.
- E. Contact will be made with a family member (if requested by employee). Personal Information Forms are securely filed in the shift commander's office.
- F. Communication Supervisor will notify Communications Manager about the emergency situation and the status of the employee. Support Services Manager will be contacted in the event the Communications Manager can not be reached.

**Section 7 SELF-DIAGNOSED MEDICAL SITUATIONS IN THE
COMMUNICATIONS CENTER**

This plan shall be placed into practice in the event that a Telecommunicator is experiencing a self-diagnosed medical emergency in the Communication Center. The below procedure shall be followed.

- A. In the event that you feel weak, faint, dizzy, nauseous, suffering from chest pains, and etc., while on duty, you shall immediately notify your supervisor or senior telecommunicator on duty. In the event you have the most seniority on the shift, you shall notify the next most senior person on duty.
- B. Self-diagnosed medical conditions shall be monitored closely by the individual and communications supervisor. When in doubt, medical assistance shall be sought.
- C. If necessary, notify Nash County Communications Center or seek medical assistance as needed. (i.e. city nurse, rescue or other medical assistance).
- D. The employee who is experiencing an emergency medical problem will not leave the communications center by him/herself. He/she shall be escorted by another responsible person when necessary.
- E. Contact will be made with a family member when requested by employee. Information can be located on personal information form filed in shift commander's office, if necessary.

- F. Communication Supervisor will notify Communications Manager about the emergency situation and the status of the employee. Support Services Manager will be contacted in the event the Communications Manager can not be reached.

Section 8 INJURY AT THE WORKPLACE

This plan shall be placed into practice, in the event there is a serious injury at the worksite, the below procedure shall be followed.

- A. An employee that has injured him/herself on the job shall immediately notify Communications Supervisor and seek medical attention for assistance.
- B. Contact will be made with Nash County Communications Center, advising them of the injury and all other pertinent information for a timely response to the 2nd floor of the Police Department.
- C. If there is an emergency where 1st Responders are needed, the Telecommunicator handling fire dispatch will start an event for a fire emergency medical call for Station 2.
- D. Communication Supervisor will notify Patrol Shift Commander or Sergeant via city cell phone of the situation and request that he/she meet the fire personnel and EMS Unit and direct them to the communications center.
- E. Contact will be made with a family member (if requested by employee).
- F. Communication Supervisor will notify Communications Manager concerning the serious injury and the status of the employee. Support Services Manager will be contacted in the event the Communications Manager cannot be reached.
- H. Communications Supervisor or Manager will see that an injury packet is completed to document injury.

Minor injuries require the following.

- A. Work place injury form to be completed.
- B. Referral to city nurse.

Section 9 SYSTEM FAILURE PLAN

The following procedure is to establish guidelines of proper actions to take in the event of System failure within the communications center.

9.1 TELEPHONE SYSTEM FAILURE

A. Action for total Telephone System Failure:

1. Telecommunicators will try using telephones without the headsets to answer incoming calls into the Communication Center.
2. Once it has been established that the telephone system is down, Communication Supervisor, or designee, on duty will notify Communications Manager of the problem/s.
3. Communications Manager will attempt to notify the Support Services Manager of the situation to ensure that she/he is aware of telephone problems.
4. Contact will be made with 911, Inc to notify them of the problems with the emergency lines.

911, Inc Phone #: 1-800-987-0911

Provide E-911 with the following information:

- Nature of system related problem/s, such as equipment maintenance, specific problems with phone lines
5. Contact will be made with the **City Telephone Repair** to notify him of the problems with the non-emergency lines.
 - During normal business hours, contact will be made via radio.
 - In the event the problem should occur after hours and on weekends and holidays, the on-call list in CAD shall be utilized.

Note: In the event CAD may not be utilized, the on-call list will be placed in the APPENDIX of the Emergency Contingency Plan Guide Book. The on-call list will be switched out of the guide book each time an updated list is received.

6. Communication Supervisor will notify Patrol Shift Commander of the telephone problems via radio on Channel 2.
7. Communication Supervisor will immediately contact Nash County Communications Center and then go into the computer room to switch the telephone **“bug out switch”** over to Nash County Communications Center. Communication Supervisor shall receive approval from the Division

Commander prior to switching calls over to Nash County Communications Center.

Note: The “bug out switch” is located in the computer room of the Communications Center. It is a black and white switch mounted on the rear wall above and to the left of the red box adjacent to telephone wiring.

8. Communication Supervisor will notify adjoining agencies (Nash and Edgecombe Counties) of the problems with the phone system and also inform Nash County Communication Center at **459-7376** of switching calls over to their center.
9. Telecommunicators on duty will provide Nash County employees with personal cell phone numbers so that calls for service will be relayed in a timely manner and disseminated to field units.
10. Contact will be made with the City Communications Division who can put into place temporary landline phones to be used as a means to communicate with Nash County Communications Center.
 - During normal business hours, contact can be made with the City Telephone repair via radio or by phone.

Office Phone #: 972-1298 or 972-1277

- If the problem occur after hours, weekends, and/or holidays, the on-call list shall be utilized in CAD Advisories.

Note: In the event CAD may not be utilized, the on-call list will be placed in the APPENDIX of the Emergency Contingency Plan Guide Book. The on-call list will be switched out of the guide book each time an updated list is received.

- City telephone communications will attempt to connect telephones directly to the telephone board in the technology room so that land lines can be operated in place of cellular telephones of Support.
11. If no immediate resolution can be made, Telecommunicators will gather all personal items, all portable radios and chargers, and the two emergency dispatch bags and proceed to Nash County Communications Center. The decision will be made by Support Services Manager.

12. When the phone system is in normal operation again, contact will be made with Nash County advising them that the phone system is back up and running and all calls have been switched back to this agency.
13. Notify Communications Manager by phone regarding the status of the telephone system as soon as possible.

9.2 Action for 911 Emergency Lines failure:

- A. Telecommunicators will try using telephones without the headsets to answer 911 emergency lines. (Use handheld to answer phone lines). System may operate by use of hand set only.
- B. Once it has been established that the 911 emergency lines are inoperable, Communication Supervisor, or designee, on duty will notify Communications Manager of the problem/s.
- C. Communications Manager will notify the Support Services Manager of the situation to ensure that he is aware of telephone problems.
- D. Contact will be made with Century Link to notify them of the problems with the emergency lines.

CenturyLink 877-433-1989
Site code 22161901

Provide Century Link with the following information:

- Nature of system related problem/s, such as equipment maintenance, specific problems with phone lines. Give them the provided site code when asked.
- E. Communication Supervisor will notify Patrol Shift Commander of the telephone problems via radio on Channel 2.
 - F. Communication Supervisor will notify adjoining agencies, (Nash and Edgecombe Counties), of the problems with the 911 phone lines.
 - G. Communication Supervisor shall immediately notify Nash County Communications Center and then go into the computer room to switch the telephone **“bug out switch”** over to Nash County Communications. Communication Supervisor shall receive approval from the Division Commander prior to switching calls over to Nash County Communications Center.

Note: The “bug out switch” is located in the computer room of the Communications Center. It is a black and white switch mounted on the rear wall above and to the left of the red box adjacent to telephone wiring.

- H. Nash County will transfer all emergency calls for service to our center using non emergency lines.
- I. Only priority one and two calls for service will be handled at this time. Priority three calls shall be documented and the caller should be advised that we are having problems with our emergency telephone system and can not assist with non emergency calls. The contact information for caller will be taken down so that we may contact the caller back when our 911 problems are resolved. When the phone system is in normal operation again, contact will be made with Nash County advising them that the phone system is back up and running and all calls have been switched back to this agency.
- J. Notify Communications Manager by phone as soon as possible to provide him/her with the status of the 911 lines if he is not in the center.

9.3 Action for Regular (Non-Emergency Phone Lines) failure:

- A. Telecommunicators will try using telephones without the headsets to answer non-emergency lines. (Use handheld to answer incoming calls). This will often resolve the problem.
- B. Once it has been established that the non-emergency lines are inoperable, Lead Telecommunicator on duty will notify Communications Manager of the problems.
- C. Communications Manager will notify the Support Services Manager of the situation to ensure that he is aware of telephone problems.
- D. Contact will be made with Century Link to notify them of the problems with the emergency lines.

**Century Link 877-433-1989
Site code 22161901**

- Provide Century Link with the following information:
 - Nature of system related problem/s, such as equipment maintenance, specific problems with phone lines. Provide them with the provided site code when asked.

- E. Contact will be made with the **City Telephone Repair**
- During normal business hours, contact will be made via radio.
 - If the problem should occur after hours or weekends and holidays, the on-call list will be utilized in CAD Advisories.

Note: In the event CAD may not be utilized, the on-call list will be placed in the APPENDIX of the Emergency Contingency Plan Guide Book. The on-call list will be switched out of the guide book each time an updated list is sent out.

- F. Communication Supervisor will notify Patrol Shift Commander of the telephone problems via radio on Channel 2.
- G. Notify Communications Manager by phone as soon as possible of the status of the non-emergency lines.

9.4 RADIO SYSTEM FAILURE

The purpose of this procedure is to establish an operating protocol for Telecommunicators working in the Communications Center when the radio system has failed. Telecommunicators must be knowledgeable of the resources that are available to the Communications Center to carry out appropriate duties and properly disseminate information to field units.

In a total radio system failure, all communication will be cut off. Use the following procedures to maintain operation in the event of a complete radio system failure.

A. Actions to be taken for a complete Radio System failure:

1. Communication Supervisor will notify Patrol Shift Commander of the problem via city cellular phone that the radio system is down and advise him/her to coordinate with district sergeants to position patrol units at fire stations throughout their zones to stand by to respond to citizens' requests for service.

Lieutenant Cellular Phones:

North District: 343-3178

South District: 343-3186

East District: 343-3188

West District: 343-3166

2. The Patrol Shift Commander shall notify each District Supervisor (North, South, East, and West) and alert them of the radio outage via city cell phone or personal contact.

District Sergeant Cellular Phones:

North District – 343-3191

South District – 343-3177

East District – 343-3173

West District – 343-3192

3. Communication Supervisor will make contact with the Communications Manager and make him aware of the problems with the radio system.
4. Contact will be made with the City Communications (Radio Maintenance) to inform him of the actual radio problem.
 - If contact can not be made by radio, try office or cellular phone numbers listed in CAD phone directory
 - After hours and on weekends and holidays, the on-call list will be utilized in CAD Advisories.
5. Communications Manager will notify the Support Services Manager of the situation to ensure that he is aware of the radio system failure.
6. Upon notifying the Shift Commander of the problem and it has been established that the radio system is down. Telecommunicators assigned to police dispatch will begin dispatching units to emergency (priority 1) calls only.

Note: Instructions on how to handle priority 2 and priority 3 calls for service.

- All pertinent information shall be entered into CAD as a call for service.
 - Inform citizens of the radio malfunction and advise them of the delay in sending an officer to handle the call. Let them know that an officer will not be responding immediately and that it may be at least an hour before an officer can respond to the call.
7. District Sergeants will immediately begin coordinating with the Lead Telecommunicator on duty via telephone of which officers are paired together at the fire stations, what units will be available for dispatch, and if MCT or car-to-car communication is possible.

8. The police dispatcher will dispatch the area officer as well as notify the District Sergeant of the call for service via MCT. Officers will have to en-route, arrive, and clear themselves on calls for service through MCT, as well as enter any additional notes as necessary.
9. District Sergeants will keep their own running log of each officer's activity. When clear, officers will return to their assigned fire station.
10. In the event, MCT's are inoperable, the Police Dispatcher will dispatch calls for service by calling the District Sergeant's cellular phone or by calling the designated fire stations.

North District: Fire Station 6 (101 Rowe Dr) **Phone #: 972-1445**

South District: Fire Station 2 (824 S. Grace St) **Phone #: 972-1492**

East District: Fire Station 1 (101 S. George St) **Phone #: 972-1491**

West District: Fire Station 3 (900 S. Winstead Ave) **Phone #: 972-1469**

11. The Telecommunicator assigned to police dispatch will begin coordinating with the District Supervisor via city cell phone or the fire station telephone, providing him/her with information pertaining to calls for service. The District Sergeant will decide which units to send on the call for service and notify the dispatcher of same. Also the District Sergeant will route the information to the officer and confirm the unit is en route to the location with Central. District Supervisors will continue to remain in direct contact with Central, providing them with updates and the status of officers. Central will be responsible for en routing, arriving, and clearing units as needed when given direction from District Sergeants.
12. When officers clear from a call for service they will return directly to their assigned fire station and report to the district sergeant to await dispatch on another call or service.
13. Once the radio system is in normal operation again and is confirmed by City Communications Radio Maintenance, the police dispatcher will announce to units over the radio that the radio system is back in normal operation.
14. Notify Communications Supervisor by phone pertaining to the status of the radio system.

9.5 Actions to be taken when radio system goes into "FailSoft":

- A. If the radio system goes into "FailSoft", only basic two-way communication will be maintained. All advanced functions will not be available. During periods of

“FailSoft” each radio will automatically return to a pre-set “FailSoft” talkgroup. Therefore, it may not be possible to transmit using portable radios.

- B. The Telecommunicator assigned to police dispatch will notify patrol units of the problem via radio on channel A-1 using the console that the radio system is in “Failsoft” mode.
 1. Contact will be made with the City Communications (Radio Maintenance) to inform them of the actual radio problem.
 - During normal business hours, attempt to contact communications unit via radio on the Risk Management Channel.
 - If contact can not be made by radio, try office or cellular phone numbers.
 - After hours and on weekends and holidays, the on-call list will be utilized in the CAD Advisories for radio maintenance.
 2. Communication Supervisor will immediately make contact with the Communications Manager to inform him/her of the problems with the radio system.
 3. Communications Manager will notify the Support Services Manager of the situation to ensure that he is aware of the radio system failure.
 4. Upon notifying the patrol units of the problem and it has been established that the radio system has gone into “failsoft” mode, Telecommunicators assigned to police dispatch will dispatch units to emergency calls only.
 5. Once the radio system is in normal operation again and it is confirmed by radio maintenance, the police dispatcher will announce to units over the radio that the radio system is back in normal operation.
 6. Notify Communications Manager immediately by phone pertaining to the status of the radio system in the event that he/she is not already present.

9.6 CAD SHUT DOWN OR FAILURE

The following actions shall be taken in the event of CAD shut down or failure.

A. NOTIFICATION

1. Communications Supervisor will notify Communications Manager immediately of the problems experienced with the CAD System.

2. Communications Manager will ensure that the Support Services Manager is aware of the problem.
3. Communication Supervisor shall notify Information Service and the police information systems technician of the exact problem/s with the CAD System.
 - During normal business hours, contact will be made on the office phone.
 - Information Services 972-1211 and 972-1213
 - Police IT Office Phone #: 972-1484
 - After hours, holidays and weekends, utilize cellular phone number first. If there is no response, call home number.

Note: Most recent employee phone numbers are listed on the city Q drive

4. The Telecommunicator working police dispatch will announce to the Patrol District Commander on Channel A-1 of the problems experienced with the CAD system and to ensure the patrol units are aware.
5. The Telecommunicator working fire dispatch will call Fire Headquarters (Station 1) to notify the district chief and to ensure that the other fire stations are aware of the problems with the CAD system.

B. ACTION FOR CAD SHUT DOWN

1. The Telecommunicators working the PD and FD radio will print all active calls in the CAD program. This information shall be transferred onto the blue radio call cards.
2. The Telecommunicators working the PD and FD radio will log onto printer paper or dry/erase board easel the units actively on calls and out of service on "Ten Codes" for tracking.
3. During CAD shut down, Telecommunicators shall track units activity, (units that are available, currently on calls for service, out of service ten-codes), keeping track of the unit, times in/out of service, and location.
4. Telecommunicators receiving calls for service will document caller information and nature of event on the Blue Radio Call Cards.

5. Telecommunicators receiving calls for service will refer to the MSAG to verify locations inside the city limits and areas for appropriate units to respond.
6. Once the Radio Call Card is completely filled out by the call-taker which includes location, nature of call, caller's name, time call received, pertinent notes, and call-takers name/operator ID, he/she will dispatch the call to an available officer, following the dispatch protocol.
7. Once the initial call has been disseminated to the field officer, the radio call card shall be passed onto the telecommunicator that is tracking units on the dry/erase board. The telecommunicator designated to track units on the dry/erase board shall continue to monitor radio traffic and track units until the active call has been cleared.
8. Once CAD is restored and operating properly, all Radio Call Card information will be transferred and entered into the CAD system with the times adjusted to reflect times recorded manually.
9. The telecommunicator handling police dispatch will immediately notify patrol units via radio that the CAD system is operating properly once given directions from Information Systems Personnel.
10. The telecommunicator handling fire dispatch will notify the district chief at headquarters of the status of the CAD system once given directions from Information Systems Personnel.
11. Communication Supervisor will immediately notify the Communications Manager by phone of the status of the CAD System.

C. ACTION FOR CAD FAILURE:

1. In the event, there is a CAD failure, it may not be possible to print active calls. Telecommunicators will need to gather all of the information on active calls for service and the status of units.
2. The telecommunicator handling police dispatch will notify police units via radio on channel 1 of the CAD system malfunction. Also, the police dispatcher will make contact with each district sergeant to verify status of their officer and availability.
3. The telecommunicator handling fire dispatch will notify the district chief at headquarters (fire station 1) of the CAD system failure. If there are any fire units out, the telecommunicator will coordinate that information with the district chief to verify locations and status of fire personnel.

4. For officer safety and accountability purposes, Telecommunicators shall track units activity, (units that are available, currently on calls for service, out of service ten-codes), keeping track of the unit, times in/out of service, and location.
5. The Telecommunicators working the PD and FD radio will log onto printer paper or dry/erase board easel the units actively on calls and out of service on "Ten Codes" for tracking.
6. Telecommunicators receiving calls for service will document caller information and nature of event on the Blue Radio Call Cards.
7. Telecommunicators receiving calls for service will refer to the MSAG to verify locations inside the city limits and areas for appropriate units to respond.
8. After the Radio Call Card is completely filled out by the call-taker which includes location, nature of call, caller's name, time call received, pertinent notes, and call-takers name/operator ID, the card will be forwarded to the telecommunicator dispatching police and fire.
9. Once CAD is restored and operating properly, all Radio Call Card information will be transferred and entered into the CAD system with the times adjusted to reflect times recorded manually.
10. The telecommunicator handling police dispatch will immediately notify patrol units via radio that the CAD system is operating properly once given directions from Information Systems Personnel.
11. The telecommunicator handling fire dispatch will notify the district chief at headquarters of the status of the CAD system once given directions from Information Systems Personnel.
12. Communication Supervisor will immediately notify the Communications Supervisor by phone of the status of the CAD System.

Note: Purpose and use of Radio Call Cards

- Radio Call Cards are used by this department to officially record requests for police services from the public and from within this department.
- The Radio Call Card lists information about the caller, type of call, the location, times involved, the unit assigned to the

call, and the disposition of the police action taken in regards to the call.

- The officer's disposition is required to document police action on the complaint and to log what additional action needs to occur on the complaint.
- The telecommunicator handling the call for service will document his/her name and employee ID in the *Rec'd By*, *Disp. By*, and *Emp. No.* spaces on the Radio Call Card.
- At the end of each shift, the Communication Supervisor shall collect all of RCC's completed and place them in an appropriately labeled envelope for transfer of information into the CAD System when it is operable again.
- Radio Call Cards are used as permanent records of the police department and shall not be disposed of.

9.7 COMPUTER ROOM AIR CONDITIONING UNIT (MALFUNCTION)

This plan shall be placed into practice in the event there is a problem with the Air Conditioning Unit in the Computer Room.

The Air Conditioning Unit is located on the immediate left of the Computer Room inside of the Communications Center.

- A. Open the door to the Computer Room.
- B. Turn on the fan that is located in the computer room to circulate cool air.
- C. Notify city maintenance of the problem.
 - During normal business hours, contact shall be made via radio on the Risk Management Channel.
 - After hours, and on weekends and holidays, contact shall be made with city maintenance using the on-call list in CAD Advisories.

Note: In the event CAD may not be utilized, the on-call list will be placed in the APPENDIX of the Emergency Contingency Plan Guide Book. The on-call list will be switched out of the guide book each time an updated list is received.

- D. Manually attempt to reset the Air Conditioning Unit. Permission shall be granted by maintenance personnel prior to performing this action. Also, directions provided by maintenance personnel will be strictly followed.
- E. Notify Communications Manager of the problem and all updated information by phone or via e-mail.

9.8 TOTAL SYSTEM FAILURE/POWER FAILURE

An emergency generator/UPS system protects the entire Communications Center to include all equipment necessary to perform essential job duties such as the computer system, CAD, radio system, telephone system, and etc.

During a total system failure due to loss of power which can not be restored because of a malfunction with the generator and UPS system, city maintenance and utilities shall be immediately notified.

- A. During normal business hours, contact will be made using a city issued cellular phone or personal cellular phone to notify city maintenance personnel and utilities department.

- **City Maintenance Phone #'s:**

Office: 972-1507

After hours cellular: 343-5056

- **Utilities Department Phone #'s:**

Office: 972-1506

After hours dispatch: 467-4800

- B. Immediately follow procedure for total telephone system failure.

- **Emergency Contact Phone #'s:**

Centurylink for 911 Center: 1-877-433-1989

Site code number needed for repair: 22161901

City Telephone Repair: 972-1277 (O)

On call communications employee

- C. Immediately follow the procedure for radio system failure.

Grant Application

General Information

Grant Project Title	City of Rocky Mount 911 Backup PSAP
Grant Fiscal Year	2016
Project Director	Communications Manager
Project Contact	Allen Moore
Title	Communications Manager
Address	330 S. Church Street, RockyMount, NC 27803
Phone	252-972-1437
Fax	252-972-1528
Email	allen.moore@rockymountnc.gov
Grant Program	E-911 Enhancement/Replacement
Grant Type	Individual PSAP Enhancement/Replacement
PSAP Applicant, Based upon Grant Type	Rocky Mount Police Communications

Project Description

Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.

Please outline project goals and objectives.

The goal of the Rocky Mount Emergency Communications Center is to provide a consistent uninterrupted service to the citizens of Rocky Mount beginning with the 911 call to the response of the various emergency service agencies. Our objective is to establish a backup center that would provide these essential services and develop a standard operating procedure addressing the use of the backup center on a regular basis.

In our current backup plan, we are not prepared to adequately provide services in the event that our building had to be evacuated. We have very limited resources that can be used. The proposed backup center will provide the location, equipment, and other necessary resources for all these services to be delivered seamless to all of our end users with mirrored functionality of our primary PSAP.

Please provide an implementation strategy and work plan, including a timeline.

We plan to house the backup PSAP at a city fire station located at 9914 NC 4, Battleboro, NC. This location is 8.44 miles driving distance from our primary PSAP and is not proximate to the railroad as is our primary.

On a daily basis we have three to five positions staffed during a shift, during peak call volume as many as seven positions may be staffed. We have attempted to work with adjoining PSAPS but no interest has been shown to have a regional backup PSAP.

Within the location chosen for the backup PSAP is a large multi-purpose room that has been identified as the best location to be used as a backup 911 center. We will dedicate specific staff to oversee the project and ensure the timelines are established, met and followed. Once the project is approved, we would begin the process of ordering equipment from the various vendors. We expect this process to take approximately five to six months. The sixth month would allow for the beginning of the staging of equipment. This time would also be used to coordinate the installation of console furniture, radio consoles and other vendor equipment to ensure all vendors work smoothly together on this project. The seventh month would be dedicated to the testing and regular use of the facility to ensure that all aspects of the project are completed and functioning efficiently. We expect the project to be fully completed within nine months or less.

The transition from the primary to the backup facility will occur when two or more telecommunicators are present and able to take calls at the backup facility.

A hosted third party solution will be configured at the backup location through the use of fiber optics.

Our backup PSAP power system for emergencies will be utilizing a UPS system in addition to a dual fuel generator using an uninterrupted supply of natural gas as well as the ability to use diesel fuel.

We plan to work out of the backup PSAP a minimum of one shift cycle each month.

The backup facility provides for the needs of the employees by providing the same amenities that the primary provides.

Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

The planned backup PSAP equipment will be capable of operating as a stand-alone center and have the same functionality as the primary. CAD, GIS mapping and telephone will be connected between the primary and backup PSAP. 911 trunks will be rerouted to the backup PSAP by CenturyLink, our provider of telephone systems at both the primary and the backup PSAP.

We will utilize existing vendors to build the backup center as an expansion of our primary center. We will utilize OSSI SunGard to provide seven CAD workstations. We currently have a seven position Positron Viper 911 Telephone system in our primary center. A hosted format of this telephone system is planned for our backup location. This will position us to be prepared for the NG911 technology and IP technology in both our primary and backup center and they will be available at all times. Our primary center has seven Motorola Gold Elite Radio Console positions. Due to the end of the production of the gold elite consoles, the backup center is being proposed to have seven functional dispatch radio console positions that will meet compatibility requirements with our current 800 MHz radio system.

Additionally an upgrade will be required with the radio system in the future as the city upgrades its' radio infrastructure which is currently planned in May of 2016.

Statement of Need

Required for all grant types, this statement should reference the relationship of the grant project to NCGS §62A-47(b),(c) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.

Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.

Pursuant to NCGS 160A-1(2) the city of Rocky Mount is within the criteria of being considered a municipal corporation. According to the 2013 US Census, Rocky Mount has a population estimate of 56,954.

Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

Our most recent areas of upgrades were to our 911 phone system which was updated in October 2014. Additionally we plan to replace our seven CAD consoles in fiscal year 2014-2015. This system, including the proposed telephone system for our backup center, will embrace the NG911 technology.

Both phone systems are planned to be live at both locations at all times. A major failure of our primary PSAP would be detrimental to all emergency services agencies and to our citizens. Should we not receive the grant funding requested, the 911 center would not be able to move forward with this project. We continually explore opportunities to keep up with changing technologies in order to serve our users and citizens effectively as our existing 911 budget permits. Rocky Mount is continuing to ask all departments to reduce spending due to the current budget and the existing economic climate.

Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

The backup center plans will enable us to perform the same functions as our primary center at an alternate location. If our primary center becomes incapacitated or uninhabitable for a variety of reasons, the redundancy will allow all activities to continue at our backup center location.

Additionally, the backup center location is served by a separate telephone central office than our primary center location. Our long-term technology plan provides a very effective means of accountability in determining the future hardware and software needs and will ensure compatibility with our existing and future advances in technology.

Please identify the likelihood of completing the project without grant funding, the availability of other funding source(s) for the project, including 911 fund balance, the percentage of grant funding being requested in relation to total project costs.

We are seeking grant funding on all eligible expenses. The city cannot justify any new projects due to the loss of revenue and current economic outlook. There are no other avenues known for additional funding resources. With continued possibilities of budget cuts, current city budget constraints and limited 911 revenues, the backup center and NG911 upgrades would not be possible without this grant.

Consolidation Project Governance Plan

This study is required for all consolidation projects. Consolidation projects involve combining two or more PSAPs into a single primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by such independent PSAPs. In addition to providing this governance plan, the localities that govern the PSAPs involved in the consolidation must provide interlocal agreements in support of consolidation, copies of which must be attached to the application submission.

Indicate how a consolidation would take place and improve service.

N/A

Indicate how the consolidated PSAP should be organized and staffed.

N/A

Indicate what services the consolidated PSAP should perform.

N/A

Indicate how consolidated PSAP policies should be made and changed.

N/A

Indicate how the consolidated PSAP should be funded exclusive of grant funding.

N/A

Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.

N/A

Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.

N/A

Regional Initiative Enhancement/Replacement Project

Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

N/A

Identify intended collaborative efforts

N/A

Identify how resource sharing will take place.

N/A

Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

N/A

Financial Data

Current 911 Fund Balance	\$355,114.81
Amount Requested	\$379,600.00
Total Project Cost	\$1,069,600.00

Budget and Budget Narrative

A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2012 PSAP budget.

List planned expenditures.

Our current 911 fund balance as of April 7, 2015 was \$355,114.81, we have planned to spend \$150K this budget year on new consoles, and this would leave \$205,114.81.

1. UPS \$15,000.00
2. 80 KW dual fuel generator \$60,000.00
3. Consoles \$150,000.00
4. Chairs \$14,000.00
5. Revco Recording System \$34,000.00
6. CAD Computers \$10,500.00
7. Monitors \$ 7,000.00
8. Hosted Phone Solution \$33,000.00
9. Termination Equipment \$13,000.00
10. Install and Project Management \$26,000.00
11. Spectracom Net clock \$6,600.00
12. Radio Console \$10,500.00

Total of allowable expenses, \$379,600.00

For the items not approved for funding under 911 we will have to seek the use of other grants or capital improvement outlay to complete the project.

13. Electrical Engineer \$100,000.00
14. Rewiring \$30,000.00
15. Monopole \$100,000.00
16. 48 strand fiber \$400,000.00
17. Redundant HVAC \$60,000.00

Total of unallowable expenses \$690,000.00

Total Project Cost \$1,069,600.00

Amount requested for allowable expenses \$379,600.00

City's cost for unallowable expenses \$690,000.00

Monthly projected cost \$33,000.00

It has been our intention to design the new backup center very similar to our primary center for ease of use and movement into operation at the backup location. In doing this, our goal would be to reduce the potential for additional training and would lessen additional learning curves placed on our staff. The equipment and associated costs will ensure completion of the project and the continuance of operations.

Provide a budget narrative that briefly explains the reason for each requested budget item.

1-2). UPS system: The proposed backup center will be equipped with a UPS system that will be connected to an 80 KW dual fuel generator to be used in the event of loss of primary AC power.

3). Console furniture: We are proposing the same number of positions (7) at our backup center as we currently have in our primary center. This furniture is designed to accommodate the necessary equipment used for each telecommunicator in the performance of their duties. Additionally these positions like those in our primary center are ergonomically friendly and designed to enhance an effective work environment.

4). Console chairs: We are proposing (7) 24 hour extensive use chairs for our backup center. The design of the chairs is for this type of application and environment.

5). Recording system: We are proposing the same Revco recording system that is currently being used in our primary center. Through the use of remote client software we will be able to access recording from both systems in our primary and backup center locations.

6). Computer Aided Dispatch System: We are proposing (7) OSS! SunGard CAD positions with 4 monitors at each position in which the software will reside. This includes the necessary server hardware needs, software including CAD, mapping, EFD, and other critical software applications required to perform the telecommunicator's duties.

7). Monitors will be needed for call taking data entry into CAD and initial dispatching of emergency service personnel.

8-10). Hosted Phone solution to include termination equipment and project maintenance and installation is needed for call taking, text to 911, TTY and ANI ALI.

11). Spectracom Net clock is necessary for accurate time synchronizing for call taking, CAD and radio systems and recording systems.

12). Radio consoles: We are proposing the use of (7) Radio Dispatch Consoles, our primary center is outfitted with (7) Radio Consoles which are no longer in production and no longer available. The proposed radio consoles are compatible with our current 800 MHz radio system. A new 800 MHz Viper Console- the statewide viper network will be our primary means of communications. Additional items listed from previous page are necessary for the full functionality of the backup PSAP, but are not 911 fund allowable expenses.

13-14). An electrical engineer is necessary for the planning of and implementation of the wiring of the backup dual fuel generator, the redundant HVAC and all other electrical installation at backup PSAP.

15). A monopole is necessary for radio redundancy of radio transmissions should fiber optic cable fail.

16). Fiber optic cable: 48 strand fiber optic cable will be installed from Environmental Services located at 1101 Thorpe Rd. , Rocky Mount, NC to the backup center to facilitate the use of our radio console equipment. This provides a means of connection to our primary radio tower site and 800 MHz trunking radio system. A redundant radio path will need to be created using a monopole microwave link path.

17). Redundant HVAC system, this will ensure functionality of the backup PSAP should the primary HVAC fail.

We will use A911 NPLS circuits to connect both the primary center location and the backup center. The backup center will be a hosted solution while the primary center is developing into a hybrid solution with plans to move to a hosted solution in the very near future. Our CAD and recording systems will also be utilizing this connection to allow data to be replicated at both the primary and backup center locations.

State how you will follow applicable procurement law, rules, and policies.

The proposed project will be an expansion of our current overall system and the same vendors will be utilized without the need of going through the bid process. We will follow the city established local guidelines that meet the laws pertaining to purchase and recording capital outlay purchases.

If the project will have ongoing expenses, such as monthly recurring charges, describe plans and specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

Once the backup center has been established and is up and operational, the recurring costs for the contractors and maintenance of the specific systems that have been installed will be funded by our current monthly distribution of 911 eligible expenses or City general fund money. There will be no additional 911 grant requests related to funding this project.

Evaluation

All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.

Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline for meeting short, intermediate, and long term goals.

The backup center will be evaluated/tested at least monthly by our staff working a complete shift from the backup center location; this will allow us to identify and deficiencies that may exist and allow each shift to have the opportunity to training in the new environment. By doing this on a consistent basis our objective would be to reduce/measure the amount of time required to be up and operation from our backup location in the event a true evacuation situation should arise.

Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

The evaluation will be conducted monthly by the director or his/her designee. In addition to the monthly training at the backup center we will conduct unannounced evacuations from our primary center at a minimum of every quarter. The backup center will allow additional flexibility in the training of newly hired employees at this location.

Identify how data will be collected and presented.

Data will be collected from CAD and the telephone equipment which will enable us to generate reports to measure the number of calls handled at the backup center and the frequency in which the backup center is being utilized.

Taylor, Richard

From: Taylor, Richard
Sent: Thursday, August 20, 2015 9:51 AM
To: 'james.moore@rockymountnc.gov'
Cc: Richard Bradford (richard.bradford@nc.gov); 'Allen Moore'
Subject: 911 Grant Appeal
Attachments: 20150731_Tab08a_Scoring 2016 Cycle Grant Evaluation Matrix.pdf

Chief Moore,

I have received your correspondence of August 11, 2015 requesting an appeal of the North Carolina 911 Board's decision not to award a grant to the City of Rocky Mount. I have scheduled your appeal to be heard at the Board's next meeting Friday 8/28 at 10:00am.

Just to provide further background to the Grant Committee's decision, the City of Rocky Mount was requesting grant funding for a back-up plan that has not been reviewed or approved by the 911 Board. As you indicated, your original plan was not approved and while your proposed plan now may seem reasonable but funding without plan approval would not be reasonable. The Grant Committee scoring reflected the lack of an approved back up plan. Other grant applications scored much higher and competition was significant for the limited funds. I have attached a copy of the grant scoring matrix for your review. The 911 Board appreciates the financial condition of Rocky Mount and stands ready to assist when possible.

The Board meeting on 8/28 will also have a public hearing of the proposed rules of the Board. We are expecting a large crowd so in order to ensure adequate seating for presenters if you could provide me the name(s) of who will be speaking for the City of Rocky Mount I will reserve seating for them. Also if you have any additional documentation that you would like to present, if you could send me a soft copy no later than Wednesday, 8/26 so I can include it in the Board member's agenda book.

Should you have any questions or need additional information please let me know how I can assist.

Thanks,
Richard Taylor
Executive Director
North Carolina 911 Board
919-754-6624
www.nc911.nc.gov

PSAP			Application Completed Properly	Revenue Expenditure Reports Up-to-date	Goals & objectives	Implementation strategy and work plan, including a timeline	Interface or compatibility with existing equipment and/or software	Statutory requirement for rural or high cost <u>Tier 1 County</u>	Statutory requirement for rural or high cost <u>Tier 2 County</u>	Statutory requirement for rural or high cost <u>Tier 3 County</u>	Identify funding priorities, their impact on operational services and consequences if not receiving funding	PSAP's long-term or strategic technology plan and how the project fits within it.	Likelihood of completing the project w/o grant funding, other funding source(s), % of grant funding vs total project costs	Line Item Breakdown	Line Item Narrative	How recurring costs will be paid	Evaluation Plan		Regional Initiative	End of Life Replacement	Individual PSAP MAXIMUM POSSIBLE RATING	Describe how consolidation would take place	Indicate how the consolidated PSAP should be organized and staffed	Indicate what services the consolidated PSAP should perform	Indicate how consolidated PSAP policies should be made and changed	Indicate how the consolidated PSAP should be funded exclusive of grant funding	Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better the consolidation.	Discuss sustainability of the consolidation project during the proposed term of the project and for the foreseeable future	Consolidation Initiative MAXIMUM POSSIBLE RATING	What is the relationship of participating PSAPs to the initiative?	Identify intended collaborative efforts	Identify how resource sharing will take place	Indicate how the initiative impacts the operational or strategic plans of the participating agencies	Regional Initiative MAXIMUM POSSIBLE RATING	MAXIMUM TOTAL GRANT APPLICATION SCORE	Grant Application requested Amount	Grant Application Reported Emergency Telephone System Fund Balance	July 20, 2015 emergency telephone system fund balance	Annual 911 fund disbursements (July 1, 2016 model)	Grant Amount Recommended By Grant Committee			
	WEIGHT	-550	-550	6	3	3		10	5	1	5	4	4	3	3	5	4	0	8	24	650	3	2	1	2	4	4	4	758	3	2	2	3	100	1408								
																					TOTAL RATING														TOTAL RATING	TOTAL GRANT SCORE							
Anson County	SCORE	0.0	0.0	2.0	2.0	2.0	10.0	0.0	0.0		2.0	2.0	3.0	1.0	1.0	1.0	2.0		0.0	0.0	173.00															0.00	173.00	\$2,442,550	\$220,716			\$0	
Technological Imperatives for Next-Gen Interoperability	RATING	0.0	0.0	12.0	6.0	6.0	100.0	0.0	0.0		10.0	8.0	12.0	3.0	3.0	5.0	8.0		0.0	0.0																							
Beech Mountain PD	SCORE	0.0	0.0	7.0	3.0	2.0	10.0				2.0	1.0	2.0	2.0	2.0	2.0	2.0		0.0	0.0	209.00															0.00	209.00	\$257,937	\$138,190			\$0	
Back-up PSAP Center/Upgrades	RATING	0.0	0.0	42.0	9.0	6.0	100.0	0.0	0.0		10.0	4.0	8.0	6.0	6.0	10.0	8.0		0.0	0.0																							
Cherokee County	SCORE	0.0	0.0	8.0	5.0	5.0	10.0				8.0	3.0	6.0	10.0	10.0	3.0	3.0		0.0	0.0	341.00															0.00	341.00	\$2,129,722	\$316,740			\$0	
Enhancement and Expansion Project	RATING	0.0	0.0	48.0	15.0	15.0	100.0	0.0	0.0		40.0	12.0	24.0	30.0	30.0	15.0	12.0		0.0	0.0																							
Forsyth County	SCORE	1.0	0.0	8.0	4.0	7.0			10.0		1.0	6.0	8.0	8.0	3.0	1.0	2.0		0.0	0.0	(352.00)	2.0	2.0	7.0	2.0	2.0	2.0	2.0	45.00														
911 Consolidation	RATING	-550.0	0.0	48.0	12.0	21.0	0.0	0.0	10.0		5.0	24.0	32.0	24.0	9.0	5.0	8.0		0.0	0.0		6.0	4.0	7.0	4.0	8.0	8.0	8.0								0.00	(307.00)	\$3,440,000	\$822,464			\$0	
Graham County	SCORE	0.0	0.0	8.0	8.0	7.0	10.0				8.0	9.0	8.0	8.0	8.0	4.0	7.0		10.0	0.0	477.00																						
911 Relocation and Technology Refresh	RATING	0.0	0.0	48.0	24.0	21.0	100.0	0.0	0.0		40.0	36.0	32.0	24.0	24.0	20.0	28.0		80.0	0.0																							
Hyde County	SCORE	0.0	0.0	8.0	8.0	9.0	10.0				8.0	7.0	8.0	8.0	8.0	5.0	7.0		0.0	0.0	400.00	10.0	10.0	10.0	10.0	10.0	10.0	10.0	200.00														
Dare-Tyrrell-Hyde Regional Emergency Communications Center	RATING	0.0	0.0	48.0	24.0	27.0	100.0	0.0	0.0		40.0	28.0	32.0	24.0	24.0	25.0	28.0		0.0	0.0		30.0	20.0	10.0	20.0	40.0	40.0	40.0															
Macon County	SCORE	1.0	0.0	2.0	2.0	2.0	10.0				2.0	2.0	2.0	2.0	2.0	2.0	2.0		0.0	0.0	(370.00)																						
NG911 and Text-to-911	RATING	-550.0	0.0	12.0	6.0	6.0	100.0	0.0	0.0		10.0	8.0	8.0	6.0	6.0	10.0	8.0		0.0	0.0																							
Martin County	SCORE	0.0	0.0	8.0	8.0	4.0	10.0				7.0	7.0	8.0	7.0	7.0	5.0	7.0		0.0	0.0	374.00																						
Relocate PSAP & Upgrade	RATING	0.0	0.0	48.0	24.0	12.0	100.0	0.0	0.0		35.0	28.0	32.0	21.0	21.0	25.0	28.0		0.0	0.0																							
McDowell County	SCORE	0.0	0.0	8.0	8.0	6.0		10.0			7.0	2.0	6.0	6.0	6.0	2.0	6.0		0.0	5.0	397.00																						
Radio Console Replacement Project	RATING	0.0	0.0	48.0	24.0	18.0	0.0	50.0	0.0		35.0	8.0	24.0	18.0	18.0	10.0	24.0		0.0	120.0																							
Nash County	SCORE	0.0	0.0	0.0	0.0	0.0	0.0				0.0	0.0	0.0	0.0	0.0	0.0	0.0		0.0	0.0	0.00																						
9-1-1 Telephone Upgrade	RATING	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0	0.0	0.0	0.0		0.0	0.0																							
New Hanover County	SCORE	1.0	0.0	2.0	2.0	2.0			10.0		2.0	2.0	2.0	2.0	2.0	2.0	2.0		0.0	0.0	(460.00)																						
Back-up 911 Center	RATING	-550.0	0.0	12.0	6.0	6.0	0.0	0.0	10.0		10.0	8.0	8.0	6.0	6.0	10.0	8.0		0.0	0.0																							
Pasquotank-Camden 911	SCORE	1.0	0.0	2.0	2.0	2.0	10.0	0.0	0.0		2.0	2.0	2.0	2.0	2.0	2.0	2.0		0.0	0.0	(370.00)																						
911 Regional Backup Center	RATING	-550.0	0.0	12.0	6.0	6.0	100.0	0.0	0.0		10.0	8.0	8.0	6.0	6.0	10.0	8.0		0.0	0.0																							
Person County	SCORE	0.0	0.0	9.0	8.0	8.0		10.0			4.0	3.0	5.0	8.0	8.0	5.0	6.0		0.0	0.0	301.00																						
911 Backup Facility	RATING	0.0	0.0	54.0	24.0	24.0	0.0	50.0	0.0		20.0	12.0	20.0	24.0	24.0	25.0	24.0		0.0	0.0																							
Randolph County	SCORE	0.0	0.0	5.0	5.0	2.0		10.0			1.0	7.0	2.0	7.0	5.0	5.0	2.0		0.0	0.0	211.00																						
Construct a New 911 Center/Backup	RATING	0.0	0.0	30.0	15.0	6.0	0.0	50.0	0.0		5.0	28.0	8.0	21.0	15.0	25.0	8.0		0.0	0.0																							
Richmond County	SCORE	0.0	0.0	8.0	9.0	8.0	10.0				9.0	7.0	10.0	7.0	7.0	7.0	5.0		0.0	0.0	409.00	8.0	5.0	9.0	5.0	7.0	5.0	6.0	125.00														
Richmond Co Communications Consolidation	RATING	0.0	0.0	48.0	27.0	24.0	100.0	0.0	0.0		45.0	28.0	40.0	21.0	21.0	35.0	20.0		0.0	0.0		24.0	10.0	9.0	10.0	28.0	20.0	24.0															
Rocky Mount, City of	SCORE	1.0	0.0	0.0	2.0	2.0	10.0	0.0	0.0		2.0	2.0	2.0	2.0	2.0	2.0	2.0		0.0	0.0	(382.00)																						
911 Backup PSAP	RATING	-550.0	0.0	0.0	6.0	6.0	100.0	0.0	0.0		10.0	8.0	8.0	6.0	6.0	10.0	8.0		0.0	0.0																							
Rutherford County	SCORE	0.0	0.0	9.0	7.0	6.0	10.0				8.0	7.0	8.0	9.0	8.0	5.0	3.0		10.0	0.0	461.00																						
Primary PSAP Relocation	RATING	0.0	0.0	54.0	21.0	18.0	100.0	0.0	0.0		40.0	28.0	32.0	27.0	24.0	25.0	12.0		80.0	0.0																							
Stokes County	SCORE	1.0	0.0	8.0	1.0	1.0		10.0			1.0	0.0	1.0	2.0	1.0	0.0	2.0		10.0	0.0	(340.00)																						
911 Backup with Rockingham Co	RATING	-550.0	0.0	48.0	3.0	3.0	0.0	50.0	0.0		5.0	0.0	4.0	6.0	3.0	0.0	8.0		80.0	0.0																							
Surry County	SCORE	0.0	0.0	9.0	8.0	5.0	10.0				8.0	7.0	9.0	8.0	7.0	2.0	3.0		0.0	0.0	364.00																						
911 PSAP Relocation	RATING	0.0	0.0	54.0	24.0	15.0	100.0	0.0	0.0		40.0	28.0	36.0	24.0	21.0	10.0	12.0		0.0	0.0																							
Union County	SCORE	0.0	0.0	7.0	6.0	2.0		0.0	10.0		5.0	3.0	2.0	8.0	4.0	0.0	2.0		0.0	0.0	153.00																						
911 Relocation Project	RATING	0.0	0.0	42.0	6.0	6.0	0.0	0.0	10.0		25.0	12.0	8.0	24.0	12.0	0.0	8.0		0.0	0.0																							
Wake County	SCORE	0.0	0.0	9.0	8.0	7.0			10.0		2.0	2.0	1.0	2.0	2.0	1.0	2.0		0.0	0.0	247.00																						
E911 Addressing Update	RATING	0.0	0.0	72.0	64.0	28.0	0.0	0.0	0.0		14.0	14.0	8.0	14.0	14.0	5.0	14.0		0.0	0.0																							
Washington County	SCORE	1.0	0.0	2.0	2.0	2.0	10.0				2.0	2.0	2.																														

Proposed Grant Award \$11,025,951

Continued Discussion of Statutory Change Request Regarding Liability Language

Laura Sykora

(possible vote required)

Sec. 62A-40(4) 911 system. - An emergency ~~communication~~ ~~telephone~~ system using any available technology that does ~~all of~~ the following: (a) enables the user of a voice communications service, text or short message service (SMS) or any other available technology to reach an appropriate PSAP by using dialing the digits 911 or sending a text, SMS or other message to a PSAP; or (b) provides enhanced 911 service.

Sec 62A-40(4a) 911 system provider. – Any entity that provides a 911 system to a PSAP.

Sec. 62A-53: Except in cases of wanton or willful misconduct, a voice communications service provider or 911 system provider and its employees, directors, officers, and agents are not liable for any damages in a civil action resulting from death or injury to any person or from damage to property incurred by any person in connection with developing, adopting, implementing, maintaining, or operating the 911 system or in complying with emergency related information requests from State or local government officials. This section does not apply to actions arising out of the operation or ownership of a motor vehicle.

Update from NG911 Committee On Technical Consultant

Jeff Shipp

Other Items

Adjourn

Next 911 Board Meeting

**September 25, 2015
NC 911 Office
3514 A Bush Street
Raleigh, NC**

Standards Committee

Thursday, September 10, 2015

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

Funding Committee

Wednesday, September 30, 2015

1:30 pm

Cherokee Room

3514A Bush Street

Raleigh, NC

NextGen 911 Committee

Wednesday, September 30, 2015

10:00 am

Pinehurst Room

3514A Bush Street

Raleigh, NC

Education Committee

Thursday, October 1, 2015

10:00 am

Pinehurst Room

3514A Bush Street

Raleigh, NC