



AGENDA

NORTH CAROLINA 911 BOARD MEETING

December 2, 2016

Wilkes County Agricultural Center

416 Executive Drive

Wilkesboro, NC

9:30 AM – 12:30 PM

D * R * A * F * T

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
	Call To Order	Chris Estes	5
	Welcome to Wilkes County	TBD	
	<ul style="list-style-type: none">Swearing In of Heather Campbell, Sprint, appointed By Sen. Berger, Senate President Pro-Tem to fill the unexpired term of Rick Edwards, representing a CMRS Provider		
	Roll Call	Richard Taylor	
1.	Chairman's Opening Remarks	Chris Estes	15
	<ul style="list-style-type: none">~ Recognition of Jason Barbour, Chief Darryl Bottoms, Rick Edwards, Rick Isherwood, Rob Smith and Laura Sykora for Service to the North Carolina 911 Board~ Introduction of In-Coming 911 Board Members Josh Brown, 200,000 + Local Carrier, CenturyLink; Chuck Greene, Local Exchange Carrier, AT&T; Chief Jeff Ledford, Chief of Police, Shelby; Niraj Patel, CMRS Provider, Verizon Wireless; and Donna Wright, NENA;~ Recognition of Surry County 911 Telecommunicators Jamie Bobbitt, Darrell Danley and Geni Dowd		
2.	Ethics Awareness/Conflict of Interest Statement	Chris Estes	5

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.

3. Public Comment

Chris Estes

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

Speakers:

4. Consent Agenda *(vote required)*

Richard Taylor

10

(Complete Reports Located in Agenda Book On Web Site)

- a) Minutes of September 30, 2016 Board Meeting
- b) PSAP Liaison Report
- c) Network Specialist Report – Tina Bone
- d) Network Specialist Report - Corn
- e) Update On 2015/2016 Revenue Expenditure Reporting
- f) Grant Project Updates
- g) Grant Fund Balance \$ 20,793,536
 - 1) Grant Fund Encumbered \$ 22,755,236
- h) NG911 Fund Balance \$ \$ 6,702,876
 - 1) NG911 Fund Disbursements \$ 0.00
- i) CMRS Fund Balance \$ 4,335,146
 - 1) CMRS Disbursements \$ 202,464.00
- j) PSAP Fund Balance \$ 1,041,948
 - 1) PrePaid CMRS Revenue \$ 832,747

5. Executive Director Report

Richard Taylor

10

- a) Update On National 911 Office State Assessment
- b) Status of 911 Board Office Relocation
- c) Approval of 2017 Meeting Dates

(vote required)

6. Education Committee Update

Jimmy Stewart

40

- a) Presentation on PSAP Manager's Class

Dr. Robbie Taylor
Richmond Community College

7. Funding Committee Report

David Bone

15

- a) Martin County 911 Funding Reconsideration
(vote required)
- b) McDowell County 911 Funding Reconsideration
(vote required)
- c) Perquimans County 911 Funding Reconsideration

- (vote required)
- d) Pitt County 911 Funding Reconsideration
(vote required)
- e) Recommendation to Change PSAP/CMRS Percentages In
Accordance With N.C.G.S. § 143B-1404.(b)(3)
(vote required)

- | | | | |
|-----|--|----------------|----|
| 8. | Standards Committee Report | Laura Sykora | 10 |
| | a) Approval of PSAP Peer Reviewers
(vote required) | | |
| 9. | Update On 2017 Grant Recipients | Richard Taylor | 5 |
| 10. | NG911 Committee Update | Jeff Shipp | 10 |
| 11. | Update On Backup PSAP Implementation | Tina Bone | 5 |
| 12. | Approval of Estimated FY2018 PSAP Funding
(vote required) | Marsha Tapler | 10 |
| 13. | Approval of 2017 911 Board Goals
(vote required) | Chris Estes | 10 |

Other Items

Adjourn

Next 911 Board Meeting

January 27, 2017
Room 150
Education Bldg.
301 North Wilmington St
Raleigh, NC 27601

911 Standards Committee

Wednesday, December 7, 2016
 10:00 am
 TBD
 3514A Bush Street
 Raleigh, NC

School Safety Committee

Thursday, December 8, 2016
 1:30 pm
 Banner Elk Room
 3514A Bush Street
 Raleigh, NC

911 Education Committee

Wednesday, January 4, 2017
 2:00 pm
 TBD
 TBD
 Raleigh, NC

911 Funding Committee

Thursday, January 4, 2017
 10:00 am
 TBD
 TBD
 Raleigh, NC

Board Member Orientation

Peer Review Training

Tuesday, January 10, 2017

10:00 am

TBD

TBD

Raleigh, NC

NG911 Committee

Wednesday, January 18, 2017

2:00 am

TBD

TBD

Raleigh, NC

Thursday-Friday, January 12-13, 2017

2:30 pm

Raleigh-Wake 911 Center

2310 Westinghouse Blvd.

Raleigh, NC

911 Standards Committee

Thursday, January 19, 2017

10:00 am

TBD

TBD

Raleigh, NC

DRAFT

Recognition of Surry County 911 Telecommunicators

Jamie Bobbitt, Darrell Danley and
Geni Dowd

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

(vote required)

Richard Taylor

North Carolina 911 Board Meeting
MINUTES
Banner Elk Room
3514A Bush Street, Raleigh, NC
September 30, 2016
9:30 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Jason Barbour (NCNENA) Johnston Co. 911 (911 Board Vice Chair) (phone)	Richard Bradford (DOJ)	Ron Adams, Southern Software
Dave Bone (NCACC) Martin County	Tina Bone (DIT)	Jeryl Anderson, OCES
Darryl Bottoms (NCACP) Pilot Mountain PD (phone)	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Josh Brown (LEC) CenturyLink (pending)	Dave Corn (DIT)	Luke Bullard, Richmond Co ES
Heather Campbell (CMRS) Sprint (pending)	David Dodd (DIT)	Nikki Carswell, Iredell Co 911
Eric Cramer (LEC) Wilkes Communication	Karen Mason (DIT)	Joe Gurley, Wayne Co
Chris Estes (911 Board Chair)	Marsha Tapler (DIT)	Greg Foster, Alexander Co 911
Andrew Grant (NCLM) Town of Cornelius	Richard Taylor (DIT)	Adam McInnis, Richmond Co ES
Len Hagaman (Sheriff) Watauga County		Melanie Neal, Guilford Metro 911
Greg Hauser (NCSFA) Charlotte Fire Department (phone)	<u>Staff Absent</u>	Jennie Rutherford, Richmond Co ES
Rick Isherwood (CMRS) Verizon (phone)		Bob Smith, Richmond Co ES
Dinah Jeffries (NCAPCO) Orange Co. Emergency Services		Candy Strezinski, Iredell Co 911
John Moore (VoIP) Charter Communications		Paul Winstead, CenturyLink
Jeff Shipp (LEC) Star Telephone		Donna Wright, Richmond Co ES
Jimmy Stewart (NCAREMS) Hoke Co. 911 (phone)		
Slayton Stewart (CMRS) Carolina West Wireless		
Laura Sykora (LEC) CenturyLink		<u>WebEx Guests</u>
		Sarah Collins, NCLM
		Michael Cone, Wilson Co 911
<u>Members Absent</u>		Brian Drum, Catawba Co 911
Rob Smith (LEC) AT&T		Mike Edge, Scotland Co Emergency Communications

		David Gay, Durham
		Jon Greene, GeoComm
		Del Hall, SCES
		Ryan Hargreaves, Cary PD
		Kevin Medlin, Orange County
		Jonathan Nixon, Perquimans Co 911 Communications
		Philip Penny, MCP
		Christy Shearin, Franklin Co Emergency Communications
		Sam Tyson, Pitt Co
		Corinne Walser, MEDIC
		Stephanie Wiseman, Mitchell Co 911
		Brenda Womble, Wilson Co 911
		Brett Wrenn, Person Co 911

Call to order

911 Board Chair Chris Estes thanked all the Board members who traveled in from out of town for attending today's meeting, and continued by saying he had the pleasure of introducing two new Board members.

He first introduced John Moore, from Charter Communications, appointed by Governor McCrory to replace Buck Yarborough as the VoIP representative on the Board. He invited Mr. Moore to share a bit about himself, and Mr. Moore said he is currently the regional manager for what has been Time Warner Cable Business Class, their Government/Education sales team, and which will become Spectrum Enterprise after the first of the year. He observed he works with county and municipal government entities with which the Board also works, and state government as well, adding he has been with the company almost sixteen years.

Chairman Estes thanked him, adding he has already passed his ethics review and has been sworn in, so he begins this meeting as a voting member of the Board. He then introduced the second new Board member, Heather Campbell, from Sprint, appointed by Sen Berger to complete Rick Edwards' term on the Board as a CMRS provider representative. He mentioned her ethics review is not yet complete, so she is a pending member of the Board, therefore while she is welcome to participate in Board discussion today, she may not vote at this meeting. He then invited her to share a bit about herself.

Ms. Campbell said she is a Network Director at Sprint, so she is responsible for all the network performance and design for all of the southeast. She indicated she is based in Raleigh, and has been with Sprint/Nextel for about eighteen years. Planting his tongue firmly in cheek, Chairman Estes told Jeff Shipp he was getting the feeling that she would be a good addition to the NG911 team, provoking laughter about the room.

Chairman Estes thanked both new Board members for coming aboard, then invited Executive Director Richard Taylor to call the roll of members participating remotely. Mr. Taylor mentioned Jason Barbour had been doing a cutover on his PSAP's new radio system last night, and was likely very tired, and Mr. Barbour affirmed he was at one of his tower sites and was participating by phone only. Mr. Taylor polled Chief Bottoms, who responded he was present, and Rick Isherwood, who did not immediately reply. He next

checked with Greg Hauser, noting he had been putting in a lot of overtime in Charlotte during the past couple of weeks and was working today in the backup PSAP. Chief Hauser replied he was present, and when Mr. Taylor asked him if he had been able to get some much needed rest, said they were hoping to stand down the backup PSAP on Monday. Mr. Taylor observed Jimmy Stewart intended to join in, but was having to contend with flooding in Hoke County this morning, so he might have to work at his 'paying job' today instead. Mr. Taylor added we would be keeping all the folks in both Hoke and Cumberland Counties in our thoughts and prayers today as they deal with those flooding events. He then reported to Chairman Estes that a quorum was present.

1. Chairman's Opening Remarks

Chairman Estes stated that one of the Board's favorite things to do is recognize the work of 911 telecommunicators, and asked Mr. Taylor to provide some background for today's recognition. Mr. Taylor, in turn, asked Donna Wright of Richmond County Emergency Services and soon to replace Jason Barbour (on January 1st) as the NENA representative to the Board, to explain the somewhat different circumstances of the two calls that were the genesis of this recognition.

Ms. Wright reminded everyone of how we always talk about the stress our telecommunicators are under and how we expect them to do so much in a very short period of time. She said her team had taken a call about the discovery of a deceased family member and was helping that family transition that life out of this world when a second call four minutes later turned out to be a first party pregnancy, active delivery, where the telecommunicator helped the mother deliver a new baby in four minutes. Ms. Wright characterized the two calls as going from one extreme to another, noting that although the TCs that handled the birth were seasoned TCs, the one handling the DOA was a trainee, and as events unfolded all of them helped each other with both calls, working together as a team for the best possible result.

Mr. Taylor played an edited recording of the 911 calls and then asked Richmond County 911 TCs Luke Bullard, Adam McInnis, and Jennie Rutherford to come to the podium, where he read the inscription on the plaque presented to the team by the 911 Board. Chairman Estes stepped to the podium for photographs with the team, after which the room erupted into applause.

Once the applause diminished, Chairman Estes went on to state he feels such examples reaffirm the importance of the letter that the Board authorized to be sent to all of North Carolina's federal delegation and also the Next Generation 911 Caucus underscoring that telecommunicators are not simply administrative staff as recommended by the US Dept. of Labor Statistics, Office of Management and Budget in its Standard Occupational Classification. Laura Sykora asked if formal comments had been filed in the proceeding by Mr. Bradford, and Chairman Estes replied that had not been done.

2. Ethics awareness/conflict of interest statement

Chairman Estes read the conflict of interest statement and asked if there were any conflicts to be identified. Ms. Sykora advised she would be refraining from any votes on item 7 of the agenda. Hearing no other conflicts cited, Chairman Estes reminded everyone that if something should arise during discussion that leads someone to believe they may have a conflict, they are welcome to note that at that time so the minutes can reflect that.

3. Public Comment

Chairman Estes read the invitation for public comment from the agenda, and asked if anyone in the room wished to address the Board today. As no one spoke up and no one had signed up in advance to speak, he moved on to the next agenda item.

4. Consent Agenda

Chairman Estes asked Mr. Taylor to walk through the consent agenda. Mr. Taylor replied he would be glad to, but first noted that he could see from the WebEx attendee roster that Rick Isherwood had joined the meeting, and asked Mr. Isherwood to confirm that over the phone connection, which he did. Dave Corn brought to Mr. Taylor's attention the fact that Jimmy Stewart had also joined on WebEx but was still in the process of logging into the audio feed.

Mr. Taylor then moved on to the Consent Agenda report, noting that minutes to both the August 25, 2016 Board work session and the August 26, 2016 911 Board meeting had been distributed to everyone earlier in the week. He said he had received no suggestions for corrections or additions to those minutes, so he was going to leave them stand as is.

Moving to the Grants, he reported the Grand Fund Balance is at \$3,673,293 unencumbered, with \$22,307,911 encumbered. He said that by virtue of three grants closing out without expending all their funds, money has been returned to the fund that is going to allow for some updates to this year's grant awards later in the meeting.

Regarding the NG911 Fund, Mr. Taylor once again reported that no expenditures have yet been made from the fund and the fund balance stands at \$5,511,946. As he noted last month, as we get closer to issuing the ESINet RFP in either December or possibly January, we will begin making expenditures from that fund.

Mr. Taylor remarked that amazingly no disbursements were made from the CMRS fund last month, either, with the fund balance standing at \$4,427,178.

Lastly, he observed the PrePaid CMRS fund earned \$801,845 last month, resulting in a PSAP fund balance of \$19,732,800. He noted that the spreadsheet he was displaying onscreen appears to show no PrePaid revenue in July, and Marsha Tapler explained that was because the DIT fiscal department has changed the way it reports such revenue, posting it to the year in which it was collected rather than the year in which it was received. She said she is still checking with them about this, but the important thing is that no money has been "lost", it has just been reported differently than it's been done before from an accounting perspective. Ms. Sykora asked it that would impact the amount of money available to transfer to the grant fund later in the meeting, and Ms. Tapler replied it would not, since the Board's accounting is done on the accrual method.

Mr. Taylor offered to answer any questions about the consent agenda, and hearing none, Chairman Estes said he would entertain a motion to accept it as presented. Ms. Sykora so moved, Sheriff Hagaman seconded, and the motion passed unanimously.

5. Executive Director Report

Mr. Taylor began his report with a reminder that the Annual PSAP Managers meeting will be taking place October 13-14 at the Embassy Suites Hotel in Greensboro. Guests will be arriving Wednesday night, the 12th, so activities can take place all day Thursday, the 13th, rather than losing half a day to travel as has been done in the past. Friday's activities will still be limited to the morning only, however. Mr. Taylor

displayed an itinerary onscreen (available at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf> , pp 61-63), and went through it offering a brief explanatory comment on each of the itinerary items individually. As he has done prior to each PSAP Managers meeting in the past, he once again encouraged any Board members to come if they can find the time, reminding them of how much the PSAP managers appreciate their presence and participation. In closing the topic, Mr. Taylor displayed a map depicting which counties/cities have indicated they are presently planning to attend.

Mr. Taylor moved next to the NG911 Fund report which must be submitted to the General Assembly by October 1st of each year, indicating he had filed it this week, and that it will be posted to the website. Although there were no expenditures from the fund last fiscal year, he said he did explain what future expenditures will be used for, including the ESINet and CPE, as well as the NMAC. He added he included a copy of the project schedule for 2016-2017 as well.

Following up on a question asked by Dinah Jefferies at the August meeting, Mr. Taylor indicated Laurie Flaherty from the National 911 Program traveled down from Washington DC on September 6th to meet with staff to discuss how to best address our concerns with the State 911 Assessment performed last year. He characterized the meeting as a positive one and noted we will be teleconferencing with her and her sub-contractors Next Wednesday, October 5th. He added he doesn't think we are likely to get a lot of changes to the report, but hopefully some clarification and "tweaking," adding he felt Ms. Flaherty understood our concerns. Chairman Estes asked if there is a section in the report where a comment can be added, and when Mr. Taylor replied that was something we were hoping to persuade them to do, Chairman Estes encouraged staff to write comments to the areas of disagreement to be included as part of the public record, e.g. appended to the published report. Mr. Taylor observed we have filed several comments with them, and will certainly include those when the report is posted.

Chairman Estes asked if there were any questions for Mr. Taylor regarding the Executive Director's Report. Ms. Jeffries mentioned she just wanted to offer kudos to the North Carolina chapters of APCO and NENA for their annual conference, saying she thought it was one of the strongest conferences she has attended in a long time. Noting that the attendance was "awesome," she offered that she would like to see the 911 Board once again hold a meeting during that conference, as was done just after Chairman Estes came to the Board, because she felt it was invaluable. She added she appreciated the Board sponsoring the pre-conference training class and the Tuesday training class, observing they were outstanding. Mr. Taylor concurred, saying he had been able to spend about 45 minutes in the Sunday class, where he felt the instructor was doing an excellent job of engaging the student. He added that class was standing room only—he had to stand himself while he was there.

6. Funding Committee Report

Chairman Estes asked Dave Bone to provide the Funding Committee Report, and Mr. Bone said that the first item of business was a funding reconsideration request from Vance-Henderson 911. He added they have received a number of such requests—probably a record number, he would speculate, in large part because of the backup PSAP mandate—which are now in the pipeline as well. Observing it's a voluminous task to go through all of these and prepare revenue-expenditure reports, he said he wanted to thank and commend staff for all the work. He characterized the Vance-Henderson request as a very straightforward one, saying the committee met yesterday to review it and the committee recommendation is to approve the request, and asked staff to provide details about the application. Mr. Taylor asked Ms. Tapler to go over the details, which she did as Mr. Taylor displayed the relevant accompanying documentation onscreen (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf> pp 70-83).

Chairman Estes observed the recommendation provides roughly \$103K above Vance-Henderson's normal distribution, and reminded everyone that the recommendation comes from committee as a motion requiring no second. He opened the floor to questions, and hearing none, called the motion, which passed unanimously.

After the motion passed, Ms. Sykora asked if, since many of these reconsideration requests impact backup PSAP plans, staff is reflecting the fact that the funding is sort of up in the air for timelines to meet the July 1 requirement. She expressed concern that if reconsideration requests that are now in the pipeline are not approved until the October 911 Board meeting, that takes another month away from the PSAPs' timelines for ordering things necessary for implementation. Ms. Tapler responded that the Funding Committee had given her instruction that by next Friday (October 7th) she should determine which reconsideration requests were for backups. She offered that once that is determined, perhaps a vote could be held before the next regularly scheduled meeting. Mr. Bone offered that for clarity there will be a Funding Committee teleconference on the 7th, and he anticipates another called conference of the committee before the October 21st Board meeting so those reconsideration requests can be voted on at that meeting. He added that the committee had given staff guidance to give end-of-life reconsideration requests first priority, with backups immediately after them. Ms. Sykora accepted that, but reiterated that if a PSAP's timeline indicated it was, for example, planning to order equipment in September through a reconsideration but doesn't receive approval until later, she wants to be sure its timeline is modified appropriately by staff.

Mr. Bone said the second item in the committee report dealt with an update from the committee on PSAP funding. He reviewed the August 25th work session where the Board and the PSAP funding subcommittee determined to provide guiding principles for the committee, as well as for any contractors who may potentially be hired to help develop the plan. He advised the committee had met yesterday and put together a list of guidelines which he presented (and Mr. Taylor displayed onscreen) for Board consideration (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf> page 85).

Acknowledging this may have been the first time Board members had seen the list, Chairman Estes asked them to look it over and ask any questions they may have for the committee. He asked Mr. Bone if the intent of the list is to use it to build the PSAP funding model. Mr. Bone said yes, and referring to the next item on his report agenda, he added that the committee will also be recommending that a consultant with model building expertise be hired, so the list would serve the consultant as well. Chairman Estes observed it's probably not a requirement of the Board to approve the guiding principles in the form of a vote; they could just be used as guidelines for the consultant unless someone has a strong feeling differently, because there are probably items here that require a little fleshing out. He noted they are presently just bullet points that the committee could go over with a consultant if the Board chooses to go that route to help the consultant deliver a better product. He suggested staff could email the list to Board members and if they have any additions or deletions or suggestions to make, they could either work with Mr. Bone directly or bring them to the committee's attention. He then asked for further questions.

Mr. Shipp asked which one of these bullet points focuses on cooperative purchasing agreements [NCGS § 143B-1402(a)(4)]. Mr. Bone replied #2 and Ms. Sykora said also #6; Mr. Shipp didn't pursue the subject further. Chairman Estes then moved to the topic of hiring a consultant.

Mr. Bone related that the PSAP funding subcommittee and staff have worked diligently to address the topic of creating a new PSAP funding model, with the result that the committee has determined it would be beneficial to hire a consultant toward that end, so the committee is asking the Board to provide direction to staff to move toward hiring a consultant. Chairman Estes asked if that is a recommendation for a motion coming out of committee, and Mr. Bone replied it was. Chairman Estes asked if there was any direction as

far as dollar amount, time frame, or any other guidance for staff. Mr. Bone replied there was no guidance from the committee—he didn't believe it had been discussed—and asked Mr. Taylor if he had any thoughts on that.

Mr. Taylor replied he thought work should begin immediately with probably a twelve-month period for completion. Observing that he and Mr. Taylor had spoken about this a little bit outside of the committee meeting, Mr. Bradford added he had suggested Mr. Taylor consider approaching some of the universities for the simple reason that, for purchasing purposes, the Board can contract with them without having to do a competitive bid, which shortens the time, and also takes advantage of good labor pools and graduate students and things like that from time to time. He said that approach did seem amenable in the committee discussion as well, while noting that seems like the beginning point and it's likely that if we have some resource available, that will then determine both time frame and cost, and those items will then come back for review by the committee and the Board would, of course, have to approve the funding.

Chairman Estes offered that his understanding of the committee motion is to direct staff to research the options for a consulting timeframe and pricing so that can come back to the committee structure for a final approval, so we're not voting on any financial commitment today; we're just voting on giving staff the authority to look into what our options are as a Board and then the committee will come back with a recommendation once it reviews that with staff. Mr. Bradford offered one other clarification, reminding all that this is not about looking at the revenue side, but at the distribution model. Noting that no face-to-face funding committee meeting is scheduled until November, Mr. Taylor asked if staff should wait until it can bring the results before the committee or simply bring them before the Board at the October Board meeting. Mr. Bone replied he thought that could be handled through a phone meeting, with which Mr. Taylor agreed.

New Board member Heather Campbell asked what the Board was wanting to use a consultant for, and Mr. Bone asked Mr. Taylor to provide a bit of the history of the issue for her benefit as well as others who are new to the Board. Mr. Taylor did so, beginning with the 2009 ECU study which resulted in the current PSAP funding model. He observed ECU was utilizing grad students, PHD students, who were economists, and they came in and looked at the cost factors using data then available to the Board, which was at that time very minimal. He noted they were looking at that data from an economist's viewpoint to determine the best way to fund a 911 center. Chairman Estes added the current effort is to refresh that. Mr. Taylor noted that while ECU is familiar with the 911 Board, and has, in fact, written many documents regarding 911 at a national level, the Funding Committee indicated it would prefer a fresh set of eyes for this go around, and wants to look at some of the other universities to see if somebody else might have some different thoughts.

Mr. Bone interjected, for the benefit of the new Board members, that the current funding model is based on a rolling average which, although having served well to date, does not promote savings; it promotes spending. He said that in acknowledgement to the Board having limited resources, particularly with the NG911 fund taking 10% of all revenue off the top, the Board needs to strive for more efficiency, which it has been working on for quite some time.

Chairman Estes asked for a reread of the motion, which was to direct staff to research the options for hiring consultants from within the university system, including to investigate the cost and timetable for such consultants to develop a new PSAP funding model. He then asked if there was any more discussion regarding the topic, and hearing none, called the motion, which passed unanimously.

Before moving to the next agenda item, Mr. Taylor offered a side note for Ms. Campbell and Mr. Moore as new Board members, saying if you look at these guiding principles, you might say they represent the weaknesses in the rolling five-year average funding model. Chairman Estes also observed this was a good

time to remind new Board members and soon-to-be new Board members that the Board does much of its work through the committee structure, and encouraged them to find a committee they feel passionate about, wryly mentioning there may be a few committee chairs in recruitment mode at the end of the meeting. Mr. Taylor added that new Board members should mark their calendars for Friday, November 18th, which is to be a day of orientation for them, spending it with staff in this room learning "...everything you want to know about 911, and maybe a few things you didn't want to know." Chairman Estes added any existing Board members who never went through an orientation are encouraged to participate.

7. Update on 2017 grant recipients

Mr. Taylor reported that all of the 2017 grant award recipients had accepted the reduced funding offered them in last month's grant award announcement. He added there had been a change with Pasquotank County in the scope of its project; its backup plan is now completely different than was represented in the grant application. The original plan called for siting the backup at Elizabeth City State University, but they were not able to get a rental agreement, in addition to the fact that the new City Manager was uncomfortable with having the backup in such close proximity to the Primary PSAP, preferring a site further inland. Mr. Taylor related that staff met with the county manager and the sheriff and are working on a plan to work with Martin County for backup, and Tina Bone offered they have a meeting with all involved coming up next Wednesday. Mr. Taylor said he reassured them that the grant could keep moving forward, observing he thinks they have a viable plan and is excited because he thinks they can make it work to both the short-term and long-term benefit of all.

Mr. Taylor continued by recalling what he mentioned in the grant report section of the consent agenda earlier in the meeting regarding funds that have been returned from grantees who have closed out their grants with money left over. He also reminded everyone of the 2017 grant applicants who had been advised to pursue financial reconsideration requests rather than putting them into the competition for grants. What has come to light since then, however, is that some of those applicants were looking to fund non-911 eligible expenses with the grant money, which they cannot do in a reconsideration request, and Mr. Taylor added that for some of them, it impacted their backup plans. He said he wrestled with what to do about that until Ms. Tapler told him about the returned surplus grant money, and after doing a little "Jethro Bodine ciphering," went to the grant committee with a proposal to offer enough grant funding to those PSAPs whose backup plans were impacted to pay for the non-911 eligible expenses they needed to keep moving forward.

Mr. Taylor observed each of the five applicants had scored well in their grant applications, with requested sums of less than \$1M each, and he suggested to the Grant Committee that if each could receive approximately one third of what they had requested in their grant applications, it would be enough to cover the non-911 eligible expenses, and they could still pursue funding reconsiderations or use fund balance for the remainder of their needs. He displayed a sheet onscreen itemizing those changes (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf> page 89) resulting in a total additional grant award amount of \$736,604. He convened a Grant Committee teleconference meeting yesterday, and the committee voted to proceed with the awards as outlined in that document, and that is the recommendation coming from the Grant Committee to the Board today.

Observing that though this was out of the ordinary, Chairman Estes noted that what Mr. Taylor has done in counsel with Mr. Bradford is all within the Board's authority, and opened the floor to questions from Board members on the motion coming from committee. Saying she thinks it's great that we're trying to help our PSAPs complete this mandate, Ms. Jeffries asked if this is setting a precedent; is it the process we will

follow from now on? Mr. Taylor replied that if it's something we can do in the future he doesn't see why not. Chairman Estes acknowledged Jimmy Stewart on the phone connection, and Mr. Stewart said he was going to recuse himself from the vote on this topic.

Mr. Bradford said he wanted to add one point of clarity to bring out a couple of things he and Mr. Taylor had discussed, one of which is that all Board members, perhaps with the exception of the new ones, are familiar with the grant process in that it's been a single cycle each year, but he pointed out that the law is written in a way so that you're not limited to that, going back to Ms. Jeffries' question. So, he said you don't really have to have only one grant award each calendar year or each fiscal year; you can do that as funds are made available. He added this is specifically addressing the backup requirement, so there's a legislative mandate for the Board and the PSAPs to do that, and this is achieving that goal. He pointed out that not doing this would create a hardship for all parties, and as long as the funds are available and the Board is satisfied that this is consistent with the legislation, the state plan, and so forth, it's well within the Board's authority.

Before Chairman Estes called the motion, Ms. Sykora reminded him that she had recused herself from this vote earlier in the meeting. He called the motion, which passed with Ms. Sykora and Mr. Stewart abstaining.

After the vote, Ms. Sykora said she had a question before moving on. She asked if, since we will still have ~\$2.9M in the unencumbered grant fund balance, there are other opportunities similar to this that we need to consider, or do we want to keep a buffer in case grants run over. Chairman Estes asked what buffer we have historically maintained, and Ms. Tapler replied we have not set a specific amount. Mr. Taylor said it usually ran about \$2M or so, but he thinks that with the funding reconsiderations that are coming up, as he and Mr. Bradford had discussed yesterday, we may need to look at that balance to possibly fund another small grant cycle.

8. Update on backup PSAP implementation

Tina Bone reported 105 backup PSAP plans have now been approved, and staff is working on approving the remaining plans, observing the hold ups are mostly just detail information. She said several plans were submitted as very high level plans, so more detail is needed, and she is also waiting on quotes for several. She said some have met their implementation milestones, but some have not, and most of those that have not were waiting on grants or funding reconsiderations. She added a few have run into some roadblocks and staff is trying to adjust their timelines accordingly. She said that for the most part she feels things are looking okay—not great, but just okay. She added they hope to know by sometime around the first of the year if there are going to be any PSAPs that are not going to get their equipment in time, so she's trying to keep a good handle on that. Mr. Taylor added that since there are 117 PSAPs, and 105 have been approved, there are only 12 for which we don't yet have approval. Ms. Bone stressed that staff is working with them, and only the Eastern Band of Cherokee Indians plan has not yet been reviewed, which was one of the last ones turned in, adding she hope to review it next week. She said part of the problem there is that their PSAP manager has retired, so we're not sure who's taking his place, so they'll probably be talking to the Chief. She reiterated she is in constant contact with all of the PSAPs, requesting updates and so forth.

Chairman Estes asked if anyone had questions for Ms. Bone. Dave Bone said he knows it's hard to put a timetable to this, because you're looking to get additional information from the PSAPs, but asked if there is any idea when those 12 will be approved, and are there any major issues with those or do any of them need help from NCACC or NCLM. Ms. Bone replied she didn't think so, that they're just getting information from the vendors on how things work and so forth. She offered as an example that staff had a lot of questions for Alamance County, which has been short staffed, and its director is supposed to get her an updated plan in

the next week or two. Mr. Bone asked if she thought they will be approved by the next Board meeting, and Ms. Bone replied she was hoping so.

Chairman Estes said he had one question to ask about this, mentioning that he lives in Charlotte, and by way of background relaying that CMPD, where the Primary PSAP is, had a bomb threat last week and had to evacuate to its backup facility. He observed that a lot of times we think of backups as something you need because of weather related events and such, but in the world we live in now, there are a lot of other reasons why Primary PSAPs may be impacted. He pointed out that the importance of backup capability became crystal clear to him that day, as that building was evacuated. He said he knew that the Board has expressed interest, in the past, in looking at mobile backup units, trailer type units that could be strategically deployed in the event they were needed, and asked where does that stand; is it off the table, on the table, where is that right now?

Mr. Taylor wryly replied it's kinda beside the table. He reminded everyone that Durham had brought in Thor during its PSAP upgrade, and that he thought it had left about a week ago. He observed that although it's an impressive piece of equipment, recalling that several years back he had thought about having one located at the state's Eastern Data Center and one at the Western Data Center, available to be moved to wherever they were needed, he has since learned that it's not 'plug-n-play'; you don't move it, plug it in, and go to work, so that gave him a little bit of pause. He related that it cost about \$40K in Durham just to plug it in, running cable and all, over and above the \$100K rent once it was plugged in, although he offered that having that capability is still something to look at, and he still likes the idea of a 'Thor-type' vehicle. He posited that having one in the east and one in the west still has some appeal, but you have to have people to operate it if a center goes down, people who "...can come and man that thing," and although capability and immediate availability are good, it's very, very expensive. Jason Barbour spoke up on the phone connection saying he agreed with what Mr. Taylor had just said.

Greg Hauser spoke up on the phone, saying he just wanted "...to re-emphasize that we have the vehicles already in place in the state that we could, if this is a direction that we wish to take, cut the cost significantly and up-fit the vehicles we already have." He said you have them strategically placed throughout the state, citing Asheville's Technical Communications Team having done an exercise about two years ago in the western branch and was able to take 911 calls for Mitchell County out of that trailer. He said the capabilities are there, it's just a matter of taking the time to research it, learning what the technology limitations are, etc.

Chairman Estes thanked Chief Hauser for sharing that, and said his reason for bringing it up was that he thinks we need to look into these options. He asked if the Charlotte situation had been worse and that building was no longer here, what would happen? He said that is why we have backup plans, why people need to be thinking about this, but he thinks as a Board we might be able to do some kind of competitive bid for these trailers so it's already been bid and they're available and everybody knows the price points for them, etc., Thor-type ability, or the Board might choose that it's in the state's best interest to acquire this capability or contract it. He said he doesn't know the answer, but he thinks the Board should be looking into it as part of its backup efforts. He added he doesn't know where to put it, and when Mr. Taylor suggested NextGen, Mr. Shipp jumped right in and said he'd be happy to create a small sub-committee to do just that.

Mr. Taylor said he needed to speak further with Chief Hauser about the vehicles he was referring to, noting that he is familiar with that type of vehicle, but is not sure it can serve all our needs. Chief Hauser stepped right in saying, "I've been in a lot of places in the country where they do a lot more with a lot less, so it is extremely viable to use what we already have to do what we need." He posited we just need to look at all the options: Thor is big and has everything we need, but sometimes you have to keep it simple. He pointed out that if you have to evacuate quickly, it can't take an hour to set up; it has to be simple, it has to be

exercised, and we all have to be on the same sheet of music or else it's not going to work, regardless of whether it's Thor or a pickup truck with a phone in the back. He said he thinks the idea is right on point, and we're closer than we think.

Chairman Estes asked Chief Hauser if he's already on the NextGen committee, and when he replied yes, suggested he work with Mr. Shipp on that. Chief Hauser added he wanted to go on the record commending Capt. Poston of CMPD for the move to the backup PSAP, observing that he did it very methodically, very appropriately, and the thing that Chief Hauser never thought he would see was the PSAP's telecommunicators actually fearing for their lives, so kudos to Capt. Poston. Chairman Estes then asked Chief Hauser to offer a brief recap of the experience.

Chief Hauser said they got a call from the command center, also housed at CMPD headquarters, saying they had discovered a suspicious package in the mail room. The person whose name was on the return address was called, and he said he had not sent any package, so a bomb dog was brought in, and the dog hit on it, and from that point on everyone realized "...this is the real deal, we need to get outta here." He said Capt. Poston didn't just throw all the switches off, but started to enact their plan, sending a couple of his people over to Chief Hauser's PSAP at Charlotte Fire and making sure that everything was in place before throwing the switch. Chief Hauser said the CMPD was empty for about 4 ½ hours while hazmat technicians addressed the situation. He also said he feels anything is on the table in Charlotte right now, whether chemical, biological, or cyber-attack, and has been since a week ago. He added that the possibility someone could break into the building and get into the comm center became a very real concern, noting people did break into the lobby of CMPD, and the fact they could get that close was very scary. He suggested all of Charlotte's telecommunicators should get some form of recognition, as they are working hard and maintaining their professionalism through many long hours. Chairman Estes asked how many telecommunicators usually work in that building, and Chief Hauser replied he thought normally 28 or 29, but the facility itself has hundreds of people in it at any given time, including all the command level staff for all the public safety agencies including highway patrol and national guard. Chairman Estes thanked him for his comments.

Mr. Shipp offered one final comment about Thor, reminding everyone that he initially had some reservations and issues with approving the Durham project. He went on to thank Tonya Evans from Durham 911 for her invitation to visit Thor during the project and her hospitality during the visit. He also addressed Chief Hauser directly, saying he looks forward to forming the subcommittee referred to earlier.

9. Discussion on updating State 911 Plan

Mr. Taylor recapped the history of the State 911 Plan as discussed at Board meetings several times over the past year, most recently during the August Board meeting. He related that a study group taken from the public sector entities represented on the Board had been convened in 2009 and came up with the plan adopted by the Board in 2010 (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/State911Plan.pdf>). He further related that a similar study group had submitted an updated plan to the Board in 2012 (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf> pp 93-98), but the Board had elected only to receive the plan, not adopt it, thanking the study group for its hard work. Mr. Taylor noted that he continued to take the recommendations from that plan, however, and worked on them, even though the Board never formally adopted them. Among the items in that report were things the Board has subsequently addressed, including the ESINet and secondary PSAP funding.

Ms. Jeffries asked what the Board's reason was for not adopting the plan. Mr. Taylor replied it was mainly over secondary PSAP funding, that Board members could not come to agreement on that, adding that

secondary PSAP funding has since been addressed by the Board and is now a reality. Mr. Bradford observed, by way of illustration, that the first recommendation referred to NG911, and now the legislation has changed to reflect that, adding that the legislators, of course, did not do that in a vacuum. He reiterated that the Board has taken up and executed the NG911 initiative and has developed a way to fund secondary PSAPs, even though the plan was not formally accepted. He added that he thinks the real question that has come up several times is that we're closing out 2016 now—shouldn't we revisit this and update it. He noted his perspective, which he has shared with Mr. Taylor, is that he thinks it can be updated from what it is; certainly the legislative part he could do in a matter of a day or two and have back to the Board. He pointed out that the policy parts, of course, are up to the Board to work out. He concluded by saying he thinks it can be updated based upon what the Board is doing in a direction forward—things that it is doing today.

Chairman Estes offered that he doesn't believe another study group is necessary, that the Board already has, through its committee structure, a number of activities underway, but they're just not presented in a cohesive, summary document. He observed that when he thinks of a 911 plan, he's thinking about all of the Board's current activities and planned activities around securing that the state has a strategy to deal with 911; he doesn't think it requires a study group or a consultant, it just requires staff and some of the committee chairs to take all the work they're doing and put it into a five or ten-page document that says, "This is our plan."

Mr. Taylor responded that is exactly where he was going with his train of thought. He pointed out that back then there was no NG911 Committee and the Standards Committee was floundering, but now we have some very robust committees, and nothing against the people who were in the study groups, but they were not totally in tune to what was going on in the 911 world. Conversely, we now have these robust committees with some great subject matter experts, so we don't need to look outside—we just need to sit down for a day or so and put some thoughts together. He concluded that is his recommendation to the Board.

Mr. Bone said if it's as simple as Mr. Taylor is saying it is, is it something we could have by the December work session, or is it not as simple as that? Mr. Taylor said that would depend on how timing and scheduling works out. Chairman Estes offered that maybe a draft could be ready by then, and possibly it could be added to or deleted from during the work session, then it could become our plan as a Board for the next 24-36 months. Ms. Sykora said she just wanted to say that since we've got such great staff support of the committees that maybe they should take a first shot, noting she relies heavily on Ms. Bone's recap of what her committee does from meeting to meeting, and maybe if they could get together one on one they could work it through, i.e. whoever the committee staff person is work it through with the committee chair.

Chairman Estes asked Mr. Taylor if that gives him the direction he needs, and Mr. Taylor replied it did. Addressing the chair, Mr. Bone acknowledged that's an aggressive timetable and he knows the staff has a tremendous amount of work volume on their desks now, so he wants to be realistic, but he thinks that having a draft document ready by the annual work session would be great, if possible, realizing that staff has a lot to do right now. Chairman Estes offered at minimum an outline of what would be in the plan and Ms. Sykora concurred. Chairman Estes also added that as Mr. Bradford had reminded him, the General Assembly does go into long session in 2017, and it would be helpful to have a document like this to support the great work the Board is doing, absent which we might get told what to do. He offered he prefers sharing a plan of what the Board thinks is in the state's best interest proactively. Ms. Sykora remarked on how much has changed during her tenure on the Board, how much more we have been able to do with additional staff and so forth; it's a whole lot different than it was in 2010 or 2012, and she thinks it's time for something more formal in the way of a strategic plan.

Chairman Estes said, "Speaking of great work, let's move to the NG911 Committee update."

10. NG911 Committee update

Mr. Shipp thanked Chairman Estes for the floor, and said that yes, the NG911 committee, like all the committees, is working hard. He related that he has asked Dave Corn to do today's presentation, reminding all that he spearheads from the staff side the NextGen effort. Mr. Shipp offered that to keep this work in the forefront, he wanted to start "...by welcoming the two new committee...err...Board members," saying he looks forward to discussions with them on how they could possibly help "...our committee." He added he was also sure that Rick Edwards could give Ms. Campbell a review of where we stand, and "...maybe between one of these two Board members we can have some assistance on NextGen." He added that the committee did meet on September 22nd and has another meeting scheduled for November 10th.

Mr. Corn displayed a slide presentation in conjunction with his report (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf> pp 101-106), noting with tongue in cheek that the first slide was for the benefit of the new members of the Board; "...because Richard wouldn't give me two and a half hours to explain what we're doing, you can read about it, and I would recommend you start with the Concept of Operations." He went on to explain it is a high level strategy document that has been approved by the Board; it's our planning document, it's where we're going right now. He noted the Cost Analysis is probably not the best read; it's estimates, and we will have, through the RFP process, real costs in the near future. He characterized the Conceptual Design as something best read when you're suffering insomnia, again with tongue firmly in cheek, adding it is a great drill-down document, particularly if you're interested in technology.

Moving on, he noted that he is limited in what he can say about the first RFP, except that it is for an Emergency Services IP Network (ESINet) and a hosted CPE solution for which the Board has received eleven proposals. He said phase one of the evaluation process is complete and the team is now in the second phase of evaluating the proposals, adding that it is an excellent team of evaluators and that Mr. Bradford has been working with them and has kept them straight, and legal, and on track.

Mr. Corn noted they have not yet received the proposals for the NMAC, "...our NOC, our SOC, and our Help Desk." They are due to be received by October 21st and the evaluation process will start thereafter. He pointed out the final RFP, which they are working on right now, is the GIS RFP which involves GIS 911 Call Routing; the conceptual design is presently being worked on, and once that is complete, they will create the RFP and put it out. He noted that the scheduled completion date for that is in April.

He next turned to some new things the team is working on: Address NC, Radio Interoperability, and CAD Interoperability. He explained that Address NC is a new organization, of which we're a part, funded by the legislature and comprised of different agencies of state government working together on a single address concept for the entire state, which would help us quite a bit in our GIS design. He noted that we tried to complete the Radio Interoperability project on our own and discovered we cannot, so we're working with the Statewide Interoperability Coordinator (SWIC), adding that Chief Hauser has been a big help for us in that. He pointed out that once we put the ESINet in place we can send a call anywhere in the state we want to, but it doesn't do us any good if it can't be dispatched. Lastly, he said CAD Interoperability is another thing the team has been working on, and he and Mr. Taylor have some other things they are considering right now, such as software solutions that might allow 'CAD A' to talk to 'CAD B' and allow for that level of dispatch.

Mr. Corn offered that once the team completes all these RFPs, emphasizing it intends to complete them, next year implementation starts, and 2017 is going to be a very big year for us. Referring to the slide onscreen, he observed that the most important piece on this slide is testing, underscoring this is not an ordinary network: this is a 911 network. So the amount of testing will be beyond what you would normally see for a regular IP network and for functional elements.

Displaying his final slide onscreen, Mr. Corn said we're still on track to put PSAPs on the network and using these functional elements on the network beginning in 2018, and will be done, i.e. have all PSAPs on the network, by 2020. Mr. Taylor asked if anyone had questions for Mr. Corn, and hearing none, Mr. Shipp thanked Mr. Corn and the entire staff for their hard work on this project and for the guidance from the committee as well.

Chairman Estes thanked Mr. Shipp for the update, and asked if there were any questions for the committee chair. Mr. Bone asked, with all the projects with NextGen, both on the table and forthcoming, will there be sufficient staff to handle all of the Board's projects, or is that something we need to start talking about? Mr. Taylor replied he has been trying to hire two people for way too long—about a year—and he keeps promising Ms. Tapler “next week...next week...next week.” He said they had a long talk about it last week, and that he's taking two days off next week, but when he gets back, before he does anything else, he will sit down and submit the paperwork for those two new positions; one will be for “another Marsha” and one will be for “a Dave Corn.” He said the positions have already been approved by OSBM and everything; all we've got to do is hire them. Saying he wanted to be quite frank, staff has been so overwhelmed they have honestly not had time to stop long enough to do this; about the time they get a little breather, here comes a thunderstorm. He acknowledged it is on him right now, and he just has to do it; that's his goal first thing next Wednesday morning. Jeff Shipp thanked Mr. Bone for bringing that up, noting he has addressed it with Mr. Taylor offline. He asked if that would fit within the 2% administrative expenses budget, and Mr. Taylor replied it is within the 1% allocation, budgeted and approved. Chairman Estes also reminded him that he might be able to take advantage of the DIT project management resources, and Mr. Taylor replied he has; “...we have taken advantage of everything we can, and then some!”

11. Transfer of funds to Grant Fund

Referring to the report displayed onscreen, Ms. Tapler advised it is related to the grant transfer that we do every year at this time. She went down the list from the top, explaining each amount on it, ultimately arriving at an amount of \$19,661,220.20 being transferred from the PSAP fund end of FY16 balance to this year's grant fund, for a total grant fund balance of \$22,618,997.68. Once this year's award encumbrance of \$19,227,273 was subtracted from that total, \$3,391,704.68 was left unencumbered, and once the additional awards approved earlier in this meeting are encumbered, that amount drops to \$2,655,101, which is the amount discussed as being kept as a buffer. She concluded her remarks by saying the staff recommendation coming to the Board is to move the \$19,661,220.20 PSAP fund end of FY16 balance to the grant fund for 2017.

Citing the recommendation from staff, Chairman Estes said he would entertain a motion to accept the recommendation. Sheriff Hagaman so moved, Laura Sykora seconded, and Chairman Estes asked for any discussion, observing that although this is a lot of money, this is actually a routine procedural thing that we do every year. Hearing none, he called the motion, which carried unanimously.

Other items

Chairman Estes asked if there were any other business items to come before the Board today. Hearing none, he entertained a motion to adjourn.

Adjourn

Slayton Stewart moved to adjourn, Dinah Jeffries seconded, and the meeting adjourned at 11:24 AM.

PSAP Liaison Report-November 2016

(10/15/2016 to 9/24/2016 to 11/25/2016)

Activity Summary for November 2016

10/25/2016: I met with Chanda Morgan and toured the Haywood County PSAP. Haywood went live in their new center on 9/1/2016. This new center is the result of a consolidation between the Haywood County primary PSAP and the Haywood County Sheriff's Department secondary PSAP. The new consolidated center is under the managerial control of the Sheriff. Chanda stated there are still a few bugs to work out, but overall the start-up has been smooth. She praises the cooperation shown between all facets of county government, as well as their commercial providers.

Chanda also stated turnover is a big problem for her center. She thinks low pay (~\$13.50 per hour) long hours, heavy call volume, and no career advancement path are some of the reasons people leave. Exit interviews are done through the Sheriff, but don't usually result in any useful information. Here is a picture of the new 8 position center. In addition to housing the Haywood PSAP, this facility is also the backup option for Henderson County.



10/25/2016: I paid a visit to the Eastern Band of the Cherokees PSAP. I met with Kara Howard, the Interim Director. Kara is really trying to catch up in a hurry. The former Director retired with little notice, and Kara just assumed the Director's duties on 9/5/2016. Her two biggest time critical projects are the completion of the Revenue/Expense Report, and getting her backup plan approved and implemented. More long term goals are creation of policies and procedures, and the purchase of EMD protocols in the software format.

Kara stated Marsha and Karen had been very helpful in scheduling a webinar to train her on the Revenue/Expense report. I spent a good amount of time discussing her backup options. They have room in a fire station they are considering, and I suggested they consider contacting Swain or Jackson Counties, to see if partnering with them might be an option. I

reminded her of the 7/1/2017 implementation deadline, and told her to contact Tina or I if we could do anything to assist.

10/25/2016: I went by the Graham County 911 center and met with Misty Hembree. The RFP for their new PSAP is on the street, and the bids should be open very soon. Misty hopes that ground will be broken on or around the first of December.

Misty also stated her backup solution with Swain County is functional. We also spent some time going over the PSAP Rules and the inspection process. Misty has been working on the draft inspection document and wanted some clarification on a few things.

10/26/2016 PSAP Visit to Cherokee County. I met with 911 Director Theresa Creasman. Cherokee is working on two equipment upgrades. They are replacing their Spillman CAD with the Southern Software CAD. They are also moving from their Moducom Telephone switch to a geo-diverse Airbus Vesta system. They also want to replace their Moducom radio consoles with an AVTEC system, but that may have to wait until the next budget cycle.

Cherokee County is in the process of moving their primary PSAP to the Sheriff's Department, and using their current PSAP as their backup; hence the need for the geo-diverse telephone system. They are hoping to move to the new center at the Sheriff's Department in January.

Theresa also said they were having problems with a VoIP provider called Northern 911 out of Canada. Dollar General seems to be a big customer of Northerns. If someone dials 911 from one of their phones, the call goes to their call center in Canada, before routing to the Cherokee PSAP. This results in

serious delays, and the calls come to Cherokee on 10 digit lines, not 911 trunks.

10/26/2016: I stopped by Clay County 911 for an abbreviated visit. Dena Jenkins, the Communications Director was filling in on a shift, 20-30 minutes after my arrival, she and her co-worker received a report of a major motor vehicle accident with an entrapment, that totally took up all their available time. Before getting swamped, Dena stated Clay County is progressing with the implementation of their backup center, which is located at the old Sheriff's Department/jail. The other big problem Clay County is facing is staffing and low pay. Dena said they have 3 full time vacancies now, out of a total staffing allotment of 8. Starting pay for a telecommunicator in Clay County is \$11.00 per hour (~\$22,800.00 annually.) They lose on average 1-2 people a year. The most common reasons are the low pay and the opportunity to relocate.

10/26/2016: I visited the Macon County 911 center, and met with PSAP Director Todd Seagle. The big push in Macon County at the moment is the need for a new radio system. The current Vhf system is using equipment that is 30 years old, and there are gaps in coverage. Macon is leaning toward a trunked Vhf solution, utilizing 4 tower sites. They hope to have an RFP on the street very soon.

10/27/2016: I met with Jamey Johnson, Director of the Avery County 911 Center. Avery County is one of a few PSAPs who does not have an approved backup plan. His short term solution is to use the Burke County primary PSAP as his backup option, and later, he will become part of the Mitchell County regional

backup facility. I recently provided Jamey with a written review of his plan, and had a few more questions that needed to be clarified. The goal of my visit was to discuss these final questions and help Jamey formulate responses that would allow staff to approve the plan.

Equipment wise, the Avery County telephone equipment is approximately 7 years old. The UPS is about the same age. I encourage Jamey to start thinking about updating this equipment, while keeping in mind all PSAPs will be moving to a digital NG 911 platform in the next 3-4 years. Jamey has Southern Software's CAD, and it was update last year.

On staffing, Avery County is reasonably stable. Jamey indicated he may lose 1 full time employee every 3-5 years. He has more turnover among part-time employees. To address that, he plans to up his part time staff from 3 to 5 people.

10/27/2016: Dave Corn and I participated in a conference call with Jordan Elliston and Dane Dupont with ECaTS. The purpose of the call was to see if ECaTS could help with a CAD interoperability solution. Jordan said this was something she could take to her boss, and also noted ECaTS was working on a way to collect data from the CAD server, in addition to the phone server, which could create a "cradle to grave" report on any call. This is something we asked for more information on.

10/28/2016: Tina Bone and I participated in a conference call with Greg Hauser. Tina and I had a conversation last week with Christy Shearin from Franklin County, who is running into a problem on how to solve the radio piece of her backup plan. Christy is wanting to use Halifax County as her backup location, but she has a Harris radio system, and is not sure how she could access

it from another county. Since Greg Hauser is an excellent source of radio system information, we asked for his thoughts. Greg reached out to some of his radio “geeks” and thinks there may be some options. His suggestion is for Christy to see if Harris will provide drawings of the system, and be willing to meet with him and staff to find a solution.

10/31/2016: Ron Adams and I had another conference call with the National 911 office, to continue to tweak response comments regarding State concerns with some of the assessment findings. These are on-going weekly meetings, with the goal of having the ~10 questionable guidelines resolved prior to the 911 Board work session on 12/01/2016.

11/01/2016: I participated in a conference call with Halifax county 911 regarding their backup PSAP plan.

11/01/2016: I participated in a 911 Board staff meeting in Raleigh.

11/02/2016: I participated in a Funding Committee meeting in Raleigh.

11/03/2016: I helped facilitate an Education Committee meeting in Raleigh.

11/16/2016: I participated in a Funding Committee meeting in Raleigh.

11/16/2016: I participated in a Standards Committee meeting in Raleigh.

11/17/2016: I participated in a Next Generation 911 Committee meeting in Raleigh.

11/18/2016: I attended the NC APCO and NENA joint Chapter meetings at the Guilford Metro 911 Center in Greensboro.

911 Network Specialist Report

November 2016

Summary:

- November 3rd, Education Committee Meeting
- November 9th, Interview Board with Iredell County
- November 15th, Conference Call with Pasquotank County Reference Backup
- November 16th, Funding Committee Teleconference
- November 16th, Standards Committee Meeting
- November 17th, NextGen 911 Committee Teleconference
- November 17th, Pasquotank and Martin Counties
- November 21st, Yadkin County, Surry County
- November 22nd, Stokes County
- November 23rd, Randolph County
- November 29th, Beech Mountain PD, Ashe County, and Watauga County

On November 9th, I helped Candy Strezinsky, with Iredell County, conduct interviews for an IT position in her PSAP.

The November 15th conference call with Pasquotank County was to discuss some figures that I had come up with for their backup plan.

On November 17th I traveled to Martin County and met with the folks from Martin and Pasquotank Counties. We discussed Pasquotank using Martin County as a backup. It was decided by the Pasquotank Sheriff and County Manager that they would indeed use Martin County as their backup location.

The November 21st visit with Christi Colbert at the Yadkin County PSAP was to determine how far along she was with her backup plan and also to find out if there was any way that some costs could be reduced. They will be using 2 strands of dark fiber provided by YadTel. Those 2 strands are cheaper than any other price they received..including DIT. I also talked to Christi about her translation services. She said she would look into Voiance so I had Dave Corn give her a call. I asked her if Stokes County could use her location as a backup, but they simply do not have the space.

I then went on to visit the Surry County PSAP. I talked with Stephanie Conner about their backup plan and how she was doing on her timeline. Actually, when the facility in Mt. Airy becomes ready, they will move the primary PSAP to that location because it has more space. They will utilize their old location as their backup. I spoke to Stephanie about maybe letting Stokes County use her facility as well. She didn't think it would be a problem. Stephanie did reiterate to me that Pilot Mountain PD no longer wants to be an approved secondary. She needs to know what to tell them in order to get that process moving.

On November 22nd, Dave Corn and I met with Del Hall at the Stokes County PSAP. We discussed his backup plan and his wanting to go with the A911 network. I mentioned to Del that Surry County could possibly be their backup instead of Rockingham County. In order for his backup to be Rockingham County, 911 calls would have to cross lata boundaries. Which is why Del wanted to go with the A911 network because lata boundaries doesn't come into play when calls are going over IP. Del has agreed to talk with Stephanie about using Surry County as his backup.

There's been much discussion on the costs associated with text to 911. Text to 911 was supposed to have been free. Since Randolph County is using the web portal I decided to pay them a visit to see exactly how it worked. It works wonderful and even gives some location information.

I spent most of November 29th at a PSAP. I visited the Beech Mountain PD PSAP to talk to them about their backup plan. I then went to the Ashe County PSAP and talked to Phil about his backup plan and where he was in the implementation process. I also asked Dave Corn to send Phil some information on Voiance. Phil Howell does want to implement text to 911 so I will send in the information. Later I went to the Watauga County PSAP. They were having new console furniture installed so their telecommunicators were working out the EOC. I wondered why they didn't just use their backup location of Beech Mountain, but there was no need to leave their facility since there really wasn't an outage.

**FY2016 North Carolina 911 Board PSAP
Revenue/Expenditure Report
Status as of November 29, 2016**

Total received: 129

Completed: 25

Clarification – in process: 23

Reports awaiting review: 80

Review complete—waiting on revised sign report: 1

Report received—no documentation for review: 0

REPORT not received: 0



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

October, 2016

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none">• Facility design has been completed; final modifications have been completed	<ul style="list-style-type: none">• No further actions required
2. Permits	<ul style="list-style-type: none">• No action required – All Building permits approved	<ul style="list-style-type: none">• No additional action planned
3. Construction	<ul style="list-style-type: none">• Construction continues, facility is fully under roof• Building completion – completed at 58%• Interior walls and infrastructure being constructed• Equipment room design is underway with cabinet configuration• Construction conference calls were conducted	<ul style="list-style-type: none">• Construction will continue during this period• Interior walls and infrastructure will continue• Communications tower will be constructed• Communications shelter will be delivered and installed
4. Communications Systems	<ul style="list-style-type: none">• Tower has been constructed• Ham radio equipment is being purchased• Modifications to fiber network design were completed• Communications shelter size was modified to accommodate additional equipment	<ul style="list-style-type: none">• DAS system to be installed• Motorola radio update underway• CAD system upgrade completed• Radio Consoles to be delivered, installed and tested• Communications Shelter to be delivered and equipment installed
5. Other Activity	<ul style="list-style-type: none">• All technology equipment has been awarded with the exception of AV which is currently being prepared for pricing• MCP conducted bi-weekly project status conference calls with the client• MCP facilitated operations coordination meeting with all counties involved in the consolidation	<ul style="list-style-type: none">• AV equipment will be purchased and installation will begin• MCP will continue bi-weekly conference calls with the clients• MCP will continue activity on tri-county transition plan• Group meetings are scheduled to finalize operational components and identify logistical activities for the transition• MCP will continue coordination of transition planning for the new facility



Graham County E911 Enhancement/Replacement Monthly Progress Report

October 2016

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none">Preliminary technical and dispatch design continuesArchitect has completed drawing and Board approved them on October 18th	<ul style="list-style-type: none">Bid set drawings will be reviewed by the CountyConstruction cost projections will be completedGeneral Contractor will be hired
2. Permits	<ul style="list-style-type: none">Graham County permitting is completed for pre-construction activities	<ul style="list-style-type: none">Construction permitting completed
3. Construction	<ul style="list-style-type: none">Construction documents are completed – awaiting final input by General Contractor if neededUtility infrastructure has been run to the building siteSoil samples have been taken	<ul style="list-style-type: none">Construction materials cost and fiscal projections will be completed in cooperation with General Contractor and CountyMCP will coordinate with architect and General Contractor to complete the preliminary construction schedule
4. Communications Systems	<ul style="list-style-type: none">Radio system review and transition planning continuesCPE, CAD, recording system specifications being developedRadio Tower will be bid separately from building construction and specs are being developed	<ul style="list-style-type: none">MCP will continue coordination of communications plan developmentMCP will schedule meeting with all technology vendors to create technology implementation and testing planMCP will initiate interoperability discussion with Swain and Jackson Counties to serve as virtual backups
5. Other Activity	<ul style="list-style-type: none">MCP conducted project status conference calls with the County	<ul style="list-style-type: none">MCP will continue weekly conference call schedule with the County



Hyde County

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

Monthly Progress Report

October, 2016

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none">Tower and tank site walks have been completedStill waiting on all load studies for all sites. Have received Tower mapping for Ponzer, Stumpy Point, Hatteras Tank and Ocracoke TankOnce we receive all load studies, we will be ordering necessary antenna / lines for those sites and addressing any structural needs for those sitesHave received load studies for Ocracoke Tank and Hatteras Tank which are acceptable	<ul style="list-style-type: none">Construction continues on the towers/tanks identified in the projectMicrowave equipment will be ordered as soon as Microwave license has been approved
2. Permits	<ul style="list-style-type: none">Permitting process has been completedFCC licensing for paging has gone to FCC for final approval	<ul style="list-style-type: none">No additional permitting work anticipated at this timeWaiting on Paging licensing
3. Construction	<ul style="list-style-type: none">Construction documents were updated and are still being finalizedOnce final drawings are complete Gately will get approval from Dare and Hyde Counties to begin work at the two water tank sites	<ul style="list-style-type: none">Gately Communications will initiate construction and modification of towers/water tanks included in the project
4. Communications Systems	<ul style="list-style-type: none">Motorola site equipment has been ordered and will arrive at Kill Devil Hill shop for staging	<ul style="list-style-type: none">Communications system relating to the project will be constructedHyde County will continue preparation for transition to consolidated dispatch center
5. Other Activity	<ul style="list-style-type: none">Motorola comparators and other related equipment will be ordered soon within the next month or two by GatelyOnce licensing is approved the microwave radio equipment will be ordered	<ul style="list-style-type: none">MCP will continue periodic conference calls with the Client and vendorHyde County will continue preparation for transition to consolidated dispatch center



Richmond County

PSAP Consolidation and Construction

Monthly Progress Report

October 2016

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none">• Provided power distribution unit (PDU) power requirements to electrical engineer• Completed design development• Further refined cost estimates• Reviewed 25% construction documents, including plans, elevations, and building sections• Began value engineering• Made flooring decisions• Selected exterior materials for the facility• Reviewed electrical needs to determine appropriate generator size for facility• Reviewed generator types to facilitate decision-making	<ul style="list-style-type: none">• Review 50% construction documents• Refine cost estimates• Continue value engineering as needed
2. Permits	<ul style="list-style-type: none">• No activity this reporting period	<ul style="list-style-type: none">• No activity anticipated for next reporting period
3. Construction	<ul style="list-style-type: none">• Reviewed protective covenants for property to determine any requirements not already addressed• Began process for County to adopt ordinance for pre-qualification of vendors	<ul style="list-style-type: none">• Adopt prequalification policy for County• Release public solicitation notice for prequalification of vendors• Publish prequalification documents on website• Conduct topographical survey of site



Richmond County PSAP Consolidation and Construction Monthly Progress Report

4. Communications Systems	<ul style="list-style-type: none">• Received notice of presumed hazard from FAA regarding aeronautical study• Began process to conduct further coverage studies with reduced tower height	<ul style="list-style-type: none">• Conduct coverage studies with reduced tower height study• Provide cost estimate for tower• Determine foundation sizes for tower and shelter to include in construction documents
5. Other Activity	<ul style="list-style-type: none">• Conducted numerous calls between County and MCP regarding project needs and status updates• Held progress meeting with architect• Reviewed grant budget and status between County and MCP	<ul style="list-style-type: none">• Regular communications with project team, as needed – ongoing• Hold progress review meeting with architect in early November• Identify participants for law enforcement work group• Review current standard operating procedures (SOPs) – ongoing

October 25, 2016

Richard Taylor
Executive Director
North Carolina 911 Board

This report summarizes project status for the Coastal Orthoimagery 2016 Project funded by the NC 911 Board. The report summarizes project status for the period from August 1- September 30, 2016.

Accomplishments

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

CGIA

- CGIA discussed weekly project management activities with Project Team meetings.
- Outreach included attending and/or presenting on the project at the following venues:
 - August 10: Presented on the project at the GICC quarterly meeting
 - September 28-30: Presented project status at the NC Arc Users Group Conference
- Initiated VOICE QC on August 1 and uploaded all 27 counties by August 30. CGIA, NCDOT, and PSAPs completed review of 24 counties and submitted issues to contractors for 20 counties including review of Cherry Point and Camp Lejeune. The Marine Corps chose not to perform its own quality review.
- Overall the quality review period is 33% complete
- Received data from Virginia to support cross state minimum seven-mile deliverables. Continued to work with South Carolina
- Updated you regarding City of Jacksonville imagery flown separately by the city at a higher resolution than the six-inch product
- Evaluated the following product deliverables for issues resolutions:
 - Study Area 2 contractor evidence of systematic artifacts
 - Study Area 4 rural flooding
 - Study Area 4 systematic blurring
 - Study Area 1-2 radiometry matching along Roanoke River
 - Study Area 3 radiometry matching along Pender County border
 - Study Area 3 systematic banding
- Continued to monitor and debug improvements to the VOICE application
- Worked with the Marine Corps to evaluate redaction adjustments to private land ownership identified by the City of Havelock
- Continued software testing to validate first deliverables in early October

NC Department of Transportation (NCDOT)

- Attended team strategy meetings.
- Performed and completed review of all counties and began preliminary confirmation of issues resolutions.
- Purchased software licensing to facilitate MRSID imagery format production in November

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

- Attended team strategy meetings.
- Continued CORS maintenance
- Performed maintenance on field survey and GPS equipment
- Initiated horizontal QC field work

Acquisition Vendors

This section summarizes the accomplishments of the four prime acquisition vendors selected through the Qualifications-Based Selection (QBS) process. The selected vendors are Sanborn Map Company, Atlas Geographic Data, Surdex Corporation, and Spatial Data Consultants. The fully executed contracts were awarded on December 16, 2015. Each of the contracts consists of seven primary tasks as follows:

Task 1 – Flight Planning

Task 2 – Imagery Acquisition

Task 3 - Aerotriangulation and Ortho Generation

Task 4 - Product Delivery and Data Acceptance

Task 5 – Quality Review and Resolutions Reporting

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

Task 7 – Closeout

All contractors performed similar tasks to include delivery to the VOICE system and initiating evaluation of responses to submitted issues. As of September 1, all contractors were within 1% of comparable percent complete averaging 89%.

VOICE Application Contractor:

This section summarizes the accomplishments of Quantum Spatial, the sole-source contractor developing the VOICE QC Application. The fully executed contract was awarded on December 15, 2015. That agreement consists of seven primary tasks as follows:

- Task 1: Requirement Workshop
 - Task 2: System Design Document
 - Task 3: Development
 - Task 4: Beta Release Testing
 - Task 5: Production Release
 - Task 6: Hosting and Project Close
- Task 5: Production Release
 - Entered into production on August 1
 - Continued to work on system refinements
 - Task 6: Hosting and Project Close
 - 25% complete

Schedule

The following represents the project's core deliverables milestones for plan and actual status. Details of the plan will accumulate as acquisition contractors are engaged and more definitive technical milestones are developed.

Task	Item	Planned Start	Planned Finish	Actual Finish/Percent Complete
1	Project Initiation	7/1/2015	2/1/2016	
	Issue RFQ for Orthoimagery QBS	8/31/2015	8/31/2015	8/31/2015
	Closing date for RFQ responses	9/22/2015	9/22/2015	9/22/2015
	Contract NCGS	8/1/2015	8/1/2015	8/11/2015
	Contract NCDOT	8/1/2015	8/1/2015	7/21/2015
	Host workshop for selected applicants	11/2/2015	11/2/2015	11/2/2015
	Technical and cost proposals due	11/13/2015	11/13/2015	11/13/2015
	Negotiate with selected applicants	11/23/2015	11/23/2015	11/23/2015
	Conduct Kickoff Meeting	12/17/2015	12/17/2015	12/17/2015
	Contract QC Service Provider	2/1/2016	2/1/2015	12/15/2015
2	Planning and Design	10/15/2015	4/30/2016	
	CORS Upgrades	10/15/2015	3/1/2016	100%
	Validation Range	10/15/2015	1/15/2016	12/3/2015
	RTN Maintenance	10/15/2015	Ongoing	Ongoing
	Attachment C Flight Plan Report	12/17/2015	1/15/2016	2/1/2016
	Control Surveys and Attachment C-1: Control Surveys Report	4/3/2016	4/3/2016	5/31/2016
3A	Acquisition	2/1/2016	5/1/2016	
	Acquire 27 Counties	2/15/2016	4/15/2016	3/16/2016
	Attachment D: Imagery Acquisition Compliance Report	2/1/2016	4/29/2016	4/21/2016
	Exploitation Stereo Samples	4/1/2016	4/1/2016	4/15/2016
	Exploitation Samples	5/31/2016	5/31/2016	7/12/2016
3B	Acquisition Post-Processing	2/1/2016	5/29/2016	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2016	5/27/2016	6/20/2016
	Ortho Generation Workshop	4/27/2016	4/27/2016	4/14/2016

4	Quality Review Production and Product Delivery	8/1/2016	12/30/2016	
	QC Production Cycle	8/1/2016	12/30/2016	33%
5	Implementation	1/31/2017	3/30/2017	
	Product Delivery	1/19/2017	1/27/2017	
	Implement the NC OneMap Geospatial Portal Solution	2/1/2017	Ongoing	
	60 day End-User Evaluation	1/30/2017	3/30/2017	
6	Project Closeout	4/1/2017	6/30/2017	
	Final Data Packaging and Final Reports	4/1/2017	5/31/2017	
	Project Closeout	6/1/2017	6/30/2017	

Budget

The expenditures for the project are summarized below. Note the current reporting period represents August 1- September 30, 2016. The total budget for the project is \$4,047,760.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
CGIA			
CGIA Labor	\$66,528.00	\$268,165.00	
DIT Hosting and Information Technology	\$0.00	\$0.00	
CGIA Travel	\$0.00	\$513.48	
CGIA Reimbursable Expenses	\$0.00	\$110.44	
CGIA Total	\$66,528.00	\$268,788.92	49.2%
Subcontractors			
NCDPS-NCGS	\$3,881.92	\$80,590.31	37.8%
NC DOT	\$16,002.88	\$39,638.89	24.3%
Sanborn	\$197,603.86	\$558,936.26	77.7%
Atlas	\$57,061.75	\$340,129.72	68.5%
Surdex	\$189,698.38	\$468,654.01	68.0%
Spatial Data	\$201,393.73	\$580,553.98	78.4%
VOICE	\$10,950.00	\$1,886,182.55	39.8%
Subcontractor Total	\$676,592.52	\$2,099,770.69	67.7%
Grand Total (for Project)	\$743,120.52	\$2,368,559.61	58.5%

Major Tasks Identified for October 2016

CGIA

- Update project website and web mapping content for effective communication
- Continue development of data validation tools and implement final delivery validation
- Continue to monitor incidents of systematic problems
- Complete screening of all submitted issues. Take receipt of final delivery for eight counties
- Obtain and process South Carolina seven-mile data
- Finalize Cherry Point to unredact City of Havelock lands
- Work with City of Jacksonville PSAP to determine interest in the City's advanced data and how best to accommodate
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

NCGS

- Attend weekly project meetings
- Continue to perform maintenance on field survey and GPS equipment
- Continue horizontal review process

NCDOT

- Attend weekly project meetings
- Continue confirmation of issues resolutions

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

Task 5 – Quality Review and Resolutions Reporting

- Initiate internal issues resolutions production



PAT MCCRORY
Governor

KEITH WERNER
State Chief Information Officer

Project Issues

There are no financial or technical issues to prevent the team from completing the project on time and within budget.

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

Sincerely,

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

Tim Johnson, GISP
Director
Center for Geographic Information and Analysis

PSAP Grant-Statewide 911 Projects Fund

		Total Disbursed FY2011-2014	Jul-16	Aug-16	Sep-16	Oct-16	#	Remaining Grant Balance
			\$27,672,073.85	\$25,981,204.35	\$25,287,111.46	\$43,548,771.54	#	
FY2012	Award Amount							
Rockingham County	7,826,000.00	-7,493,017.69		-221,642.00		-102,768.90		8,571.41
FY2013	Award Amount							
Lenoir County	7,400,000.00	-7,236,114.23		163,181.50				327,067.27
FY2014	Award Amount							
Anson County G2014-01	949,000.00	-797,434.36		0.00				151,565.64
Henderson County G2014-04	3,600,000.00	-3,433,293.71		0.00				166,706.29
Hertford County G2014-05	4,250,000.00	-3,339,551.86	-431,687.77	0.00	-446,352.04			32,408.33
FY2015	Award Amount							
Caldwell County G2015-001	1,022,399.00	-995,299.62		-27,099.38				0.00
Dare County G2015-002	7,002,795.00	-747,957.72	-405,843.71	-252,159.70	-552,556.08	-1,031,197.11		4,013,080.68
Haywood County G2015-003	2,694,827.00	-1,797,619.21	-63,403.00	-236,797.88		-464,315.42		132,691.49
FY2016	Award Amount							
Graham County G2016-01	3,401,528.00	-11,407.00		-54,369.25				3,335,751.75
Hyde County G2016-02	1,266,887.00	-17,689.14		0.00				1,249,197.86
Richmond County G2016-03	6,357,537.00	-48,992.60	-37,567.80	-24,885.60	-36,132.84	-34,721.40		6,175,236.76
STATEWIDE PROJECTS:	Award Amount							
E-CATS II	1,354,880.00	-355,423.65	-58,005.72	-61,763.30	-57,600.00	-60,247.17		761,840.16
Interpretive Services	1,155,000.00	0.00		0.00		-9,486.00		1,145,514.00
Ortho Project III Image 15	3,719,332.00	-3,483,256.27	-141,291.30	0.00	23,992.50			118,776.93
Ortho Project III Image 16	4,076,752.00	-1,587,983.61	-570,650.16	0.00	-354,859.86	-241,560.10		1,321,698.27
Ortho Project III Image 17	3,815,129.00	0.00						3,815,129.00
Approved Transfer from PSAP Fund Interest			17,579.96	21,442.72	19,661,220.20 23,948.20	25,804.30		
Total Ending Fund Balance		\$ 27,672,073.85	\$25,981,204.35	\$25,287,111.46	\$43,548,771.54	\$41,630,279.74	#	\$ 22,755,235.84

En \$ 22,755,235.84
Gr \$20,793,535.70

NG 911 FUND	Revenue 10%	Interest	NG 911 Disbursement	NG 911 Fund Balance
Beginning Fund Balance:				\$ 4,203,563.24
July 2016	\$606,312.83	\$2,670.51		4,812,546.58
August 2016	695,427.18	3,971.87		5,511,945.63
September 2016	645,510.31	5,220.10		6,162,676.04
October 2016	536,548.42	3,651.62		6,702,876.08

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					\$3,632,364.39
July 2016	\$656,844.67	\$2,307.63	\$ 560,421.36		3,731,095.33
August 2016	693,002.96	3,079.33	-		4,427,177.62
September 2016	603,575.13	4,192.77	900,314.49		4,134,631.03
October 2016	400,529.28	2,449.93	202,463.75		4,335,146.49

	Revenue						GRANT Allocation Transfer out	Monthly Expenditure
PSAP FUND	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total		
July 2016	\$2,627,378.63	\$1,139,878.21	\$978,145.51	\$ -	\$ 11,410.88	\$4,756,813.23		\$4,162,300.21
August 2016	2,772,011.87	984,540.29	944,856.09	801,844.70	15,314.61	5,518,567.56		4,341,807.49
September 2016	2,414,300.50	993,822.34	905,472.90	834,325.65	18,687.98	5,166,609.37	19,661,220.20	4,295,332.42
October 2016	1,602,117.15	956,372.87	988,880.03	832,747.00	558.68	4,380,675.73		4,281,584.90

**STATE
OF
NORTH CAROLINA

NATIONAL
911
GUIDELINES
ASSESSMENT
REPORT**

March / 2016

Executive Summary

The State of North Carolina

North Carolina, also known as the *Tar Heel State* and the *Old North State*, is the 28th largest and the 9th most populous of the 50 United States.

Geography

The state borders South Carolina and Georgia to the south, Tennessee to the west, Virginia to the north, and the Atlantic Ocean to the east. North Carolina's area is 53,819 square miles; it consists of three main geographic sections: the Atlantic Coastal Plain, which occupies the eastern 45 percent of the state; the Piedmont region, which contains the middle 35 percent; and the Appalachian Mountains and foothills. The extreme eastern section of the state contains the Outer Banks, a string of sandy, narrow barrier islands between the Atlantic Ocean and two inland waterways or "sounds": Albemarle Sound in the north and Pamlico Sound in the south. They are the two largest landlocked sounds in the United States.

Population

North Carolina is composed of 100 counties, 85 of which are considered to be rural*. Its two largest metropolitan areas are among the top ten fastest growing in the country: its capital, Raleigh, and its largest city, Charlotte. The population of North Carolina was 9,943,964 on July 1, 2014, according to the United States Census Bureau. This represents an increase of 1,340,334, or 16.7 percent, since the last census in 2000 – and exceeded the rate of growth for the United States as a whole. Population diversity data from the 2010 census show whites comprise 64 percent of the total population, African Americans 22 percent, Latino 9 percent, and Asian Americans 3 percent. Since the last census, the Asian population increased by 82 percent and the Latino population increased by 111 percent.

Economy

In the past five decades, North Carolina's economy has undergone a transition from reliance upon tobacco, textiles, and furniture making to a more diversified economy with engineering, energy, biotechnology, and finance sectors. Employment in North Carolina has gained many different industry sectors: science, technology, energy, and math, or STEM, industries in the area surrounding North Carolina's capital have grown 17.9 percent since 2001, placing Raleigh-Cary at No. 5 among the 51 largest metro areas in the country where technology is booming. The working population is employed across the major employment sectors. The economy of North Carolina covers 15 metropolitan areas. In 2010, North Carolina was chosen as the third-best state for business by Forbes Magazine, and the second-best state by Chief Executive Officer Magazine.

Government

The government of North Carolina is divided into three branches: executive, legislative, and judicial. These consist of the Council of State (led by the Governor), the bicameral legislature (called the General Assembly), and the state court system (headed by the North Carolina Supreme Court). The state constitution delineates the structure and function of the state government.

North Carolina's bicameral General Assembly consists of the 120-member North Carolina House of Representatives and the 50-member North Carolina Senate. The lieutenant governor is the ex officio president of the state Senate. The Senate also elects its own president pro tempore and the House elects its speaker.

* As defined by the U.S. Department of Commerce.

Its session laws are published in the official North Carolina Session Laws and codified as the North Carolina General Statutes.

Status of the North Carolina 911 System

History, Legislature, and Funding

In 1989, the North Carolina General Assembly passed the Public Safety Telephone Act recognizing 911 as a toll free number through which an individual in the State can gain rapid, direct access to public safety aid. The Act became law as North Carolina General Statute Chapter 62A. Local governments set a rate and collected a 911 service fee to pay eligible costs associated with providing that direct access to Public Safety Answering Points (PSAPs).

When wireless phones became popular, these devices did not fit the wireline model for providing location information, so the legislature adopted NC Senate Bill 1242 in 1998, providing for a 911 Wireless Fund and creation of the Wireless 911 Board. This bill defined the composition of the fund and the requirements for participation. It became law as Article 2 of §62A.

During the 2007 legislative session, House Bill 1755 was introduced "to modernize and improve the administration of the State's 911 system through a statewide 911 Board by ensuring that all voice services contribute to the 911 system and by providing parity in the quality of service and the level of 911 charges across voice communications service providers." The bill was passed as Session Law 2007-383, and took effect January 1, 2008. It requires all voice communications service providers to collect a single rate 911 service fee and remit collections to the State 911 Board rather than to the local governments. The State 911 Board distributes funds to the PSAPs based upon criteria set forth in the new law.

The NC 911 Board

The State 911 Board was created to consolidate the State's Enhanced 911 system under a single board with a uniform 911 service charge to integrate the State's 911 system, enhance efficiency and accountability, and create a level competitive playing field among voice communication technologies.

The 911 Board manages all revenues remitted to the 911 Fund, establishes procedures for disbursement of funds, and advises all voice communications service providers and eligible counties of such procedures. The Board must monitor the revenues generated by the service charge, and if it determines that the rate produces revenue in excess of the amount needed, must reduce the rate. A change in the amount of the rate becomes effective on July 1 of any year. The 911 Board must notify providers of a change in the rate at least 90 days before the change becomes effective. The rate must ensure full cost recovery for voice communications service providers and for primary PSAPs over a reasonable period of time. The 911 Board must report to the Joint Legislative Commission on Governmental Operation, the Revenue Laws Study Commission, and the Joint Legislative Utility Review Commission in February of each odd-numbered year.

The NC 911 Board is made up of 17 members, including 8 local officials, 8 vendors, and the State's Chief Information Officer (CIO) who acts as the Chair of the Board. The NC 911 Board's vision is to provide the same high quality 911 service to every one of its citizens - "from Murphy to Manteo".

PSAPs in North Carolina

There are 119 primary PSAPs in North Carolina, distributed as follows: 34 PSAPs under city/county management, 25 managed by Police Departments, 26 operated by Sheriffs' Offices, and 35 under Emergency Management. In addition, there are six secondary PSAPs that receive state funding, bringing the total number of PSAPs receiving funding from the 911 Board to 125.

All PSAPs in the state have implemented Wireless Phase II E911 technology[†]. To date, 67 PSAPs have implemented text to 911. Most of North Carolina's 911 system is comprised of small PSAPs, with 55 PSAPs having 1-4 seats, 49 PSAPs with 5-9 seats, and 15 PSAPs with 10 seats or more. PSAP size ranges from PSAPs with 2 seats (in multiple jurisdictions) to the Charlotte-Mecklenberg PSAP, which has 67 seats.

911 Calls

During the year of 2014, there were approximately 7 million 911 calls processed in North Carolina, 70 percent of which were made from wireless phones. The October 2015 data shows that calls from wireless phones increased to 75 percent of the total while wireline calls were down to 17 percent. With regard to 911 call answering times, the state has a goal of answering 90 percent of the calls within 10 seconds. The October 2015 data shows that an average of 100 PSAPs out of the 119 reach that goal.

Progress towards Next Generation 911

With regard to the status of Next Generation 911 (NG911) planning, North Carolina is implementing a multi-phased plan to deploy NG911. The first two deliverables - a Concept of Operations and Cost Analysis are due to be reviewed by the NC 911 Board at its December meeting. NG911 Requests for Proposals (RFPs) are expected to be issued in 2016, with the first NG911 PSAP estimated to be deployed by December 2017.

Background on Statewide 911 System Assessment Process

To continue enhancing their statewide 911 system, the State of North Carolina volunteered to participate in a project to assess the statewide 911 system. The assessment uses consensus guidelines that were developed by a National 911 Assessment Guidelines Work Group (NAGWG) facilitated by the 911 Resource Center, a service of the National 911 Program. The consensus guidelines serve as an objective benchmark for the assessment of the status of a statewide 911 system. States are not required to adopt the guidelines; any established assessment process is conducted on a voluntary basis.

NAGWG developed eight guideline categories that constitute the basis for the consensus guidelines:

1. Statutory and Regulatory
2. Governance
3. Functional and Operational Planning
4. Standards
5. Security and Continuity of Operations
6. Human Resources and Training
7. Evaluation
8. Public Education

The guidelines in each category illustrate what an effective 911 system encompasses, but do not dictate how to achieve an end result. The guidelines are operational in nature and are not meant to be technical, nor are they intended to be standards or requirements. The guidelines are intended to unify the goals of the industry

[†] Wireless Phase II is defined by NENA as: "required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements"

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and facilitate a coordinated effort to advance 911 across the country. The guidelines are designed to be as constructive as possible and do not establish a pass/fail designation or a graded structure.

NAGWG determined three core elements for each guideline: the guideline itself, the criteria, and the rationale. The rationale describes why the guideline is important; the guidance is designed to provide assistance for assessors, but may also provide information for states. Most guidelines are based on three criterion levels: minimum, advanced and superior. Each graduated rating assumes compliance with the prior rating. Some guidelines are binary in nature, and are indicated by 'Binary' in the minimum criteria and grayed-out in the advanced and superior criteria boxes. With a binary guideline, the assessment result will be either a yes or no answer; either the state does it or it does not. There are no graduated ratings possible with such a guideline. A state, for the purpose of this document, includes the political subdivisions, and the people of a state. When a guideline says that the "state" should do something, it does not imply that it should be done by state government, but rather that it should be done in the state, and apply to the entire state. Statewide defines functions that apply to the entire state in order to provide uniform 911 service for all public and private entities within the state.

A peer assessment team performed a statewide analysis of the current status of 911 and made recommendations based on the established guidelines. The complete guidelines, current environment, and assessor recommendations follow this introduction.

The members of the assessment team are peers and experienced 911 professionals. Their collective expertise comes from almost 140 years of experience as 911 subject matter experts. The team members are Becky Berger, James Goerke, Wink Infinger, Dorothy Speakers-Dean, and Terry Traynor.

- Becky Berger was the 911 Program Manager in the State of Montana for 10 years. Prior to that, she spent 27 years in the telecommunications industry. She retired 2013. As the 911 Program Manager, she was responsible for the development, implementation, and operation of 911 emergency telephone and public safety communications systems throughout the state. Ms. Berger served as a member of the Pilot Peer Assessment Team in Delaware.
- James Goerke, ENP, is the Executive Director of the Texas 911 Alliance, which is comprised of the 24 Emergency Communications Districts in Texas. He is one of the co-chairs of NENA's 9-1-1 Transition Subcommittee. Mr. Goerke was previously the Director of the Texas Commission on State Emergency Communications (CSEC).
- Wink Infinger, ENP, is the Florida State 911 Coordinator. He brings to the Assessment Team years of experience in the overall management of a statewide 911 program. He represents Florida as a member of the National Association of State 911 Administrators (NASNA).
- Dorothy Spears-Dean, PhD, is the Virginia Public Safety Coordinator within the Virginia Information Technologies Agency. Her expertise is in governance and technology. She is also a key member of NASNA, and has been involved in a number of initiatives by the National 911 Program and serves on the Public Safety Advisory Committee of FCC.
- Terry Traynor is the Assistant Director of Policy and Programs for the North Dakota Association of Counties, which is responsible for managing the 911 program for North Dakota. North Dakota's 911 planning, standard development, joint procurement, and network deployment has been managed since 2001 under Terry's direction within this statewide association. Mr. Traynor was a member of the Pilot Peer Assessment Team in Delaware.

Using the recommendations provided by the Assessment will assist the NC 911 Board, and the State of North Carolina, in improving 911 for the benefit of all citizens of and visitors to the state, as well as public safety. This report is the property of the North Carolina 911 Board and permission for its use must be requested before its contents can be shared.

Report Structure

The assessment report is divided into eight sections, which reflect the eight categories developed by National 911 Assessment Guidelines Work Group (NAGWG) that constitute the basis for the consensus guidelines. The eight sections and a brief summary of each section is provided below.

Statutory and Regulatory

North Carolina has done a commendable job in consolidating most state information technology services into the Office of Information Technology Services. By nature, this provides immediate access to IT resources, and other important complementary services like IT procurement, FirstNet and the Center for Geographic Information and Analysis. 911 service is statewide, and the 911 Board appears to have an excellent working arrangement with the state's PSAPs and other stakeholders in the state essential to the state's 911 program. While roles may continue to evolve with migration to NG911, the Board is sensitive to that, and continues to work their way through the process. The Board itself provides an effective vehicle for essential stakeholder involvement in the state program.

The 911 funding mechanism in North Carolina is technology neutral in today's world, at least to how it applies to all voice communications service providers. However, with the advent of new technologies, current approaches that simply assess fees on end-user device or access lines, administered largely by traditional carriers, may no longer be sufficient. The 911 Board is sensitive to those issues, and is helping explore other options to be technology neutral in tomorrow's world.

NG911 is being designed to support an interconnected system of local, regional, and state emergency services networks. Effective interconnection requires effective planning and coordination, and will be based upon a variety of factors, including, but not limited to local, regional and state emergency event response considerations, historical institutional, statutory, and geo-political cultural arrangements, existing and desired joint service environments, and resource sharing opportunities, factors and constraints. The 911 Board can help facilitate this process by helping offer the tools and support necessary to make it happen, and should continue to explore the best ways of doing that. Work on essential system operational standards is an ongoing and continuing process. The Board needs to complete its current work to establish an initial set of standards through agency rulemaking, and periodically review the need to revise and/or establish new standards that may be needed for migration to NG911.

Governance

As the 911 system has evolved over time, its success has been linked to governance mechanisms that ensure alignment between the business strategy and direction established by the NC 911 Board, and the path to needed outcomes identified by the stakeholders that support the entire statewide 911 ecosystem. These mechanisms help the Board to do the following: sustain its potential to deliver its promised value; provide oversight and control over the various programs it manages; assess the current state of the statewide 911 system and make adjustments to programmatic areas and direction, as necessary; and, allow the Board to refine the definition of success to maintain alignment with its evolving business strategy.

The NC 911 Board has a number of strengths related to its current governance mechanisms. Two of the most noteworthy are the level of stakeholder participation in 911 planning, implementation, and changes and overall level of input and oversight the Board has for statewide 911 system coordination. An area that is ripe for growth is the development of a statewide governance model for resource sharing and agreements between jurisdictions.

Functional and Operational Planning

The functional and operational planning environment outlines the areas of service delivery that should be addressed in a 911 system. This environment includes areas such as record retention, call handling protocols, continuity of operations plans, and exercises.

The Functional and Operational criteria of the assessment focuses on record retention, call handling protocols, continuity of operational planning exercises. Policy and planning issues are often the lowest on the priority list. It is not that the plans are not a priority, in fact, often are in place but not well documented. The 911 Board has the resources to formalize policies and procedures to be applied statewide through the rulemaking process. One option might be to expand the state plan to include information and strategies that would encourage the adoption of standard operating procedures and best practices.

Standards

Statewide technology and performance standards are the building blocks for a successful 911 state implementation to provide consistent enhanced 911 service throughout the state. The NC 911 Board created a Standards Committee in 2010 with standards and protocols developed for rule promulgation in January 2013. The rules were developed using national industry standards and best practices with modifications based on legislative authority and North Carolina's specific public safety requirements. The main concern for the proposed standards is the adoption time required for the rule development and the deletion of some of the proposed standards. The final rules have not been finalized and adopted.

The state encourages and fosters the adoption of technical and operational consensus standards and requirements. The NC 911 Board's approach to funding the requirements in the systems will assure compliance. With the completion of the rule adoption, implementation of a PSAP compliance measurement process and onsite inspections the state will complete the assessment guidelines on standards. The NC 911 Board is identifying new technologies and developing an advanced 911 system with their NG911 project. That activity will require new standards to be developed. The North Carolina School Risk and Response Management Initiative is a prime example of the need to have 911 related interface standards, protocols, and operational procedures incorporated into the 911 system. The time required for rule development for the performance and security standards could delay implementations based on future rule development for modifications required for advancements in technology, including next generation 911 implementations. North Carolina should identify strategies to accelerate the timely completion of the rulemaking process.

Security and Continuity of Operations

The safety and security of the public safety personnel, equipment, systems, and its continuity of operations cannot be overstated for the safety of North Carolina's residents and visitors. The security standards for the existing 911 PSAP systems are included in proposed rule development. The state requires plans and actions

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to facilitate disaster recovery or coordinate restoration of the enhanced 911 system with an emergency management desire to exercise all PSAP continuity and backup plans.

The NC 911 Board, NG911 project will involve critical statewide infrastructure. While currently in the development process, the development of the performance and security standards could delay implementations based on future rule development. The physical security and cybersecurity plan and procedures will be critical in successful implementation of NG911 and protection of the 911 data.

Human Resources and Training

The Human Resource criteria of the assessment focuses on the state's framework for telecommunicator qualifications, training, certification and evaluation, as well as the availability of uniform job descriptions and stress management resources.

North Carolina has clearly demonstrated, through the materials and presentations provided, that multiple avenues for training and certification, as well as best practices linked to national standards, have been established. Additionally, requirements exist for specific subsets of PSAPs. However, the state lacks uniform requirements that ensure equal access and service delivery regardless of agency involved. It is notable that significant aspects and elements supporting the criteria in this area can be funded through dedicated 911 fee revenue provided by the Board. In the current environment, it appears that further administrative rulemaking will be necessary to transition from encouraging compliance to requiring and enforcing compliance in this area.

Evaluation

The evaluation of a 911 system is a purposeful, systematic, and careful collection and analysis of information and data used for the purpose of documenting the effectiveness and impact of the 911 system, establishing accountability, and identifying areas needing change and improvement. The evaluation environment established by the NC 911 Board includes the following: the purpose and scope of the evaluation; measurement of specific criteria, evaluation methodology, evaluation instruments, information and data collection, analysis, documentation of findings, dissemination of findings, and feedback to 911 stakeholders.

The NC 911 Board's primary strength related to its 911 evaluation process is that the overall evaluation process is extremely well documented. This is built on a foundation of recognizing the importance of operating standards and rules as they relate to performance evaluations, quality assurance, and a holistic approach to statewide information and data collection. A growth area for the NC 911 Board is in developing telecommunicator staffing requirements based on 911 call volumes.

Public Education

The Public Education criteria of the assessment focus on availability and uniformity of materials determined effective for communicating the capacities, capabilities, and limitations of 911 to the general public, as well as specific users and stakeholders.

Although not included in the 2010 State 911 Plan, public education is clearly a component of the 911 Board's planning process. The establishment and staffing of an Education Committee demonstrates the state's commitment to this criteria. Quality communication products have been used effectively for the general public; however, certain special populations and stakeholders have not yet been targeted. Additional development and documentation of a broader public education plan, along with further coordination with local public education efforts, are necessary to achieve enhanced results. The inclusion of representatives of additional

special populations and stakeholders on the Education Committee may be advisable, while coordination with various statewide organizations could facilitate broader distribution of targeted materials.

Strengths

The assessment report is the result of a comprehensive and detailed analysis of all 74 guidelines. The reader is encouraged to review the guidelines for specific information. The following strengths were highlighted by the assessment team as particularly noteworthy:

- Consolidating most state information technology services including the NC 911 Board into the Office of Information Technology Services provides immediate access to IT resources, and other important complementary services like IT procurement, FirstNet and the Center for Geographic Information and Analysis.
- 911 service is statewide, and the NC 911 Board appears to have an excellent working arrangement with the state's PSAPs and other stakeholders essential to the state's 911 program.
- The 911 funding mechanism is technology neutral in today's world, at least to how it applies to all voice communications service providers.
- The NC 911 Board provides an excellent level of stakeholder participation in 911 planning, implementation, and statewide 911 system coordination.
- The creation of the NC 911 Board's Standards Committee uses national industry standards, best practices, and modifications based on legislative authority to provide the state with the foundational standards for public safety requirements.
- State and local agencies partner effectively to facilitate disaster recovery and coordinate the restoration of the enhanced 911 system.
- Multiple avenues for receiving training and achieving public safety related certification have been established, within the context of nationally accepted standards and best practices.
- The overall 911 system evaluation process with financial and operational focus areas is extremely well documented and analyzed.
- Public education is clearly a component of the NC 911 Board's planning process. The establishment and staffing of an Education Committee demonstrates the state's commitment to this criteria.

Growth Areas

The assessment team identified the bolded growth areas as having the highest priority. The growth areas are as follows:

- **With the advent of new technologies, current approaches that simply assess fees on end-user device or access lines, administered largely by traditional carriers, may no longer be sufficient.**
- **Work on essential system operational standards is an ongoing and continuing process. The NC 911 Board needs to complete its current work to establish an initial set of standards through agency rulemaking, and periodically review the need to revise and/or establish new standards that may be needed for migration to NG911.**
- **The time required for rule development for the performance, training, and security standards could delay implementations based on future rule development for modifications required for advancements in technology, including NG911 implementations. Strategies should be identified**

to accelerate the timely completion of the rulemaking process. Further rulemaking will be necessary to transition from encouraging to ensuring a consistent level of service.

- **The 911 Board can foster new governance arrangements by helping to offer the tools and support necessary to make it happen. An area that is ripe for growth is the development of a governance model for resource sharing and agreements between jurisdictions.**
- The state 911 plan should be expanded to include strategies encouraging the adoption of standard operating procedures and best practices.
- The creation of a physical security and cybersecurity plan with standard operational procedures will be critical in successful implementation of NG911 and protection of the 911 data.
- The development of uniform training requirements linked to national standards will ensure equal access and service delivery regardless of the agency involved.
- Telecommunicator staffing requirements based on 911 call volumes should be established.
- Strengthen the public education plan by taking advantage of local efforts to enhance the effective use of 911.

Important Note to Readers

This assessment process should not be confused with a performance evaluation. The assessment was developed to assist states in determining how "well positioned states may be, to facilitate specific advancements in technology and operations." It should not – and really cannot – be used to judge how effective a state has been, or will be, in delivering 911 services. Rather, it aims to acknowledge accomplishments to date, and help states to identify areas where changes could (based on national benchmarks) improve their ability to respond to the multitude of changes facing the 911 sector of public safety. The benchmarks involved are necessarily generic and may not always fully align with how a state chooses to approach their 911 service environment, based upon specific state and local priorities and factors. A state's specific circumstances may limit how benchmarks apply in some instances.

Another important note is that these are strictly guidelines, and meeting a minimum criterion may be all that certain states should strive for. The states undergoing this assessment have asked to be evaluated against an ideal, not against what their specific statutes and authorities allow them to do. We want to emphasize that these guidelines are primarily meant to point states towards an ideal direction to move toward, not to evaluate their performance. The fact that any state has not achieved a specific criterion for any particular guidelines should in no way be interpreted as a failure of any kind.

Statutory and Regulatory Environment

The statutory and regulatory environment outlines the items that a state should have codified to enhance 911 system performance. This does not have to be within the 911 statutes, but can be from another area of statute. For example, privacy issues may be in a right-to-know statute. Examining these against a state's current statutory and regulatory environment will enhance the service provided to the citizens and visitors to the state.

This category has 27 guidelines.

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Guideline SR1: The statutory environment provides for comprehensive statewide 911 coordination.		
Guidance: Statewide coordination should include all 911 stakeholders, all 911 accessible services (e.g., wireline, wireless, Voice over Internet Protocol [VoIP] and emerging technologies) and governmental and non-governmental entities. Comprehensive coordination includes statewide planning, funding support, stakeholder involvement, uniform statewide adherence to established technical and operational standards, influencing policy creation to the benefit of the stakeholders, public education, training, enforcement, rulemaking, procurement authority, grant writing assistance, grant management, dispute resolution, and program evaluation.		
Guideline Cross-reference(s): GV1, GV2, GV3, GV4, GV5, GV6, GV7		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) provides for the roles and responsibilities of statewide 911 coordination.	Statute(s) provides authority for statewide planning, with a mechanism for input from stakeholders statewide.	Statute(s) provides authority and sustainable funding.
Rationale: Statewide 911 coordination helps improve uniform quality service across the state. Lack of comprehensive coordination can increase costs and decrease desirable outcomes.		

Current Environment:

North Carolina's statutory environment does provide for comprehensive statewide 911 coordination. North Carolina General Statute (NCGS) 62A establishes the North Carolina 911 Board (NC911 Board), the stakeholder representation for members serving on that Board (public and private), the powers and duties of the Board, establishes a 911 fund and 911 fee to be remitted to and administered by the Board, and stipulates the acceptable use of the money distributed from that fund by CMRS providers and Public Safety Answering Points (PSAPs) receiving distributions from the 911 fund. The statute also establishes a PSAP Grant and Statewide 911 Projects Account which provides grant funding to PSAPs over and above their monthly 911 fund distributions and allows the 911 Board to pursue statewide projects deemed useful to stakeholders in the statewide 911 system. Such statewide projects are directly funded by the 911 Board rather than by communications provider or PSAP 911 fund distributions.

§ 62A-42(a)(1) directs the 911 Board to create and maintain a 911 State Plan, the first of which was drafted by a stakeholder study group representing both the public and private sector and adopted by the 911 Board in 2010. Of the 13 recommendations proposed in the plan, 11 have been completed and 2 are still in process.

§ 62A-42(a)(4) directs the 911 Board to set operating standards for PSAPs and backup PSAPs, while § 62A-42(a)(9) provides for the Board to adopt rules to implement the article (Article 3 of NCGS 62A). In 2010 a committee was formed to develop a set of such operating standards, and the subsequent standards were sent to the Rules Committee of the North Carolina Administrative Office of the Courts (NCAOC) for codification as rules. That process is not yet complete, but is expected to be completed before the close of 2015. §62A-42(a)(9) also stipulates that the 911 Board does NOT have authority to establish technical standards for telecommunications service providers, although that has not historically proven problematic; the telecommunications service providers in North Carolina typically stay ahead of the technology curve and are proactive in adopting the most recent telecommunications technology.

As the needs of the statewide 911 community have historically changed over time, the 911 Board has successfully worked with the North Carolina General Assembly (NCGA) to effect policy change which

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allows the Board to better serve that community. Additionally, policy change has frequently been driven by the stakeholder community, with both public and private members of that community lobbying their legislative representatives to effect changes which they feel would be beneficial to them.

In 2010 §62A-42(a)(8a) provided for the 911 Board to design, create, or acquire printed or Web-based public education materials regarding the proper use of 911. The 911 Board established an Education Committee to accomplish those ends, and the committee has actively pursued education opportunities with state legislators, county or municipal government representatives, and the public through direct meetings and training sessions. The committee is pursuing use of radio spots to further get the word out to the public with three initial points of focus: 1) call if you can, text if you must, 2) know your location, and 3) don't hang up. A training class focusing on employee retention has already been offered to PSAP management personnel at no cost, and other classes are currently being developed.

In-state training of 911 personnel regarding the maintenance and operation of the 911 system has been an allowable use of 911 funds since the 911 Board was created. Out-of-state training may be approved on a case by case basis when it is unavailable in-state or the costs are less if received out of state.

§ 62A-46(e)(2) requires a PSAP receiving 911 fund distributions from the 911 Board to annually submit a copy of its budget detailing the revenues and expenditures associated with the operation of the PSAP, and the 911 Board determines whether the expenditures fit within the eligible use of funds parameters stipulated in § 62A-46(c). If 911 Board staff determines funds have been used for ineligible expenditures, those expenditure amounts must be reimbursed to the local 911 fund.

Procurement authority at the local PSAP level rests with the local government entity which operates the PSAP rather than the 911 Board, although the 911 Board does exercise authority over making procurements for statewide projects. Although no formal PSAP equipment refresh cycle is codified, since the 911 Board was created its policy has been to continually encourage PSAPs to utilize their 911 fund distributions to update their technology every three to five years.

The 911 Board does not provide grant writing assistance per se to PSAPs (e.g. third party grant applications), but when PSAPs are applying for grants offered by the Board, Board staff has always been willing to work with the applicants to help them understand what is expected of them in both the application process and their specific applications. The 911 Board has also provided many presentations to the PSAP community outlining its grant application process in an effort to promote and encourage PSAPs to apply for its grants. Once 911 Board grants are awarded, grant management is the responsibility of the grant recipient, although the Board requires periodic reports from the recipient to ensure grant projects are proceeding as they should be.

The 911 Board does not have an official dispute resolution authority for disputes among third parties, i.e. beyond disputes with the Board directly. Parties which have sought to appeal 911 Board decisions (i.e. have disputes with the 911 Board) have always been encouraged to bring their case before the Board at a Board meeting. Going forward, in the proposed Title 9 Operating Standards 911 Board Rules currently moving through the rule making process, § 9 NCAC 6C.0109 provides for any aggrieved PSAP or Service Provider to request a hearing before the Board. § 9 NCAC 6C.0110 and 0111 further provide, upon request of an aggrieved person, for the Board to issue a declaratory ruling as to the validity of a rule or as to the applicability to a given state of facts, a statute administered by the Board or of a rule or order of the Board, except when the Board for good cause finds issuance of a ruling undesirable.

Program evaluation is an ongoing and never ending task of the 911 Board and Board staff, although no codified program evaluation structure presently exists. Statewide programs funded by the 911 Board are

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constantly evaluated to see how they can be improved, the 911 Board grant program receives the same level of scrutiny, and NCGS 62A is regularly updated as new technologies and stakeholder needs dictate.

Reference Material: NCGS 62A, State 911 Plan, Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina meets this criteria at the superior level.

Assessor Recommendations: As a state function, continued coordination with other state agency services overlapping with the nature of 911 (e.g., public safety, NCOEMS, etc.) will be important.

Assessor Notes/Comments: By statute, the 911 Board is established in the Office of Information Technology Services. North Carolina has done a commendable job in consolidating most state information technology services into this office. Across the country, state 911 functions are administratively organized in a variety of ways, ranging from complete independency, to being hosted in one state agency or another. 911 is a technology based public safety service. In some states, the 911 function is located in a state department of public safety, while in others like North Carolina, in an IT department. There is no right or wrong about this. It is ultimately a state decision. Depending upon its location, coordination with other overlapping state functions will be necessary and important. North Carolina appears to be doing this well.

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Statutory and Regulatory Environment

Guideline SR2: The state has a designated State 911 coordinator.		
Guidance: The comprehensive authority of the State coordinator includes review and enforcement of 911 regulations and laws. Having a designated coordinator for the 911 system is imperative with the migration to next generation on the horizon. If this function is not the responsibility of a State agency, the State should designate a responsible party, which could ultimately be the State 911 coordinator. Whether a person or an entity, the 911 coordinator needs to be a recognized authority. Effectively and efficiently performing the requirements of this role requires authority and staff. The 911 coordinator operates and acts as a facilitator for the 911 system across the state. "System," in this case, refers to the 911 function as a whole and/or the technology, depending on how the responsibilities are defined. A State coordinator is viewed differently than statewide coordination. The responsibilities may or may not overlap.		
Guideline Cross-reference(s): GV2, GV4		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has an appointed 911 coordinator.	The appointed 911 coordinator's role and responsibilities are defined and mandated by law.	The appointed 911 coordinator has comprehensive authority and adequate staffing to support all aspects of the state's role and functions.
Rationale: Having a designated State 911 coordinator allows for focused direction of the state 911 system as well as communication planning and execution of 911 goals.		

<p>Current Environment:</p> <p>The North Carolina 911 Board is the entity serving as the state's 911 Coordinator, with responsibility for day-to-day operations delegated to the Executive Director and Committees.</p> <p>NCGS § 62A-42 establishes the powers and duties of the NC911 Board. § 62A-42(a)(1) directs the Board to, among other things, "...formulate strategies for the efficient and effective delivery of enhanced 911 service" throughout the state.</p> <p>The Bylaws of the North Carolina 911 Board approved and adopted in July 2010, Article I, Section 3, states: "...The 911 Board serves as the central 911 policy planning body of the State and shall communicate and coordinate with federal, state, regional, and local agencies and private entities in order to implement coordinated policies of the 911 Board."</p> <p>Article II, Section 1 of the same document states: "The 911 Board is responsible for administration of laws and policies regarding 911 services, 911 service fees, and delegates responsibility for day-to-day operations to the Executive Director and Committees."</p> <p>Reference Material: NCGS 62A, Bylaws of the North Carolina 911 Board</p>

Rating: At this time, North Carolina meets this criteria at the minimum level.
Assessor Recommendations: In order to meet that advanced and superior criteria in this guideline, the statute would have to be modified to require the appointment. For an independent agency, that might be appropriate. For one hosted by another agency, less so. No recommendation to change.
Assessor Notes/Comments: Chapter 62-A speaks only to the establishment and duties of the state 911 Board. The Board, as a matter of policy, has elected to appoint a supporting executive director position, and has delegated certain responsibilities to the position. Presumably, the Board could

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change that decision, and thus the nature of the appointment. While that generates a degree of uncertainty, the system appears to be working well.

North Carolina 911 Board Response: In the guideline it reads, "If this function is not the responsibility of a State agency, the State should designate a responsible party". The North Carolina General Assembly has designated a state agency, the North Carolina 911 Board in this capacity. As stated in our original response, "NCGS § 62A-42 establishes the powers and duties of the NC911 Board". Based upon the language describing an Advanced rating, the North Carolina 911 Board meets this criteria. While the Superior rating also includes "adequate staffing to support all aspects of the state's role and functions", where is adequate staffing defined? Then, in the Assessor Recommendations it ends with "No recommendation to change". Also stated is "Presumably the Board could change that decision". If the Board did do that, the statute still has a state agency designated as the responsible party. So taking the entire rating and comments, there is no value to what is stated.

Assessor Response: The purpose of this guideline is to have a designated State 911 coordinator, which allows for focused direction of the State 911 system as well as communication planning and execution of 911 goals. In general, the stronger the established role of the State 911 coordinator, the better positioned a state will be to coordinate all efforts associated with advancing the technology and operation of its statewide 911 system. The assessment team generally agrees with and acknowledges North Carolina's response. The actual criteria could be clarified to be consistent with the guideline's "guidance." The assessment was based on a perceived distinction between an appointed director (at the discretion of a cognizant policy board), and one established by statute. Regardless, despite not technically meeting the specific criteria for an advanced or superior rating, we agree that the North Carolina environment addresses the inherent need being reflected here, which explains the "no recommendation." If North Carolina wishes to further strengthen the role of the State 911 coordinator, they could choose to update their statute to require an appointed director.

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Statutory and Regulatory Environment

Guideline SR3: The statutory environment defines jurisdictional roles and responsibilities.		
Guidance: Jurisdictional roles and responsibilities should be set forth in a statewide 911 plan and in any governance agreements that are established between jurisdictions. There should also be a mechanism in place to ensure roles and responsibilities are fulfilled. “Mechanisms” can include auditing, funding, or penalties.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) defines jurisdictional roles and responsibilities.	Statute(s) mandates jurisdictional roles and responsibilities.	The state has a mechanism to ensure roles and responsibilities are fulfilled.
Rationale: Defining jurisdictional roles and responsibilities enables State and local stakeholders to understand what is expected of them in terms of their mutual obligations to one another in the delivery of 911 service to the public.		

Current Environment: The jurisdictional roles and responsibilities of the 911 Board, the voice communications service providers operating in the state, and the local PSAPs are set out in NCGS 62A. § 62A-42 outlines the powers and duties of the Board and § 62A-46 outlines the proper use by PSAPs or voice communication service providers of 911 funds collected and distributed by the 911 Board.

The preamble to the State 911 Plan (section I, “Purpose and Scope of the Plan”) reiterates the 911 Board’s roles and responsibilities.

911 funds are distributed to the PSAPs every month, and every year an audit is performed to ensure the funds have only been expended to pay for eligible 911 equipment and services. When funds are used to pay for ineligible equipment or services, § 62A-48 provides for recovery of unauthorized use of 911 funds. Typically 911 Board staff notifies the PSAP or voice communications service provider of the error and instructs it to refund the monies improperly spent. Historically, in most instances, penalties have not proven to be necessary in securing cooperation, but in the event no effort is made to rectify the problem, the 911 Board must suspend further 911 fund distributions to the offending agency until corrective action is taken. Once that occurs, any withheld funds are released.

The 911 Board may require governance agreements among local jurisdictions under specific circumstances, but it does not dictate specific language or participate in the drafting of the agreement. Such agreements become necessary when the local jurisdictions involved are sharing 911 fund revenue from the Board (e.g. funding secondary PSAPs, funding regional initiatives among PSAPs, funding PSAP consolidations, etc.) and need to clearly understand and codify each other’s roles and responsibilities.

Although the 911 Board distributes 911 funds to PSAPs to be used for eligible expenses, it does not dictate how the PSAP operates; that determination is made by the local government which the PSAP serves. Once the rule making process is complete, however, the Title 9 Operating Standards 911 Board Rules will set standards which PSAPs must meet to continue receiving 911 fund distributions from the Board.

Reference Material: NCGS 62A, State 911 Plan, Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, meets this criteria at the superior level.

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Assessor Recommendations: NG911 is being designed to support an interconnected system of local, regional and state emergency services networks. Effective interconnection requires effective planning and coordination, and will be based upon a variety of factors, including, but not limited to local, regional and state emergency event response considerations, historical institutional, statutory, and geo-political cultural arrangements, existing and desired joint service environments, and resource sharing opportunities, factors and constraints. The 911 Board can help facilitate this process by helping offer the tools and support necessary to make it happen, and should continue to explore the best ways of doing that.

Assessor Notes/Comments: 911 as a public safety service is in the midst of great change, as both the 911 community and the telecommunications industry at large migrates to a new technology based on IP. NG911 by nature fosters improved services by providing tools to share functions and services. That potentially may change roles and responsibilities among stakeholders involved in the process. In some instances, functions that have historically been local, may now be “hosted” at a higher level, and the state will need to work through that process with the state’s PSAPs and other stakeholders that are essential to the process. NC has established a good process to do this, keeping in mind that flexibility is paramount. Once the state’s ESInet is deployed, NG911 core functions are provisioned, and PSAPs are interconnected, “governance” of the functions involved may require new and evolving mechanisms to oversee the critical services they support. Service arrangements at the local level are part of this, and the state’s PSAPs continue to explore further consolidation, both physical and virtual. That should be encouraged.

An excellent example of this kind of thing is the Urban Area Security Initiative (UASI) radio network that currently involves the following NC counties: Mecklenburg County, Union County, Cabarrus County, Stanly County, and the City of Gastonia (the City of Mooresville is planned). The initiative is governed by a System Administrator, who is a City of Charlotte employee. The City of Charlotte Radio Shop manages the system. The UASI region has an oversight committee called the Radio Communications Council (RCC) that consists of representation from all agencies that use the system.

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Guideline SR4: The statutory environment provides for dedicated and sustainable 911 funding.		
Guidance: The funding mechanism should be technology-neutral, allow for capital and operational expenditures, and address capital replacement needs. Surcharge money dedicated to 911 should only be used for 911 purposes. Review may look at the dedicated revenue in relation to the uses established by the State. The statute protects and has mechanism for adjustment of revenue stream as conditions change. There should be an annual audit conducted by the State with all service providers to ensure they are receiving all the revenues to which they are entitled; service providers need to be made to "certify" their subscribers.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Funding is needed to sustain service.		

Current Environment: NCGS § 62A-43 provides for dedicated and sustainable 911 funding. § 62A-42(a)(8) ensures the funding mechanism is technology-neutral as to all voice communications service providers, while § 62A-46(c) does not dictate that any specific technology must be used by PSAPs in making purchases for 911. § 62A-46(c) further allows for both capital and operational expenditures for PSAPs, does address capital replacement needs, does ensure that surcharge money dedicated to 911 may only be used for 911 purposes, and use of that money is audited annually by the 911 Board to ensure compliance. § 62A-45 addresses fund distribution to CMRS providers, including acceptable use of those funds, while § 62A-48 identifies the process the Board must use for recovery of unauthorized use of funds. §62A-43(d) directs the 911 Board to monitor service charge revenue and to adjust the service charge rate either up or down as necessary.

Reference Material: NCGS 62A

Rating: At this time, North Carolina meets this criterion at the "tentative" yes level.
Assessor Recommendations: The 911 Board should continue to explore funding models, and the impact that changing technology will have on that. Also, the state want to explore ways to audit service providers collecting and remitting service fees (e.g., either directly, through a third party auditor, the state's revenue department, etc.). While this does not currently appear to be an issue, it may become more so and remitting service providers change and evolve.
<p>Assessor Notes/Comments: The current funding mechanism is technology neutral in today's world, at least to how it applies to all voice communications service providers. States are beginning to face challenges in fitting emerging services into existing funding mechanisms. Pre-paid wireless subscriptions, pre-paid wireless cards, Voice over the Internet Protocol (VoIP) technologies (nomadic, and fixed), and Over The Top (OTT) data services have all raised such challenges. With the advent of new technologies, current approaches that simply assess fees on end-user device or access lines, administered largely by traditional carriers, may no longer be sufficient. The 911 Board is sensitive to those issues, and is helping explore other options to be technology neutral in tomorrow's world. That may well require a change to existing statutes, and potentially involve stakeholders not currently in the funding stream.</p> <p>The state does not currently audit service providers, and so does not technically comply with this criterion. However, experiences do not indicate an issue, and few states effectively address this issue. This may become a bigger issue, as funding mechanisms evolve or change.</p>

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Guideline SR5: The statutory environment prohibits the use of 911 funds for purposes other than those defined in the state's 911 statute.		
Guidance: The funding mechanism should be protected from diversion. 911 funding is often used for purposes not related to 911, such as to cover a budget short-fall or large capital purchases. The guideline is measured in accordance with the NET 911 Improvement Act. One purpose is to ensure that funds collected on telecommunications bills for enhancing 911 are used only for the purposes for which the funds are being collected.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The State has specifically defined eligible use of funds. There is no diversion of 911 funds.	State statute mandates the eligible use of funds.	The State audits and enforces the eligible use of funds.
Rationale: 911 funds should only be used for the provisioning of 911 services and for eligible 911 expenditures.		

Current Environment: NCGS 62A does prohibit the use of 911 funds for purposes other than those defined in the statute, and the annual audit of 911 expenditures by the 911 Board ensures those funds are not misused. When the audit reveals 911 funds have been misused, § 62A-48 provides for recovery of those funds.

Reference Material: NCGS 62A

Rating: At this time, North Carolina meets this criteria at the superior criteria.

Assessor Recommendations: The 911 Board should continue to explore ways to insure all 911 fees collected are allocated to the state 911 program, and used for appropriate purposes.

Assessor Notes/Comments: The 911 Board has good structure in place to monitor and enforce the proper use of state 911 funds within the scope of statute and policies set by the Board, recognizing that the devil is often in the detail, and the need to adjust to new cost paradigms and complexities.

Regarding the 911 funding stream, it is possible for the state's General Assembly to divert funds for another purpose, though the 911 Board feels that is highly unlikely in light of the dedicated nature of the revenues involved. Short of moving the revenue stream outside of the state treasury, the current mechanism is probably as protected as it can be.

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Guideline SR6: The statutory environment authorizes the operation of a 911 system.		
Guidance: A 911 system must have the authority to operate within the state. There need to be responsible organizations within the state responsible for the planning, implementation, operation, and maintenance of 911 services. It is important to note that authorization could exist in non-911 sections of statute. State-level coordination should exist.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: There is no assurance that 911 will occur statewide, as such, a statutory requirement is necessary.		

Current Environment: There are presently 119 “911 systems” in North Carolina, i.e. 119 primary PSAPs functioning under local government control, originally authorized with the passage of Senate Bill 509 (Session Law 1989-587) in 1989 which added NCGS Chapter 62A (short title: Public Safety Telephone Act) to North Carolina’s general statutes. Although several years elapsed between passage of that act, which established 911 charges payable to local governments to be deposited in (and distributed from) local 911 fund accounts, and ubiquitous deployment of 911 as the state’s only emergency telephone number, all 100 counties (sometimes in conjunction with larger municipalities) and the Eastern Band of Cherokee Indians eventually implemented 911. With the passage of Session Law 2007-383 responsibility for and collection of 911 fees moved from local governments to the North Carolina 911 Board for deposit into a statewide 911 fund, but the operation of the primary PSAPs which receive distributions from that statewide 911 fund remained the provenance of local governments. The current version (Article 3) of NCGS § 62A-42 (the entire section) clearly indicates that the North Carolina 911 Board is now the organization “within the state responsible for the planning, implementation, operation, and maintenance of 911 services,” despite the fact that local governments, not state government, still operate local PSAPs.

No statutory requirement dictates that 911 will occur statewide, but 911 has, indeed, completely penetrated the state, in all probability due to the legislature’s provisioning of 911 funding so many years ago.

Reference Material: SL 1989-587, NCGS 62A

Rating: At this time, North Carolina meets this criteria.

Assessor Recommendations: Note comments below.

Assessor Notes/Comments: Service is statewide, and the 911 Board appears to have an excellent working arrangement with the state’s PSAPs and other stakeholders in the state essential to the state’s 911 program. While roles may continue to evolve with migration to NG911, the Board is sensitive to that, and continues to work their way through the process.

Having said that, NG911 may foster new intergovernmental arrangements. When that occurs, multiple 911 entities may be involved, and new intergovernmental arrangements must be developed to oversee the service environment desired – arrangements that provide a fair and equal role for all the 911 stakeholders involved. NC does have legislation in place to support intergovernmental cooperation, and PSAPs should be encouraged to explore such arrangements.

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Guideline SR7: The statutory environment provides for interlocal cooperation.		
Guidance: Interlocal cooperation can be less formal or more formal using a legally binding agreement such as a Memorandum of Understanding (MOU). The substance of the agreements is not being evaluated, just the ability to enter into them.		
Guideline Cross-reference(s): GV6, GV7		
Minimum Criteria	Advanced Criteria	Superior Criteria
Interlocal agreements are allowed by statute.	Interlocal agreements exist.	The capability to share costs and resources exists.
Rationale: Interlocal cooperation has many advantages, including cost and resource sharing. Interlocal agreements are one avenue to accomplish this and provide a degree of protection for the involved parties.		

Current Environment: NCGS 160A Article 20 § 160A-461 authorizes interlocal cooperation among units of local governments both within the state and with other states (to the extent permitted by the laws of the other state).

Reference Material: NCGS 160A Article 20 § 16A-461

Rating: At this time, North Carolina meets this criteria at the superior level.
Assessor Recommendations: This will be particularly important to realize the full value of NG911, and the state and its local governments should new and innovative ways to utilize it. Intergovernmental arrangements are not limited to physical consolidation. Virtual arrangements supporting shared service arrangements may well be more valuable in a NG911 environment. All NC 911 stakeholders should continue to explore the opportunity for such tools to improve or enhance their services.
Assessor Notes/Comments: Many if not most states have statutes in place to support interlocal cooperation among local governments. Generally, such statutory authority allows local governments to enter into arrangements together to perform any governmental function or service that each entity is authorized to perform individually. That is true of NC also. Their “joint powers” statute (Article 20) provides that: “[a]ny unit of local government in this State and any one or more other units of local government in this State or any other state (to the extent permitted by the laws of the other state) may enter into contracts or agreements with each other in order to execute any undertaking. The contracts and agreements shall be of reasonable duration, as determined by the participating units, and shall be ratified by resolution of the governing board of each unit spread upon its minutes.”

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Guideline SR8: The statutory environment enables and allows public and private cooperation in providing 911 services required by statute.		
Guidance: Collaborative activities can include inter- and intrastate to consortiums supporting Emergency Service Internet Protocol networks (ESInets), joint service arrangements, and public and private partnerships. Examples may include consortia of regional operations, state planning, public groups organized by an entity, and the ability of those governments to collaborate. Funding may also be available.		
Guideline Cross-reference(s): GV3, GV5, GV6		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) enables joint service arrangements and/or other collaborative activities.	Statute(s) provides full support for joint service arrangements and/or collaborative activities.	The state has implemented joint service arrangements and/or collaborative activities.
Rationale: Quality of service and efficiency improve through access to resources and cooperation/collaboration with other states, federal agencies, tribal, international and private entities. As NG911 moves into the forefront, the ability for public and private entities to work together to achieve a common goal will be increasingly important. Working cooperatively is cost effective and efficient for the deployment of 911 service. States are able to leverage industry expertise.		

Current Environment: No specific language in the statutory environment “enable(s) and allow(s)” public/private collaboration in providing 911 services required by statute, but neither does the environment in any way discourage or prohibit such activities.

Cases in point: several ESInets have been established at the county/PSAP level in collaboration with Intrado and AT&T on the public/private partnership side, including one multi-county regional solution. Other collaborative activities include several PSAP consolidations across the state, both primary PSAP with primary PSAP and primary PSAP with secondary PSAP, which have necessitated joint service arrangements. Funding for such endeavors above and beyond use of monthly 911 fund distributions has been made available through annual 911 Board grants, with consolidation and regional initiative type grant applications receiving additional weight in grant award determinations.

Reference Material: NCGS 160A Article 20 § 160A-461, North Carolina 911 Board Policy & Procedures for Grant Programs

Rating: At this time, North Carolina meets this criteria at the superior level.

Assessor Recommendations: The 911 Board should continue to explore to what extent current statutes and agency rules and policies inhibit such collaboration. 911 will always involve private sector service providers and public safety entities working together to provide a critical public safety service. For example, state procurement and contracting structure may need to evolve to take full advantage of the opportunity for public/private partnerships.

Assessor Notes/Comments: 911 by nature involves public/private cooperation, and it is suggested that NC’s statute very specifically addresses that in Chapter 62A (at least to the extent of primary 911 service delivery). So does the structure of the state 911 Board that includes both public sector and private sector members.

Beyond that, as stated in previous guidelines, such arrangements will become even more important as we move into NG911.

Guideline SR9: The statutory environment provides contractual authority to procure and/or operate statewide 911 components.		
<p>Guidance: For the majority of states, 911 is operated on a local level. NG911 is an entirely different concept than what currently exists. There is a difference between operating a statewide system and 911 components. NENA's Next Generation Partner Program (NGPP) Transition Policy Implementation Handbook can be used as a reference.</p> <p>Due to the required interconnectivity among local, regional and interstate systems, the State's role is expected to increase in an NG911 environment. The need for accuracy and system functionality will drive this increased role, as well as the need to minimize duplication of efforts and use of public funds. Planning is a key element whether operating a statewide 911 system or addressing system components including but not limited to GIS.</p> <p>This guideline refers to accuracy and the ability to effectively use public funds, such as eliminating duplication of functions for carriers in statewide operations. It is important to note that authorization could exist in non-911 sections of statute, which could also authorize non-traditional 911 service providers to operate. State-level coordination should exist. Components of the 911 system are also included in this guideline.</p>		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The statutory environment provides the necessary authority to procure state-level functional components of a 911 system.		The statutory environment provides the necessary authority to operate state-level functional components of a 911 system.
Rationale: With NG911, there will be a more pronounced role for the State in procuring and operating components of a statewide system.		

<p>Current Environment: NCGS § 62A-47(d) provides authority to the 911 Board to use funds from the PSAP Grants and Statewide 911 Projects Account to undertake statewide projects provided: 1) The project is consistent with the 911 Plan; 2) The project is cost-effective and efficient when compared to the aggregated costs incurred by primary PSAPs for implementing individual projects; 3) The project is an eligible expense under G.S. 62A-46(c); and 4) The project will have statewide benefit for 911 service. (2007-383, s. 1(a); 2010-158, s. 8.).</p> <p>One example of the 911 Board's commitment to funding statewide projects is that it currently contracts with the North Carolina Center for Geographic Information and Analysis (NC CGIA) to provide new orthographic imagery for all counties in the state every four years on a rotating basis, one quarter of the state being flown and updated every year. Another example is that the 911 Board has purchased and implemented ECaTS, an emergency call tracking system, in all the primary PSAPs in the state, establishing a common platform for collecting 911 call statistics across the state. Yet another example is that the 911 Board issued an RFI about establishing a statewide ESInet accessible to all primary PSAPs in the state. That RFI resulted in the drafting of a Technical Support RFP, from which a vendor has been selected to assist the 911 Board in creating a Concept of Operations, a Cost Analysis, a Conceptual Design, an RFP(s) and evaluation of the RFP(s) for establishing said network.</p> <p>No steps have been taken statutorily to date which provide for relinquishment of local control of PSAPs, so the 911 Board's role in the statewide 911 system is presently limited to providing statewide initiatives which benefit the local PSAPs while maintaining the legacy distribution of 911 funds to the local governments which operate them. Once the Title 9 Operating Standards 911 Board Rules (still in</p>
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rulemaking) are approved and adopted, however, local governments will be required to meet those standards to continue receiving 911 fund distributions from the Board; they will not be able to “opt out” of standards they may disagree with, effectively establishing a common statewide platform of minimum standards all PSAPs must meet.

Reference Material: NCGS 62A, Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina meets this criteria at the superior level.

Assessor Recommendations: The Board is commended for pursuing statewide projects that provide a more cost and service effective approach to delivering the services involved. This will be particularly important as the state migrates to NG911. The 911 Board should continue to assess whether state procurement, contracting and liability statutes and rules inhibit their ability to oversee ongoing operations of a statewide NG911 system in a live production environment.

Assessor Notes/Comments: Within the scope of NCGS § 62A-47(d), the 911 Board has the authority to undertake projects benefiting the entire state. The Board’s NG911 planning is proceeding, and their concept of operations and vision calls for a statewide ESInet interconnecting all 125 PSAPs. Ultimately that will be used to support a statewide NG911 system, including core system functions. That certainly will involve state level contracting and oversight responsibilities. By statute, the Board may purchase such functions as a service, but not actually own such facilities. Overseeing the vendors will be a state responsibility, and that should satisfy the “superior” criterion above. Other statewide projects include those noted in the current environment above.

Traditionally, such services are likely to be procured in one of three ways:

- Managed services from a vendor may be procured to fully provide and maintain the infrastructure involved, in which case the 911 Board would be responsible for procuring and contracting for the services involved, and effectively overseeing the management of that engagement in an ongoing, operational environment;
- Or, functions and services could be procured incrementally, in which case the state would be responsible for procuring and overseeing multiple contractors, and insuring that their services interoperate effectively together in a cohesive and productive matter;
- Or, the Board may elect to retain the services of a third party “multisourcing service integrator” to manage and oversee the incremental approach, in which case the state would be responsible for managing that engagement.

Based on the state’s NG911 ConOps and their planning, there are likely to be multiple vendors ultimately involved in their system environment, and program’s host agency should be well suited to assist in that.

As noted elsewhere in this report, ongoing oversight of NG911 functions at the state level may require new and different management structures that effectively involve served stakeholders.

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Guideline SR10: The state fosters an open and competitive procurement of 911 services.		
Guidance: Some aspects of 911 service are regulated. This applies when services are not required. Examples include bundling versus unbundling and contract versus tariff, and certification requirements. There should be clear evidence that the state uses a competitive procurement process to procure system elements.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Restrictive practices and other rules limit the procurement process, leading to extra costs and limited choices. Competitive services allow states to strive to attain the best value.		

Current Environment: Procurement of 911 services for local PSAPs is still a local government process. The "Department of State Treasurer Policy Manual for Local Government Section 35: Purchasing and Contracting" provides guidance in that arena.

No state contract is currently in place for purchase of 911 products/services (with the exception of telephone lines-see below). More expensive products/services are usually acquired through a competitive bid process, although sole source purchasing may be used when only a single vendor offers a unique product/service. "E-Procurement" is available through the NC E-Procurement website (eprocurement.nc.gov) in an effort to streamline purchasing.

The only 911 service available through state contract is phone line service. Recommendation number 6 in the State 911 Plan states: "The 911 Board (will) work with local governments to implement methods for optimal cost-effective purchasing and management practices such as providing the ability for PSAPs to purchase 911 goods and services through a state contract." Although that recommendation has not yet been implemented, it is one that the Board continues to work on.

Telcos were deregulated in 2011 with the passage of Session Law 2011-52, the North Carolina Communications Regulatory Reform Act, so with few exceptions tariffs do not apply.

Since the 911 Board is established in the Office of Information Technology Services (§ 62A-41(a)), procurement of 911 products/services by the Board (including statewide projects funded by the Board) follows the procurement policy of the Office of Information Technology Services. Processes for purchasing by state agencies (e.g. ITS) are provided in the North Carolina Procurement Manual.

Reference Material: State Treasurer Policy Manual for Local Government Section 35: Purchasing and Contracting, State 911 Plan, SL 2011-52 (NC Communications Regulatory Reform Act), North Carolina Procurement Manual

Rating: At this time, North Carolina meets this criteria.

Assessor Recommendations: The 911 Board should continue to explore ways to consolidate procurement of necessary 911 products and services, when statewide procurement would maximize cost savings, along with consistency with developing state standards.

Assessor Notes/Comments: Clearly the 911 Board follows appropriate competitive procurement rules and laws. As noted above, the Board's location in NC's Office of Information Technology Services helps facilitates this process. While state contract procurement benefiting local PSAPs is

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currently limited, it is noted that planning for NG911 calls for state procurement of hosted CPE solutions that should directly benefit PSAPs, and support ultimate NG911 efforts. As noted above, purchasing 911 services from a regulated utility is not an issue in this state.

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Guideline SR11: The statutory environment provides liability protection.		
<p>Guidance: Statutory provisions should be technology-neutral and extend to emergency responders. It is important to be aware that liability protection is not only found in statutes, but is frequently included in telephone company tariffs.</p> <p>NENA's Next Generation Partners Program (NGPP) transition policy handbook has a section on liability that could be of assistance to states. The handbook speaks to the impact of federal liability protection and how it affects states. The policy handbook details what states should explicitly cover, while providing generalized federal information.</p>		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute includes full liability protection for 911 personnel and originating service and system component providers from the point of call to dispatch.	Statute includes current technologies, and situational protection.	Statute includes emerging technologies.
<p>Rationale: Individuals, PSAPs and companies need liability protection to perform their services. Liability protection is essential for those performing and providing 911 services and should be as inclusive as possible.</p>		

<p>Current Environment: NCGS § 62A-53 limits liability for “a voice communications service provider and its employees, directors, officers, and agents”.</p> <p>Session Law 2015-71 passed this year adds “Article 7. Liability for Public Safety Telecommunicators and Dispatchers” to the North Carolina General Statutes as § 99E-56, limiting liability for telecommunicators and dispatchers when performing the duties of their jobs.</p> <p>Any emergency management “worker, firm, partnership, association, or corporation” receives liability protection under NCGS § 166A-19.60.(a).</p> <p>Reference Material: NCGS § 62A-53, NCGS § 99E-56, NCGS § 166A-19.60.(a)</p>
<p>Rating: At this time, North Carolina meets this criteria at the advanced level.</p>
<p>Assessor Recommendations: It is difficult to evaluate how current liability statutes would apply to emerging technologies, and hence this rating. The 911 Board should continue to work with their attorney and local government to analyze how the current statutory environment reconciles with such technology (e.g., that includes “over-the-top” voice service providers, along with a whole host of smart device applications that may route a “911 call” to a PSAP).</p>
<p>Assessor Notes/Comments: The current service environment appears to be appropriately addressed by current statutes limiting liability for both service providers and public safety personnel involved in 911 services. Having said that, NG911, along with an emerging IP and unregulated telecommunications industry potentially present new service arrangements that may or may not be addressed by current statutes.</p>

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Guideline SR12: The statutory environment fosters the adoption of technical and operational consensus standards for the statewide system.		
Guidance: There is no standardized network in the current 911 environment, although some system components are regarded as standard. Standardization will become increasingly more important to enable the seamless interconnectivity between local, regional and state 911 systems that will be required for NG911. The same level of service should be provided in rural areas as in metropolitan areas. The state should have criteria on how 911 should be delivered. It is not necessary for the statute to establish the standards or mandate the adoption of specific standards as technology and operations are ever-evolving; however, states should have the ability to adopt and promote the use of such standards. This guideline references interoperability and consistency of service throughout the state.		
Guideline Cross-reference(s): ST1, ST2, ST3, ST4, ST5, ST6		
Minimum Criteria	Advanced Criteria	Superior Criteria
The rule making authority exists to establish standards.	The state has adopted and maintains current comprehensive standards.	The state oversees and enforces current standards and has a mechanism for periodic review.
Rationale: The public expects to receive a uniform service level that meets minimum requirements necessary to process a 911 call. Consensus standards also foster interoperability.		

<p>Current Environment: No language in the present statutory environment specifically “fosters the adoption of technical and operational consensus standards for the statewide system,” but the “Powers and duties of the 911 Board” section of NCGS 62A (§ 62A-42(a)(1)) does instruct the Board “To develop the 911 State Plan. In developing and updating the plan, the 911 Board must monitor trends in voice communications service technology and in enhanced 911 service technology, investigate and incorporate GIS mapping and other resources into the plan, ensure individual PSAP plans incorporate a back-up PSAP, and formulate strategies for the efficient and effective delivery of enhanced 911 service.”</p> <p>As referenced in SR9, the 911 Board issued an RFI about establishing a statewide ESInet accessible to all primary PSAPs in the state. That RFI resulted in the drafting of a Technical Support RFP, from which a vendor has been selected to assist the 911 Board in creating a Concept of Operations, a Cost Analysis, a Conceptual Design, an RFP(s) and evaluation of the RFP(s) for establishing said statewide network. However that network evolves, its design will certainly rely upon and adhere to any then current NENA best practices and technical specifications for both intra-state and inter-state connectivity.</p> <p>Since its inception, the 911 Board has recognized the importance of providing a uniform service level for 911 as the driving force behind virtually all its activities, and that concept has been a prime motivator for virtually all of the statewide projects the Board has embarked upon to date. NG 911 has also been at the forefront of Board activity, with the NG911 Committee staying abreast of developments on the national NG911 front. So as a statewide NG911 system evolves, applying and meeting consensus standards will most certainly provide the foundation for that evolution.</p> <p>Reference Material: NCGS § 62A-42(a)(1), State 911 Plan</p>
<p>Rating: At this time, North Carolina meets this criteria at the minimum level.</p>
<p>Assessor Recommendations: The 911 Board should continue their work to finish and implement the current draft set of operating rules designed to support the consistent and standard delivery of 911 service in North Carolina. The Board should also identify strategies to accelerate the timely completion of the rulemaking process. In addition, the Board should continue to examine as an ongoing process</p>

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other standards that may benefit its mission, now, and, as it moves towards NG911. The latter environment, by nature, is structured around a set of technical standards that will be important to maintain.

Assessor Notes/Comments: It is noted that the 911 Board has been working for over five years on a set of operating standards designed to insure a consistent level of 911 service throughout the state. While the effort is commendable, said rules have not yet been adopted and put into effect. State agency rulemaking in NC involves the state's Rule Review Commission which is part of the Office of Administrative Hearings. In comparison to many states, the review process appears to be a bit laborious, and has taken a great deal of time to finish. Having said that, while the agency's statute does not specifically cite rules, it is clear the Board has the authority to establish such rules under their general mandate to insure consistent 911 service throughout the state.

North Carolina 911 Board Response: There is a very distinct difference between "rules" and "standards". Under North Carolina law, the word "standard" and "rule" are often synonymous but this is not universal. Use of "standard" in the guidelines clearly demonstrates a meaning other than rule. Rules have the force of law. This guideline confuses the two. Therefore, all references to standards or rules in the document should be reviewed and edited in a manner consistent with the law of the jurisdiction under assessment. The Advanced Criteria reads, "The state has adopted and maintains current comprehensive standards". The state has adopted and maintains a set of comprehensive standards, that is the basis for the majority of the rules going through the rulemaking process.

Assessor Response: The purpose of this guideline is to promote the adoption of standards by some formal process such as statute or rule making. Standards may be formally put into place either by statute, or by rules, where rulemaking authority exists. The guideline's reference to "rulemaking" is only intended to speak to the ability to adopt and enforce such standards. Short of that, standards and best practices can be "encouraged." This content in the guidance, "it is not necessary for the statute to establish the standards or mandate the adoption of specific standards as technology and operations are ever-evolving; however, states should have the ability to adopt and promote the use of such standards," could be clarified. This is noted and will be taken under advisement for future updates to the guidelines.

Consensus standards provide the public with a uniform service level that meets minimum requirements necessary to process a 911 call. Consensus standards also foster interoperability among jurisdictions – both intrastate and interstate. North Carolina meets the minimum criteria and has been working for a number of years on a set of operating standards designed to ensure a consistent level of 911 service throughout the state. The rulemaking process appears to be quite lengthy, complicated, and laborious, and has clearly delayed the progress North Carolina's 911 system. It seems wise for all appropriate state parties to work collaboratively to make whatever changes are necessary to allow the rulemaking process to proceed in a more timely fashion. It is highly recommended that other components of the state rulemaking process work proactively with the 911 Board to enhance and streamline this rulemaking process. The 911 Board should continue their work to finalize and implement the current draft of operating rules. Once these rules are adopted, it is safe to assume that this rating would improve.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR13: A mechanism is in place for periodic reviews of statutes and regulations.		
Guidance: At a minimum, there needs to be a process for reviewing existing legislation and determining what, if any, barriers are in place for emerging technologies or other aspects of the 911 system. Regardless of the process or group, individuals involved need to be knowledgeable in relevant technological fields and/or 911 as a whole. The processes need to be open to stakeholder input and review. NENA's Next Generation Partner Program (NGPP) has developed a handbook designed to help stakeholders review their state statutes and rules to identify potential barriers to NG911.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The ability and documented process exist for reviewing and recommending legislation.	A formally appointed group or documented process exists to review and recommend legislation.	The formally appointed group or process receives input from stakeholders, meets and drafts legislation, when appropriate.
Rationale: Statutory rules may impede technological advances. A process to determine and develop options should be in place.		

Current Environment: § 62A-42(a)(1) directs the 911 Board "To develop the 911 State Plan. In developing and updating the plan, the 911 Board must monitor trends in voice communications service technology and in enhanced 911 service technology." § 62A-44(c) requires the 911 Board to report to the Joint Legislative Commission on Governmental Operations and the Revenue Laws Study Committee in February of every odd numbered year, and that report is to include "the status of the 911 system in North Carolina at the time of the report". Such reporting ostensibly keeps the legislature abreast of developments in 911 which could potentially indicate statutory revision would be beneficial.

Article 1, Section 3 of the Bylaws of the North Carolina 911 Board further states, "The 911 Board serves as the central 911 policy planning body of the state and shall communicate and coordinate with federal, state, regional, and local agencies and private entities in order to implement coordinated policies of the 911 Board." In communicating and coordinating with the state legislature, the Board has the opportunity to advise legislators of impending changes to 911 which existing legislation might hamper and recommend appropriate statutory modifications.

Beyond these advisory opportunities, no formal mechanism is in place for periodic reviews of statutes and regulations regarding 911.

Reference Material: § 62A-44(c), Bylaws of the North Carolina 911 Board

Rating: At this time, North Carolina meets this criteria at the minimum level.

Assessor Recommendations: It is recommended that the Board consider whether a more formal process for such review would be beneficial (in terms of periodic time frame, conduct of the review, and follow-up).

Assessor Notes/Comments: It was not clear whether such review takes place by an "appointed" group, through a "documented" process, so hence this rating. However, it appears that pragmatically the above required report to the Joint Legislative Commission effectively provides an opportunity to do that. And, as the need arises, the Board will identify necessary amendments to statutes and rules, and work to address them through either the General Assembly, and/or by Board action.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

North Carolina 911 Board Response: The Superior level reads, “The formally appointed group or process receives input from stakeholders, meets and drafts legislation, when appropriate”. The assessor comments state, “it appears that pragmatically the above required report to the Joint Legislative Commission effectively provides an opportunity to do that. And, as the need arises, the Board will identify necessary amendments to statutes and rules, and work to address them through either the General Assembly, and/or by Board action”. So the formally appointed group, the NC 911 Board, receives input from stakeholders, the individual 911 Board members. The recommendation states, “a more formal process for such review would be benefit (in terms of periodic time frame, conduct of the review, and follow-up)”. The periodic time frame is 2 years, the preparation of the report is conducting the review and the follow up is the report itself. The assessors agree that the Superior process is in place, but again the ranking does not match the comments.

Assessor Response: The purpose of this guideline is to support and promote establishing a formally recognized body and process for the review of current statutes with an established repeated timeframe for the completion of this task. As the technology of the nationwide 911 system continues to evolve, it behooves those who are responsible for the operation of the statewide 911 system to ensure that current statutes are not obsolete. As noted by the notes and comments for SR13, it was not clear whether review of existing legislation takes place by an “appointed” group (as directed by the 911 Board), through a “documented” process, hence this rating. The comment was not so much speaking to the formal process that is already in place between the 911 Board and the State legislature, as to an additional process that could support the existing process. The purpose of this guideline is to encourage and ensure that 911 authorities are reviewing existing legislation and determining what, if any, barriers are in place for emerging technologies or other aspects of the 911 system. This guideline aims to ensure that statutory rules do not impede technological advances. North Carolina meets this guideline at a minimum level. Although North Carolina does not technically meet the advanced or superior criteria, the needs that the guideline present are being met by North Carolina in spirit insofar as the Board is continually assessing the current 911 environment in an effort to ensure the statute remains up to date and relevant. In order to strengthen this process, as noted in the comments above, the Board could formally appoint a group and create a documented and formal process to review existing legislation.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR14: The statutory environment provides for stakeholder involvement.		
Guidance: Stakeholders should be identified, to include State, local and tribal representing varying jurisdictions; the public safety community and the service provider community. There should be interaction among state agencies. "Balanced" means that stakeholders are equally represented.		
Guideline Cross-reference(s): GV3, GV4, GV5		
Minimum Criteria	Advanced Criteria	Superior Criteria
The statutory environment allows for balanced stakeholder involvement.	The statutory environment requires balanced stakeholder involvement.	The state has fully implemented balanced stakeholder involvement.
Rationale: Stakeholder involvement helps to ensure the coordination of the 911 system statewide. Stakeholder involvement also leads to buy-in and increased cooperation. Stakeholder input removes barriers and brings expertise to the process.		

Current Environment: § 62A-41(a) specifically describes the composition of the 911 Board. Board members representing both public and private entities are appointed by the Governor and the General Assembly (upon recommendation by the Speaker of the House of Representatives and the President Pro Tempore of the Senate), with eight Board members representing specific public stakeholders (including PSAPs and local governments) and eight Board members representing specific private stakeholder entities in the service provider community (including wireline, wireless, and VoIP providers). In the event of a tie vote among these sixteen Board members, the Board Chair (State CIO) casts a tie breaking vote.

This Board composition has proven to be very balanced, yielding cooperative decision making which has consistently sought to improve 911 service for all stakeholders (most importantly the people who have to dial those three numbers during their time of need), not preferred parties.

On several occasions in the last decade the 911 Board has turned to both public and private sector stakeholders outside of the 911 Board to serve on various study groups and committees. The recommendations of one such study group ultimately evolved into the State 911 Plan. The Board also solicited input from both the public and private sectors in adopting minimum PSAP standards which are still going through the Rule Making Process as of this writing. And within the last 18 months the Board has hosted meetings with all of the primary PSAP directors across the state, both sharing its plans with them and listening to their concerns.

So once again, although the statutory environment may not specifically provide for stakeholder involvement, it is woven into the fabric of virtually everything the 911 Board does.

Reference Material: NCGS § 62A-41(a), State 911 Plan, Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina meets this criteria at the superior level.
Assessor Recommendations: No recommendation beyond what the Board is currently doing, recognizing that the service environment may change as the state migrates to NG911. And, as stated earlier, that migration may ultimately involve new stakeholders interacting in new ways. The agency will need to be sensitive to that.
Assessor Notes/Comments: The statutory nature of the 911 Board, its composition, and other efforts of the agency to insure stakeholder involvement are excellent.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR15: Service providers that deliver and/or enable telecommunications services to the public are involved in the 911 system.		
<p>Guidance: The intent is for the state to develop parameters for providers, including network/access providers and customer providers for wireline, wireless, and Voice over Internet Protocol (VoIP). Broadband providers are included as the NG911 environment will be IP-based.</p> <p>The statutory/regulatory environment should require all service providers in a respective state that provide service to general users of telecommunications services to coordinate and cooperate with the State in the provision of 911 service. There should be a registration process. This includes originating service providers and access providers.</p> <p>The state needs to understand various service providers and the capabilities of those providers to help integrate these services into the 911 system, and to educate the public on the capabilities of these services.</p>		
Guideline Cross-reference(s): GV3, GV4		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state maintains contact information for all user service providers.	The state maintains regular and routine communications with user service providers.	The state statutory or regulatory environment requires service providers to be actively involved in the 911 system through registration or participation at the state level.
<p>Rationale: The 911 system is designed to take information from general users and get that information to the correct entity. This is best accomplished in an environment that involves cooperation and communication between all parties.</p>		

Current Environment: Service providers that deliver and/or enable telecommunications services to the public are most definitely involved in the 911 system; as stated in the SR14 current environment response above, their representatives comprise half the membership of the 911 Board. Small, medium, and large service providers are represented, including wireline, wireless, and VoIP. Board members who represent service providers currently chair both the Board's Standards Committee and NG911 Committee and routinely provide guidance to the Board regarding technological advancements and improvements which impact both their companies' and the state's ability to provide consistent 911 service statewide.

Reference Material: NCGS § 62A-41(a)

Rating: At this time, North Carolina meets this criteria at the superior level.

Assessor Recommendations: The Board should continue to monitor the evolving service environment, with particular attention to new stakeholders in that community, and whether modification to the Board structure at some point would be logical. Traditional 911 service providers are going away, along with a growing distinction between "originating service providers" and vendors offering NG911 products and service (i.e., NG911 solution providers). All will be critical to the process.

Assessor Notes/Comments: The state's statutory environment insures such involvement, and it appears to work well. In NC, the 911 Board is truly a working Board, with active involvement of all members, including service providers.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR16: The statutory environment provides for a comprehensive quality assurance (QA) program for the 911 system.		
<p>Guidance: QA is not meant to be punitive, but provides a constructive critique of work processes. This guideline is intended to measure the effectiveness of the 911 system. This QA program applies to originating service providers and 911 system service providers. The 911 system service provider includes both hosted and non-hosted solutions. The QA program for a 911 system should include all components of the call from call origination through dispatch support systems, regardless of provisioning. QA should look at the level of customer service, network functions and services, records management, and service level agreements (SLAs). The environment should provide for comprehensive quality assurance requirements for the originating service providers and 911 system service providers.</p> <p>SR17 references QA for call handling.</p>		
Guideline Cross-reference(s): EV1		
Minimum Criteria	Advanced Criteria	Superior Criteria
The statutory environment requires a QA program for the 911 system.	The state audits the 911 system QA program.	The state audits the QA program against minimum standards. Staffing and funding for the QA program are provided.
<p>Rationale: Having a QA program ensures that all entities that touch the system meet their obligations and provide consistent service. The QA program can identify if the system is working as intended and can identify issues before they become more serious.</p>		

<p>Current Environment: The statutory environment does not require a QA program for the 911 system, although § 09 NCAC 06C.0207(d)(1) of the proposed Title 9 Operating Standards 911 Board Rules currently going through the rule making process directs all primary PSAPs to "...establish a quality assurance/improvement program to ensure the consistency and effectiveness of emergency 911 call processing."</p> <p>The 911 Board's statewide implementation of the ECaTS emergency call tracking system allows the Board to monitor all components of a 911 telephone call from call receipt to call completion (including number of rings/length of time before a call is answered as well as call duration) for every primary PSAP receiving 911 fund distributions from the Board, and 911 Board staff compiles monthly reports of this information to present at every 911 Board meeting. Levels of PSAP performance are noted, and when performance improvements are warranted, 911 Board staff works with the PSAPs to assist them in achieving better performance metrics.</p> <p>Reference Material: Title 9 Operating Standards 911 Board Rules (still in rulemaking)</p>
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<p>Rating: At this time, North Carolina does not meet the criteria.</p>
<p>Assessor Recommendations: Not sure a recommendation to modify the 911 Board's statute to specifically address QA would be all that beneficial. The Board may want to consider that, if having express authority to enforce service QA would benefit their efforts.</p>
<p>Assessor Notes/Comments: Such a requirement does not exist in the agency's statute. However, it can be argued that such responsibility falls under the general responsibility of the agency. In any case, the agency is clearly concerned about QA, and is making efforts through both ECaTS and their rulemaking around a common set of operational standards.</p>

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

North Carolina 911 Board Response: It appears that the assessors and /or the guidelines do not distinguish between a single 911 system and multiple (119 in the case of North Carolina) 911 systems. Once next generation 911 is fully deployed then it will very possibly be a single 911 system. What is more puzzling are the comments made by the assessors, "Not sure a recommendation to modify the 911 Board's statute to specifically address QA would be all that beneficial." If that statement is correctly understood, then this guideline should not be applicable.

Assessor Response: The purpose of this guideline is to promote and encourage establishing a QA process and system, as a way to ensure the consistent improvement of the statewide 911 system. As with other guidelines, the language is agnostic as to whose responsibility it is to perform this task, so long as it is accomplished. The more formal the requirement for QA, the more likely it is to be conducted as a fully staffed and funded task. As acknowledged, "the statutory environment does not require a QA program for the 911 system," hence the rating. The comments attempted to acknowledge the QA efforts currently underway and what is in place. While North Carolina is encouraged to pursue as formally recognized method of QA as possible, the exact nature of this task and exact delineation of responsibility are left to the state (small s) to establish, as a successful endeavor for all 119 subsystems that comprise the state's 911 system.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR17: The statutory environment provides comprehensive quality assurance (QA) for call handling.		
Guidance: Regardless of the aspects of the process subjected to QA, the QA program should meet or exceed nationally recognized and accepted consensus standards. For example, call handling could include a call answering standard of 90 percent of all 911 calls within 10 seconds during the busy hour of the day; call overload, call overflow, and abandoned calls. This guideline is not limited to call answering, but encompasses the entire call handling process, which can include customer feedback.		
Guideline Cross-reference(s): EV2		
Minimum Criteria	Advanced Criteria	Superior Criteria
The statutory environment requires a QA program for call handling.	The QA program for call handling is audited.	The QA program is audited against minimum standards. Staffing and funding for the QA program are provided.
Rationale: QA can provide for improvements to the 911 process. Providing QA can aid in the provision of consistent customer service statewide and can limit liability. The QA process can identify issues before they become more serious.		

Current Environment: The statutory environment does not provide comprehensive quality assurance for call handling. That is presently left up to the individual primary PSAPs' management team to determine. That said, virtually all of the primary PSAPs in the state which utilize dispatch protocols (81 of the 100 counties in the state have access to at least one protocol, if not more: EMD, EFD, EPD) provide comprehensive QA relating to the use of those protocols, and those QA programs are based upon nationally recognized and accepted consensus standards.

Reference Material:

Rating: At this time, North Carolina does not meet the criteria.

Assessor Recommendations: As noted in Guideline SR16, not sure a recommendation to modify the 911 Board's statute to specifically address QA would be all that beneficial-in this case at the call handling level. The Board may want to consider that, if having express authority to enforce or foster call-handling service QA would benefit their efforts.

Assessor Notes/Comments: Such a requirement does not exist in the agency's statute. However, it can be argued that such responsibility falls under the general responsibility of the agency. In any case, the agency is clearly concerned about QA, and is making efforts through their rulemaking around a common set of operational standards.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR18: The statutory environment provides for training.		
Guidance: Some state statutes already address training standards, although only a few statutes detail specifics. Training standards should be set at the state level and should be consistent with existing industry standards, such as APCO and others. The state should regularly evaluate the effectiveness and completeness of the program. Continuing education should also be evaluated. Furthermore, the state should provide adequate and sustainable funding for training; it is important that it not be an unfunded mandate.		
Guideline Cross-reference(s): HR1, HR7		
Minimum Criteria	Advanced Criteria	Superior Criteria
The statutory environment requires minimum training standards.	The statutory environment provides a funding source(s) for mandated training.	The statutory environment audits the funded mandated training and provides certification.
Rationale: Training promotes a consistent service level to be delivered to the public and a consistent level of competency of 911 staff. Training can also decrease liability.		

Current Environment: The statutory environment does not currently require minimum training standards, but NCGS § 62A-42(a)(4) empowers the 911 Board to “establish policies and procedures to fund advisory services and training for PSAPs, to set operating standards for PSAPs and back-up PSAPs, and to provide funds in accordance with these policies, procedures, and standards.” To that end, in 2010 the 911 Board adopted best practice policies for Telecommunicator Qualification Standards and Telecommunicator Training Standards applicable to all North Carolina 911 telecommunicators. Those policies do establish best practices at the state level that are consistent with “existing industry standards, such as APCO and others”, and in addition to promoting successful completion of an initial Basic Telecommunicator Class of at least forty (40) hours within the first year of hire as a best practice, recommend “...at least sixteen (16) hours of continuing in-service education annually” thereafter.

§ 62A-46(c)(2) provides for use of 911 funds to pay for eligible training.

Reference Material: NCGS § 62A-42(a)(4), North Carolina 911 Board Telecommunicator Training Standards, § 62A-46(c)(2)

Rating: At this time, North Carolina does not meet the criteria.
Assessor Recommendations: The 911 Board should continue its work in this area as described below, and above in the current environment description. As appropriate, the Board should consider (or pursue) telecommunicator certification, or even licensing. That may require statutory change to enforce.
Assessor Notes/Comments: The 911 Board is clearly interested in telecommunicator training, and has taken steps to encourage that by providing resources for such training, and by identifying best practices that are consistent with identified industry norms.
North Carolina 911 Board Response: The title of the guideline does not match the criteria. As stated in our original response “NCGS § 62A- 42(a)(4) empowers the 911 Board to “establish policies and procedures to fund advisory services and training for PSAPs” and “§ 62A-46(c)(2) provides for use of 911 funds to pay for eligible training”. However, the guidance and the rankings all speak to “standards”.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Assessor Response: While there does appear to be inconsistency between the guideline title (and criteria), the purpose of this guideline is to promote and support the establishment of minimum training requirements for the telecommunicators within North Carolina's statewide 911 system. While this can be done by simple adoption of minimum training, several other methods – including adopting a minimum training standard or requiring minimum training by statute or regulation – can be useful in ensuring the ongoing, consistent resources to support a training system. Clarification of these specific distinctions is noted and will be taken under advisement for future updates to the guidelines. The rating is based on the criteria. North Carolina's 911 Board is clearly actively interested in telecommunicator training, and could choose to ensure a minimum level of training among all of the state's telecommunicators by considering the additional steps described in the advanced and superior criteria.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR19: The statutory environment provides for professional certification and accreditation.		
Guidance: This type of certification or accreditation may be issued by a State agency or a national organization. Personnel may include call takers, dispatchers, and technical staff. The statute should include continuing education and recertification.		
Guideline Cross-reference(s): HR6		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) requires a certification or accreditation process for personnel/PSAPs that are part of the 911 system.	Statute(s) requires and enforces an evaluation of personnel/PSAPs that are part of the 911 system.	Statute(s) requires an assessment/certification process for personnel/PSAPs that are part of the 911 system. This process is fully implemented and demonstrated.
Rationale: Certifications and accreditation illustrate a measure of competence and can decrease liability. Having certifications and/or accreditation standards fosters a consistent service level across the state.		

Current Environment: The statutory environment does not provide for professional certification and accreditation except in the case of telecommunicators who are employed in a PSAP operated by a Sheriff's Office. Pursuant to NCGS 17E, 911 Telecommunicators working in such PSAPs must be certified by the North Carolina Sheriffs' Education and Training Standards Commission upon successfully completing the commission's 47 hour Telecommunicator Certification Course as described in 12 NCAC 10B .1302. The accreditation is valid for one year, with reaccreditation contingent upon successful completion of the 16 credit hour In-Service Training Program for Telecommunicators offered by the commission annually.

Reference Material: NCGS 17E, 12 NCAC 10B .1302

Rating: At this time, North Carolina does not meet the criteria.

Assessor Recommendations: The statute should reflect consistent and specific certification standards and best practices statewide. Public Safety Associations should participate in drafting the requirements. To meet advanced criteria, the Board should establish enforcement criteria in statute. Re-certification process and tracking should be implemented to meet Superior Criteria.

Assessor Notes/Comments: The current statute for certification is not consistently applied statewide. This creates an inconsistent level of training across all PSAPs. The Board has identified Communications Training Assistance as their #5b goal for 2015. Expenditures for in-State training of 911 personnel regarding the maintenance and operation of the 911 system are included in the allowable expenses.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR20: Statute exists for the provision of emergency medical dispatch (EMD).		
<p>Guidance: EMD is the term for providing medical information and instructions over the phone, prior to the arrival of emergency medical assistance in the form of first responders or paramedics. Twenty-five states and territories have legislation regarding emergency dispatch, ranging from certification and training to use of protocols to a full emergency medical dispatch program. Providing medical instructions before the arrival of first responders and/or paramedics requires a comprehensive program with medical protocols, appropriate and ongoing training, quality assurance, and medical oversight.</p> <p>EMD protocols, should meet the American Society for Testing Materials (ASTM) Standard Practice for Emergency Medical Dispatch (F1258-95). This guideline applies to state, regional and local 911 systems. This guideline is not meant to mandate any specific protocols.</p>		
Guideline Cross-reference(s): OP2		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) requires use of EMD.	Statute(s) addresses the enforcement of EMD usage.	The state enforces, audits, and fully funds EMD.
<p>Rationale: Providing early medical instruction, or pre-arrival instructions, often times can save a life or prevent further injury.</p>		

<p>Current Environment: There is currently no General Statute in North Carolina that mandates the Emergency Medical Dispatch standard of care. The Statewide governance and regulation of EMD programs is housed under the NC Office of Emergency Medical Services (NC OEMS), a division of the NC Department of Health and Human Services, and defined by their Administrative Code.</p> <p><u>Administrative Code 10A NCAC 13P.0403</u> places operational control of EMD programs under the local medical director. The Code states in part, "The Medical Director of an EMS System is responsible for EMD programs, the establishment, approval, and annual updating of the EMDPRS."</p> <p>Priority Reference Systems (protocols), Credentialing, certifications and re-certifications, are standardized under additional NC OEMS Administrative Codes.</p> <p><u>Administrative Code 10A NCAC 13P.0407</u> states all EMD programs must use Priority Reference Systems approved by the NC OEMS State Medical Director, and meet or exceed the statewide standard for EMDPRS as defined by the NC College of Emergency Physicians: Standards for Medical Oversight and Data Collection.</p> <p><u>Administrative Code 10A NCAC 13P.0502</u> gives NC OEMS statewide authority over initial credentialing requirements for all EMS disciplines, including EMD.</p> <p>Reference Material: Administrative Code 10A NCAC Subchapter13P</p>
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<p>Rating: At this time, North Carolina does not meet the criteria.</p>
<p>Assessor Recommendations: North Carolina Office of Emergency Medical Services (OEMS) statutes should be updated to mandate Emergency Medical Dispatch (EMD) standards. Oversight by Medical Director was identified as an obstacle to statewide deployment. A possible solution would be to transfer EMD calls to designated PSAPs qualified for EMD. This solution would provide every citizen access to emergency medical dispatch.</p>

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Assessor Notes/Comments: The Office of Emergency Management is tasked with the governance and regulation of EMD. Funding for EMD Expenditures is included in allowable expenses.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR21: Statutory environment provides for medical oversight of the policies and procedures governing the use emergency medical protocols.		
Guidance: This guideline applies to state, regional and local 911 systems. Most state statutes that mandate emergency medical dispatch (EMD) also provide for medical authority/direction. The organization publishing the protocols is responsible for keeping them up-to-date. Medical oversight is provided by a licensed physician with the appropriate qualifications in emergency medicine. Changes in protocol are allowed based on medical direction. Medical oversight should meet National Highway Traffic Safety Administration (NHTSA) requirements and standards.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Oversight is necessary to ensure adopted protocols are being followed.		

Current Environment: As noted in the previous guideline, the rules regarding EMD programs are found in the North Carolina Office of Emergency Medical Services Administrative Code. These Rules state all EMD programs must use protocols approved by the State Medical Director and meet or exceed the statewide standards as defined by the NC College of Emergency Physicians.

(Administrative Code 10A NCAC 13P.407)

The approved protocols must then be implemented and supervised by the local EMD system's Medical Director. (Administrative Code 10A NCAC 13P.0403)

The OEMS State Medical Director currently recognizes and approves EMD protocol systems from Priority Dispatch, APCO, and PowerPhone, as available for use by PSAPs in NC. All these commercial protocols are nationally recognized and meet all national standards.

Reference Material: Administrative Code 10A NCAC Subchapter13P

Rating: At this time, North Carolina meets the guideline.

Assessor Recommendations:

Assessor Notes/Comments: Oversight is provided under the North Carolina Office of Emergency Medical Services.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR22: The statutory environment provides for public education.		
Guidance: Educating the public, including elected officials, special needs communities, and schools/campus environments, on the abilities and limitations of 911 is imperative, especially moving forward into NG911.		
Guideline Cross-reference(s): PE1, PE2, PE3, PE4, PE5		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Funding public education provides for greater tools to educate the public on 911 as a whole.		

Current Environment: NCGS § 62A-42(a)(8a) states that one of the duties of the 911 Board is, “To design, create, or acquire printed or Web-based public education materials regarding the proper use of 911.” See guidelines PE1-5 for detail on how the 911 Board is approaching this duty.

Reference Material: NCGS § 62A-42(a)(8a)

Rating: At this time, North Carolina meets the guideline.
Assessor Recommendations: The Board has created a newsletter, established regular PSAP Manager meetings regionally and developed regional radio spots. The Board has identified Outreach to Stakeholder Management Officials as their #3 goal for 2015 in Education Committee. No information was provided on how the Committee plans to accomplish this goal.
Assessor Notes/Comments: The Board has the authority to provide public education materials.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR23: The statutory environment provides for the collection of 911 system data.		
Guidance: This guideline addresses a state's authority to aggregate, collect and publish local data (consistent with established confidentiality rules and regulations) in order to meet these federal requirements. 911 data collection may include financial, system, service descriptions, technology, and progress measurement information. National reporting requirements exist: 1) The National 911 Program has provided a mechanism and a database for states to upload data that could be used to measure the progress of 911 service at state and national levels; 2) The Federal Communications Commission (FCC) requires states to report annually on the status of their respective 911 surcharges, including local surcharge usage. Data sharing can be enabled on a national level.		
Guideline Cross-reference(s): EV3, EV4		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) allows for the collection of 911 system data and facilitates data sharing.	Statute(s) requires the uniform collection of 911 system data statewide, and data sharing.	The state ties performance metrics to funding and utilizes collected data to assess system performance.
Rationale: System data can improve planning and decision-making. Development and consistent reporting of system and performance data is both a tool for establishing transparency and also a mechanism for demonstrating effective operations, including reports to legislative and interested party groups.		

Current Environment: The statutory environment does not provide for the collection of 911 system data, nor does it in any way prohibit such data aggregation. The 911 Board does maintain accurate financial records regarding funding provided to PSAPs from the state 911 fund, including ensuring those funds are used in accordance with statutory mandates. Additionally, as mentioned in the responses to guidelines SR9 and SR16, the 911 Board has purchased and implemented ECaTS, an emergency call tracking system, in all the primary PSAPs in the state, establishing a common platform for collecting 911 call statistics across the state. That system allows the Board to monitor all components of a 911 telephone call from call receipt to call completion (including number of rings/length of time before a call is answered as well as call duration) for every primary PSAP receiving 911 fund distributions from the Board, providing uniform data collection metrics for that type of data. That system has been used to identify opportunities for PSAPs to improve their call taking performance, and has resulted in many such improvements.

To date the state has not contributed to the National 911 Program's 911 Profile Database, but the 911 Board has consistently complied with the FCC's annual mandate to report annually on the status of the state's 911 surcharges, including local surcharge usage.

Reference Material:

Rating: At this time, North Carolina meets the advanced criteria.

Assessor Recommendations: To achieve the Superior rating the Board could create a performance metrics that would be tied to the data collection.

Assessor Notes/Comments: The Board collects 911 system data in a central location for all PSAPs. The ECATs system provides a standard format for data collection. The Board has seen improvement in call handling processes as a result of the data.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR24: The statutory environment has rules for retention of 911 call records and 911 related data.		
<p>Guidance: In the current 911 environment, a record is limited to call logs. In NG911, a record will include other information transmitted, acquired and recorded in the context of a call, such as video, text, medical data, or accident information. Some data will be stored in locations off-site from the PSAP that handled the call. Emerging technologies will need to be considered under this guideline as communication technology changes over time.</p> <p>The state should set specific 911 record retention requirements as a matter of law and regulation. Who retains and how data is retained is not the issue. Any entity with a responsibility for 911 records and related data would be subject to the legal provisions.</p>		
Guideline Cross-reference(s): OP4		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Retention of 911 records and related data is imperative for legal and investigative purposes and reporting statistics.		

<p>Current Environment: In North Carolina's current 911 environment retention rules for PSAPs are set by the local government operating the PSAP, and each local government creates its own records retention schedule based upon State guidelines provided in NCGS 121 (Archives and History Act) and NCGS 132 (Public Records Act). Such local retention schedules must adhere to state guidelines and be approved by the state.</p> <p>NCGS § 132-1.4.(i) states, "Law enforcement agencies shall not be required to maintain any tape recordings of "911" or other communications for more than 30 days from the time of the call, unless a court of competent jurisdiction orders a portion sealed," but no specific provision for retaining "data acquired in the context of a call, such as video, text, medical data, or accident information" is currently extant.</p> <p>Reference Material: NCGS 121, NCGS 132-1.4.(j)</p>
Rating: At this time, North Carolina meets the guideline.
Assessor Recommendations: The Board needs to monitor record retention as emerging technologies are deployed. New systems will enable information to be collected at central locations statewide. This will require policies and standards on retention.
Assessor Notes/Comments: Retention of records is included in the local government statutes.

Guideline SR25: The statutory environment defines confidentiality and disclosure of 911 records.		
<p>Guidance: While some portions of 911 data should be confidential in all states to avoid re-victimization, states should have leeway to establish their own rules. At a minimum, personally identifiable information should be protected, although more comprehensive protection of 911 records is desirable.</p> <p>The statutory environment should provide for the confidentiality and disclosure of automatic number identification/automatic location identification (ANI/ALI) data, 911 voice calls, and multimedia. Regulatory provisions, tariffs, confidentiality agreements, vendor non-disclosure agreements (NDAs), access to public records laws, and Health Insurance Portability and Accountability Act (HIPAA) may also be considered in this guideline. Different types of data and their use should be reviewed, such as information provided to the first responders that could be misused. In an NG911 environment, more personal data, such as medical or accident information, may be relayed to a PSAP. Therefore, issues relating to confidentiality and disclosure will become more important.</p> <p>Aggregated anonymous data can be provided in real-time to governmental, non-governmental and private entities for legitimate purposes. NENA's Next Generation Partner Program (NGPP) transition policy handbook addresses confidentiality and disclosure in terms of the concept of pieces of 911 call data sent to off-site locations, such as a central database. Data can be sent and archived anywhere in a NG911 environment.</p>		
Guideline Cross-reference(s): SC4		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
<p>Rationale: Confidentiality and disclosure rules directly affect how effective 911 services are within a state. Rules allow for the protection of callers, encourage people to report crimes, and protect callers/victims from retribution. It also serves to protect infrastructure and staff.</p>		

<p>Current Environment: NCGS 132-1.4.(c) states “Notwithstanding the provisions of this section, and unless otherwise prohibited by law, the following information shall be public records within the meaning of G.S. 132-1.” § 132.4.(c)(1) indicates this specifically applies to “The contents of 911 and other emergency telephone calls received by or on behalf of public law enforcement agencies, except for such contents that reveal the natural voice, name, address, telephone number, or other information that may identify the caller, victim, or witness. In order to protect the identity of the complaining witness, the contents of “911” and other emergency telephone calls may be released pursuant to this section in the form of a written transcript or altered voice reproduction; provided that the original shall be provided under process to be used as evidence in any relevant civil or criminal proceeding.”</p> <p>NCGS § 132-1.5.(i) (911 database) states “Law enforcement agencies shall not be required to maintain any tape recordings of “911” or other communications for more than 30 days from the time of the call, unless a court of competent jurisdiction orders a portion sealed.”</p> <p>NCGS § 132-1.5. (911 database) also states “Automatic number identification and automatic location identification information that consists of the name, address, and telephone numbers of telephone subscribers, or the e-mail addresses of subscribers to an electronic emergency notification or reverse 911 system, that is contained in a county or municipal 911 database, or in a county or municipal telephonic or electronic emergency notification or reverse 911 system, is confidential and is not a public record as defined by Chapter 132 of the General Statutes if that information is required to be confidential by the agreement with the telephone company by which the information was obtained. Dissemination of the information contained in the 911, electronic emergency notification or reverse 911 system, or</p>
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National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

automatic number and automatic location database is prohibited except on a call-by-call basis only for the purpose of handling emergency calls or for training, and any permanent record of the information shall be secured by the public safety answering points and disposed of in a manner which will retain that security except as otherwise required by applicable law. (1997-287, s. 1; 2007-107, s. 3.2(a).).

Reference Material: NCGS § 132.1.4, 132.1.5

Rating: At this time, North Carolina meets the guideline.

Assessor Recommendations:

Assessor Notes/Comments: Current statutes adequately cover the confidentiality and disclosure of 911 records.

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR26: A statute/regulation exists that addresses multi-line telephone systems (MLTS) statewide for 911.		
<p>Guidance: States may have different requirements in their statutes. Some state statutes only address MLTS in residential and school environments. All MLTS should interface to 911 with call back and location information, regardless of the number of stations or square footage involved. The statute should be examined for improvements based on the stated criteria.</p> <p>Reference NENA E911 for Multiline Telephone System requirements, 06-750 v3.</p>		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Statute contains provisions for nonbusiness MLTS systems in the state for 911.		Statute requires all MLTS systems to interface to 911 and provide specific call back and location information.
<p>Rationale: MLTS is an important issue in 911. The ability must exist to accurately locate calls coming from an MLTS.</p>		

<p>Current Environment: No statute/regulation exists that addresses multi-line telephone systems (MLTS) statewide for 911.</p> <p>Recommendation 7 in the State 911 Plan states, "North Carolina should require all multi-line telephone systems to deliver extension based ANI/ALI to the 911 network. NCGS 62A needs to be modified to include the model MLTS legislation as provided by NENA to include but not be limited to the following language: Operators of Shared Residential MLTS serving residential customers are required to assure that the telecommunications system is connected to the public switched network such that calls to 911 result in one distinctive Automatic Number Identification (ANI) and Automatic Location Identification (ALI) for each living unit. For a MLTS serving business locations, the MLTS Operator shall deliver the 911 call with an Emergency Location Identification Number (ELIN) which will result in one of the following: (a) an ERL which provides a minimum of the building and floor location of the caller, or (b) an ability to direct response through an alternative and adequate means of signaling by the establishment of a private answering point. The MLTS Manager must make reasonable efforts to assure that 911 callers are aware of the proper procedures for calling for emergency assistance."</p> <p>That recommendation has not yet been met.</p> <p>Reference Material: State 911 Plan</p>
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<p>Rating: At this time, North Carolina does not meet the criteria.</p>
<p>Assessor Recommendations: Current statute should be modified to reflect the NENA E911 Multiline Telephone Systems model legislation.</p>
<p>Assessor Notes/Comments: The State Plan recommends multi-line telephone systems be added to the statute and will be modeled after the NENA model legislation. The recommendation in the State Plan has not yet been met.</p>

National 911 Guidelines Assessment Report
Statutory and Regulatory Environment

Guideline SR27: The statutory environment identifies 911 as an essential government service for states that are able to make the distinction.		
Guidance: In general, government services that are defined as “essential government services” are those that are required to be provided, and which are included in continuity of operations policies, procedures and plans.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The statutory environment defines 911 as an essential service.		The statutory environment provides for the protection of funds specifically dedicated to 911 and protects resources.
Rationale: When 911 is defined as an essential service, funds dedicated to the provision of 911 should not be diverted elsewhere.		

Current Environment: The statutory environment does not identify 911 as an essential government service.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: The Board should ensure the funds are not used for purposes other than what the statute authorized.

Assessor Notes/Comments: The funds are collected from telecommunications subscribers by service providers for the purpose of providing 911. This guideline is intended to protect 911 funds from being raided. The Governor has the authority to redirect any and all state funding. The funds are appropriated to and budgeted for 911. The general feeling is that there is very little risk to funds being raided.

North Carolina 911 Board Response: This is probably an omission error on our part from the initial reply. There is no service provided by any state agency designated at the state level as an “essential government service” by statute. However, the Rationale states, “When 911 is defined as an essential service, funds dedicated to the provision of 911 should not be diverted elsewhere”. § 62A-44(d) (911 Fund) reads “Nature of Revenue. - The General Assembly finds that distributions of revenue from the 911 Fund are not State expenditures for the purpose of Section 5(3) of Article III of the North Carolina Constitution.

Therefore, the Governor may not reduce or withhold revenue in the 911 Fund. (2007-383, s. 1(a); 2008-134, s. 1(a); 2010-158, s. 5; 2011-122, s. 4; 2011-291, s. 2.17.)”. So if the purpose here is to protect 911 fund raids, North Carolina has that provision. Furthermore, the Recommendation states, “The Board should ensure the funds are not used for purposes other than what the statute authorized”. The 911 Board has a pretty extensive annual revenue and expenditure review of all PSAPs receiving 911 funds that does just that. Kevin Leonard, the Executive Director of the NC Association of County Commissioners even mentioned that process in his presentation.

Assessor Response: Assessor agrees that North Carolina has policies in place to protect the 911 funds. However, there is no statute to protect the funding. Representative Saine stated, “when money gets tight, the 911 money is the ‘don’t touch that money.’ Mainly because of issues it would cause locally, but not without realm of possibilities.” This guideline offers North Carolina an additional protective action, by formally recognizing 911 as an essential government service, much like law enforcement and fire services. The State may feel adequate protection is in place. Without statutory protection, the assessment team concludes that the appropriate rating is ‘does not meet criteria.’

Governance

The governance environment outlines areas of stakeholder involvement with the 911 system. History has shown that cooperation enhances a 911 system, and with the diversity of stakeholders and user needs, the governance of the 911 system is critical.

This category has seven guidelines.

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Guideline GV1: The State has a comprehensive statewide 911 plan.		
<p>Guidance: A comprehensive statewide 911 plan is fundamental to the success of any 911 program and should be an integral part of a larger state plan. A comprehensive plan ensures all 911 stakeholders are working towards the same end goal. Having the plan in statute formalizes it and allows it to have a standing in the state. The plan cannot stand alone, but must integrate with other plans within the state, which requires coordination with other entities.</p> <p>The plan acknowledges and is consistent with other plans in place in the state (emergency preparedness, interoperability, emergency evacuation, emergency operations, security, and training and exercises). The process for developing and reviewing the plan must include stakeholder participation.</p>		
Guideline Cross-reference(s): SR1, OP5, OP8, SC1, SC2, SC5, SC6		
Minimum Criteria	Advanced Criteria	Superior Criteria
The 911 plan is documented and updated consistently according to an established timeline. The plan is implemented and followed.	The 911 plan is consistent with and reviewed against other related plans within the state.	The 911 plan has authority through statute or regulation to be consistent and integrated with other related plans within the state and plans for sustainable funding. The 911 plan is integrated with such plans.
<p>Rationale: A comprehensive statewide 911 plan is fundamental to the success of any 911 program. A plan will foster consistent goals and advancement throughout the state.</p>		

<p>Current Environment: NCGS § 62A-40(3) defines “911 State Plan” as “A document prepared, maintained, and updated by the 911 Board that provides a comprehensive plan for communicating 911 call information across networks and among PSAPs, addresses all aspects of the State’s 911 system, and describes the allowable uses of revenue in the 911 Fund.”</p> <p>NCGS § 62A-42(a)(1) states that it is the duty of the 911 Board “To develop the 911 State Plan. In developing and updating the plan, the 911 Board must monitor trends in voice communications service technology and in enhanced 911 service technology, investigate and incorporate GIS mapping and other resources into the plan, ensure individual PSAP plans incorporate a back-up PSAP, and formulate strategies for the efficient and effective delivery of enhanced 911 service.”</p> <p>The current North Carolina 911 State Plan was approved on May 14, 2010. While many of the objectives in the Timeline for Plan Implementation have been met, some are still outstanding. The plan does stand alone, and does not deliberately integrate with other plans in the state.</p> <p>Reference Material: NCGS 62A, State 911 Plan</p>

<p>Rating: At this time, North Carolina meets the minimum criteria.</p>
<p>Assessor Recommendations: To move to “advanced” criteria, the NC 911 Board should take deliberate steps to ensure that the 911 plan aligns with other state plans to avoid being a standalone document. In addition, the Board should establish a specific timeline for updating the plan. Since the current plan was adopted in 2010, an updated plan is due. Expand the state plan to include and</p>

address the features and functions incorporated in the “Model State 911 Plan”. This plan can be found here: <http://www.nhtsa.gov/staticfiles/nti/pdf/811369.pdf>.

Assessor Notes/Comments: Leaving it up to the executive director to update the plan introduces too much discretion in the creation of a strategic planning document. The discretion afforded to the executive director was interpreted as an “established timeline”. The current plan is a strategic plan and not an action document. One option might be to expand the state plan to include information and strategies that would encourage the adoption of standard operating procedures and best practices.

North Carolina 911 Board Response: The Recommendations state, “To move to “advanced” criteria, the NC 911 Board should take deliberate steps to ensure that the 911 plan aligns with other state plans to avoid being a standalone document.” The Guideline and the assessor’s recommendation assume that other state agencies are required to have a “state plan”, but in North Carolina I do not believe such a requirement exists.

Assessor Response: The purpose of this guideline is to promote and support the idea of establishing a plan for the statewide 911 system that is consistently updated, and enables intrastate collaboration. The deployment of NG911 requires integration of many state systems (e.g., GIS, procurement) and the state’s 911 plan should be cognizant of these requirements and enable actions to carry them out. While other state agencies may not be required to establish a formal state plan, the point that the peer assessment team was trying to make is that there needs to be some mechanisms to align the NC 911 Board’s plan with other state agencies where interdependencies among missions may exist. This would enhance planning and resource sharing.

When reading this rating (and many others), it is important to keep in mind that these are strictly guidelines, and meeting a minimum criterion may be all that certain states should strive for. We want to emphasize that these guidelines are primarily meant to point states towards an ideal direction to move in, not evaluate their performance. The guidelines are also agnostic, as to the specific actions taken to ensure cooperation and collaboration among state agencies, so long as they exist.

Guideline GV2: An entity has authority and responsibility for statewide 911 coordination.		
Guidance: Coordination is the end point. If two or three organizations are doing the same thing, there needs to be coordination. The focus should be on the function – one entity whose primary responsibility is to support and promote optimal 911 services. The entity could be a coordinator, an agency, or a board/council with a primary responsibility to support and promote optimal and cost effective 911 service. The entity provides governmental services to ensure the existence of 911 currently and into the future. There is a need for an entity that can coordinate the efforts of all appropriate agencies/entities that support the vision and mission for delivery of statewide 911 services. See the relationship between this guideline and SR1 and SR2, which state that the coordination function and the coordinator should be funded.		
Guideline Cross-reference(s): SR1, SR2		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: 911 is a complex system that necessitates leadership among the diverse and potentially competing stakeholder community.		

Current Environment: NCGS § 62A assigns authority and responsibility for statewide 911 coordination to the North Carolina 911 Board. See responses to SR1 and SR2 for details.

Reference Material: NCGS 62A

Rating: At this time, North Carolina meets the guideline.
Assessor Recommendations:
Assessor Notes/Comments: Since the outcome is binary, no additional recommendations are provided.

Guideline GV3: Stakeholder groups participate in 911 planning, implementation, and changes.		
Guidance: 911 stakeholders should be adequately represented at every stage of 911, including planning, implementation, updates, and modification. It is recognized that there may not be much involvement in the planning and implementation, however. While statute may vest final decision-making on key investments and timeframes with specific State and/or local governmental entities, structures should be in place to ensure that relevant State agencies, responsible local governing boards, traditional and non-traditional responder groups, and communications providers have meaningful input into this decision-making.		
Guideline Cross-reference(s): SR8, SR15, OP8		
Minimum Criteria	Advanced Criteria	Superior Criteria
Stakeholders participate informally in development and implementation of a statewide 911 program for consensus building.	Documented organized change control processes involve stakeholder participation.	Documented organized change control processes are set in statute. There is an evaluation of the processes to manage change.
Rationale: Strong 911 programs incorporate stakeholder contributions. Decision-making, absent broad-based stakeholder input, can increase costs, decrease desirable outcomes, and delay necessary changes.		

<p>Current Environment: NCGS § 62A-41 ensures that the 911 Board's membership includes members of the stakeholder community, including representatives from telecommunications service providers of various types (local exchange carrier and CMRS) and sizes, VoIP, municipal government, county government, APCO, NENA, sheriffs, police chiefs, fire chiefs, and rescue or emergency medical services chiefs. These representatives work closely with one another in determining the direction the Board takes in planning, implementation, and change.</p> <p>911 Board committees are deliberately crafted to include stakeholder representatives from outside the board, as well as study groups whose work has helped guide the Board in specific arenas, such as the one which developed a proposed 911 State Plan.</p> <p>Reference Material: NCGS § 62A-41, State 911 Plan</p>
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Rating: At this time, North Carolina meets the advanced criteria.
Assessor Recommendations: To move to "superior" criteria, the NC911 Board should attempt to codify change control processes, including evaluation. Input from members should focus on their areas of expertise based on their representation. An area where the Board has made significant progress is with standards and rule development.
Assessor Notes/Comments: In addition, committees, such as NG911, may be a good source for the evaluation piece to manage change, as it contains representatives from the major stakeholder groups. This can be used a model for other processes as the Board migrates from a consensus focus to a managed control focus.

Guideline GV4: A statewide board or advisory council provides input and oversight for statewide 911 system coordination.		
<p>Guidance: Coordination at the state level is essential. While a designated 911 coordinator and statewide coordination are paramount to the effective and efficient operation of 911, it is important to have input and involvement from the 911 community as a whole. This facilitates the process to broaden the authority of the 911 coordinator, as in a next generation environment, the authority to regulate is more important.</p> <p>Oversight can be provided through a board or advisory council and can include representatives from public safety affiliations, as well as other stakeholder groups, such as service providers. The board or advisory council should work with the statewide coordinator where applicable. There needs to be a separation of duties from the coordinator that should be defined and delegated. States need to have some flexibility; coordination may be staff augmentation for example.</p>		
Guideline Cross-reference(s): SR1, SR2, SR14, SR15		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has a board, agency, or council with defined responsibilities.	The board/agency/council holds regularly scheduled meetings. Recommendations are public and actively distributed. There is a mechanism for receiving input from 911 users/agencies/stakeholders.	This board/agency/council is established and funded by legislation.
<p>Rationale: Statewide coordination provides a structured process for stakeholder involvement and input.</p>		

Current Environment: The North Carolina 911 Board, established and funded by legislation, provides input and oversight for statewide 911 system coordination. The Board holds monthly public meetings, including opportunity for public input at each of them. The Executive Director of the Board serves as the statewide coordinator with support from a staff of five.

Reference Material: see SR1, SR2, SR14, SR15

Rating: At this time, North Carolina meets the superior criteria.
Assessor Recommendations: In order to maintain this criteria level, the NC 911 Board will need to make sure that the configuration of staff detailed to the Board is adequate in terms of the types of positions, the number of FTEs, and the available skill sets to support the future of 911 envisioned by the NC 911 Board.
Assessor Notes/Comments: This may be an area in which the next statewide 911 plan should focus. The Executive Director is supported by a relatively small but effective and dedicated staff.

Guideline GV5: The state facilitates working relationships between 911 and groups within the state that interact with 911.		
Guidance: Communications are necessary between 911 and emergency management and other agencies or entities related to 911, such as law enforcement, fire, emergency medical services (EMS), information technology (IT), and statewide Department of Homeland Security (DHS) organizations. Working relationships include communication, cooperation, stakeholder management and collaboration. This not only relates to what happens at the state level, but also what happens at the regional and local levels.		
Guideline Cross-reference(s): SR8, SR14, SR15		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state provides for working relationships between 911 and other entities within the state.	The state provides for a structured and comprehensive working relationship between 911 and specified entities within the state. Working relationships are demonstrated at the state level.	State, regional and local representation exists in the working relationships demonstrated at the state level.
Rationale: 911 needs to work with other agencies for coordination, cooperation, responsiveness and effectiveness in the provision of emergency services.		

Current Environment: No structured relationship exists between 911 and other agencies or entities related to 911, although the 911 Board has an open and active informal relationship with those other agencies or entities.

Reference Material:

Rating: At this time, North Carolina meets the minimum criteria.
Assessor Recommendations: To move to “advanced” criteria, a structured and comprehensive working relationship should be legislatively established between the NC 911 Board and specific groups that interact with 911.
Assessor Notes/Comments: The Executive Director for the NC 911 Board reports to the state CIO. This establishes a formal relationship between IT and 911. In addition, successful informal working relationships exist between the Board and the state’s Emergency Management agency, as well as the state’s FirstNet entity. An initial step to establishing more structured and comprehensive working relationships between the Board and these additional groups may be to add them to the NC 911 Board in an advisory role.

Guideline GV6: The ability exists within the state to facilitate essential partnerships statewide, across state lines, and for specific strategic purposes.		
<p>Guidance: Agencies at a state level that relate to 911 need to be able to enter into agreements. There are two concerns: 1) if something is not prohibited in writing, then it is allowed, and 2) if something is not in writing, it is not allowed. It is not the intent to impose statutory requirements. One can only do what legislation allows. As such, agreements and partnerships do not necessarily have to be addressed in statutes.</p> <p>Conformance with this guideline could be demonstrated by statutory permission to enter into such agreements and through the successful implementation of agreements for past developments. State-level agencies (State police, emergency management, environmental conservation) and local agencies, such as 911 authorities and first responders, are examples of potential partnerships. Working relationships could include executed interlocal agreements, Memoranda of Understanding (MOUs), EMAC services and contracts, which could be tracked in a central repository.</p>		
Guideline Cross-reference(s): SR7, SR8		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state permits regional or sub-state and statewide agreements, and allows State agencies and local governments to enter into agreements across state lines.	The statutory ability and structure is in place for agreements to be successfully implemented. A statewide plan is in place to complete all working relationship agreements.	All agreements are successfully implemented and reviewed when necessary.
<p>Rationale: To work effectively, all entities involved in the delivery of emergency services must have pre-defined working relationships, supported where necessary by agreements.</p>		

<p>Current Environment: Although not encoded in statute, the ability exists within the state to facilitate essential partnerships and agreements statewide, across state lines, and for specific strategic purposes. No prohibitions exist regarding the formation of such partnerships or agreements.</p> <p>One example of a working partnership is the one between the North Carolina 911 Board and the North Carolina Center for Geographic Information and Analysis (CGIA) to provide updated orthoimagery to all primary PSAPs and local governments on a rotating four year cycle. One quarter of the state's geographic footprint is updated each year, so no governing entity's orthoimagery is ever more than four years old. Although the Board pays for the updates primarily to ensure primary PSAPs have accurate geographical data to use, the Board makes the data available to any and all local government divisions which utilize GIS.</p> <p>Another example is the agreement between the 911 Board and the primary PSAPs which receive funding from it that in the interest of establishing a common baseline for evaluating 911 call distributions and behaviors across the state the Board has paid for ECaTS (Emergency Call Tracking System) equipment and service to be installed and implemented at every primary PSAP at no cost to the PSAP; the 911 Board foots the bill for the statewide project.</p> <p>Reference Material:</p>
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<p>Rating: At this time, North Carolina meets the minimum criteria.</p>
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Assessor Recommendations: To move to “advanced” criteria, statutory ability and structure will need to be in place for agreements to be successfully implemented. This can be accomplished by establishing in legislation the authority of the NC 911 Board to facilitate essential partnerships and agreements. The assessors recommend that the state continue to foster relationships with key policy leaders and legislators, as well as the military, Coast Guard, and Native American population.

Assessor Notes/Comments: The ability to facilitate essential partnerships and agreements statewide, across state lines, and for specific strategic purposes exists because there is no specific prohibition against doing so in legislation. The NC 911 Board has been successful in identifying opportunities and using this omission to its benefit. With the state’s open consensus-oriented processes, productive relationships with key policy leaders and legislators are crucial to timely evolution of laws, rules, policies and best practices. Members of the NC 911 Board, the Executive Director, and his staff should be commended for the clearly strong relationships already in-place and are encouraged to maintain and continually strengthen these relationships.

Guideline GV7: The State provides a statewide governance model for resource sharing and agreements between jurisdictions.		
Guidance: The “depth” of agreements will likely vary greatly – with the better agreements addressing governance, cost allocation, modification and/or termination of same, addition of partners, disaster recovery responsibilities, and liability. Agreements could exist for joint dispatch or equipment sharing, for example.		
Guideline Cross-reference(s): SR7		
Minimum Criteria	Advanced Criteria	Superior Criteria
A statewide governance model is in place.	Successful multi-jurisdictional agreements, based on the statewide model, can be referenced as examples.	Multi-jurisdictional agreements, based on the statewide model, are in practice. Resources are available to assist jurisdictions in developing agreements.
Rationale: Technology has made it more cost-effective to share resources (e.g., staff, equipment, contracts) among 911 jurisdictions. The ability to easily form, amend, and discontinue these multi-jurisdictional agreements as needs dictate is critical to the effective use of limited resources. Resource sharing increases efficiency, effectiveness, and cost control among jurisdictions.		

Current Environment: A statewide governance model is not in place, although several multi-jurisdictional agreements have allowed for PSAP consolidation and cost sharing in moving toward NG911 implementation capabilities for PSAPs and to serve as one another's back-up when the need arises.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum criteria.
Assessor Recommendations: To move to “minimum” criteria, the NC 911 Board needs to identify a strategy to develop a statewide governance model.
Assessor Notes/Comments: The current environment references existing multijurisdictional agreements as an example of resource sharing. A potential source to use to grow a statewide governance model may be through the NC 911 Board's grant program. Financial reward may incentivize PSAPs to move in this direction. Once this occurs, specific guidelines could be developed to demonstrate how local needs can be addressed, from which a statewide model can be extrapolated. These kinds of governance models are increasingly important with the migration to NG911.
North Carolina 911 Board Response: The guideline implies a centralized 911 governance structure. That is not consistent with the authority granted to the Board by the NC General Assembly, nor is it consistent with the general governance and police powers arising from the State's constitution or other statutory authority. The assessor's comments include the statement “A potential source to use to grow a statewide governance model may be through the NC 911 Board's grant program. Financial reward may incentivize PSAPs to move in this direction.” This has clearly been done since the grant program began in 2011 as indicated by the number of consolidation grants and the orthography project. This guidance should be under “operational” not governance.
Assessor Response: The purpose of this guideline is to encourage the adoption of a model within the state that fosters the establishment of multijurisdictional agreements. The guideline is purposefully agnostic, as to who provides the necessary coordination and collaborative opportunities. It is clear that adoption of NG911 technology will make it possible for jurisdictions to share services and

National 911 Guidelines Assessment Report

Governance

infrastructure and is likely to make it more cost-effective to share resources among 911 jurisdictions. The ability to easily form, amend, and discontinue these multi-jurisdictional agreements as needs dictate is critical to the effective use of limited resources. Resource sharing increases efficiency, effectiveness, and cost control among jurisdictions. The guideline is not intended to necessarily imply a state run, statewide governance structure, but rather a model for such coverage – however the North Carolina chooses to establish it. The superior criteria specifically says, “multi-jurisdictional agreements, based on the statewide model are in practice.” Statewide implies that all geographic areas are covered by 911 Authorities, either singly or interconnected. Governance ensures statewide coverage. That coverage can be provided by a number of 911 Authorities, including a state run single 911 Authority, as in some states. The assessors recommend that North Carolina consider a more centralized 911 governance structure in order to reap the benefits that can come from other forms of centralized state governance. If North Carolina cannot achieve this centralized governance structure from a policy standpoint, then another means of simple coordination and collaboration could be used, as has been done by many other states. The team’s suggestion was to use a financial means, the grant program. Regardless, the team still sees this as governance and not operational.

Functional and Operational Planning

The functional and operational planning environment outlines the areas of service delivery that should be addressed in a 911 system. This environment includes areas such as record retention, call handling protocols, continuity of operations plans, and exercises.

This category has nine guidelines.

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Functional and Operational Planning

Guideline OP1: All traditional wireline and wireless calls within the state route to a PSAP enabled to receive Enhanced 911 (E911) data and route to an appropriate dispatcher.		
Guidance: Currently, varying levels of service may exist across a state. While it is not feasible for every jurisdiction to have its own 911 system or PSAP; every citizen should have access to 911.		
E911 provides automatic location identification (ALI) data, selective routing, selective transfer, fixed transfer, and a call back number. Phase II provides delivery of a wireless 911 call with call back number, the location of the caller within current FCC requirements, and selective routing based on those coordinates. These data parameters provide a greater certainty that callers can be located in emergency situations. If a PSAP is able to receive E911 data and wireless Phase II data, Voice over Internet Protocol (VoIP) calls are also able to be processed.		
The assessment is designed for the state and PSAP, not the service providers and carriers. This guideline refers to system capabilities and customer premise equipment (CPE) capabilities; processing the calls is a capability issue. Technical failures are an exception.		
Guideline Cross-reference(s): ST1		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Having caller location improves the chances of saving lives.		

Current Environment:

Yes. All wireline, wireless, and VoIP calls to 911 in NC are routed to one of 119 primary PSAPs, which are capable of receiving Enhanced 911 data. Because of the vast differences in the size of PSAPs, some calls will be answered by dedicated call takers who will process the information, then route the call to a radio dispatcher. The calls placed to most PSAPs will be answered by a person who receives, processes, and dispatches the call.

Reference Material:

Rating: At this time, North Carolina meets the guideline.
Assessor Recommendations: No recommendations
Assessor Notes/Comments: North Carolina has deployed Enhanced 911 at all the PSAPs.

Guideline OP2: The state is pursuing full implementation of emergency medical dispatch (EMD).		
<p>Guidance: While the statutory environment provides for EMD and requires the use of EMD if it is in statute, there should be something in place for states where it is not in statute, but is being pursued or actively done. This recognizes efforts of the state and is not inconsistent with the statutory environment.</p> <p>EMD protocols, if used, should meet the American Society for Testing Materials (ASTM) Standard Practice for Emergency Medical Dispatch (F1258-95) and ASTM Standard Practice for Emergency Medical Dispatch Management (F1560-94). This guideline applies to regional and local 911 systems. This guideline is not meant to mandate any specific protocols. Medical oversight is a licensed physician with the appropriate qualifications in emergency medicine. Funding should not include operational costs of staff in the PSAP. Maintenance includes software updates, licenses, and staff training.</p>		
Guideline Cross-reference(s): SR20		
Minimum Criteria	Advanced Criteria	Superior Criteria
The State provides models for EMD implementation.	Measurable steps have been taken to implement EMD statewide. The state has a plan for completion and an identified funding source.	EMD is implemented statewide. Maintenance and support of the EMD program is fully funded by an identified source.
<p>Rationale: Protocols should exist for EMD. These protocols should be used and there should be oversight to ensure the protocols are being followed. Changes in protocol are allowed based on medical direction.</p>		

Current Environment: While the statewide supervision of EMD programs are managed by the NC Office of Emergency Medical Services, the NC 911 Board is working with NC OEMS to promote the statewide implementation of EMD. Currently 86 of the State's primary PSAPs provide the EMD level of care, while 33 do not. This equates to citizens in 81 of 100 counties have access to the EMD level of care.

In addition, the 911 Board allows surcharge monies to be used for the initial training, certification, and re-certification of PSAP personnel in EMD protocols, as well as the purchase of the protocol system, both electronic and backup card versions.

Reference Material:

Rating: At this time, North Carolina meets the minimum criteria.
Assessor Recommendations: Since funding is already available EMD could be expedited by transferring calls to an EMD enabled PSAP.
Assessor Notes/Comments: The State Office of Emergency Medical Services has standards in place. There is no formal plan to mandate the same level of service statewide. Presentations indicated that the lack of medical oversight was an obstacle to statewide deployment.
North Carolina 911 Board Response: The Recommendation states, "Since funding is already available EMD could be expedited by transferring calls to an EMD enabled PSAP". While I understand the thought process I do not understand the practicality and the reality of the recommendation.

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Assessor Response: The purpose of this guideline is to promote and support the adoption of EMD. The guideline is purposefully agnostic as to who carries out this responsibility, so long as someone within the state is recognized as responsible for ensuring its completion. The state meets the advanced criteria on this guideline. The assessor was simply making a suggestion on how to achieve a superior criteria. Tom Mitchell replied to a question stating that EMD calls are currently being transferred at Camp Lejeune. The assessors understand that there are multiple practical considerations of transferring EMD calls. Making a suggestion does not ignore these considerations.

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Guideline OP3: Provisions exist for interpretation capabilities statewide.		
Guidance: Equal service should be available for the deaf and hard-of-hearing community, as well as those for whom English is not a primary language. NENA and other organizations recognize the term non-English speaking, which includes American Sign Language users. This guideline recognizes that some territories may have a non-English primary language.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The State recommends that PSAPs have an interpretation capability or access to similar services.	The State requires that PSAPs have an interpretation capability or access to similar services. There is an identified funding source.	Required interpretation capabilities or access to similar services are fully funded by an identified source.
Rationale: This ensures equal service for non-English/non-native language speaking callers requesting assistance of any kind.		

Current Environment:

Currently all 119 primary PSAPs have the capability to communicate with the deaf and hard of hearing community via TTY. In addition, approximately 64 of these 119 PSAPs have completed their request letters and testing, and are capable of receiving text to 911 messages from the wireless carriers in their areas.

Most of the 119 PSAPs have agreements in place with various providers for language interpretation services to assist non-English speaking callers. As of August 1, the 911 Board is in the process of writing an RFP to select one vendor to provide language interpretation for all PSAPs in NC, at a more cost effective price.

Reference Material:

Rating: At this time, North Carolina meets the minimum criteria.

Assessor Recommendations: The Board should follow through with the procurement and deployment to all PSAPs.

Assessor Notes/Comments: There is no statutory requirement for interpretation services. The PSAPs currently have various providers. The State is currently drafting procurement of a statewide vendor for interpretation service. No information was provided on the status of the RFP.

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Guideline OP4: The state provides guidelines for the retention of 911 call records and 911 related data.		
Guidance: The role of the State is to perhaps be an advocate for PSAPs and/or set standards. The State should define what is considered a “record.” The creator of the record is the custodian of the record (or whoever is specified in statute if applicable). Local, state, and federal laws may affect the retention of data and not all data will have the same retention period. The retention laws may not be in the 911 statute, but in other provisions of law.		
Guideline Cross-reference(s): SR24		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: The retention of 911 records and data ensures consistency across the state and ensures data is available when needed.		

Current Environment:

NC General Statute 132 deals with public records and records retention. More specifically, GS 132-1.4.(c) (4) defines which parts of a 911 call are public record, and what exceptions are noted, by saying:
“The contents of “911” and other emergency telephone calls received by or on behalf of public law enforcement agencies, except for such contents that reveal the name, address, telephone number, or other information that may identify the caller, victim, or witness.”

GS 132-1.4.(i) addresses the retention of 911 call records and says: “Law enforcement agencies shall not be required to maintain any tape recordings of “911” or other communications for more than 30 days from the time of the call, unless a court of competent jurisdiction orders a portion sealed.”

Reference Material: NCGS §132-1.4.(c)(4) and § 132-1.4.(i)

Rating: At this time, North Carolina meets the guideline.

Assessor Recommendations: Current local government statutes include records retention. Proposed rules include Operational Records and should be implemented to clarify retention of call and related data. The Board should move the rulemaking process forward to ensure adequate retention of data.

Assessor Notes/Comments: Retention of records is included in the local government statutes.

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Guideline OP5: The state requires a data backup plan.		
Guidance: All data essential to the operation of a PSAP should have a backup available. Examples of data essential to the operation of the PSAP are Master Street Address Guide (MSAG), automatic location identification (ALI), computer aided dispatch (CAD), and customer premise equipment (CPE) data. Periodic backups are executed and logged. At least one backup should be stored off-site. Any off-site storage should comply with all security requirements.		
Guideline Cross-reference(s): GV1		
Minimum Criteria	Advanced Criteria	Superior Criteria
PSAPs implement a local data backup and recovery procedure and plan. This plan is documented.	PSAPs' backup and recovery procedures and plans are documented and maintained. Data backup is offsite.	Implemented data backup and recovery procedures and plans are documented and maintained, and the backups are audited.
Rationale: This is one method to ensure continuity of data should there be any type of component failure.		

Current Environment: The state does not require a data backup plan, although every PSAP is expected to backup the "Master Street Address Guide (MSAG), automatic location identification (ALI), computer aided dispatch (CAD), and customer premise equipment (CPE) data" and store the backups offsite as a matter of best practice. Larger PSAPs with dedicated IT staff are usually better at doing this than smaller PSAPs without an IT department where IT related tasks are commonly delegated to staff members who, although perhaps IT proficient, are not IT professionals.

Reference Material:

Rating: At this time, North Carolina does not meet the criteria.
Assessor Recommendations: The Board should require consistent back up plans for all PSAPs in rule.
Assessor Notes/Comments: The State does not require data backup plans. The level of backup may be different at each PSAP depending on the IT support available.

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Guideline OP6: State-level guidance exists for public safety's use of social media.		
Guidance: Public safety includes PSAPs. Leveraging the capabilities of social media (incoming and outgoing) and the use of social media can enhance the image of public safety agencies. This should be part of an organization's public information plan. Guidance may also cover future uses of this technology.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Social media is being used by the public to talk about emergencies. Social media can be a tool to give the public accurate information before and during emergencies.		

Current Environment:

No, the State does not mandate how social media is used in public safety communications. The 911 Board has a Facebook page and a Twitter account that is used for communicating and sharing news with the PSAPs and their personnel. Local PSAPs are cautioned to put disclaimers on agency Facebook pages, stating those pages should not be used to report an emergency, or any event, if that page is not monitored 24 X 7 by agency personnel.

Reference Material:

Rating: At this time, North Carolina does not meet the guideline.
Assessor Recommendations: The Board should require each PSAP to document policy regarding use of social media for communications.
Assessor Notes/Comments: Social media as a form of communication is becoming more popular and a common communication tool. The Board uses social media as a public safety communications tool for communicating with PSAPs. The State cautions PSAPs regarding the use of social media but there is no formal policy or guidelines for the use of these systems originating at the PSAP.
North Carolina 911 Board Response: The Recommendation states, "The Board should require each PSAP to document policy regarding use of social media for communications". This falls under the existing Public Records statute.
Assessor Response: Social media can be a tool to give the public accurate information prior to and during emergencies. North Carolina's current environment stated local PSAPs "are cautioned to put disclaimers on agency Facebook pages, stating [not to use those pages] to report an emergency." Assessor recommends that this policy be documented. It may also be beneficial to create additional social media guidance regarding the best ways for PSAPs to use this popular and far-reaching communications technology.

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Guideline OP7: Statewide support and coordination exist for managing/operating emergency notification systems (ENS).		
Guidance: This service may be housed in other areas besides 911. Notification examples include ENS alerts, warnings, sirens, and broadcast intercepts. Many warnings are sent out at varying levels (state-level alerts, local alerts, interstate alerts). There should be a determination of who is responsible for specific alerts. Agreements should be in place between agencies within the state that utilize this service. The use of alerts and warnings could also be part of the state plan.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Guidelines and policies at the state level clearly document 911 jurisdictional roles. The statewide plan defines the agency responsible for specific alerts. There is communication between the party who issues the alert and the appropriate PSAP(s).	The state defines the proper use of ENS and other protocols, regardless of who has responsibility for alert generation.	A statewide body assists in unifying and coordinating the consistent use of alerts and warnings throughout the state.
Rationale: Alert/warning resources and technologies are of critical importance to the public, and have a very direct relationship to 911. Managing and operating these resources are, however, somewhat ancillary to the 911 function and careful integration into the overall emergency communications operation is critical.		

Current Environment:

The NC Emergency Alert System State Plan was created in August of 2011. The Emergency Alert System (EAS) was developed to provide immediate communication and information to the public at the national, state, or local levels in an emergency. The purpose of the North Carolina Emergency Alert System Plan is to provide procedures and guidelines for state, federal, and private organizations for working together to disseminate emergency information and instructions to the public during threatened or actual emergencies. North Carolina's Emergency Alert System is comprised of radio, television and cable stations, as well as several government agencies including the N.C. Division of Emergency Management, N.C. State Highway Patrol, N.C. Center for Missing Persons, and National Weather Service. National EAS messages from the White House will be sent to WQDR-FM in Raleigh. EAS messages at the State level will go through the Department of Emergency Management. When messages are received at the local level by PSAPs, local protocols take over as to the type message, the target audience, and the delivery method.

Pursuant to the spending guidelines in NCGS 62A, Emergency Notification System (ENS) software (e.g. Reverse 911, Code Red, etc.) may not be purchased using 911 funds.

Reference Material:

Rating: At this time, North Carolina meets this criteria at the superior level.

Assessor Recommendations: ENS is a useful tool for alerting citizens to an emergency, provide evacuation information and all clear information. The benefit of statewide ENS is emergencies do not recognize jurisdictional boundaries. Maps can be used to identify specific area. Policy and guidelines should be documented to ensure communications between multiple jurisdictions.

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Assessor Notes/Comments: The North Carolina Office of Emergency Management operates the statewide notification system and is under their authority. After reviewing North Carolina's responses, the assessor concurs that this criteria is met at the superior level.

Guideline OP8: The state has a formalized process and communication plan for change management.		
<p>Guidance: Change management is becoming increasingly more important in the technological age. This guideline involves changes that impact others – state down, local up – and any area in between where someone else is impacted or affected. A local level change could be just as catastrophic as a state change. Communications is a significant component; changes must be communicated.</p> <p>The communications plan should address the process and how any state, regional, or local level changes are communicated throughout the state and, where appropriate, to the employees. Change management processes should be included for software and hardware, changes in technology, changes to the staff, and changes in operational/technical functions, changes in regulations, changes by vendor community – such as changes in technologies that should be communicated to 911 authorities. Advance notice of changes should also be a consideration. The change management process may be included in an operational plan. This change management process should include a test plan, where appropriate.</p>		
Guideline Cross-reference(s): GV1		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
<p>Rationale: Changes to any component or area of a 911 system can affect many aspects of the system and need to be controlled and communicated properly.</p>		

Current Environment: The state does not have a formalized process and communication plan for change management within the 911 system.

Reference Material:

Rating: At this time, North Carolina does not meet the guideline.
Assessor Recommendations: The Board and PSAPs should work together to develop a statewide communications plan including comments periods.
Assessor Notes/Comments: The Board does not have a formalized communications plan. They have recently hosted regional PSAP meetings and a newsletter. This form of communication may generate discussions on change management.

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Guideline OP9: The State monitors and enforces compliance of 911 related provisions of the Americans with Disabilities Act (ADA).		
Guidance: Statewide 911 system compliance should include Americans with Disabilities Act (ADA) and its 911 related provisions.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Compliance with ADA's 911 related provisions is important to ensure equal access to 911 services.		

Current Environment: NCGS Chapter 168A, *North Carolina Persons with Disabilities Act*, governs how both state and local governments implement the protections afforded by the federal *Americans with Disabilities Act* at the state level. Since Primary PSAPs in North Carolina are operated by local government entities, adherence to ADA requirements is dependent upon those entities' implementation and enforcement of both NCGS 168A and the ADA. Language specific to 911 does not appear in NCGS 168A, but the expectation throughout the state is that the protections afforded by the ADA, including its 911 related provisions, are uniformly applied and enforced statewide.

Reference Material: NCGS 168A

Rating: At this time, North Carolina meets the guideline.
Assessor Recommendations: It is recommended North Carolina continues with the rulemaking process and implements TDD/TTY standard operating procedures (SOPs).
Assessor Notes/Comments: The required statutes relating to the Americans with Disabilities Act (ADA) are in place and covers state and local governments. North Carolina should be commended for the 67 PSAPs that have deployed text-to-911 and should encourage the remaining PSAPs to follow suite.

Standards

The standards environment outlines the areas for which a state should develop or adopt standards. This includes technology and performance standards.

This category has six guidelines.

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Guideline ST1: Standards and best practices have been identified and implemented at the state level.		
<p>Guidance: A review of the existing standards and best practices from a technical and operational level should be conducted to ensure that those standards have been identified, evaluated, and implemented (as appropriate). Examples of standards and best practices include technical interface, data, performance, and operations from the American National Standards Institute (ANSI), Internet Engineering Task Force (IETF), National Fire Protection Association (NFPA), APCO, and NENA. Once a set of standards has been adopted, there needs to be a regular review (by a statewide coordinating body, such as a State agency, association of counties, or other state public safety associations) of existing and proposed design and performance standards to determine the changes needed (if any).</p>		
Guideline Cross-reference(s): SR12		
Minimum Criteria	Advanced Criteria	Superior Criteria
Standards have been identified and implemented at the state level.	A state-level entity regularly reviews adopted and proposed design and performance standards to determine what changes, if any, are needed.	Proposed changes from the state-level entity are implemented. The implementations are adequately funded.
Rationale: Standards and best practices ensure consistency of 911 service across the state.		

Current Environment:

The NC 911 Board created a Standards Committee in 2010. This Committee was tasked with developing a set of Operating Standards, as defined under GS 62A-42 (a) (4), Powers and Duties of the Board. The Operating Standards/Rules the Standards Committee created were modeled after NFPA 1221, and the current version was finalized and adopted by the Board on 1/25/2013. These Standards/Rules have been involved in the NC Office of Administrative Hearings Rules Review process for over 2 years. Within the past 6 months, the process has picked up speed, and the first official public hearing on these Rules is scheduled for August 28, 2015. The Rules will hopefully be adopted by the end of 2015.

Once the Rules are adopted, the Standards Committee will be tasked with review and revision of the Rules as needed. The Committee has created a process for measuring PSAP compliance to the Rules that will include onsite inspections, performed by PSAP peer reviewers. The Committee is in the process of identifying new technologies that will require new rules or changes to existing rules.

Reference Material: NCGS 62A, Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: Continue the NCAC 06C .0101 Title 9 rule development process.

Assessor Notes/Comments: Even though the Fire Department has identified and implemented compliance to NFPA Communication standards, the completion of this guideline will not be finalized until the current rules developed by the NC 911 Board Standards Committee are implemented. The rules were developed using national industry standards and best practices with modifications based on legislative authority and North Carolina's specific public safety requirements. With the completion of the measurement process, onsite inspection and identifying new technologies, the NC 911 Board will

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complete the advanced criteria. The NC 911 Board's approach to funding the requirements in the systems will assure compliance at the superior level.

Concern is noted on the amount of time required for rule development. The time required for rule development could further delay implementations based on future rule needs for process measurement of PSAP compliance and future modifications for advancements in technology, including next generation 911 implementations.

Guideline ST2: The State requires specific operational standards for PSAPs to ensure a minimum level of service delivery.

Guidance: A minimum level of 911 service is required regardless of the type of service. It includes E911, wireless Phase I, wireless Phase II, Voice over Internet Protocol (VoIP), and NG911 (emerging technologies).

With Basic 911, a caller is automatically connected to a PSAP based on the central office that originates the call; automatic number identification (ANI) and/or automatic location identification (ALI) may not be supported. This means that the PSAP may not have the location or call back number of the caller.

With wireline E911, the PSAP has capabilities for ALI, ANI, selective routing, and selective transfer. For E911, the PSAP receives the caller's location and call back number, and other identifying information. The call is routed to the correct PSAP based on the caller's location, not the central office.

For wireless E911 Phase I, the PSAP receives the call back number of the caller and the identification of the cell tower from which the call originated. The call is usually routed based on cell tower sector.

For wireless E911 Phase II, the wireless call is delivered with the call back number as well as the location of the caller within 125 meters 67 percent of the time. The wireless call is routed to the PSAP based on the caller's coordinates at the time of the call.

Guideline Cross-reference(s): SR12

Minimum Criteria	Advanced Criteria	Superior Criteria
The State has defined a minimum level of service, which is at least Enhanced 911 (E911). The minimum level of service is specific, consistent, and implemented at all PSAPs across the state.	The service level is regularly reviewed and updated based on evolving operational and technical capabilities at a national level.	The State-defined service level is enforced and adequately and sustainably funded.

Rationale: A minimum level of service for all PSAPs ensures a consistent delivery of 911 service to all callers regardless of the caller's location or method of accessing 911.

Current Environment:

The State has defined and operates at a minimum level of service, which is Enhanced 911 (NCGS § 62A-40(b)). The State is in the process of developing an RFP for a Statewide ESI broadband network. Eleven PSAPs (as of this writing) have individually implemented MPLS capabilities in their progression toward NG911. The State provides all PSAPs with aerial photography, and updates those images every 4 years. The State's operational Standards, when implemented, will ensure a uniform minimum level of service across the State. The Rules will require 90 percent of all emergency calls will be answered in 10 seconds or less. (This is a standard that 100 of 119 PSAPs are already achieving.) . These Rules also require PSAPs to have written SOPs. The 911 Board funds the equipment necessary for PSAPs to achieve and maintain these standards.

Reference Material: NCGS § 62A-40(b), Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina meets the minimum criteria.

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Assessor Recommendations: Continue the NCAC 06C .0101 Title 9 rule development process for existing E911 system requirements. Continue the development of NG911 and text messaging; codify the requirements in rule or legislative statutes.

Assessor Notes/Comments: NCGS § 62A-40(b) defines the minimum level of service for the state's 911 system as Enhanced 911. The state has confirmed completion of this level statewide at all PSAPs. The service level review is in process of being updated based on NC 911 Board NG911 committee work, currently in progress. The establishment of a minimum NG911 level of service is currently planned for future rule development. Enforcement and funding are currently being reviewed as part of the plan development.

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Guideline ST3: The state has defined PSAP performance standards.		
<p>Guidance: Defined performance standards allow for consistent delivery of service across the state. It also allows for the identification of issues that need to be addressed, such as the need for additional trunks or additional call takers within a specific PSAP.</p> <p>Performance standards include technical and operational standards such as call answering (timeliness, call overflow, and call overload), call protocols or interrogation, reliability, redundancy, congestion control, quality of service, and Teletypewriter (TTY) testing. For example, these standards could include a call answering standard of 90 percent of all 911 calls within 10 seconds during the busy hour of the day.</p>		
Guideline Cross-reference(s): SR12		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has defined PSAP performance standards.	The defined performance standards are implemented.	The defined performance standards are enforced and funded. Funding is not dependent on call answering standards being met.
<p>Rationale: Consistent performance standards enable evaluation and maximize consistent and effective service.</p>		

Current Environment:

The State has defined PSAP performance standards that are part of the Office of Administrative Rules that are currently under review. OAH 09 NCAC 06C. 0209(a) states, "PSAPs shall answer 90 percent of all emergency calls in 10 seconds, and 95 percent in 20 seconds. Compliance shall be evaluated monthly, using the data from the previous month."

Also, "when emergency 911 calls need to be transferred to another PSAP, the Telecommunicator will transfer the call without delay."

The standards also say the PSAP shall develop and implement standard operating procedures for responding to and processing TDD /TTY calls.

While the State urges PSAPs to comply with Standards, funding is not dependent on these standards being met. While the 911 Board does have the statutory authority to reduce, suspend, or terminate funds, per Session Law 2014-66, for failure to comply with provisions of NCGS 62A, the 911 Board has always considered this a last resort.

Reference Material: NCGS 62A, Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: Continue the NCAC 06C .0101 Title 9 rule development process.

Assessor Notes/Comments: Even though the Fire Department has identified and implemented compliance to NFPA Communication standards, the completion of this guideline will not be completed until the current rules developed by the NC 911 Board Standards Committee are implemented. With the completion of the measurement process, onsite inspection and identifying new technologies the NC 911 Board will complete the advanced criteria. The NC 911 Board's approach to funding the

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requirements in the systems will assure compliance at the superior level. Funding is not dependent on call answering standards being met.

Guideline ST4: The state requires specific interface standards for the exchange of 911 related data between functional entities.

Guidance: It is often not possible for one PSAP to transfer data to another PSAP, which can result in delayed responses. If data exchange is a capability, the data may be in a different format or layout. Standards development organizations have identified interfaces for the exchange of 911 data, which, if enabled statewide, allows all call takers/dispatchers to have the same understanding and ability to interpret the received data.

Interface standards describe the definition, format, layout, and other characteristics of 911 related data shared across disparate systems, ensuring the seamless exchange of data, and permitting a common understanding to interpret and use 911 related data consistently. Examples of industry-accepted standard organizations include APCO, the Internet Engineering task Force (IETF), and the National Information Exchange Model (NIEM).

Guideline Cross-reference(s): SR12

Minimum Criteria	Advanced Criteria	Superior Criteria
The state encourages the exchange of 911 related data at the local and regional level using industry-accepted interface standards.	At a state level, industry-accepted interface standards have been adopted for 911 related data exchange and applied to statewide procurement efforts and funding priority.	The state is compliant with national industry-accepted interface standards for 911 related data exchange, which is applied to statewide procurement efforts and funding priority.

Rationale: Interface standards that permit data exchange are necessary when data is being shared across functional entities.

Current Environment: The state does not currently require specific interface standards for the exchange of 911 data among functional entities, but does allow PSAPs to use 911 funds to pay for such capabilities when proprietarily offered by software vendors.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: Continue the efforts for the NG911 procurement and adoption of the standards involved to include the exchange of 911 data.

Assessor Notes/Comments: The NC 911 Board has established a NG911 committee and a GIS subcommittee that will deal with issues on the exchange of 911 data between PSAPs. The CAD interface issues are also being reviewed to determine available methods of transferring data between PSAPs. The North Carolina School Risk and Response Management Initiative is a prime example of the need to have 911 related interface standards, protocols, and operational procedures incorporated into the 911 system.

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Guideline ST5: The state has minimum standards for emergency call processing protocols.		
<p>Guidance: Call processing starts at call receipt and ends at call disconnect. Protocols are a set of rules or conventions that govern how a call is handled internally. The state could choose to recommend or encourage specific commercially available protocols or develop their own.</p> <p>Minimum standards for call processing may include items such as questions, procedures, minimum service level, consistency, and integration procedures. Protocols could include law enforcement, emergency medical, fire, hearing impaired, and missing children. “Emerging” means that the criterion provides for flexibility and adjustment as new standards emerge.</p>		
Guideline Cross-reference(s): SR12		
Minimum Criteria	Advanced Criteria	Superior Criteria
A minimum set of call processing protocols exist in the state.	The call processing protocols are adjusted as necessary to remain consistent with emerging national call processing standards.	There is an audit to ensure compliance with the call processing protocols/standards.
Rationale: These standards will support a minimum level of consistency in call processing.		

Current Environment: The State encourages primary PSAPs to utilize standardized call processing procedures. This can be accomplished using procedures developed in-house, or through the use of commercially available protocols. The 86 (soon to be 87) PSAPs that receive and process medical calls for service, and provide the EMD level of care, can choose from three protocols systems (Priority Dispatch, APCO, and PowerPhone) which are all approved by the NC Office of Emergency Medical Services. The NC Department of Insurance, Office of State Fire Marshal, conducts inspections of all fire departments that serve populations of less than 100,000. Part of this inspection includes the communications function. Communications centers that utilize a standardized call processing procedures can earn the fire departments they serve extra points on their inspection, which is used to determine the fire department’s rating, and how much home and business owners pay for their fire insurance. Approximately six NC PSAPs have achieved Partnering PSAP status with the National Center for Missing and Exploited Children. One of the requirements to achieve this partnership status is they must have in place an agency designed standardized procedure for receiving and processing calls reporting missing and abducted children. PSAPs are encouraged to develop standards for receiving and processing calls from the deaf and hard of hearing, as defined by the federal Americans with Disabilities Act of 1990. Lastly, the 911 Board Operating Standards/Rules currently in adoption process will further define minimum standards for call processing. 09 NCAC 06C .0209 will address such points as call answer times, transferring 911 calls, documenting field unit response times, and using common terminology and ICS procedures, among others.

Reference Material: Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina meets the minimum criteria.

Assessor Recommendations: Recommendations include further development of rule or statutory language to establish a statewide minimum requirement for medical call taking, law enforcement, and fire protocols. Continue the NCAC 06C .0101 Title 9 development on standard operating procedures include those for TTY and missing children.

Assessor Notes/Comments: The state has chosen to recommend and encourage the use of multiple specific protocols that are available commercially for Emergency Medical Dispatch. While these are

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recognized and used for credentialing EMD by the North Carolina Office of Emergency Services, Health and Human Services, they are not mandated. The issue has also been stricken from the rule development. The NC 911 Board includes funding of law enforcement, fire, and medical call taking protocols. With the funding and setting of acceptable standards the guideline could be seen as technically meeting this guideline's minimum criteria.

Guideline ST6: The state program fosters the adoption of technical and/or operational consensus standards and requirements.		
<p>Guidance: The public expects to receive a uniform level of 911 service, regardless of their location. With current 911, there is no standardized network, although some components are regarded as standard. The same level of service should be provided in rural areas as in a metropolitan area. This will become increasingly more important with NG911 and the advent of operational and technical standards for seamless interconnections. Interoperability between local, regional, and state 911 systems is essential.</p> <p>This is the operational policy or rule that standards adoption should be encouraged. This guideline includes state systems and any statewide procurement. Aspects of technical and operational standards include security, redundancy, reliability, and interdependencies between the systems. NENA's Next Generation Security (NG-SEC) document can be referenced.</p>		
Guideline Cross-reference(s): SR12		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state program encourages the adoption of technical and operational standards.	Leading industry standards and best practices have been reviewed and adopted at a statewide level and applied to statewide procurement efforts.	A state-level entity identifies, then implements and maintains statewide standards and recommended best practices. Funding priority is given to agencies that adopt these standards.
<p>Rationale: The adoption of technical and/or operational consensus standards and requirements improves consistency and effectiveness of the state 911 system.</p>		

Current Environment: The NC 911 Board strives to provide a standardized level of 911 service across the State. NCGS 62A-42 Powers and Duties of the Board, section (a)(4) directs the Board to establish policies and procedures, to fund advisory services and training for PSAPs, and to set operating standards for PSAPs. NCGS 62A-42 section (a)(9) states the Board is to adopt Rules to implement this article. However, this subsection goes on to say this authority does not include the regulation of any enhanced 911 service, such as the establishment of technical standards for telecommunications service providers to deliver 911 voice and data.

The 911 Board, along with its consultant Federal Engineering, is developing a RFP which will be used to help select a provider for a Statewide ESINet. Every effort will be made to ensure the final product will address all security, redundancy, interoperability, and reliability standards to create a uniform level of statewide 911 service.

Reference Material: NCGS 62A

Rating: At this time, North Carolina meets the minimum criteria.
<p>Assessor Recommendations: Continue the NCAC 06C .0101 Title 9 rule development process on standards. Continue the NC 911 Board standards committee development of the standardized NG911 procurement that incorporates the technical and operational standards for a statewide IP network and routing system including security, redundancy, and reliability issues.</p>
<p>Assessor Notes/Comments: NENA industry standards and best practices for NG911 have been reviewed by the staff, consultants, and NC 911 Board NG911 committee. They are scheduled to be incorporated in a proposed statewide procurement effort. After adoption by the Board, the state will be able to begin procurement and then implementation. The funding source has already been addressed</p>

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in legislation and the costs are scheduled to be reviewed by the Board, all leading to superior guideline rating.

Security and Continuity of Operations

The Security environment outlines areas that should be addressed to secure the facility and data associated with 911. These guidelines outline plans and actions that a state should facilitate or coordinate to enhance the 911 system.

This category has seven guidelines.

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Guideline SC1: The state has business continuity of operations plans (COOP) for 911 to ensure continuous operations.

Guidance: A backup site is in operations to take over full load of 911 calls at any time. Interagency agreements will provide for other PSAPs to take over call handling during a disaster or as a business continuity plan or backup. There are best practices and standards in place including: NENA Operations Standards for Contingency Planning, 53-001 through 53507, National Fire Protection Association (NFPA) Standard on Disaster/Emergency Management and Business Continuity Programs (NFPA 1600), recovery point objective (RPO) and recovery time objective (RTO).

"Operational impact analyses should be conducted to identify scenarios where facilities, systems, equipment, or operations are interrupted or disrupted, and any opportunities for hazard mitigation. As part of the research, the organization should determine continuity requirements and develop strategies based on the requirements, so that a more general continuity plan can be formulated with training, testing, and exercise. Focus on the impact of interruptions to critical business functions will help define thresholds for minimum/maximum down time." (From Next Generation Procurement Tool Kit)

Guideline Cross-reference(s): GV1

Minimum Criteria	Advanced Criteria	Superior Criteria
A plan and procedures exist that describe business continuity.	The state's plan defines and meets business owner expectations, needs, and priorities to respond to and recover from a disaster.	The state's continuity plan is used, maintained, exercised, and audited. The COOP is coordinated with the critical infrastructure plan statewide.

Rationale: A business COOP is established to assure that service delivery will continue uninterrupted when faced with a threatening situation that may hinder operations.

Current Environment: There is currently no statewide COOP for 911, but pursuant to §62A-46(e)(4a), each local PSAP is statutorily obligated to have a backup plan.

Reference Material: NCGS §62A-46(e)(4a)

Rating: At this time, North Carolina meets the advanced criteria.

Assessor Recommendations: In addition to disaster recovery, the COOP should include plans and procedures for PSAP system component disruptions or interruptions that can affect 911 call handling and processing. Auditing of the plans to assure that the PSAPs personnel have been trained, and that the plans are tested and exercised will provide a superior finding.

Assessor Notes/Comments: Each PSAP is required to have a COOP plan providing for PSAP disaster recovery. With the state requiring the individual plans and with the Board funding back-up PSAP equipment, the individual PSAPs provide coverage for the state. With the implementation of consolidation efforts, the PSAP COOP plans cover additional territory and agencies while still providing coverage for the state. The proposed NG911 system will provide state critical infrastructure which will need to be covered in at a state level and be incorporated into the state COOP plan.

Guideline SC2: Plans are in place statewide that define and meet needs and priorities to respond to and recover from a disaster.		
<p>Guidance: A disaster can mean loss of data, equipment, facility or people, or all of the above. Disaster recovery plans should encompass the smallest “disaster” to largest.</p> <p>The State should manage expectations for disaster recovery. Components of a disaster recovery plan should include, at a minimum: level of recovery (what you get), time to recovery (when you get it) for equipment, software, facilities, and people. Stakeholders (depending on what level of services the State is providing), including the 911 authorities who will participate in disaster recovery should provide input into the plan.</p>		
Guideline Cross-reference(s): GV1		
Minimum Criteria	Advanced Criteria	Superior Criteria
Plans and procedures exist for disaster recovery, to include critical infrastructure.	The disaster plan(s) is used, maintained, and exercised.	The disaster plan(s) is audited, and is coordinated with the critical infrastructure plan statewide and is reviewed on a regular basis and amended as appropriate.
Rationale: Disaster recovery plans ensure continuity of service.		

Current Environment: In NC, disaster mitigation and recovery is handled by the NC Office of Emergency Management, a division of the NC Department of Public Safety. In addition to the State EM Office in Raleigh, there are 3 regional or Branch offices located in the Western, Central, and Eastern part of the State. Each of the 100 counties has a local Emergency Management Office. EM begins at the local level. Each county is required to have a Continuity of Operations Plan (COOP) that is current. 911 and all other aspects of public safety communications are a part of that plan. If the local EM office cannot handle the disaster, they send a request to the State EOC for additional resources. This can result in a State of a State of Emergency declaration at the State or the federal level, depending on severity.

Reference Material:

Rating: At this time, North Carolina meets the advanced criteria.
Assessor Recommendations: Auditing including exercising backup plans on a regular basis will provide a superior finding.
Assessor Notes/Comments: Emergency management and the local 911 PSAPs work together on 911 disaster recovery issues including coordination of critical infrastructure.

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Security and Continuity of Operations

Guideline SC3: The state has a plan and procedures to safeguard information from unauthorized use, disclosure or modification, damage or loss.		
<p>Guidance: System security must be in place to ensure internal and external users cannot access unauthorized areas.</p> <p>System security should mitigate business risks to an acceptable level and has legal, regulatory and policy implications.</p> <p>A data loss prevention solution, network protection, and access control issues can be examples. The plan should be consistent with the NENA security standard and international standards, where appropriate. This plan needs to reflect appropriate interstate coordination and national interconnection as appropriate.</p>		
Guideline Cross-reference(s): SR25		
Minimum Criteria	Advanced Criteria	Superior Criteria
A plan and procedures exist that describe the minimum network and data protection measures to be in place for each facility, locally at the PSAP and under State responsibility, and the connectivity between the two.	A plan exists that describes the minimum logical security, features, and specific escalation procedures to be in place for statewide emergency communications systems. This plan is used and maintained.	A data and network plan is coordinated with agencies responsible for critical infrastructure protection within the state. This plan is used, maintained, and audited.
Rationale: Network and data protection measures must be in place to prevent unauthorized access and/or damage to security. These measures can minimize negative and unintended consequences.		

Current Environment: No such plan presently exists for 911, but is addressed in the proposed 911 Board standards currently going through the rules review process.

Reference Material: Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: Continue work in the NG911 committee to include the security and cybersecurity plan and procedures. Continue the NCAC 06C .0101 Title 9 rule development process on PSAP security issues.

Assessor Notes/Comments: The state is aware of the need to develop the security plan and procedures and to have it implemented in conjunction with the NG911 Project.

Guideline SC4: The state has a procedure that ensures confidentiality of information to the extent permitted and/or required by law.		
Guidance: In some cases, 911 incident data and recordings are only given by subpoenas. A formal contract and nondisclosure agreement should be defined and agreed upon prior to rendering services. A non-disclosure agreement may be necessary for State and local employees where it is not addressed in the employment contract. Specific areas which may require specific levels of protection include the Health Insurance Portability and Accountability Act (HIPAA). Data may be required to be released by law in some instances.		
Guideline Cross-reference(s): SR25		
Minimum Criteria	Advanced Criteria	Superior Criteria
A plan and procedures exist that describe confidentiality policies for incident data protection measures.	The confidentiality plan/policies is used and maintained.	The confidentiality plan/policies is used, maintained, and audited.
Rationale: Confidentiality is imperative to safeguard victim and witness information, as well as data. Confidentiality and security of information policies help ensure proper use, handling and exchange and storage of incident data and system records.		

Current Environment: NCGS §132-1.5. protects ANI/ALI information, while §132-1.4.(c)(4) prohibits revealing the natural voice, name, address, telephone number, or other information that may identify the caller, victim, or witness. No “confidentiality plan/policies” per se is in place for 911.

Reference Material: NCGS § 132-1.5., NCGS §132-1.4.(c)(4)

Rating: At this time, North Carolina does not meet the minimum criteria.
Assessor Recommendations: Review the procedures at the local PSAPs to determine if the confidentiality plan/policies exist and are used, maintained and audited, to determine if state oversight is needed.
Assessor Notes/Comments: Confidentiality is addressed in the state statutes. Any plan and procedures would exist at the PSAP level. No information was provided for a statewide plan, procedure, or any development of state confidentiality policies and incident data protection measures. The state system also incorporates a private ambulance service functioning as a secondary PSAP.
North Carolina 911 Board Response: As stated in the guidance HIPAA and at the state level, the confidentiality statute governs this guideline. Also, the local government is required to comply with HIPAA privacy rules as well as the NC Public Records Act independently of the NC 911 Board.
Assessor Response: The purpose of this guideline is to ensure the integrity of the privacy, of the information collected during a 911 call, whether the call requires law enforcement, fire service, or emergency medical services to respond. The guideline is also cognizant of the need to keep information confidential for evidentiary reasons, and to ensure policies are in place when dealing with the press and other requests for information. HIPAA requirements make specific levels of protection necessary and are just one of the operational items that require procedures for confidentiality. While the state does have statutes, by the North Carolina staff's submitted assessment comments, the state has "no 'confidentiality plan/policies' per se is in place for 911." Concerns regarding the state's current position were noted in the assessment.

Guideline SC5: The state has a plan and procedures that address the logical security of the system and network.		
Guidance: Logical security consists of software safeguards for an organization's systems, including user identification and password access, authentication, access rights and authority levels. Systems (network, data, hardware, and users) preventative monitoring will safeguard the information and equipment from unauthorized use, disclosure, damage, or loss. The idea is to monitor to prevent and detect holes or security breaches in the system. Network and systems configuration data must be protected from hackers and cyber terrorism. This plan must address data rights management and identity and access management. In an NG911 environment, more consistency in security becomes necessary.		
Guideline Cross-reference(s): GV1		
Minimum Criteria	Advanced Criteria	Superior Criteria
A plan exists that describes the minimum logical security and features to be in place for each system under the State's control. An alert system exists to notify individuals when problems arise.	The plan describes the specific escalation procedures to be in place for statewide emergency communications systems. This plan is used and maintained.	The plan is coordinated with agencies responsible for critical infrastructure protection within the state. This plan is used, maintained, audited, and integrated with statewide escalation procedures.
Rationale: Network and data must be proactively monitored to protect it from unauthorized users and cyber terrorists. An alert system should notify administrators when an intrusion occurs in order to respond appropriately.		

Current Environment: The state does not own a 911 network to apply logical security to, and the 911 Board is statutorily prohibited from owning one [§62A-42(b)], although it may lease/provision one in the future such as the proposed statewide ESInet currently being developed in conjunction with Federal Engineering.

Reference Material: NCGS §62A-42(b)

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: Continue work in the NG911 committee to include the cybersecurity plan and procedures for the NG911 system and networks. Cybersecurity requirements should also be reviewed for any needed future rule development, incorporating sufficient time for approval prior to needed project implementation.

Assessor Notes/Comments: The state is aware of the need to develop the security plan and procedures and to have it implemented in conjunction with the NG911 Project.

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Security and Continuity of Operations

Guideline SC6: The state has a plan for physical security and access control.		
<p>Guidance: This guideline addresses physical security and access control to all aspects of the 911 system, including PSAPs, data centers, and network service providers. Physical security is the perimeter and access control is the means for the physical security. Higher or multiple control measures must be set for the computer room and telephony room. Has there been a critical infrastructure assessment? Has PSAP site selection criteria been considered? Is this compliant with the NENA site survivability criteria? Ideally the premise or building housing the 911 center should only be accessed or visited by personnel from such center. Visitors must be registered and logged entering and exiting the premises. NENA's Next Generation Security (NG-SEC) document can be referenced. National Reliability and Interoperability Council (NRIC) best practices related to physical security and access control can be used where appropriate.</p>		
Guideline Cross-reference(s): GV1		
Minimum Criteria	Advanced Criteria	Superior Criteria
A plan exists to describe the minimum physical security and access control features to be in place for each facility under the State's control.	The plan describes the minimum physical security and access control features to be in place for primary and secondary PSAPs, system service providers, and originating service providers across the state. This plan is used and maintained.	The plan for primary and secondary PSAPs, system service providers, and originating service providers is coordinated with agencies responsible for critical infrastructure protection within the state. This plan is used and maintained.
<p>Rationale: Physical and access control measures for the 911 system must be in place to guarantee the safety and security of the personnel and the systems.</p>		

Current Environment: Once again, the proposed 911 Board standards presently going through the rules review process provide for physical security and access control, but no such plan currently is in effect.

Reference Material: Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: Continue the NCAC 06C .0101 Title 9 rule development process.

Assessor Notes/Comments: Final physical security and access control approved rules should be compared to the future updated NENA, Next Generation 9-1-1, Security (NG-SEC) Information Document; U.S. Department of Homeland Security, Office of Emergency Communications risk assessment tools and the FCC Task Force on Optimal PSAP Architecture Working Group 1 Optimal Approach to Cybersecurity for PSAPs for any possible rule revisions.

Guideline SC7: PSAP facilities and system facilities are planned, designed, and constructed according to accepted site selection standards and best practices.		
<p>Guidance: Properly designed or retro-fitted facilities support operational and technical requirements of the state-level 911 system. It is recognized that there is a need to avoid imposing/funding hardening of other's facilities. However, if a state takes over a network, the state should assume responsibility.</p> <p>This guideline applies to new PSAP or system facility construction or the renovation of existing PSAP or system facilities. Best practices include NENA best practices for PSAP site selection criteria 56-506 and others. System facilities include offsite data centers, Network Operations Centers (NOCs) under control of the localities or states, and Security Operations Centers (SOCs) under control of the localities or states. This is not intended for vendors.</p>		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
A plan exists that describes standards and best practices for the planning, design and construction/renovation of PSAP and system facilities.	There are examples of recent construction or renovation of PSAP and system facilities that followed the standards and guidelines.	The State, through adequate assistance and funding, enables PSAPs and system facilities to plan, design or construct/renovate according to standards and best practices.
<p>Rationale: Properly designed, planned and implemented facilities support the technical and operational requirements for the safe and secure operation of a PSAP and system facility.</p>		

Current Environment: In the current legacy 911 environment PSAP facility costs are the responsibility of the local agency governing the PSAP. Likewise network facility costs are the responsibility of the carrier. Currently, G.S. 62A-47 (b)(4) states that PSAPs may apply for a grant from the 911 Board if the grant costs "are authorized PSAP costs under G.S. 62A-46, or the costs are for consolidating one or more PSAPs with a primary PSAP, or the relocation costs of primary PSAPs, including costs not authorized under G.S. 62A-46 (c) and construction costs." This means the only time surcharge monies can be used for "brick and mortar" costs are for PSAP consolidations and relocations.

As the State moves toward a NG911 environment, G.S. 62A-42(b) states: *"In no event shall the 911 Board or any other State agency lease, construct, operate, or own a communications network for the purpose of providing 911 service. The 911 Board may pay private sector vendors for provisioning a network for the purpose of providing 911 service."* Depending on the configuration of the NC ESInet, the State may well contract with private sector vendors for the network, possibly to include facilities costs. This may or may not require statutory change.

Reference Material: G.S. 62A-47 and G.S. 62A-42

Rating: At this time, North Carolina does not meet the minimum criteria.
Assessor Recommendations: Develop PSAP facilities site selection, design, and construction standards for any NC 911 Board authorized consolidation construction projects. These standards could provide a baseline of best practices for E911 system facilities.
Assessor Notes/Comments: The NG911 committee is reviewing data center hosting of NG911 systems, while this guideline is not intended for vendors. The security and system facility design should be reviewed for minimum procurement requirements for hosting these NG911 services.

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Human Resources/Training

North Carolina 911 Board Response: The North Carolina 911 Board clearly meets this guideline at the Superior level. The proposed rules reflect that any construction with a 911 center that has received funding from the 911 Board has a clear set of extensive guidelines that must be followed. The recent construction of PSAPs in Burke & Rockingham County paid for with 911 grant funds were required to follow the established construction requirements.

Assessor Response: The purpose of this guideline is to promote and support a process that ensures that all PSAPs statewide are planned, designed, and constructed according to accepted site selection standards and best practices. The guideline is agnostic as to who carries out this responsibility (an entity, group of entities), or if via formal or informal mechanisms. Under the current environment, PSAP facility costs are the responsibility of the local PSAP agency. Until the rules are adopted, the proposed rules do not have the same effect as law for all system installations in the state, whether Board or PSAP funded. Basing higher ranking on just the development of the rules does not meet the assessment requirements. Until the rules are adopted, the state does not meet the superior level. The peer assessment team recommends that the 911 State Assessment Report be used as a tool to help the Board achieve some of their specified goals. More specifically, the team thinks that this report could potentially be used to help the Board get their drafted rules approved. It is also recommended that the proposed rules include the new NG911 data center host system solution that was discussed during the assessment.

Human Resources/Training

The Human Resources and Training environment outlines the areas where personnel can have an impact on 911. This includes training for staff, establishing standards, and certifications, and programs for staff stress management. The people that work in 911 are a critical asset and should be considered in any 911 system.

This category has eight guidelines.

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Guideline HR1: The state has minimum/essential telecommunicator training requirements.		
Guidance: Training should exist and be the same for all staff who perform telecommunicator duties. Training requirements include specialized training for remote/virtual workers. If the call taking and dispatch functions are separate, the state should require appropriate training for each. Industry-based standards should be met or the state could establish their own standards that meet or exceed APCO/American National Standards Institute (ANSI) Telecommunicator Training, National Fire Protection Association (NFPA) or an equivalent. Areas of focus could include, initial training, continuing and remedial training. Training should include special needs populations.		
Guideline Cross-reference(s): SR18, HR7		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state requires a training program that meets national training standards or equivalent; where applicable, the program is supported by an identified funding source(s).	The state enforces its training requirement, which is supported by an identified funding source(s).	The state provides and enforces advanced telecommunicator training requirements, which maintain consistency with national training standards. The advanced training requirements and subsequent enforcement are supported by an identified funding source(s).
Rationale: A training program and associated requirements improve job performance and decrease liability.		

Current Environment: The NC 911 Board Standards Committee developed minimum telecommunicator training requirement best practices for both new hires, and a continuing education program for anyone with more than 1 year experience. Here is the wording from that best practice document:

Within the first year of employment in a PSAP as a Telecommunicator, the Telecommunicator must attend and successfully complete a Basic Telecommunicator Class of at least forty (40) hours in length, which is certified by a North Carolina State or nationally recognized Emergency Services organization and is approved by the 911 Board. This class will provide at least 8 hours of Telecommunicator practical hands-on training. The candidate must pass a qualified exam that certifies their competency to work as a Telecommunicator.

The curriculum of a Basic Telecommunicator Class shall address the following topics:

- Introduction to a Career as a Telecommunicator
- Interpersonal Communications
- Telecommunicator Role in Public Safety
- Overview of the Police Function
- Overview of the Fire Function
- Overview of the EMS Function
- Telecommunications Systems and Equipment Telephone (to include Telephony – Traditional and Emerging Technologies, and Telematics)
- Call Processing: Reception, Prioritization, and Resource Allocation
- Call Classifications
- Radio Technologies Radio Techniques, Rules, and Procedures

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Human Resources/Training

In addition, all new Telecommunicators shall take the National Incident Management System (NIMS) 100 course to demonstrate an understanding of the applicability of the incident command/management system. The candidate shall be able to articulate his/her role and responsibilities within the National Incident Management System, consistent with the most recent nationally approved models used with the service areas.

Telecommunicators who pass the Basic Telecommunicator Class and who have been actively working in a PSAP in the capacity of a Telecommunicator for one year are required to complete at least sixteen (16) hours of continuing 911 in-service education annually. At least eight (8) hours will be topic specific training developed or recommended by the 911 Board. Telecommunicators employed on or before January 1, 2010 are exempt from taking the Basic Telecommunicator Class.

Shortly after these best practices recommendations were created, it was determined that while the 911 Board was required by Statute to pay for certain types of training, the Board had no Statutory authority or credentialing power in regards to mandating training.

Reference Material: Telecommunicator Training Best Practices

Rating: At this time, North Carolina does not meet the minimum level of the criteria.

Assessor Recommendations: In the current environment, it appears that achieving even the minimum level of this guideline will require rulemaking or statute development. As 911 fee revenue can currently be used for this function, it appears that further expansion of the “standards” could encompass at least some minimum training requirements. Dividing the authority between OEMS for EMD training and the 911 Board for other telecommunicator training requirements seems possible, although coordination with the NC Sheriff’s Standards Commission would be essential. By operationalizing the requirements through rule, the Board could include enforcement authority for the requirements, thus achieving the advanced and superior levels.

Assessor Notes/Comments: North Carolina has multiple training opportunities and established best practices linked to national standards, as well as requirements specific to subsets of the entire universe of PSAPs. However, the state lacks a single unifying requirement that ensures equal access and equal services. It is notable, however, that training is supported through dedicated 911 funding provided by the Board. North Carolina could easily improve not only to the minimum rating but also to the superior rating by implementing the originally proposed training standards. The state is encouraged to continue supporting NENA and APCO training opportunities, particularly funding for those opportunities

Guideline HR2: The state recommends PSAPs have a professional code of ethics for telecommunicators.		
<p>Guidance: The telecommunicator position should be seen as a profession or career, not just a “job.” Having a code of ethics associated with this position is a first step. It is recognized, however, that having a code of ethics or a statement of professionalism does not make a PSAP better, more efficient or more effective. These are directly related to personnel and performance.</p> <p>The state could establish a professional code of ethics or adopt an existing industry code of ethics. This helps assure professional conduct. This is a step in professionalizing the telecommunicator position. The code of ethics could be part of a standard operating procedure (SOP) or a training program in a PSAP. An example is APCO’s Telecommunicator Code of Ethics.</p>		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Telecommunicators should be held to a standard of professional conduct.		

Current Environment: The 911 Board recommends and encourages PSAPs to have a professional code of ethics, but does not mandate or supply PSAPs with a sample code of ethics. Because of the wide variety of governing authorities over PSAPs, code of ethics are generally left to local decision.

Reference Material:

Rating: At this time, North Carolina meets the guideline.
Assessor Recommendations: While the form and substance of local codes of ethics may vary, and even their implementation may not be uniform, the 911 Board may wish to consider the collection of existing codes as a resource.
Assessor Notes/Comments: The NC 911 Board should be commended for encouraging the local PSAPs in this area.

Guideline HR3: All emergency communications staffing positions have an associated job description.		
<p>Guidance: 911 Authorities/PSAPs should be able to take the models provided by the State and apply them locally.</p> <p>Jobs that would benefit from defined job descriptions include, but are not limited to, 911 coordinators, PSAP managers, telecommunicators, and staff working in remote/virtual environments.</p>		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The State provides model job descriptions for each emergency communications position.	Job descriptions are detailed and unique to each position.	Job descriptions for emergency communications positions are consistent across the state.
<p>Rationale: Specific job descriptions assist staff by clearly defining their roles and responsibilities. They also provide the basis for performance evaluations. Further, defined job descriptions that are used statewide can enable PSAPs and 911 authorities to share staff resources.</p>		

Current Environment: Since 911 surcharge monies cannot be used for personnel, hiring of telecommunicators is done at the local level. Job descriptions are created and managed by local governing authorities.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum level of the criteria.
<p>Assessor Recommendations: As the development of model job descriptions is viewed as outside the 911 Board's scope, the staff may wish to consider urging to their PSAP Managers group that they collectively work to develop this resource.</p>
<p>Assessor Notes/Comments: While 911 surcharge monies may not be used for personnel, suggesting that the NC 911 Board has no role in personnel issues, the Board is to "<i>formulate strategies for the efficient and effective delivery of enhanced 911 service.</i>" As the minimum and advanced levels of this criteria do not suggest mandating that job descriptions are used, but rather that the state offer models, it seems that coordinating the development of this resource may fit within the Board's overall mission.</p>

Guideline HR4: Comprehensive pre-employment screening for telecommunicators exists within the statewide system.		
Guidance: Pre-employment screening can include evaluation, testing, background checks, hearing tests, vision tests, physical tests, psychological tests, drug tests, and typing tests. NENA has standards for hearing requirements. The State could recommend a process or a process could exist at a local level. In some instances, assessors may look at whether pre-employment testing exists within the state, how widespread it is, and whether the state facilitates it.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The State encourages pre-employment screening at a local level for telecommunicators.	The State requires pre-employment screening for telecommunicators.	An identified funding source provides for the State-required pre-employment screenings.
Rationale: Pre-employment evaluations and testing will help ensure quality staff.		

Current Environment: As 911 Board staff found out in January, while presenting a series of Staffing and Retention Classes, the issue of pre-employment screening is all over the board. Some agencies conduct extensive screenings including criminal history checks, and commercial testing programs from companies such as Critical, Profile Evaluations, and others. Employees of PSAPs who dispatch law enforcement must undergo a detailed criminal history check, including fingerprints, to access the State's Division of Criminal Information (DCI) network, and federal NCIC information. The most strenuous pre-employment screening program is experienced by those who will be working at a PSAP managed by a Sheriff. The NC Sheriff's Standards Commission requires telecommunicators to undergo a criminal history and finger print check, as well as a physical examination, and a polygraph exam. The pre-employment screening process for Sheriff's Standards Telecommunicators can be found in the NC Administrative Rules section 12 NCAC 10B Section 0300.

Reference Material: 12 NCAC 10B

Rating: At this time, North Carolina meets the minimum level of the criteria.

Assessor Recommendations: It seems that the advanced and superior levels of this criteria may only be met through a statutory change clearly allowing the board to mandate pre-employment screenings. As such a change risks opening the door to the use of 911 fee revenue for staff, it would need to be very carefully crafted to limit the expansion of the use of fee revenue to only the costs of pre-employment screenings.

Assessor Notes/Comments: It is very helpful to the PSAPs that the 911 Board has established best practices for evaluating the qualifications of prospective telecommunicators, despite the conclusion that NC 911 Board has no role in personnel issues.

Guideline HR5: The State recommends regular staff performance evaluations are conducted locally.		
Guidance: Performance evaluations can be used to identify training needs and establish training goals for the upcoming evaluation cycle; identify deficiencies and set expectations for resolving them; identify opportunities for professional development; and determine the level of pay increases. Considerations include if the evaluations are done on a regular basis, whether the State provides any training to help supervisors conduct performance evaluations, whether the evaluations are consistent, and whether the State provides funding.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		
Rationale: Performance evaluations are an essential means of providing feedback to an employee and identifying needs and/or deficiencies.		

Current Environment:

The State highly encourages local governing authorities to conduct regular performance evaluations on their PSAP employees. To help accomplish this, the 911 Board provides local entities with direct access to their ECATS performance data. 911 Board staff can and will assist with interpretation and analysis of this data, if requested to do so.

Reference Material:

Rating: At this time, North Carolina meets the guideline.
Assessor Recommendations: This may be helpful to document in the state 911 Plan how regular performance evaluations are encouraged by the Board.
Assessor Notes/Comments: It is important that the state encourages regular performance evaluations of PSAP employees; however, it is unclear how this is operationalized. Providing the ECATS data is clearly an important tool, but regularly communicating the link between the data and staff performance is crucial to its effective use.

Guideline HR6: The state has a telecommunicator certification program.		
Guidance: This guideline is intended to recommend professional certification, which carries more weight than just attending training and receiving a certificate. The certification program should define the minimum job skills required for acceptable performance. There should be a process for those who are not able to meet certification requirements. Varying levels of certification should be commensurate with experience.		
Guideline Cross-reference(s): SR19		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has taken measurable steps towards a telecommunicator certification program.	The state has implemented a telecommunicator certification program.	The certification program is consistent with emerging national standards. The certification program is funded and enforced.
Rationale: Certification helps to ensure professional job performance.		

Current Environment:

The NC Sheriffs Standards Commission has a Basic Telecommunicator Certification Program that consists of a 47 hour class for any telecommunicator working in a PSAP managed by a Sheriff. The newly appointed telecommunicator has one year to complete the class, from the initial day of appointment. This certification impacts telecommunicators at 32 of the State's 119 primary PSAPs. There are approximately 16 additional primary PSAPs that participate in this certification program voluntarily. The Telecommunicator Certification program is defined in the NC Office of Administrative Hearing Rules:
12 NCAC 10B .1302.

Reference Material: 12 NCAC 10B .1302

Rating: At this time, North Carolina meets the minimum level of the criteria.
Assessor Recommendations: It appears that meeting a higher level of this criteria will require administrative rulemaking and/or legislative action. As 911 fee revenue can currently be used for this function, it is likely that further expansion of the "standards" could encompass telecommunicator certification. By operationalizing the requirement through rule, Board could include enforcement authority for the requirement, thus achieving the superior level.
Assessor Notes/Comments: As with training, certification is encouraged but required only for a subset of the whole, although there are various factors and incentives that encourage it. The Sheriff-operated PSAPs are a key group with required certification. OEMS promotes and manages (but does not mandate) EMD certification. Fire insurance rating requirements encourage certification of telecommunicators dispatching fire responders. It is notable that certification can be supported through 911 fee revenue.

Guideline HR7: The state has continuing education guidelines for operational staff.		
Guidance: Operational staff includes call takers, dispatchers, and managers. Continuing education should utilize current standards. The purpose is to increase professionalism and improve skills at a specific position or on a specific topic. There are many options for meeting the continuing education requirement, including, but not limited to, exercises and drills; comprehensive position-specific training, such as information technology (IT), geographic information systems (GIS), communications manager; or Teletypewriter (TTY) testing.		
Guideline Cross-reference(s): SR18, HR1		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state encourages continuing education for call takers, dispatchers, and managers.	Minimum continuing education requirements have been established. Continuing education is supported by an identified funding source.	The state monitors, enforces, and audits minimum continuing education requirements to ensure they are being met. Comprehensive position-specific training exists.
Rationale: Continuing education improves job performance and decreases liability.		

Current Environment: The issue of continuing education for PSAP operational staff is addressed in several places. As mentioned in Guideline HR1, the 911 Board developed a standard in 2010, later revised to be a best practice, stating:

Telecommunicators who pass the Basic Telecommunicator Class and who have been actively working in a PSAP in the capacity of a Telecommunicator for one year are required to complete at least sixteen (16) hours of continuing 911 in-service education annually. At least eight (8) hours will be topic specific training developed or recommended by the 911 Board.

The Sheriff's Standards Commission states certified telecommunicators must complete a minimum of 16 hours of in-service training annually. The training is a combination of mandated topics by the Commission, and elective topics chosen locally.

The NC Office of Emergency Medical Services (OEMS) which has credentialing control over Emergency Medical Dispatch programs in NC, requires a minimum of 12 hours continuing education per year, or 24 hours per the two year certification term.

Reference Material:

Rating: At this time, North Carolina meets the minimum level of the criteria.
Assessor Recommendations: It appears that meeting a higher level of this criteria will require administrative rulemaking. As 911 fee revenue can currently be used for continuing education, it appears that further expansion of the "standards" could also encompass ongoing telecommunicator training. By operationalizing the requirements through rule, the 911 Board could include enforcement authority for the requirements, thus achieving the superior level.
Assessor Notes/Comments: As with minimum training and certification, continuing education is required only for a subset of the whole, although there are various factors and incentives that encourage it. The state has multiple training opportunities and established best practices linked to national standards, as well as requirements specific to subsets of the entire universe of PSAPs. However, the state lacks a single unifying requirement that ensures equal access and equal services. It is notable, however, that ongoing training is supported through dedicated 911 funding provided by the Board.

National 911 Guidelines Assessment Report
Human Resources/Training

Guideline HR8: The state has a comprehensive stress management program accessible statewide.		
<p>Guidance: PSAP personnel routinely process calls involving life-threatening/traumatic incidents, and in the future will have to “view” them, depending on the technology employed at respective centers.</p> <p>A model plan has been utilized and shown to be effective over time. A model plan can include preventing post-traumatic stress disorder (PTSD), identifying, and treating PTSD, critical incident stress, chronic stress management, and family stress programs.</p>		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state encourages having model stress management programs available for staff.	The state has identified stress management programs that can be made available to staff and has identified funding sources.	The state defines and requires stress management programs be available to staff; use of the programs is funded by a dedicated source.
<p>Rationale: Communications center personnel deal with life-threatening incidents on a daily basis. Preventive stress management and critical incident stress management will help staff deal with these incidents. Such support could reduce turnover and absenteeism.</p>		

Current Environment: At this time, the State does not have a comprehensive stress management program accessible to all PSAP personnel statewide.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum level of the criteria.
<p>Assessor Recommendations: The PSAP managers’ group meetings that are regularly conducted by the 911 Board would be an ideal venue for highlighting the issue of employee stress and identifying the well-established Critical Incident Stress Management (CISM) and Employee Assistance Program (EAP) resources that exist. Recognizing the hesitancy of the Board to “fund staff” it may be challenging to consider making the acquisition of such resources an allowable expense, however the Board may wish to showcase a particular PSAP that has employed such resources.</p>
<p>Assessor Notes/Comments: Through the presentations, it was clear that the Board and key stakeholders are well aware of the impact of stress on PSAP employees. The recognition of telecommunicators at board meetings has a positive impact not only on the individuals being recognized but also on the entire 911 program as well as the state.</p>

Evaluation

The Evaluation environment as a whole relates to how states evaluate/assess their 911 systems. This is an ongoing process to use statewide data for evaluation purposes. It also encourages a practice that is not a standard operating procedure across the board. Some states will have quality assurance and quality improvement (QA/QI), while others will not.

This category has five guidelines.

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National 911 Guidelines Assessment Report
Evaluation

Guideline EV1: The state fosters the ongoing evaluation of statewide system(s) quality performance.		
<p>Guidance: This guideline refers to the people. The State does not need to have “state-specific” standards as a 911 Authority/PSAP may use local standards. A typical quality program would include call reviews and performance.</p> <p>Performance standards could be established at a state or local level or use already established standards such as NENA 56006 and others. Another factor for consideration is the level of participation within the state for quality evaluation.</p>		
Guideline Cross-reference(s): SR16		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state evaluates quality based on a set of industry-accepted quality standards.	Measurable steps have been taken to implement a quality performance program statewide; the state has a plan for completion.	The evaluation process supports quality improvement and quality assurance; the program has been implemented statewide.
Rationale: A regular review of quality will help to ensure quality of services statewide.		

Current Environment: The NC 911 Board has created Operating Standards/Rules that are currently in the development/approval process. Rule 09 NCAC 06C.0207 (g) addresses Quality Assurance/Improvement and states: “PSAPs shall establish a quality assurance/improvement process to ensure the consistency and effectiveness of emergency 911 call taking. Statistical analysis of emergency 911 call taking shall be completed monthly, compiled over a one year period and retained as operational records under Rule .0215.”

In addition, Rule 09 NCAC 06C.0209(a) states: “Ninety (90) percent of emergency 911 calls received on emergency lines shall be answered within ten seconds, and ninety-five percent of emergency 911 calls received on emergency lines shall be answered within twenty seconds. The PSAP and the Board shall evaluate call answering times monthly by using data from the previous month.”

The State monitors this performance standard through the ECaTS data collection tool, and compiling monthly enterprise reports that illustrates Call Answer Times for all PSAPs. For the month ending June 30, 2015, 98 of the State’s 119 primary PSAPs were meeting or exceeding the standard of answering 90 percent of their 911 calls in 10 seconds or less.

Reference Material: Title 9 Operating Standards 911 Board Rules (still in rulemaking)

Rating: At this time, North Carolina meets the minimum criteria.

Assessor Recommendations: To move to “advanced” criteria, the NC911 Board needs the Operating Standards/Rules to be approved in order to have the authority needed for implementation.

Assessor Notes/Comments: If this does not occur, the Board should have a consensus-based approach as a back-up strategy. The NC 911 Board has tenaciously worked towards the approval of Operating Standards/Rules.

National 911 Guidelines Assessment Report
Evaluation

Guideline EV2: The state has a comprehensive and standardized quality assurance (QA) process for call processing.		
Guidance: The QA process needs to take into account day-to-day operations for call processing and dispatching.		
Guideline Cross-reference(s): SR17		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state recommends that PSAPs have a QA process.	The state mandates a standardized QA process with specific requirements and appropriate funding.	The state audits the standardized QA process.
Rationale: A standardized QA process improves call handling within a PSAP by identifying weakness and providing opportunities for improvement.		

Current Environment: As mentioned in the Current Environment Response to Guideline EV1, the 911 Board has Standards/Rules going through the Administrative Rules Review Process. While these rules will require PSAPs to have a Quality Assurance program, the State does not mandate the actual QA process. That is left to the local PSAPs to develop.

Reference Material:

Rating: At this time, North Carolina meets the minimum criteria.
Assessor Recommendations: To move to “advanced” criteria, the NC911 Board needs the Operating Standards/Rules to be approved in order to have the authority to establish and mandate a standardized QA process.
Assessor Notes/Comments: If this does not occur, the Board should have a consensus-based approach as a back-up strategy.

National 911 Guidelines Assessment Report
Evaluation

Guideline EV3: The state collects information and data for evaluation and planning purposes.		
Guidance: The National 911 Profile Database can be referenced for data collection specifics. Examples of data to be collected include call receipt times, call processing times, and down time. Some 911 Authorities/PSAPs may not have an idea of cost or lease out services, but the providers or another entity will have records.		
Guideline Cross-reference(s): SR23		
Minimum Criteria	Advanced Criteria	Superior Criteria
Data is collected from all PSAPs in the state, to include all system data at the state level. The State defines the minimum set of criteria based on identified metrics.		The State actively participates in the national data collection process. Data is shared throughout the state with 911 authorities that have provided data.
Rationale: Data can affect performance metrics, quality and cost effectiveness. Use of this data allows the State to analyze the performance of the state 911 system.		

Current Environment: The two primary data collections tools for the NC 911 Board are its Annual Revenue/Expense Report and the ECaTS program. The Revenue/Expense report requires each PSAP to list the surcharge revenue they received from the 911 Board, and show all purchases made, using surcharge dollars. The report is a statutory requirement, as defined in NC GS 62A-46 (e)(2).

The NC 911 Board entered into an agreement with the ECaTS program about 3 years ago. This tool has proven itself invaluable in collecting PSAP performance data from all PSAPs, no matter what type telephone equipment they use. Some of the reports available are Call Volume, Calls per Hour, the PSAPs Top Busiest Hours, Average Call Duration, Circuit (Trunk) Utilization, Call Answer Times, Class of Service Reports, Outage Reports, Wireless Call Sector misroutes, and others.

Reference Material:

Rating: At this time, North Carolina meets the superior criteria.

Assessor Recommendations: In order to maintain this criteria level, the NC Board will need to have a strategy for maintaining the consistency of collected data.

Assessor Notes/Comments: The NC 911 Board collects data from all PSAPs through a state mandated report, as well as through a statewide data collection process with the ECaTS program. The Board uses this baseline data in a positive manner to assist PSAPs to improve their operations. Achieving consistency in PSAP data will be a key prerequisite in provisioning an ESInet.

National 911 Guidelines Assessment Report
Evaluation

Guideline EV4: The state utilizes statewide collected data for evaluation purposes.		
Guidance: This guideline uses technical system data to evaluate performance quality, cost-effectiveness, and basic customer service information. Evaluation should include stakeholders in the 911 community. Performance should meet industry standards, such as National Fire Protection Association (NFPA) 1221.		
Guideline Cross-reference(s): SR23		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has a process to evaluate collected data.	The state's evaluation of collected data is consistent with nationally-accepted benchmarks.	The evaluation process supports quality improvement and quality assurance statewide.
Rationale: Utilizing collected data for evaluation ensures the state is able to apply a consistent quality of service statewide.		

Current Environment: The current PSAP Funding model pays PSAPs for their expenditures, based on the most recent 5 years. Each year the PSAP must submit a report listing their 911 surcharge revenues received and their eligible expenditures paid from the emergency telephone fund. The State now has approximately 7 years of extensive financial data, which shows 911 costs among PSAPs and what equipment they are spending their money on. This also gives the Board the ability to develop recommended equipment replacement cycles, and forecast when PSAPs will be replacing eligible equipment. It also reveals differences in how much PSAPs are paying for similar equipment.

The ECATS data collection system allows the State to track statewide call volume and answer times. These reports show things like 98 of the State's 119 PSAPs are answering 90 percent or more of their 911 calls in 10 seconds or less, and 13 of the State's 119 primary PSAPs answer 50 percent of the total 911 call volume. Data like this helps prove that some current PSAPs cannot be operating in a cost effective manner. The latest calculation for statewide cost per call averages just over \$ 3.00 per call. There are PSAPs that exceed \$200.00 in cost for every 911 call answered.

Reference Material:

Rating: At this time, North Carolina meets the minimum criteria.

Assessor Recommendations: To move towards "advanced" criteria, the NC911 Board will need to find a successful strategy to overcome resistance from the PSAP community to accept nationally-accepted benchmarks.

Assessor Notes/Comments: The NC 911 Board has a legislatively established framework for collecting specific financial data and an ECATS system to collect statewide call volume and answer times. This data is used for evaluation purposes, but it is not yet consistent with nationally-accepted benchmarks. The NC 911 Board has expressed a desire to move in this direction, but at this time it has not been pragmatic based on negative reactions from the PSAPs.

National 911 Guidelines Assessment Report
Evaluation

Guideline EV5: The state has guidelines, based on specific metrics, for measuring and managing telecommunicator staffing levels.		
Guidance: This guideline is intended to identify staffing requirements based on call volumes; the focus is on the telecommunicators – not field units, such as law enforcement. Guidelines may exist for call volume, busy times, or number of units handled per dispatcher. The emphasis is on staffing the PSAP/communications center based on these metrics. For most states, this will be a local decision and is often based on budget, but having the state provide guidance/assistance is a step towards assuring appropriate staffing to meet citizens' needs. Nothing in the guideline suggests that 911 Authorities/PSAPs have to follow the guidelines or that states enforce their guidelines. Some states do not have the statutory authority for this.		
Guideline Cross-reference(s): Not Applicable		
Minimum Criteria	Advanced Criteria	Superior Criteria
Guidelines are based on the use of historical data.	Guidelines are based on the use of industry standards and metrics tools.	Guidelines include the use of predictive levels of need/statistical analysis.
Rationale: Calls that do not get answered, incidents that get delayed in dispatch, and/or units that do not get answered on the radio need to be minimized.		

<p>Current Environment: In the beginning, NC 09 NCAC 06C.0207 (c)(1) stated there shall be a minimum of two telecommunicators on duty at all times. Since GS 62-A does not allow for the compensation of people, the Standards Committee decided this minimum personnel requirement would not be enforceable. The language of 09 NCAC 06C..0208(a) was changed to read: "There shall be sufficient Telecommunicators available complete the call taking process for 911 calls</p> <p>In addition, 09 NCAC 06C.0208(b) ensures that staff priority will always be focused on emergency calls by stating: "Where communications systems, computer systems, staff, or facilities are used for both emergency and non-emergency functions, the non-emergency use shall not delay emergency use of those resources for 911 operations."</p> <p>09 NCAC 06C.0208(e)also takes that a step further by stating: "Telecommunicators shall not be assigned any duties prohibiting them from receiving and 911 calls and completing the call taking process in accordance with Rule 06C.0209(a) and the PSAP standard operating procedures."</p> <p>While the NC 911 Board cannot mandate staffing levels, PSAP Managers are encouraged to use commercially available resources such as APCO Project RETAINS to calculate and justify their staffing needs. In addition, 911 Board staff presented a one day class on Staffing and Retention 5 times across the State in January of 2015.</p> <p>Reference Material: Title 9 Operating Standards 911 Board Rules (still in rulemaking)</p>

Rating: At this time, North Carolina does not meet the minimum criteria.
Assessor Recommendations: To move towards "minimum" criteria, the NC 911 Board should establish guidelines related to identifying telecommunicator staffing requirements based on call volumes.
Assessor Notes/Comments: ECaTS provide accurate and consistent historical data on PSAP call volume. The analysis of this data can be the initial step in developing statewide guidelines for telecommunicator staffing requirements since it represents a baseline. Other models are available through national public safety organizations.

Public Education

The Public Education environment outlines areas of education for the general public, appointed/elected officials, and stakeholders. A better-informed user community enhances the 911 system. Target audiences should be identified and specific messages should be tailored for each of them. For example, informational needs differ depending on whether the audience is the general public, people with special needs, emergency responders, or government officials and policy makers. Messages include the appropriate use of 911, when to call, what to call, the limitations of system capabilities, and national issues.

This category has five guidelines.

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Guideline PE1: The state has an effective public education program that includes information about the capabilities and appropriate use of 9-1-1.		
<p>Guidance: The program should be comprehensive; it should identify the target audiences and the message for each of the target audiences, and disseminate the message using different media. Tracking the effectiveness of the program would include a market research strategy. National education programs can include 911 public educator forums. Coordination with organizations that have related public education programs (such as health departments, Federal Emergency Management Agency [FEMA] and other national organizations) should be considered. States may also educate the public on the limitation of certain communication devices or technologies in terms of their ability to contact 911. A description of the issues associated with technology-specific challenges and limitations should be developed (examples include multi-line telephone system [MLTS], Voice over Internet Protocol [VoIP], and wireless location).</p>		
Guideline Cross-reference(s): SR22		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has a documented public education program and plan that includes dissemination of information to the public using electronic and print media.	There is a coordinated multi-media program between the state, local 911 and other public education organizations. The program and information is reviewed, offered, and updated annually.	A mechanism exists to track the effectiveness of the program. The state program leverages national programs. The program and information is reviewed, offered, and updated semi-annually.
<p>Rationale: A well-educated community will be better prepared when the need to contact 911 arises, and to understand the appropriate use and limitations of the 911 system.</p>		

<p>Current Environment: The NC 911 Board's Education Committee developed the following plan for 2015. The focus was to find and develop solutions to educate the public, elected, and governing officials, and PSAP managers.</p> <p>Educating the public: the Committee decided to focus on three messages, which are "don't hang up", "know your location", and "call if you can, text if you can't." These messages give guidance to the nationwide text to 911 initiative, the importance of visitors knowing their location in a State with a large tourist industry, and addressing an exorbitantly large number of 911 hang up calls in a regions of the State where area code overlays require the dialing of all 10 digits.</p> <p>These messages are delivered through the efforts of local PSAPs. The Education Committee reached out to several PSAPs who provided flyers and brochures on these three topics, and created them in Microsoft Publisher format. These sample flyers are available on the NC 911 Board website, where local PSAPs can download and edit them with their agency specific contact information and messages, and then distribute to their citizens.</p> <p>In August of 2015, the Board embarked on a radio advertising campaign to deliver these same three messages to the public. The messages will be broadcast on Curtis Media's "North Carolina News Network" which has 81 stations, with coverage in all 100 NC counties. In addition to the educational messages mentioned above, the radio advertising will also highlight and showcase 911 telecommunicators from across the State who have performed outstanding service to the citizens of the State.</p>

National 911 Guidelines Assessment Report

Public Education

Educating Elected & Governing Officials: The Executive Director and Board staff have aggressively sought opportunities to speak at meetings and conferences of such organizations as the Police and Sheriff's Association, the Association of County Commissioners, and the League of Municipalities. The Executive Director is also called to the State General Assembly frequently to offer comments and answer questions on pending legislation that may affect 911 and public safety communications. The Executive director and staff will also speak locally at county commissioner or city council meetings at their request, or at the request of the local PSAP Manager.

Educating PSAP Managers: In the fourth quarter of 2014, the NC 911 Board created a PSAP Managers Group. A private and secure list server was created, and access given to each PSAP Manager and Assistant Manager of each primary PSAP and any secondary PSAP who receives funding. An initial meeting of this group was held in Raleigh in November of 2014. In response to suggestions from this meeting, the State was divided into 4 regions. Board staff would conduct two meetings each year in each region, and the fall meeting would continue to be a Statewide affair.

The Managers group requested better information exchange. They endorsed the idea of a weekly newsletter, created by 911 Board staff. This newsletter began in late November of 2014, and is published electronically each Tuesday.

The Managers group also asked Board staff to create and present one day "continuing education" classes one or two times a year, across the State. They would also like to see a long-term goal of the Education Committee to create a 40 to 80 hour in depth course designed to educate new PSAP managers.

Reference Material:

Rating: At this time North Carolina meets the minimum criteria.

Assessor Recommendations: The Education Committee of the 911 Board could seek a public relations professional to sit on the committee to help develop a process to evaluate and assess the effectiveness of their current public education efforts, as well as modify, update, and further formalize the plan as indicated by the evaluation.

Assessor Notes/Comments: Although not included in the 2010 State 911 Plan, public education is clearly a component of the 911 Board's planning process. The establishment of an Education Committee demonstrates the commitment to this criteria, however additional documentation of the plan and the coordination with local public education efforts are necessary to achieve the advanced criteria.

National 911 Guidelines Assessment Report
Public Education

Guideline PE2: The state has a 911 education program for appointed/elected officials and policy makers.		
Guidance: Officials need to understand the capabilities and limitations of 911 in order to appropriately support it and set appropriate policy. Every state has a different model for public education based upon unique state issues and needs. An education program for appointed/elected officials may include existing forums such as 911 Goes to Washington, statewide conferences, regional association conferences. A description of the issues associated with technology-specific challenges and limitations should be developed (examples include multi-line telephone system [MLTS], Voice over Internet Protocol [VoIP], and wireless location).		
Guideline Cross-reference(s): SR22		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has a plan and program to reach out to officials to educate them on 911 issues, including governance, technical and operational matters.	Information is updated and offered annually. The state offers a program to local governments.	Information is updated and offered at least semi-annually. A mechanism is in place to track the effectiveness of the program. The state program leverages national programs and outreach.
Rationale: Individuals in leadership roles and in regulatory and legislative positions need to understand the current and changing environment of public safety communications as it relates to 911. Education can include the capabilities/limitations and appropriate use of 911.		

<p>Current Environment: The State does not currently have a formal program for educating appointed/elected officials and policy makers. As mentioned in the Current Environment for PE1, educating State legislators occurs most frequently when the Executive Director is called to the General Assembly to comment on and answer questions about pending bill that could affect 911. Most discussions center focus on funding and the eligible use of 911 surcharge funds, as defined by State statute.</p> <p>To supplement the State's current environment, a survey was done of 30 local PSAPs (approximately 40 percent of the 119 total) primary PSAPs. 10 PSAPs were small (less than 1500 911 calls monthly), 10 were medium size (between 3,000 and 9,000 911 calls per month), and 10 were large PSAPs (more than 10,000 911 calls monthly.) Ten were from the western part of the State, 10 from the central region, and 10 from the eastern part. Of the 17 PSAPs responding, only 2 indicated they had a formal education program for local elected officials. One PSAP said every newly elected/appointed official is required to schedule a one on one tour of the PSAP with the PSAP Director. The other PSAP indicated they have a 30-minute presentation they do every year for their county commissioners.</p> <p>Reference Material:</p>

<p>Rating: At this time, North Carolina does not meet the minimum criteria.</p>
<p>Assessor Recommendations: The Education Committee of the 911 Board could be charged with developing standardized educational materials for distribution to PSAPs as a means of meeting the minimum criteria. Seeking additional representatives of the target audience (elected/appointed officials) to assist the Education Committee in the design and evaluation of the education materials may make the results more effective. Coordinating with the NC Association of County Commissioners for their "Essentials of County Government" training of newly elected officials every two years would be a possible answer for reaching many of the county officials targeted.</p>

National 911 Guidelines Assessment Report
Public Education

Assessor Notes/Comments: Clearly there is overlap of the general public information efforts, although there is no formal statewide education effort for state or local officials, although the Board takes advantage of periodic ad hoc opportunities, and a few PSAP managers have formalized this at the local level.

Guideline PE3: The state has identified special needs populations and developed specific educational programs for each.		
Guidance: The minimum criterion focuses on the ADA; any program beyond that is considered advanced or superior. Special needs communities include but are not limited to: non-English speakers, deaf and hard of hearing, young children, seniors, speech impaired, and vision impaired populations as well as those hesitant to contact 911 for cultural or demographic reasons. Evaluation can be done in the form of questionnaires out to the community. Another consideration is the level of participation within the state that utilizes quality evaluation.		
Guideline Cross-reference(s): SR22		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state has a plan and program to educate stakeholders and advocacy groups in federal Americans with Disabilities (ADA) requirements.	In addition to providing education on ADA requirements, the state has an educational program for special needs communities.	The state evaluates the effectiveness of the educational program and has a documented process to make appropriate updates at least annually.
Rationale: Special needs communities have unique challenges when contacting 911. PSAPs have unique challenges in being able to respond to callers with special needs. The unique challenges presented in communicating with the special needs community require the highest level of attention.		

Current Environment: Currently the State's focus on special needs populations is toward the deaf and hard of hearing community. The 911 Board is actively partnering with the NC Department of Health and Human Services, Division of Deaf and Hard of Hearing, in encouraging PSAPs to implement Text to 911 service. As of 7/15/2015, 64 PSAPs are providing text to 911 with at least one wireless carrier. In addition, the proposed NC 911 Board Operating Standards require training and a policy/procedure on TTY access for the deaf and hard of hearing.

Locally, 12 of the 17 PSAPs responding to this guideline state they had not developed educational programs for the special needs groups in their communities. Of the five that responded positively, one said they have done 911 education programs for those that have special needs in the local high school, one PSAP said they keep a database of special needs citizens they become aware of, and contact this population every 6 months to update their database. One PSAP stated they had begun a program in cooperation with Department of Social Services to educate special needs people and their caregivers about 911. One PSAP said they place test calls to known TTY users, and one PSAP said they offer programs about 911 to non-English speaking citizens.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum criteria.

Assessor Recommendations: To achieve the minimum, and likely the advanced, criteria; the Board could charge its Education Committee with enhancing the current public education efforts to target all special needs populations, and to formalize these enhancements for ongoing delivery, assessment, and modification. Building on the current efforts in conjunction with the Division of Deaf and Hard of Hearing, the Committee could urge other stakeholder groups to provide assistance to the Committee for the design, review, and evaluation of targeted education efforts.

Assessor Notes/Comments: The statewide efforts for the Deaf and Hard of Hearing Community are recognized and should be commended, as a very key stakeholder group in the state.

National 911 Guidelines Assessment Report
Public Education

Guideline PE4: The state has specific 911 educational programs for children at all grade levels.		
Guidance: The state can participate in National 911 Education Month and utilize materials provided at a national level to promote 911 education. Other examples of state-level programs could include public service announcements. Messages should be age-appropriate.		
Guideline Cross-reference(s): SR22		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state prepares and makes available to 911 authorities printed or electronic training materials to educate on the uses and misuses of 911.	The state has a documented working relationship with the state education department to develop minimum curriculum for comprehensive 911 education.	The state monitors and evaluates the working relationship with the state education department for 911 educational programs, and updates the program as necessary.
Rationale: The educational needs of young children, teens, and young adults differ. The program should include appropriate messages for all grade levels so they understand how to utilize 911 properly.		

Current Environment: Currently the State does not have specific education programs for children at all grade levels. The State has tried to act as a repository for educational materials and hopes local PSAPs will be willing to share non-proprietary presentations with others.

Locally, 11 of the 17 responding PSAPs stated they did not have education programs for children. One police department PSAP stated their Crime Prevention Unit did a program on 911 in all elementary schools. Another large PSAP stated they had lesson plans for Pre-K and elementary children, but on presented upon request. They had reached out to their local school system to become a regular part of the curriculum for that age group, but the school board had not responded. One stated public education for elementary schools was handled by the fire department. All other stated they gave presentations on 911 upon request, and adapted the presentation to be age appropriate for the target audience.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum criteria.
Assessor Recommendations: As a critical public education area with significant long-term impact, a rapid method of meeting the minimum criteria would be for the Board's Education Committee to review the materials currently used by several of the state's PSAPs, and distribute to all PSAPs those elements determined to have the greatest impact. For the longer-term, the advanced and superior criteria can be met by accessing resources from NENA and the national 911 Resource Center so the Board's Education Committee can develop standardized materials that can be distributed from the "ground up" by PSAPs and from the "top down" through cooperation with the State's Department of Public Instruction.
Assessor Notes/Comments: The education of children and young adults about the capacities and capabilities of 911, as well as its limitations and potential for misuse is extremely important. As the greatest users and abusers of technology, early and effective education efforts can result in long-term benefits for the system as a whole. This can best be done with a consistent, well-planned, and well-coordinated statewide effort.

Guideline PE5: The state has an educational program for emergency responders.		
Guidance: Emergency responders include, but are not limited to, first responders, emergency management agencies (EMAs), and homeland security. Capabilities of the 911 system include call handling, dispatch, data, and incident management.		
Guideline Cross-reference(s): SR22		
Minimum Criteria	Advanced Criteria	Superior Criteria
The state prepares and makes available to 911 emergency responders printed or electronic training materials to educate them on the capabilities of 911 systems.	The state has a documented working relationship with emergency responders to develop minimum curriculum to educate on 911 capabilities.	The state monitors and evaluates the working relationship with emergency responders, and updates the program as necessary.
Rationale: Emergency responders should be educated about the capabilities and appropriate use of 911, to guide their own use of 911 and to allow them to assist in educating the public.		

Current Environment: The current State environment does not include an education program about 911 for emergency responders. Because PSAPs fall under many different management/governance structures at the local level, it would be somewhat difficult to develop a statewide program on anything other than the most basic education about 911 and how it works.

On the local level, 10 of the 17 PSAPs that responded said they did not have an educational program for emergency responders. Of the remaining seven who did provide some training for emergency responders, some of the larger PSAPs taught classes about 911 and PSAP operations at their agency's new hire academy and as part of field training officer (FTO) programs. Other developed and presented classes on 911 for fire and EMS personnel through the local community college. The remaining PSAPs offered tours of the PSAP to those field responders who requested it.

Reference Material:

Rating: At this time, North Carolina does not meet the minimum criteria.
Assessor Recommendations: Again, the Board's Education Committee could review the responder education materials and curricula currently used by several of the state's PSAPs, and distribute to all PSAPs those elements determined to be the most effective. For the longer-term, the advanced and superior criteria can be met by accessing resources from sources such as NENA and the national 911 Resource Center so the Board's Education Committee can develop standardized materials for use by PSAPs and through cooperative efforts with OEMS, the State Fire Marshall, the NC Sheriffs Standards Commission and possibly other agencies. The 911 Board's Education Committee seems to lack responder agency representation and adding those disciplines would be helpful.
Assessor Notes/Comments: A state-supported curriculum standardizes the training and expectations for all first responders. Local-level training builds relationships and educates first responders on local policies and procedures. Both basic training and ongoing updates for first responders are important. Examples of ongoing updates for emergency responders might include new mapping resources, back-up planning, equipment testing schedules, and new user communication devices that impact both 911 dispatch and first responder operations.

2017 PSAP Managers and 911 Board Meetings				
Date	Type Meeting	Location	City	Time
January				
1/4/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
1/5/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
1/18/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
1/19/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
1/20/2017	NC APCO-NENA	TBD		10:00 AM
1/26/2017	Board Meeting Setup	Education Bldg Rm 150	Raleigh, NC	1:00 PM
1/27/2017	911 Board Meeting	Education Bldg Rm 150	Raleigh, NC	9:30 AM
February				
2/7/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
2/8/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
2/9/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
2/15/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
2/16/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
2/23/2017	Board Meeting Setup	TBD	Raleigh, NC	1:00 PM
2/24/2017	911 Board Meeting	TBD	Raleigh, NC	9:30 AM
2/28/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
March				
3/1/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
3/2/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
3/8/3017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
3/9/2016	Standards	TBD	Raleigh, NC	10:00 AM

3/14/2017	PSAP Manager Meeting Setup	Jacksonville PD, 200 Marine Blvd., NC	Jacksonville, NC	2:00 PM
3/15/2017	Southeast Regional PSAP Managers Meeting	Jacksonville PD, 200 Marine Blvd., NC	Jacksonville, NC	10:00 AM
3/21/2017	PSAP Manager Meeting Setup	TBD	Asheville, NC	2:00 PM
3/22/2017	Western Regional PSAP Managers Meeting.	TBD	Asheville, NC	10:00 AM
3/22/2017	Travel to Winston Salem and set up for Central Region PSAP Managers Meeting	Forsyth County Agricultural Building, 1450 Fairchild Rd, Winston Salem, NC	Winston Salem, NC	3:00 PM
3/23/2017	Central Regional PSAP Managers Meeting	Forsyth County Agricultural Building, 1450 Fairchild Rd, Winston Salem, NC	Winston Salem, NC	10:00 AM
3/24/2017	NC APCO-NENA		Fayetteville, NC	10:00 AM
3/29/2017	PSAP and 911 Board meeting setup	TBD	Wilson, NC	2:00 PM
3/30/2017	NE Regional PSAP Managers Meeting	TBD	Wilson, NC	10:00 AM
3/31/2017	911 Board Meeting	TBD	Wilson, NC	9:30 AM
April				
4/4/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
4/5/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
4/6/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
4/12/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
4/13/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
4/27/2017	Board Meeting Setup	TBD	Raleigh, NC	2:00 PM
4/28/2017	911 Board Meeting	TBD	Raleigh, NC	9:30 AM
May				

5/2/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
5/3/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
5/4/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
5/12/2017	NC APCO-NENA	TBD	Apex, NC	10:00 AM
5/17/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
5/18/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
5/25/2017	Board Meeting Setup	TBD	Raleigh, NC	2:00 PM
5/26/2017	911 Board Meeting	TBD	Raleigh, NC	9:30 AM
5/30/2017	Staff Meeting??	Perhaps Conference Call		2:30 PM
June				
6/2/2017	Travel Date for NASNA		San Antonio, Texas	
6/3 & 6/4/2017	NASNA Meeting		San Antonio, Texas	
6/5 to 6/8/2017	National NENA Conference		San Antonio, Texas	
6/14/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
6/15/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
6/22/2017	Board Meeting Setup	TBD	Raleigh, NC	2:00 PM
6/23/2017	911 Board Meeting	TBD	Raleigh, NC	9:30 AM
6/27/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
6/28/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
6/29/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
July				
7/6/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
7/7/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
7/11/2017	PSAP Managers Meeting Setup	Community Room, Rick Rhyne Public Safety Building, 302 S McNeil St, Carthage, NC	Carthage, NC	2:00 PM

7/12/2017	Central Regional PSAP Managers Meeting	Community Room, Rick Rhyne Public Safety Building, 302 S McNeil St, Carthage, NC	Carthage, NC	10:00 AM
7/12/2017	Travel to Clinton and set up for Southeast Regional PSAP Managers Meeting	TBD	Clinton, NC	
7/13/2017	Southeast Regional PSAP Managers Meeting	TBD	Clinton, NC	
7/14/2017	NC APCO-NENA		Greensboro, NC	
7/18/2017	PSAP Managers Meeting Setup	TBD	Hertford, NC	2:00 PM
7/19/2017	Northeast Regional PSAP Managers Meeting	TBD	Hertford, NC	10:00 AM
7/20/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
7/21/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
7/26/2017	PSAP Manager & Board Meeting Setup	TBD	Asheville, NC	2:00 PM
7/27/2017	Western Regional PSAP Managers Meeting	TBD	Asheville, NC	10:00 AM
7/28/2017	911 Board Meeting	TBD	Asheville, NC	9:30 AM
August				
8/1/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
8/2/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
8/3/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
8/13 to 8/16	APCO National Conference		Denver, Co	
8/16/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
8/17/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM

8/24/2017	Setup for 911 Board meeting	TBD	Raleigh, NC	2:00 PM
8/25/2017	911 Board Meeting	TBD	Raleigh, NC	9:30 AM
September				
9/5/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
9/6/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
9/7/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
9/10 to 9/13/2017	NC APCO-NENA State Conference	Harrah's	Cherokee, NC	
9/21/2017	Setup for 911 Board meeting	TBD	Raleigh, NC	2:00 PM
9/22/2017	911 Board Meeting	TBD	Raleigh, NC	9:30 AM
9/26/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
9/27/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
9/28/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
October				
10/4/2017	Education Committee	TBD	Raleigh, NC	2:00 PM
10/5/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
10/19/2017	Setup for 911 Board meeting	TBD	Raleigh, NC	2:00 PM
10/20/2017	911 Board Meeting	TBD	Raleigh, NC	9:30 AM
10/24/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
10/25/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
10/31/2017	Staff Meeting	TBD	Raleigh, NC	2:30 PM
November				
11/1/2017	Education Committee Meeting	TBD	Raleigh, NC	2:00 PM
11/2/2017	Funding Committee	TBD	Raleigh, NC	10:00 AM
11/15/2017	NG 911 Committee	TBD	Raleigh, NC	2:00 PM
11/16/2017	Standards Committee	TBD	Raleigh, NC	10:00 AM
December				

12/6/2017	Setup for WS & Board Meeting	TBD	Wilmington, NC	2:00 PM
12/7/2017	911 Board Work Session	TBD	Wilmington, NC	9:30 AM
12/8/2017	911 Board Meeting	TBD	Wilmington, NC	9:30 AM



Martin County Communications
305 East Main Street
Williamston, North Carolina

13 September 2016
C/O Mr. Richard Taylor
PO Box 17209
Raleigh, NC 27619-7209

Martin County Communications is requesting funding reconsideration for FY 2016-2017 for the purpose of implementing our backup plan.

Our total annual distribution stands at \$248,057.19. Our total budget from the fund stands at \$140,000 exclusive of this project and any other budgeted one-time purchases. Our 911 fund balance stands at \$134,829.49 as of 06/30/2016.

Martin County is requesting an additional **\$159,335.96** in funding to complete the backup center project.

Our revised backup plan has a total cost of \$287,898 one-time purchase and \$5,910 additional annual maintenance. In order to fund the mandated backup center, we will require \$159,335.96 in additional funding. This is using fund balance dollars and a portion of this year's allocation which will take the fund to 20%, the mandated minimum at year end.

A modified back up plan for Martin County Communications will be included as an attachment accompanying this request and was also sent to 911 board staff on 12 September 2016. Our modified plan represents a cost savings of approximately \$320,000 versus our originally submitted plan by use of portable and existing radio infrastructure as opposed to purchase of a completely new system.

Proposals and quotes are attached.

Most Respectfully,

Jason P. Steward
Telecommunications Manager/E911 Director
Martin County Communications

North Carolina 911 Board

PSAP Name: Martin County Communications
Contact Name: Jason Steward
Contact Address: 305 East Main Street
City: Williamston
Zip: 27892
Contact Email: jason.steward@martincountyncgov.com

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. ***PLEASE SEE INSTRUCTIONS tab for further details All requests are due by Aug 15, 2016.*** Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.

June 30, 2016 Emergency Telephone System Fund Balance: \$ 134,829.97

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
Expenditure				

Phone Systems - Furniture

Selective Rtnng/ALI Prov 9-1-1 trk line charges	\$ 34,977.75			
Basic line charge only **One administrative line per call-taking position	\$ 839.67			
Interpretive Services	\$ 1,366.57			
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
MPLS-Fiber used for backup PSAPs connections				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)		\$ 97,213.06		\$ 560.00
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	\$ 37,183.99	\$ 97,213.06	\$ -	\$ 560.00

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE				
CAD (modules that are part of the call-taking process only)	\$ 135,354.10	\$ 3,292.20		\$ 4,250.00
GIS (to create and display the base map showing street centerlines and address, address point layer)				
Message switch software **must meet requirements noted in Approved Use of Funds list.				

MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder		\$ 24,766.00		\$ 1,100.00
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)	\$ 25,327.40			
Quality Assurance for Protocols				
ALI Database software				
Software Licensing		\$ 5,144.70		
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software MAINTENANCE	\$ 57,239.87			
TOTAL	\$ 217,921.37	\$ 33,202.90	\$ -	\$ 5,350.00

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE				
CAD server	\$ 5,017.00	\$ 7,200.00		
GIS server				
911 Phone server				
Voice logging server				
Monitors		\$ 920.00		
Computer Workstations		\$ 1,998.00		
Time Synchronization				
UPS		\$ 5,845.00		
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems		\$ 2,047.00		
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Consolette **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware MAINTENANCE	\$37,225.61			
TOTAL	\$ 42,242.61	\$ 18,010.00	\$ -	\$ -

Training Expenditures Total	\$ 32,677.00
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IMPLEMENTAL FUNCTIONS

Database Provisioning for 911	\$ -
Addressing for 911	
TOTAL	\$ -

Total FY2016 Expenditures	\$ 330,024.97
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To be completed by 911 Board Staff:

PROPOSED FY2017 FUNDING	\$ 248,057.26
FY2017 Anticipated Capital Expenditures	\$ 148,425.96
FY2017 Anticipated Monthly Recurring	\$ -
FY2017 Anticipated Annual Recurring	\$ 5,910.00

Requested FY2017 Funding	\$ 402,393.22
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Allowable 20% carry forward:

\$ 43,611.32

Available fund balance:

\$ 91,218.65

Applied Expenses:

MPLS

\$ (42,000.00)

CAD Servers

\$ (49,000.00)

\$ 218.65

Staff recommendation: Approve

Martin County Backup Location Server Infrastructure

Summary

The project will allow Martin County to establish a backup center replicating data from our primary center to an interim backup center while our primary (grant funded) center is constructed. The interim backup may also house Pasquotank County 911 (3-4 seats) in addition to Martin, thus the need for expanded capacity.

Project Scope

Our Statement of work includes configuration and installation of the following

- Configure and build ESXI Hypervisor to support Virtual environment for the PSAP
- Create Virtual Servers required to support the PSAP's Databases and network authentication services required by CAD
- Network switches, including adding routes and interfaces as required to connect the Primary PSAP to the offsite center utilizing Metro Ethernet/Point to Point Fiber connectivity
- Create Network VLAN's to support Neverfail channel configurations for CAD Server Redundancy
- Test and verify CAD Server Neverfail cutover to offsite PSAP from Primary PSAP
- Document network design, interconnectivity and hardware inventory

The Dell Server PE R630 VMware ESXI server has been scaled to support the following Virtual Servers. Southern Software CAD Server for Martin Counties PSAP as a Tertiary Neverfail Server

- o Additional Roles
 - SQL Database for MDIS
 - SQL Database for 911 GIS
 - SQL Database for CAD
 - Pagegate messaging Services
- Domain Controller allowing Authentication and network access for Martin Counties PSAP
 - o Additional Roles
 - DHCP Server for Network access
 - DNS Server for Network access and authentication
 - Active Directory Authentication

In addition to Martin County the Dell ESXI host server has been scaled so that additional PSAP's utilizing this site will have server resources available to host their CAD and Network servers as needed.

In addition a CAD server installed by Southern Software will host core CAD functions as outlined in the attached quote.

**The SoundSide Group, Inc.**

Phone: (252)793-9226

Fax: (252)793-9253

125 West Water Street

Plymouth, NC 27962

Quote # 14128

Date: 04/05/2016

Prepared for: Jason Steward
Martin County 911
305 East Main Street
PO Box 668
Williamston, NC 27892 U.S.A.

Prepared by: Laura D. Reid
Email: quotes@soundsidegroup.com

Ldr - Martin Co 911 - Martin County Secondary Backup Option

LN	Qty	Description	UOM	Price	Total
WORKSTATIONS					
1	2	Dell Precision 3420, Xeon E3-1225 4C 3.3 GHz, Win 7 Pro/Win 8.1 Pro, 8GB RAM, 500GB HDD, 8X DVD RW, 3 YR Pro Support w/ NBD Onsite	EA	\$999.00	\$1,998.00
2	2	Crucial BX200 240GB SATA 2.5" 7mm (with 9.5mm adapter) Internal SSD	EA	\$80.00	\$160.00
3	2	Corsair SSD Mounting Bracket Kit 2.5" to 3.5" drive bay	EA	\$10.00	\$20.00
4	4	Dell E2416H - LED monitor - 24" - 1920 x 1080 Full HD - TN - 250 cd/m2 - 1000:1 - 5 ms - VGA, DisplayPort	EA	\$185.00	\$740.00
NETWORK HARDWARE					
5	1	Cisco Catalyst 2960XR-24PS-I - Switch - L3 - managed - 24 x 10/100/1000 (PoE+) + 4 x Gigabit SFP - desktop, rack-mountable - PoE+	EA	\$3,958.00	\$3,958.00
6		12 Mos SNT-SMARTnet 8x5xNBD HW warranty & SW support with replacement of defective part by 8x5xNBD-parts only free			\$401.25
7	1	Cisco Catalyst 2960CX-8TC-L - Switch - managed - 8 x 10/100/1000 + 2 x combo SFP+ - desktop, rack-mountable, DIN rail mountable, wall-mountable	EA	\$737.00	\$737.00
8		12 Mos SNT-SMARTnet 8x5xNBD HW warranty & SW support with replacement of defective part by 8x5xNBD-parts only free			\$86.25
9	2	Cisco - SFP (mini-GBIC) transceiver module - 1000Base-SX - LC/PC multi-mode - plug-in module - up to 1800 ft	EA	\$389.00	\$778.00
10	2	Ubiquiti 5470-5950MHz Point-to-Point 1Gbps Radio	EA	\$1,208.00	\$2,416.00
BACKUP STORAGE					
11	1	Synology DiskStation 5-Bay (Diskless) Network Attached Storage (NAS) 3yr limited warranty	EA	\$902.00	\$902.00
12	5	Seagate internal 3TB 7200RPM 128MB Cache SATA/6Gb/s NO ENCRYPTION 5 yr warranty	EA	\$229.00	\$1,145.00
CAD SERVER					
13	1	Dell PE R630 2 x E5-2623 v3 3.0GHz 4C, 8 x 600GB HDD 15K, RAID10, 4 x 32GB RAM, DVD+/-RW 2 x 8GB SD Card ESXi 5.5 3 yr Pro Support	EA	\$12,000.00	\$12,000.00
UPS					
14	5	APC Smart-UPS 2200VA LCD 120V	EA	\$1,169.00	\$5,845.00
SOFTWARE					
15	1	Neverfail - Engine Tertiary Add-On	EA	\$2,600.00	\$2,600.00

Quote # 14128

Date: 04/05/2016

LN	Qty	Description	UOM	Price	Total
16	1	Neverfail - Phone Installation - 1 Server Pair & 1 Server PairTertiary Implementation Services Includes:**Testing, Knowledge Transfer, & Documentation	EA	\$1,755.00	\$1,755.00
17	1	Microsoft Windows Server Standard 2012 R2 English Local Government OPEN 1 License No Level 2 PROC	EA	\$789.70	\$789.70

Technical Labor

18		Technical Labor			\$6,000.00
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CABLING

19	6	CAT6 MOD JACK,1PORT,UTP/IVORY	EA	\$11.00	\$66.00
20	2	4-PORT FLUSH MOUNT UNLOADED SGL GANG M-SERIES IVORY	EA	\$4.00	\$8.00
21	2	Raceway Junction Box SGL Gang 5.02" LX3.27"WX.75"H Low Volt Adhes Elec Ivory	EA	\$9.00	\$18.00
22	2	RACEWAY NONMETALLIC SINGLE 8' L X 1.01 "WX.60"H PAN-WAY LD5 ADHES ELECI-IVORY-ROHS	EA	\$19.00	\$38.00
23	1	23-4P UTP-CMR SOL BC CAT6 FR-PVC JACKET REEL-IN-BOX-BLUE	FT	\$193.00	\$193.00
24	1	CPI RACK WALL MOUNT SWING GATE 38.5"H X 19"W X 25"D ALUMINUM BLACK	EA	\$367.00	\$367.00
25	1	24-PORT PATCH PANEL CAT6 IP5 110-MOD BLACK, 1U	EA	\$174.00	\$174.00
26	1	SHELF STANDARD SOLID 19"W X 15"D ALUM SINGLE SIDED 50LB CAP/BLACK	EA	\$93.00	\$93.00
27	1	Power Strip, 1U, Basic, 20A, 120V, Horizontal, (8) 5-20R, Thermal Breaker, No Surge, 5-20P	EA	\$100.00	\$100.00
28	500	6-F OM3 TB RISER FREEDM ONE 2.8/1.0 DB/KM 1500/500 MHZ*KM PRET 300 CLEARCURVE	EA	\$1.24	\$620.00
29	1	6/12 FIBER SINGLE PANEL WALL-MOUNT HOUSING 1P	EA	\$66.00	\$66.00
30	1	CORNING-C 12/48 FIBER RACK MOUNT ENCLOSURE 19" 1U EMPTY ADD 2 CCH PNLS CCH	EA	\$254.00	\$254.00
31	12	CORNING-C LC CONNECTOR 50/125 10G CER PRE-POLISHED STUB, CTS COMPTBL SENIOR UNICAM	EA	\$24.00	\$288.00
32		Miscellaneous Materials: Plywood, Mounting Hardware, Cable Ties, Conduit, etc.			\$300.00
33		Cabling Labor			\$1,000.00
34		Trenching			\$1,000.00
35		Underground Locating Services			\$1,000.00

Sub-Total: \$47,916.20

Freight: \$600.00

Sales Tax: \$3,396.13

Prices are firm until 4/15/2016

Terms: Net 30 Days

Total: \$51,912.33



Nice Authorized Dealer

Edge One Solutions, Inc.
5301 Mill Dam Rd
Wake Forest, NC 27587
Tel: 919-554-1954
Fax: 919-554-9257

QUOTATION

Proposed Work:	24 Analog channel Nice Recording Express System, Web Based Software, 2x1TB RAID Configuration, Dual Power Supplies, Incident Replay Software, ANI/ALI Capture-Search, Connectivity to Existing Nice NRX w/Inform System
Quotation Date:	March 21, 2016
Prepared By:	Todd Williams

Prepared For: Martin County 911
Attn: Jason Steward
Address: 305 East Main St
Williamston, NC 27892

Phone: 252-789-4556
Email: jason.steward@martincounty

Install Location Contact:

Phone:
Email:

Part Number	h/w,s/w lic	Quantity	Description	Price	Total
System Specifications					
NR-ANALOG-24CH		1	Analogue board package for up to 24 channels	\$ 2,000.00	\$2,000.00
INFRM-ESNT-1CH	sw	24	One (1) Audio Recording license, including Inform Essential application support	\$425.00	\$10,200.00
Upgrade Sub Total:					\$12,200.00
Ancillaries and Hardware Options					
NA2118	hw/sw	1	4U Server Windows 2012 Server, 2x 1TB SATA HostRAID 12x Intel Giga	\$ 5,295.00	\$ 5,295.00
RM-ESNT-VER-1CC		2	NICE Inform Essential Verify concurrent user license	\$ 300.00	\$ 600.00
INFRM-TEXT-IDS		1	Text Recording Service, including integration to Inform Server	\$1,500.00	\$1,500.00
TRADO-TEXT-1CH	lic	3	Single text recording endpoint (position), including Intrado integration & Inform app support	\$50.00	\$150.00
CON-REDACT-1CC	sw	1	Redaction capability within NICE Inform Essential/Lite Reconstruction application, per concurrent user license.	\$ 500.00	\$ 500.00
PS-NR-CTC	hw	1	Contact closure board for up to 96 record channels	\$ 1,075.00	\$ 1,075.00
ESNT-ANIALI-1CH	sw	2	ANI-ALI Annotator license for 1 channel	\$ 25.00	\$ 50.00
AIN-STND-IND-PS			NICE Public Safety Standard Maintenance Required	\$ 1,076.00	\$1,076.00
Ancillaries Sub Total:					\$10,246.00
Professional Services					
Installation			Installation during normal business hours	2,170.00	\$2,170.00
FYAPP			First Year Support	1,100.00	\$1,100.00
Services Sub Total:					\$3,270.00
				Shipping:	\$150.00
QUOTATION TOTAL:					\$25,866.00

By signing below, you are authorizing purchase for materials and/or services quoted herein. Your signature authorizes Edge One Solutions, Inc. to proceed with your order and invoice accordingly. Please provide a copy of your company's purchase order along with the signed quotation and fax to 919-554-9257 or email to twilliams@edge1solutions.com.

Terms:

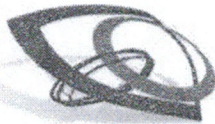
Payment Terms: Upon Installation
Delivery: CFR - Factory
Validity of quotation: 30 Days
Estimated Delivery: 4 Weeks ARO
(Delivery is contingent upon stock availability at the time of order placement)

Approved by: _____

Approved Date: _____

Purchase Order Number _____

Authorized Provider of NICE® / Dictaphone®
Email: twilliams@edge1solutions.com



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: Martin County 911, NC

Contact: Jason Steward

Date: 9/12/2016

HARDWARE AND SOFTWARE		Qty	
SERVER	PowerEdge R320, Intel® Xeon® E-24XX v2 Processors	2	\$57,162.00
Warranty & Service	ProSupport Plus: 3 Year Mission Critical 4 hr Onsite Service		
Add-in Network Adapter	On-Board Broadcom 5720 Dual Port 1Gb LOM		
Embedded Systems Management	iDRAC7 Express		
Chassis Configuration	3.5" Chassis with up to 4 Hot Plug Hard Drives		
RAID Configuration	RAID 5 for H710/H310 (3-8 HDDs)		
RAID Controller	PERC H310 Integrated RAID Controller		
Processor	Intel® Xeon® E5-2430L v2 2.40GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 60W, Max Mem 1600MHz		
Memory Capacity	(6) 16GB RDIMM, 1600MT/s, Low Volt, Dual Rank, x4 Data Width		
Memory DIMM Type and Speed	1600MT/s RDIMMS		
Memory Configuration Type	Performance Optimized		
Hard Drives	(4) 2TB 7.2K RPM SATA 3Gbps 3.5in Hot-plug Hard Drive		
System Documentation	Electronic System Documentation and OpenManage DVD Kit for R320		
Internal Optical Drive	DVD+/-RW, SATA, Internal for 4HD Chassis		
Rack Rails	ReadyRails™ Sliding Rails Without Cable Management Arm		
Power Supply	Dual, Hot-plug, Redundant Power Supply, 350W		
Power Cords	(2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord		
Operating System	Windows Server® 2012R2, Standard Ed, Factory Inst, No MED, 2SKT, 2VM, NO CAL		
OS Media Kits	Windows Server® 2012R2, STD Ed, Media Kit w/Factory Inst STD DGRD Images		
OS Media Kits	Windows Server 2008R2, 2012 Standard Edition, Downgrade Media, Eng		
Database Software	Microsoft® SQL Server™ 2014 STD, 5USER CALs, NFI, w 2012 DGRD Media		
Client Access Licenses	(5) 5-pack of Windows® Server 2012 User CALs (Standard or Datacenter)		
Client Access Licenses	(4) Microsoft® SQL Server™ 2014 Standard, 5 USER CALs Only, No Media		
Backup Drive	RD1000 Ext USB 3.0 Drive Bundled with SW/CBL		
RD1000 Removable Disk Media	QTY 3, Removable Hard Disk Cartridge for RD1000, 2TB Native		
Backup Software	Nova Backup Business Essentials V. 16		
Antivirus	Symantec Endpoint 25 users		
Switch	24 Port Rack Mounted Switch		
KVM Console	TrippLite NetDirector Console KVM Switch with 17-inch LCD Screen/Keyboard/Touchpad		
UPS	19-inch SMART 1500RMXL2Ua Rack-Mountable UPS System		
Rack	APC NetShelter SV - Rack - black - 42U - 19-inch		
Mounting Bracket	Dell 1U KVM Mounting Bracket		
Wireless Messaging for CAD (with 5 additional Paging Connectors)		1	\$1,000.00
<i>For Backup Center</i>			
CAD with MDS for EOC		4	FREE
* Neverfail for Physical Server (1 Pair) (Note: first year support included; 2nd year payable to Neverfail - Approx. \$1,000)		1	\$4,995.00
Installation (Southern Software Technician onsite for Hardware and Neverfail)		1	\$7,750.00
Annual Hardware Support 24/7 SUPPORT		1	\$4,250.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$75,157.00

50% due upon signing proposal; 50% due upon completion of installation.

CUSTOMER'S SIGNATURE _____

DATE _____

Please sign this document and return it to us by fax or mail. When the document is signed and returned to Southern Software, we will begin processing your order.

Proposal of hardware is valid for (30) days from date of proposal..

Contact information for Public Safety Representative:

Mike Moody
Southern Software
150 Perry Drive
Southern Pines, NC 28387

Business: 800.842.8190
Mobile: 910.603.3481
Fax: 910.695.0251
E-Mail mmoody@southernsoftware.com



Customer Legal Name:	E911 Martin County E911 Center
Customer Billing Name:	E911 Martin County E911 Center
Site Address 1:	PO BOX 668
Site Address 2:	
City:	WILLIAMSTON
State:	NC
Zip:	27892-0668
Contact Name:	
Phone Number:	
E-Mail:	
Account Manager / Sales ID:	Robert Robinson
Account Manager E-mail:	robert.l.robinson1@centurylink.com
Sales Engineer Name:	David Weymouth
Sales Engineer E-Mail:	david.m.weymouth@centurylink.com
Quote Number:	16-005728



JCW Pricing Tool 6.01

Quote Number# 16-005728

Account Manager: Robert Robinson

Customer Legal Name: E911 Martin County E911 Center				Account Manager: ROBERT REEDMAN Centurion Maintenance Coverage: Contract Term:			
Customer Billing Name: E911 Martin County E911 Center							
Customer Address: PO BOX 668 , WILLIAMSTON, NC 27892-0668							
Date Prepared: May 11, 2016							
Quote Expires: July 10, 2016							
Quote Number: 16-005728							
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (Includes Shipping and Misc costs)	\$ 88,413.06			\$ -	\$ -	\$ -
	Labor	\$ 8,240.00					
	On-Site Tech		\$ -	\$ -			
	Vendor Support	\$ 560.00	\$ -	\$ -			
Total Prices		\$ 97,213.06	\$ -	\$ -	\$ -	\$ -	\$ -

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

-	-	-	NRR	-	\$	-	\$	-	\$	-
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Price Sheet Vendor Support

Customer: E911 Martin County E911 Center

PO BOX 668

WILLIAMSTON

NC

27892-0668

Quote-Build#: 16-005728-NIBS

Pricing is Valid Until:

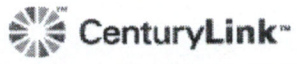
July 10, 2016

Description of Work
to be Performed:

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

Part Number	Description	Quantity	Type	(Only if MRR)		Sale Price	
				Term Years	MRR	Unit Price	Extended Price
950999/SUB1-BU	Software Sub Service - 1 Year/Position - Back Up Position	2	NRR	-	\$ -	\$ 200.00	\$ 400.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos - Back Up Pos	2	NRR	-	\$ -	\$ 80.00	\$ 160.00
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
TOTAL Annual MRR						\$ -	
TOTAL Term MRR						\$ -	
TOTAL PRICE NRR							\$ 560.00

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



Customer Notes / Project Description

Notes

Jason Steward

From: Jason Steward
Sent: Wednesday, March 02, 2016 09:51
To: 'Robinson, Rob'
Subject: RE: Service availability

OK. Thank you for your work on this.

I'll be in touch shortly.

Jason P. Steward
Telecommunications Manager/E911 Director
Martin County Central E911 Emergency Communications Center
An IAED/EMD Certified Emergency Services Agency
Martin County Governmental Center
305 East Main Street
Williamston, North Carolina 27892-8825
(252) 789-4556 (DO NOT USE FOR EMERGENCIES! DIAL 911)
Jason.steward@martincountyncgov.com (email)
www.martincountyncgov.com/communications (website)

"Don't find fault, find a remedy." –Henry Ford

Correspondence to and from this user may contain sensitive law enforcement, criminal justice, medical, or other personal and privileged information and is intended for the recipient only. Certain information may also be subject to the NC Public Records Law and is subject to release to third parties upon request.

From: Robinson, Rob [<mailto:Rob.Robinson@centurylink.com>]
Sent: Wednesday, March 02, 2016 09:48 AM
To: Jason Steward
Subject: RE: Service availability

Jason,

The estimated price for fiber and electronics to that location is about \$42K.

Please let me know if you need additional.

Rob

From: Jason Steward [<mailto:Jason.Steward@martincountyncgov.com>]
Sent: Tuesday, March 01, 2016 2:52 PM
To: Robinson, Rob
Subject: Service availability



Emergency Medical Services

McDowell County Emergency Services

60 East Court Street • Marion, North Carolina 28752
EMS: 828-652-3241 • EM/911: 828-652-3982 • Fax 828-652-0100



Emergency Management / 911

William J. Kehler
Director

Craig Walker
Deputy Director

To: Ashley Wooten

From: William Kehler 

Date: October 19, 2016

Re: 911 Backup Center / Request for Approval to Use Fund Balance

Please allow this memo to serve as request to apply 911 fund balance in the amount of \$87,068 to implement the 911 Backup Plan required by NCGS. Our office applied for a 911 Grant through the NC 911 Board that totaled \$193,400. This grant request was then deferred to the funding reconsideration committee. I contacted the NC 911 Board and raised concerns that by them deferring the grant request into committee this caused a percentage of our project to become ineligible. (Specifically radio equipment, antennas, and install labor) This action on behalf of the 911 Board was not favorable to McDowell County. This concern was forward to the respective staff members, who then sent the request back to the 911 grant section. McDowell County was then awarded \$63,822 under the grant request. (We have received no official letter at this time on the award. Only verbal confirmation) The remaining request for the Backup Project was sent back to funding reconsideration. Our office was then contacted by the NC 911 Board and advised that for any reconsideration request to move forward the 911 Fund Balance must be expended with the exception of the allowable 20% carryover.

Therefore I am requesting approval to expend \$87,068 from fund balance to purchase required equipment and services to implement our backup plan. We will then file funding reconsideration in the amount of \$38,995 for FY17 to fully complete the project. This will leave a fund balance of \$58,715 which is the amount allowed under the carryover provision. I feel comfortable with the proposed fund balance amount, as we have now completed all major upgrades and capital purchases at the primary center.

This project has required a significant amount of staff time due to the many changes made by the NC 911 Board. The 911 Grant was a straight forward process that was diverted into funding reconsideration by the 911 Board without any consideration of the impacts to the Counties. I will be happy to provide an overview to the Board of Commissioners and address any questions or concerns.



Emergency Medical Services

McDowell County Emergency Services

60 East Court Street • Marion, North Carolina 28752
EMS: 828-652-3241 • EM/911: 828-652-3982 • Fax 828-652-0100



Emergency Management / 911

William J. Kehler
Director

Craig Walker
Deputy Director

To: Marsha Tapler

From: William Kehler

Date: October 18, 2016

Re: 911 Grant

Please be advised that McDowell County will expend \$63,822 awarded under the 911 Grant cycle on the following items. These purchases were originally filed under 911 Reconsideration.

\$26,500	CAD Server
\$36,146	Radio Communication Project (Includes \$6,374 of non-eligible items)
\$1,176	Partial amount of Initial Fiber Build Out Charge (Remaining balance of \$1,174 applied under reconsideration.)

\$63,822	Total Amount of Grant Award

Funding Reconsideration ***REVISED DOCUMENT***

Supplemental Documentation for McDowell County 911 Funding Reconsideration Request:

McDowell County 911 Communications is filing a reconsideration request after our grant request was deferred to this process. Since 2014 our agency has completed substantial upgrades of our center as it relates to equipment and technology. Our agency was reduced over \$70,000 in FY 17 from FY16 due to low amounts on the five year rolling cycle. At this time we cannot implement the Backup Plan without grant funding or approval of our reconsideration. We will be using fund balance to offset expenses in FY17 due to our \$70,000 reduction that occurred this year in our annual funding.

Line #	Description	Amount	Comments
24	56k circuit	\$275 / month	Connect SALI servers primary / backup Begins Feb 1, 2017
25	(3) admin lines	\$148 / month	(3) admin lines for 3 positions Begins Feb 1, 2017
28	Fiber 50M	\$1056 / month \$1,174 build fee One time charge	Provided by Broadplex. This is the only vendor who has existing infrastructure at the backup site. Quote from NC IT had initial build out cost of \$24,000 plus a higher monthly charge at \$1404 for 30M. Begins Feb 1, 2017
30	Text to 911	\$10,899.65	Text to 911 Station for Backup Site February 1, 2017
30	Airbus System	\$8,796 / month	(3) Airbus Vesta 911 Stations Begins Feb 1, 2017
32	Furniture	\$4,180	Desk and chairs for (3) positions February 1, 2017
37	CAD Software	\$12,745 \$1,000 annual	Neverfail software for CAD connection of primary and backup site. February 1, 2017
50	Paging Software	\$1,000	Paging software from CAD to first responder. February 1, 2017
60	Voice Recorder	\$2,290	Labor to reinstall spare voice logging recorder. Currently owned by McDowell County 911. February 1, 2017
61	Monitors	\$2,400	Monitors for call taking process and one activity screen. February 1, 2017
62	PC Workstations	\$3,825	(3) PC Workstations for CAD February 1, 2017

64	UPS	\$34,900	Install of Eaton UPS system and Associated electrical work to ensure Emergency generator at 911 Backup. February 1, 2017
69	Printer	\$55 / month	Lease on CAD printer. Begins 2-1-17 February 1, 2017

McDowell County will expend \$87,068 in 911 Fund Balance to the associated costs above related to implementation of the 911 Backup Center. We formally request funding reconsideration of \$38,995 to fully implement the 911 Backup Plan that was submitted and approved by the NC 911 Board.

Summary:

Proposed Fund Balance Expenditure:	\$87,068
Funding Reconsideration Request:	\$38,995
 Project Total:	 \$126,063

North Carolina 911 Board

PSAP Name: McDowell County 911 Communications
Contact Name: William Kehler
Contact Address: 60 East Court St.
City: Marion
Zip: 28752
Contact Email: william.kehler@mcdowellgov.com

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. *PLEASE SEE INSTRUCTIONS tab for further details***** All requests are due by Aug 15, 2016. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.

June 30, 2016 Emergency Telephone System Fund Balance **\$145,842.32**

Expenditure

FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
--	---	---	--

Phone Systems - Furniture

Selective Rtnng/ALI Prov 9-1-1 trk line charges	20,803.12			
Basic line charge only **One administrative line per call-taking position	2,949.64			
Interpretive Services	1,219.01			
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.	1,600.00			
MPLS-Fiber used for backup PSAPs connections		1,174.00		
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	96,719.39			
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment		2,921.00		
TOTAL	\$123,291.16	\$4,095.00	\$0.00	\$0.00

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE				
CAD (modules that are part of the call-taking process only)				
GIS (to create and display the base map showing street centerlines and address, address point layer)	1,675.00			

Message switch software **must meet requirements noted in Approved Use of Funds list.				
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder				
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)	440.75			
Quality Assurance for Protocols	9,887.00			
ALI Database software				
Software Licensing	850.00			
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)	700.00			
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software MAINTENANCE	23,474.50			
TOTAL	\$37,027.25	\$0.00	\$0.00	\$0.00

HARDWARE

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
CAD server	29,492.00			
GIS server				
911 Phone server				
Voice logging server	29,133.75			
Monitors				
Computer Workstations	35.98			
Time Synchronization				
UPS		34,900.00		
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)	923.77			
Radio Console Dispatch Workstations	216,222.70			
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				

Radio Consolette **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware MAINTENANCE	1,888.80			
TOTAL	\$277,697.00	\$34,900.00	\$0.00	\$0.00

Training Expenditures Total	\$8,171.47
-----------------------------	------------

In-house Functions	48,403.00
Database Provisioning for 911	
Addressing for 911	12,500.00
TOTAL	\$60,903.00

Total FY2016 Expenditures	\$507,089.88
---------------------------	--------------

To be completed by 911 Board Staff:	
PROPOSED FY2017 FUNDING	\$223,323.93
FY2017 Anticipated Capital Expenditures	\$38,995.00
FY2017 Anticipated Monthly Recurring	\$0.00
FY2017 Anticipated Annual Recurring	\$0.00

Requested FY2017 Funding	\$262,318.93
--------------------------	--------------

Allowable 20% carry forward:	\$48,715.00
------------------------------	-------------

Fund balance available for use:	\$97,127.32
Monthly charges Fiber, Airbus, Phone, fax	\$52,035.00
Workstations, logging recorder, monitors	\$8,515.00
CAD software, CAD Maintenance	\$25,577.32
Phone Equipment	\$11,000.00
Remaining Fund Balance:	\$0.00

						FY2011-	Average
5-Year Rolling Average	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	FY2015 Total	Yearly Amt.
TOTAL EXPENDITURES:	\$134,661.78	\$342,468.20	\$139,779.75	\$258,032.00	\$241,657.66	\$1,116,619.64	\$223,323.93
		Capital Purchases		Capital Purchases	Capital Purchases		



EQUIPMENT PURCHASE, INSTALLATION, MAINTENANCE SCHEDULE
Business
Frontier Confidential

Attachment 1

*Only specifically identified Equipment and Licenses identified in this Attachment are included.

Description:

Installation of 3 position Geo Redundant Airbus Vesta 9-1-1

phone system, Split Airbus SALI Server System.

Includes 3 years maintenance.

Qty	Part #	Description	Unit Price	Extended Price
		Side A VESTA® 9-1-1		
1	870899-0104R6.1U	V911 R6.1 LIC/DOC/MED UPGD		
1	809800-35064	SYS DIVERSIFICATION FEE	\$769.23	\$769.23
1	BA-MGD-VSSL	GEO-DIV LIC SYS	\$2,884.62	\$2,884.62
1	04000-01900	RACK MNT KIT 1921 ROUTER	\$1,441.54	\$1,441.54
1	04000-01913	ROUTER 1921 DATA LIC	\$838.46	\$838.46
1	04000-01923	WARR 1921 ROUTER 3YR 24X7	\$701.54	\$701.54
1	809800-00199	ROUTER CFG FEE	\$818.46	\$818.46
		Time Synchronization Equipment		
		Note: Use existing Netclock.on A side		
		VESTA™ Analytics - Standard Multi Product Purchase		
1	873399-00102.4U	V-ANLYT 2.4 D/M UPGD		
		VESTA™ Analytics Server Equipment		
		Note: VESTA Analytics will remain at A.		
		Sentinel ALI Installation & Training		
1	SALI-UPGD-FEE	SALI UPGD/INSTALL/CFG FEE	\$5,538.46	\$5,538.46
		Note: Diversify servers and move second Sentinel ALI server to B rack.		
		Note: Current support valid thru 05/31/2019.		
		Monitoring & Response		
1	871499-01212	M&R 3.0 LIC VM HOST	\$109.23	\$109.23
1	809800-16168	M&R 3.0 IP DEV SRVC 3YR	\$1,523.08	\$1,523.08
1	69586-U24	24 Port Patch Panel Cat 6	\$208.71	\$208.71
5	PT-KSH2-85	JACK SURFACE MOUNT 4 PROT WHITE	\$8.26	\$41.31
10	PT-KJKC5-85	JACK MOD INSERT CAT 6 RJ45 WHITE	\$2.26	\$22.62
10	PT-KBLANK -85	JACK BLANK INSERT WHITE	\$0.88	\$8.77
1	191469	Bulk Hook and Loop roll black	\$53.77	\$53.77
1	1070ERD4/23	23/24 CM cat6, red jacket per 1000'	\$368.15	\$368.15
12	MSSDE3FC603	4pr/24 D/E stranded cat6 568A/B 3' red	\$6.02	\$72.18
2	FVS318N-100NAS	Router Prosafe VPN Firewall	\$137.48	\$274.95
		Side B VESTA® 9-1-1		
	870899-0104R6.1U	V911 R6.1 LIC/DOC/MED UPGD		
1	809800-35065	V911 SYS CFG	\$1,538.46	\$1,538.46
1	04000-01583	BLKBX TL158A-R4 DATACAST	\$596.92	\$596.92
1	04000-01010	CBL DB25M/DB25M 10FT	\$12.31	\$12.31
1	61000-409606MGT	WKST DSKTP ELITE MINI	\$1,180.00	\$1,180.00
1	863014-00103	PERIPHERAL VIRTUAL KIT	\$5,069.23	\$5,069.23



EQUIPMENT PURCHASE, INSTALLATION, MAINTENANCE SCHEDULE
Business
Frontier Confidential

1	870890-71001	VIRTUAL MEDIA SET		
1	04000-05135	ADPTR DP (M) TO VGA (F)	\$38.46	\$38.46
		VESTA® 9-1-1 Prime Standard Operations		
3	PS-0PR-VSML	VPRIME MLTP PER SEAT LIC	\$7,307.69	\$21,923.08
3	SS-0PR-VSSL-3Y	SPT VPRIME 3YR	\$4,061.54	\$12,184.62
		Geo Diverse Add On License		
1	BA-MGD-VSSL	GEO-DIV LIC SYS	\$2,884.62	\$2,884.62
3	61000-409608SFF	WKST HP Z240 64BIT SFF	\$1,890.77	\$5,672.31
3	65000-47001	SFF TWR STAND	\$64.62	\$193.85
3	63000-221692	MNTR FP WIDE SCRIN LED 22IN	\$506.15	\$1,518.46
3	853004-00401	SAM EXT SPKR KIT	\$258.46	\$775.38
3	853030-00302	V911 SAM HDWR KIT	\$2,541.54	\$7,624.62
3	02800-20500	HDST 4W MOD ELEC MIC BLK	\$49.23	\$147.69
3	03044-20000	HDST CORD 12FT 4W MOD BLK	\$4.62	\$13.85
3	809800-35109	V911 IWS CFG	\$307.69	\$923.08
3	809800-35108	V911 IWS STG FEE	\$461.54	\$1,384.62
1	870890-07501	CPR/SYSPREP DVD IMAGE		
		VESTA® 9-1-1 Activity View		
3	873099-00802	V911 ACT VIEW LIC PER ST	\$1,153.85	\$3,461.54
		Network Equipment		
1	03800-03030	FIREWALL- MODEM 60CM	\$889.23	\$889.23
1	03800-03033	WARR FIREWALL FW-M 3Y	\$813.85	\$813.85
1	809800-00201	VPN CFG SVCS	\$307.69	\$307.69
2	04000-26201	SWITCH 2620 24-PORT	\$835.39	\$1,670.77
1	04000-01900	RACK MNT KIT 1921 ROUTER	\$1,441.54	\$1,441.54
		Note: This Cisco 1921 router is quoted to provide dual active firewall functionality between the Host sites. This router is not intended for terminating any type of WAN connectivity to other sites.		
1	04000-01913	ROUTER 1921 DATA LIC	\$838.46	\$838.46
1	04000-01923	WARR 1921 ROUTER 3YR 24X7	\$701.54	\$701.54
1	809800-00199	ROUTER CFG FEE	\$818.46	\$818.46
2	2213937-1-SR1	FXO GATEWAY 8-PORT	\$2,029.23	\$4,058.46
2	2213939-1-SR1	FXS GATEWAY 8-PORT	\$2,029.23	\$4,058.46
4	04000-00178	SW SPT ANALOG GATEWAY 3YR	\$276.92	\$1,107.69
1	04000-01751	TS-4 PORT TERMINAL SVR	\$996.92	\$996.92
1	65000-00182	CBL RJ45-10P/DB25M 4FT	\$32.31	\$32.31
1	06500-55053	7FT EQUIPMENT RACK 19IN	\$423.08	\$423.08
1	63002-172805	MNTR NEC 17IN	\$336.92	\$336.92
1	04000-004B4	KVM 4-PORT SWITCH	\$680.00	\$680.00
1	04000-00607	CBL KVM USB CONSOLE	\$212.31	\$212.31
4	04000-60611	CBL KVM USB 10FT	\$127.69	\$510.77
1	04000-RMM19	BRKT 19IN RACK MTG/ARBIT	\$49.23	\$49.23
1	04000-09483	NETCLOCK 9483	\$7,147.69	\$7,147.69
1	04000-08230	GPS/GNSS OUTDOOR ANTENNA	\$498.46	\$498.46
1	04000-08231	GPS ANTENNA POST MT KIT	\$143.08	\$143.08
1	04000-08235	GPS PVC POST MNT	\$33.85	\$33.85
1	04000-08228	GPS ANTENNA SURG PROTECTR	\$432.31	\$432.31
1	04000-07025	CBL GPS ANTENNA 25FT	\$224.62	\$224.62
1	04000-07125	CBL GPS ANTENNA 125FT	\$558.46	\$558.46
		VESTA™ Analytics - Standard Multi Product Purchase		
3	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$1,000.00	\$3,000.00



EQUIPMENT PURCHASE, INSTALLATION, MAINTENANCE SCHEDULE
Business
Frontier Confidential

3	SA-MSG-ALSL-3Y	SPT V-ANLYT STD 3YR	\$480.00	\$1,440.00
		Monitoring & Response License & Support Fees		
		Note: Transfer (2) existing server licenses and support.		
4	871499-01211	M&R 3.0 WKST LIC	\$109.23	\$436.92
4	809800-16163	M&R 3.0 WKST SRVC 3YR	\$1,523.08	\$6,092.31
1	871499-01212	M&R 3.0 LIC VM HOST	\$109.23	\$109.23
4	871499-01210	M&R 3.0 IP DEVICES LIC	\$109.23	\$436.92
		Note: Includes (1) MDS Servers, (4) Gateways, (1) Firewall, Transfer (1) existing license.		
6	809800-16168	M&R 3.0 IP DEV SRVC 3YR	\$1,523.08	\$9,138.46
		Managed Services - Implementation Fee		
4	809800-14152	MGD SERV DEV & IMPL	\$115.39	\$461.54
		Anti-Virus Solution		
4	809800-14173	VIRUS PROTECT 3.0 SVC 3YR	\$373.85	\$1,495.38
1		Patch Management Solution		
4	809800-16213	PATCH MGMT 3.2 SVC 3YR	\$1,001.54	\$4,006.15
1		Field Engineering Services		
104	809800-17101	FIELD ENG-PRIMARY	\$153.85	\$15,999.98
Material Summary				\$154,421.25
Labor, Misc., Warranty, Freight				\$28,532.86

Project Total Investment

\$182,954.10



Proposal Date: 09/06/16

McDowell County
60 E Court St.
Marion, NC 28752

Attn: William Kehler

Description:

Installation of 1 - INdigital 9-1-1 answering position at new McDowell County
Back up PSAP Center. Includes 3 years maintenance coverage.

Qty	Description	Unit Price	Extended Price
	Software and License		
1	Annual Advanced Textty Functions Yr 1	\$1,561.85	\$1,561.85
1	Annual Advanced Textty Functions Yr 2	\$1,561.85	\$1,561.85
1	Annual Advanced Textty Functions Yr 3	\$1,561.85	\$1,561.85
1	Workstation License	\$560.00	\$560.00
1	Network Setup Cost	\$2,046.15	\$2,046.15
	1 Position Hardware/Software		
1	win 7 workstation SFF	\$661.54	\$661.54
1	20 inch monitor hp	\$201.54	\$201.54
1	keyboard, mouse, speakers	\$180.00	\$180.00
1	3' grey patch cords	\$13.85	\$13.85
	Installation and Training		
1	installation	\$153.85	\$153.85
1	training	\$153.85	\$153.85
3	JACK SURFACE MOUNT 4 PROT WHITE	\$8.26	\$24.78
6	JACK MOD INSERT CAT 6 RJ45 WHITE	\$2.26	\$13.57
6	JACK BLANK INSERT WHITE	\$0.88	\$5.26
1	Bulk Hook and Loop roll black	\$53.77	\$53.77
1	23/24 CM cat6, red jacket per 1000'	\$368.15	\$368.15
6	4pr/24 D/E stranded cat6 568A/B 3'red	\$6.02	\$36.09
Material Summary			\$9,157.96
Labor,Misc.,Warranty,Freight			\$1,741.69

Project Total Investment**\$10,899.65**

**216 Haywood Street
Asheville, N.C. 28801
Phone: 828-231-0492
Fax: 828-253-2730**

Quotation

Quote Number:	
Consultant:	Robert Washburn
Date of Quote:	

Customer:		Ship To:	
McDowell 911 Communications			
Tax Exempt Number:			
TERMS: Net 10 Days			
SHIP: F.O.B.		Phone Number:	
Recorder relocation		Fax Number:	
Attention:			
Email To:			

[illegible]

<div>Additional Information</div> <div>* Shipping prices may Vary.</div>		<div>Tax percentage</div> <div>0.06750</div> <div>FCC/LIC REQ.</div> <div>Deliver:</div> <div>Ship:</div> <div>Install:</div> <div>Prog on File</div> <div>SVC Visit Req</div> <div>CWO/COD</div>	<div>Tax</div> <div>0.0675</div>	<div>Sub-Total:</div> <div>Sales Tax:</div> <div>Shipping/Handling:</div> <div>Labor/ Programming :</div> <div>SUBTOTAL:</div> <div>Discount/Trade:</div> <div>Grand Total:</div>	<div>\$1,069.00</div> <div>\$154.60</div> <div>\$21.38</div> <div>\$1,200.00</div> <div>\$2,444.98</div> <div></div> <div>\$2,444.98</div>
<div>Client Approval:</div>		<div>Date:</div>			
<div>Consultant:</div>		<div>Date:</div>			



Date: 5-3-2016

Project: McDowell County 911

Attn: William Kehler

From: Jason Camp

~~239 US 64 Highway - PO Box 1454 Rutherfordton NC 28139~~
Office (828) 287-7971 - Fax (828) 287-2668

Contract price to provide all labor and materials needed to install the following for the new 911 center.

Price includes:

- Eaton UPS 9155 10.8KVA-15KVA
- New Automatic transfer switch.
- Installation of all new equipment.
- New transformer and panel board inside for power distribution.
- Install generator tie in point outside of building to allow use of counties quick connect cables.
- Permitting and inspections.
- Labor and all materials needed to complete.
- Sales tax included (\$1,494.00)

Total: \$36,894.00

Thank you,
Jason Camp



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: McDowell County 911, NC

Contact: William Kehler

Date: 2/22/2016

SOFTWARE	Qty	
Wireless Messaging for CAD (with 5 additional Paging Connectors) <i>For Backup Center</i>	1	\$1,000.00
* Neverfail for Physical Server (1 Pair) - Please see Hardware Requirements below for Primary and Secondary/Tertiary Servers (Note: first year support included; 2nd year payable to Neverfail - Approx. \$1,000)	1	\$4,995.00
Installation (Southern Software Technician onsite for Software and Neverfail Installation; Onsite installation by Neverfail)	1	\$7,750.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$13,745.00

ASSUMES ALL HARDWARE IS PROVIDED BY MCDOWELL COUNTY 911, NC

50% due upon signing proposal; 50% due upon completion of installation.

CUSTOMER'S SIGNATURE _____ **DATE** _____

**Please sign this document and return it to us by fax or mail. When the document is signed
and returned to Southern Software, we will begin processing your order.**

Hardware Requirements

Primary Server

- Must meet Microsoft's requirements for one of the following installed operating systems:
 - Windows Server 2003 x86 and x64 Standard / Enterprise / R2 with SP1 or SP2
 - Windows Server 2008 x 86 and x64 Standard / Enterprise with SP1 or SP2
 - Windows Server 2008 R2 x64 Standard / Enterprise / Datacenter with SP1
 - Windows Server 2012 x64 Standard/Datacenter
 - 1 GB RAM minimum, 2 GB RAM recommended
 - Minimum available RAM required for Neverfail processes and components (recommended 1GB)
 - Minimum of 256 MB available for Neverfail processes and components on Windows Server 2003
 - Minimum of 512 MB available for Neverfail processes and components on Windows Server 2008/R2
 - Minimum of 512 MB available for Neverfail processes and components on Windows Server 2012
 - 2 GB of available hard disk space
 - Number of NICs:
 - In a Pair configuration: 2 non-teamed NICs required, 3 non-teamed NICs recommended
 - In a Trio configuration: minimum 3 NICs required (one for the Public connection and 2 for the Neverfail Channels)
- Note: Neverfail Heartbeat v6.7 and later supports use of a single NIC for both the Neverfail Channel and Principal (Public) network connection.
- Multiple hard disk drives are recommended as per application vendors' requirements. Avoid locating OS, database, and log files on the same disks

Secondary Server and Tertiary (if implemented)

- Must meet Microsoft's requirements for one of the following installed operating systems:
 - Windows Server 2003 x86 and x64 Standard / Enterprise / R2 with SP1 or SP2
 - Windows Server 2008 x 86 and x64 Standard / Enterprise with SP1 or SP2
 - Windows Server 2008 R2 x64 Standard / Enterprise / Datacenter with SP1
 - Windows Server 2012 x64 Standard / Datacenter
- 1 GB RAM minimum, 2 GB RAM recommended
- Minimum available RAM required for Neverfail processes and components
 - Minimum of 256 MB available for Neverfail processes and components on Windows Server 2003
 - Minimum of 512 MB available for Neverfail processes and components on Windows Server 2008/R2
 - Minimum of 512 MB available for Neverfail processes and components on Windows Server 2012
- Total hard disk space should be greater than or equal to the Primary Server
- Same number of NICs as the Primary Server
- Hard drive lettering scheme must match the Primary Server (although underlying hardware may be different)

Proposal is valid for (30) days from date of proposal.

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.

Contact information for Public Safety Representative:

Mike Moody

Southern Software

150 Perry Drive

Southern Pines, NC 28387

Business: 800.842.8190

Mobile: 910.603.3481

Fax: 910.695.0251

E-Mail mmoody@southernsoftware.com



Quote Number: QU0000351472
Effective: 15 FEB 2016
Effective To: 15 APR 2016

Bill-To:

MCDOWELL COUNTY
10 E COURT ST
MARION, NC 28752
United States

Ultimate Destination:

MCDOWELL COUNTY
294 S MAIN ST
MARION, NC 28752
United States

Attention:

Name: William Kehler
Phone: 828-652-3241

Sales Contact:

Name: Robert Washburn
Email: rwashburn@csiwn.com
Phone: 8282541947

Contract Number: NC STATE NON Ariba -725G
Freight terms: FOB Destination
Payment terms: Net 30 Due

Item	Quantity	Nomenclature	Description	List price	Your price	Extended Price
1	3	M30TXS9PW1AN	APX7500 DUAL BAND HIGH POWER	\$3,111.00	\$2,333.25	\$6,999.75
1a	3	G806BE	ADD: ASTRO DIGITAL CAI OPERATION	\$515.00	\$386.25	\$1,158.75
1b	3	G233AD	ADD: GOOSENECK PTT	\$56.00	\$42.00	\$126.00
1c	3	G66AV	ADD: DASH MOUNT	\$125.00	\$93.75	\$281.25
1d	3	GA00307AA	ADD: VHF HP PRIMARY BAND	-	-	-
1e	3	GA00225AA	ADD: 7/800MHZ SECONDARY BAND	\$400.00	\$300.00	\$900.00
1f	3	G78AR	ADD: 3 YEAR SERVICE FROM THE START LITE	\$158.00	\$158.00	\$474.00
1g	3	G51AT	ENH: SMARTZONE OPERATION APX	\$1,500.00	\$1,125.00	\$3,375.00
1h	3	G66AM	ADD: DASH MOUNT	\$125.00	\$93.75	\$281.25
1i	3	G442AJ	ADD: O5 CONTROL HEAD	\$432.00	\$324.00	\$972.00
1j	3	G444AE	ADD: APX CONTROL HEAD SOFTWARE	-	-	-
1k	3	B18CR	ADD: AUXILARY SPKR 7.5 WATT	\$60.00	\$45.00	\$135.00
1l	3	G89AC	ADD: NO RF ANTENNA NEEDED	-	-	-
1m	3	G361AH	ADD: P25 TRUNKING SOFTWARE	\$300.00	\$225.00	\$675.00
1n	3	G91AE	ADD: CONTROL STATION POWER SUPPLY	\$269.00	\$201.75	\$605.25
1o	3	W665BF	ADD: CONTROL STATION OPERATION	\$70.00	\$52.50	\$157.50
2	150	SVC03SVC0115D	SUBSCRIBER PROGRAMMING	\$1.00	\$1.00	\$150.00
3	175	SVC03SVC0115D	SUBSCRIBER PROGRAMMING	\$1.00	\$1.00	\$175.00

Total Quote in USD

\$16,465.75

Back Up 911 Center

THIS QUOTE IS BASED ON THE FOLLOWING:

1 This quotation is provided to you for information purposes only and is not intended to be an offer or a binding proposal.

If you wish to purchase the quoted products, Motorola Solutions, Inc. ("Motorola") will be pleased to provide you with our standard terms and conditions of sale (which will include the capitalized provisions below), or alternatively, receive your purchase order which will be acknowledged.

Thank you for your consideration of Motorola products.

- 2 Quotes are exclusive of all installation and programming charges (unless expressly stated) and all applicable taxes.
- 3 Purchaser will be responsible for shipping costs, which will be added to the invoice.
- 4 Prices quoted are valid for thirty(30) days from the date of this quote.
- 5 Unless otherwise stated, payment will be due within thirty days after invoice. Invoicing will occur concurrently with shipping.

MOTOROLA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO THE ORDERED PRODUCTS, EXPRESS OR IMPLIED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

MOTOROLA'S TOTAL LIABILITY ARISING FROM THE ORDERED PRODUCTS WILL BE LIMITED TO THE PURCHASE PRICE OF THE PRODUCTS WITH RESPECT TO WHICH LOSSES OR DAMAGES ARE CLAIMED. IN NO EVENT WILL MOTOROLA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.



William Kehler <william.kehler@mcdowellgov.com>

Frontier OneVoice Nationwide.**Manning, Willard** <Willard.Manning@ftr.com>

Wed, Apr 27, 2016 at 3:37 PM

To: William Kehler <william.kehler@mcdowellgov.com>

William,

The charges below are for an individual admin lines. State and Federal taxes are not included, as it's my understanding McDowell E911 is tax exempt. If that is not correct please let me know.

	Monthly Cost	USF 16.7%*	NC TRSC	Total
One Voice Nationwide	\$39.99	\$3.34	\$0.10	\$43.43

NCTRSC - NC Telecom Relay Surcharge

Federal Universal Service Fund is 16.7% before April 1st, 2016

Willard Manning

Enterprise Account Manager

Frontier Communications

2909 Stitt Street

Monroe, NC 28110

704-219-5878 office/cell

willard.manning@ftr.com

49.42 per
line with
call forward
deluxe added
to each line



William Kehler <william.kehler@mcdowellgov.com>

56K Point to Point Circuit Quotation

Morris, Greene <Robert.Morris3@ftr.com>

Wed, May 11, 2016 at 11:27 AM

To: William Kehler <william.kehler@mcdowellgov.com>

Cc: "Manning, Willard" <Willard.Manning@ftr.com>, "Smith, Jake" <Jacob.Smith@ftr.com>, "Canipe Jr, Lee" <lee.canipe@ftr.com>, "Estes, Richard" <Richard.Estes@ftr.com>

Will, my apologies for the delay in getting this to you. I completely missed the ballpark I gave you, which is why I'm always hesitant to offer those.

The 56K point-to-point circuit would connect the SALI servers at the Main and Backup sites. Its purpose is for server synchronization. This is important as both servers must have the same real-time information for the ALI dip. The reasons for running this across the 56K is that there are no protocol conversions to do (TDM to IP and IP to TDM), no additional equipment and no additional maintenance costs involved versus incorporating this bandwidth across the high speed circuit. It also provides additional circuit diversity.

56K Point-to-Point**Main PSAP to Backup PSAP****Connectivity for SALI Servers for Synchronization**

Monthly Term	Monthly Totals	Non-Recurring
Month to Month	\$262.12	\$500.00
12 Month Term	\$275.24	\$0
36 Month Term	\$245.96	\$0
60 Month Term	\$235.98	\$0

Confidential Service Quotation
BroadPlex Gig E Critical Availability MetroNet (WAN/Internet) Infrastructure Services
 prepared for
McDowell County Emergency Communication Center
William J. Kehler IV NRP, CCEMT-P,
Director, Emergency Services
 4/20/2016

Private, Secure, Fault Tolerant, Self Healing - Gigabit Metro Ethernet Critical Infrastructure - Enabling Superlative Network Performance

Premise Address	632 A College Drive, Marion, NC 28752	\$2,350.00			
Premise Address	TBD				
Premise Address	TBD				
Premise Address	TBD				
Non Recurring Facilities & Equipment ¹		\$2,350.00			
		M/M	1 Year	3 Year	5 Year
Non Recurring Charges - Facilities - Amortized over Term		\$2,350.00	\$211.00	\$80.32	\$54.68
Monthly Charges		M/M	1 Year	3 Year	5 Year
(per Node ²)					
10 Meg Symetric Internet Servces (Port & Transport)		\$979.20	\$950.40	\$864.00	\$777.60
50 Meg Symetric Internet Servces (Port & Transport)		\$1,088.00	\$1,056.00	\$960.00	\$864.00
100 Meg Symetric Internet Servces (Port & Transport)		\$1,360.00	\$1,320.00	\$1,200.00	\$1,080.00
(w NRF&E Amortized over Term)					
10 Meg Symetric Internet Servces (Port & Transport)		\$979.20	\$1,161.40	\$1,075.00	\$988.60
50 Meg Symetric Internet Servces (Port & Transport)		\$1,088.00	\$1,267.00	\$1,171.00	\$1,075.00
100 Meg Symetric Internet Servces (Port & Transport)		\$1,360.00	\$1,531.00	\$1,411.00	\$1,291.00

¹ Facilities Buildout, Installation & Provisioning specific to the prem address as indicated

² Per Prem w/ Fault Tolerant/Redundant/ NEBS 3 Certified CPE & Self-Healing (Protected) Ring



PERQUIMANS COUNTY EMERGENCY SERVICES

P.O. Box 563 - 159 Creek Drive - Hertford, NC 27944

(252) 426-5646 Phone - (252) 426-3306 Fax

Jonathan A. Nixon, Director

Perquimans County 911 Communications

NC 911 Board Funding Reconsideration Justification

August 12, 2016

1. Our requests for review are hereby submitted electronically using the required form in Microsoft Excel format.
2. This document is being submitted in Adobe PDF format.
3. Included herein is supporting documentation indicating the cost being claimed, including copies of contracts and contracts for proposed new expenditures.
4. Include justification answering the following questions:
 - *The new funding model is based upon actual expenses: please explain why you need additional expenses?

PHONE SYSTEMS - FURNITURE

-Data Connections

-**\$275 One-Time Capital/\$550 Recurring Monthly** – 55% of 100meg data connection for remote access to the CAD and Voice Servers, remote access and Text-to-911 on the phone system and pipeline to backup PSAP for CAD interface. Approval email and Mediacom contract attached.

-MPLS – Fiber used for backup PSAPs connections

-**\$48.00 One-Time Capital/\$1,431 Recurring Monthly** - Dedicated Fiber Connection for phone system only to backup PSAP. Century Link quote attached.

-911 Telephone Equipment

-**\$190,716 One-Time Capital** - VIPER Phone System located at backup PSAP. Includes equipment and maintenance. Century Link quote attached.

-**\$798 Recurring Monthly** - Recurring annual cost includes maintaining the Primary PSAP VIPER Phone System CPE by Century Link (\$35,966.78 new recurring - \$27,449.86 current recurring = Difference of \$8,516.92 annual increase or \$798 recurring monthly). Century Link quote attached.

SOFTWARE

-MCT Digital Voiceless Dispatch Licensing

-**\$14,834 One-Time Capital/\$2,117 Recurring Annual** - Mobile Data Information System for 6 EMS/EM Units and 24/7 Support. Southern Software quote attached.

-Dispatch Protocols (EMS)

-**\$70,575 One-Time Capital/\$5,280 Recurring Annual** – Emergency Medical Dispatch (EMD) program. Priority Dispatch quote attached.

-Quality Assurance for Protocols

-**\$3,135 One-Time Capital** – Quality assurance program for Emergency Medical Dispatch (EMD). Priority Dispatch quote attached.

-Software Maintenance

-**\$850 One-Time Capital / \$850 Recurring Annual** – Annual support for Neverfail software support to link two rack mounted CAD servers from primary PSAP to backup PSAP. Southern Software quote attached.

HARDWARE

- Voice Logging Server
 - \$20,519 One-Time Capital/\$840 Recurring Annual** - Expand current recorder to account for additional hosted PSAP channels and add a network addressable storage (NSA) device to backup the recorder. Edge One Solutions quote attached.
- Computer Workstations
 - \$4,110 One-Time Capital** - CAD Workstation to be used at backup PSAP location. Southern Software quote attached.
- Time Synchronization
 - \$14,111 One-Time Capital** - Expanded to add hosted backup PSAP equipment as well as onsite backup equipment. Currently using second hand network clock due to a recent failure. Century Link quote attached.
- Uninterrupted Power Supply
 - \$2,569 One-Time Capital / \$2,569 Recurring Annual** – Annual maintenance and 7x24 next day response for our UPS. Note that this UPS is dedicated to the 911 Center. Eaton quote attached.
- Radio Network Switching Equipment
 - \$78,664 One-Time Capital / \$290 Recurring Monthly**- 5th radio position and updated console equipment including the addition of instant replay. Recurring annual is the increase for 5th radio position. Gately Communications, Co. quotes attached.
- Hosted Solutions
 - \$4,815 One-Time Capital / \$2,297 Recurring Annual** - Backup for CAD & Recorder Servers. Barracuda Networks quote attached.
- Hardware Maintenance (**\$16,876 One-Time Capital / \$8,323 Recurring Annual**)
 - \$6,673 One-Time Capital / \$6,673 Recurring Annual** - Recurring annual costs to maintain the Text-to-911 System (\$5,272.50 Vendor Support + \$1,400.00 Centurion Maintenance = \$6,672.50). Century Link quote attached.
 - \$1,650 One-Time / \$1,650 Recurring Annual** - Cleaning/maintenance and repair of dispatch console furniture. Previous Communications Center Specialists invoice attached.
 - \$3,750 One-Time Capital** - IT Support/IT Project Management. Perquimans has no county IT staff. Practical Computing quote attached.
 - \$1,953 One-Time Capital** – 55% of firewall that will ensure security of the network and allocate/prioritize bandwidth and network segmentation. Approval email and Practical Computing quote attached.
 - \$2,850 One-Time Capital** - Move backup server from primary PSAP to backup site and make data connection. Southern Software quote attached.

***If your requests are based upon capital expenditures for the next year, have you considered a grant from the 911 Board for the program?**

-Yes, grant submitted June 3, 2016.

***Please explain how the additional funding will improve your efficiency for delivering 911 services.**

- The majority of this funding will support the implementation of our backup PSAP plan. In addition, we will be providing Emergency Medical Dispatch and implementing MCT Digital Voiceless Dispatch for our EMS System. Finally, we will be implementing a more robust preventative maintenance program.

5. Please explain in detail how the current fund balance will be used to offset increases in expenses.

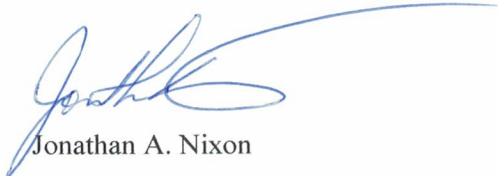
-The current fund balance is at the lowest seen for our PSAP in many years at \$28,835.99. **Additional allocations to our fund balance are desperately needed to sustain the recent improvements made to our PSAP.**

6. Complete time line of completion for capital expenses.

Task	Start Date	Finish Date
Backup CAD Server Move/Workstations Online	10/1/16	12/31/16
Emergency Medical Dispatch Online	10/1/16	3/1/17
MCT Digital Voiceless Dispatch Online	1/1/17	3/1/17
Backup VIPER Phone System Online	10/1/16	4/1/17
Radio Equipment Online	10/1/16	5/1/17
Recorder Online	1/1/17	6/1/17
Network Clock Online	1/1/17	6/1/17
Staff Training – Test All Equipment	6/1/17	6/30/17
Backup PSAP Online	7/1/17	

Should you have any questions or require additional documentation please do not hesitate to call or email.

Respectfully submitted,



Jonathan A. Nixon

North Carolina 911 Board

PSAP Name: Perquimans County 911 Communications
Contact Name: Jonathan A. Nixon
Contact Address: 159 Creek Drive - PO Box 563
City: Hertford
Zip: 27944
Contact Email: jnixon@perquimanscountync.gov

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. ***PLEASE SEE INSTRUCTIONS tab for further details All requests are due by July 11, 2016.*** Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.

June 30, 2016 Emergency Telephone System Fund Balance: \$32,141.49

Expenditure	FY2016 ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
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Phone Systems - Furniture

Selective Rtng/ALI Prov 9-1-1 trk line charges	23,121.24			
Basic line charge only **One administrative line per call-taking position	4,064.16			
Interpretive Services				
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.	637.48		1,431.00	
MPLS-Fiber used for backup PSAPs connections		275.00	550.00	
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	26,396.28	165,040.13		35,245.78
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	\$54,219.16	\$165,315.13	\$1,981.00	\$35,245.78

SOFTWARE	FY2016 ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
CAD (modules that are part of the call-taking process only)	10,546.15			
GIS (to create and display the base map showing street centerlines and address, address point layer)	14,389.23			

Message switch software **must meet requirements noted in Approved Use of Funds list.				
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.		14,834.00		2,117.00
Voice Logging Recorder	4,762.00			
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)		54,975.00		5,280.00
Quality Assurance for Protocols		3,000.00		
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software MAINTENANCE		850.00		850.00
TOTAL	\$29,697.38	\$73,659.00	\$0.00	\$8,247.00

	FY2016 ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE				
CAD server	16,427.73	0.00		0.00
GIS server				
911 Phone server				
Voice logging server		20,519.00		
Monitors				
Computer Workstations		1,700.00		
Time Synchronization		10,927.00		3,184.43
UPS				2,569.00
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)	10,091.77	29,372.51	290.00	
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Consolelette **as defined in Approved Use of Funds List				

Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware MAINTENANCE		16,876.00		8,323.00
TOTAL	\$26,519.50	\$79,394.51	\$290.00	\$14,076.43

Training Expenditures Total	\$2,093.93	
------------------------------------	------------	--

IMPLEMENTAL FUNCTIONS	
Database Provisioning for 911	5,950.00
Addressing for 911	5,950.00
TOTAL	\$11,900.00

Total FY2016 Expenditures	\$124,429.97
----------------------------------	--------------

To be completed by 911 Board Staff:	
PROPOSED FY2016 FUNDING	\$136,353.25
FY2017 Anticipated Capital Expenditures	\$318,368.64
FY2017 Anticipated Monthly Recurring	\$5,500.00
FY2017 Anticipated Annual Recurring	\$57,569.21
 Requested FY2017 Funding	 \$517,791.10

Approved 20% carry forward:

\$28,941.00

Grant Award:	\$176,206.00
Ineligible Expenses	<u>-\$136,769.60</u>
Remaining Balance:	\$39,436.40
Fund balalnce available for use:	<u>\$3,200.49</u>
	\$42,636.89
Radio Capital Expense	<u>\$42,636.89</u>
	<u>\$0.00</u>

Perquimans submitted a grant and reconsideration for cost associated with a backup facility. Perquimans will use Chowan PSAP as their backup and vice versa. Since the quotes in the grant replicate most invoices within the reconsideration, funds available after paying for ineligible cost from the grant will be used towards the funding reconsideration request.

This Dedicated Internet Access (DIA) Fiber Agreement (the "**Agreement**") is entered into by and between **MCC Telephony of the South, LLC** 1 Mediacom Way, Mediacom Park, NY, 10918 ("**Mediacom**") and **Perquimans County** 159 Creek Road, Hertford, nc 27944 ("**Customer**").

SERVICES: Pursuant to the terms of the Agreement and subject to the terms of the Fiber Internet Access Agreement General Terms (attached as Exhibit A to the Agreement) (the "**General Terms**") and of the Business Acceptable Use Policy (which can be viewed on Mediacom's website at <http://www.mediacomtoday.com/baup>) (the "**BAUP**"), Mediacom agrees to provide, and Customer agrees to purchase, for the Service Term specified below, access to the Internet via Mediacom's fiber optic network, and certain ancillary services directly related thereto, including the provision of 10 static IP address(es) (the "**Services**"), which access will be available at and through a specified point of interconnection (the "**Demarcation Point**") between Mediacom's facilities and networks (collectively, the "**Mediacom Network**") and certain Mediacom equipment to be installed at a specified physical location at the Customer's designated service location (such physical location, the "**Termination Location**", and such service location, the "**Service Location**").

SERVICE LOCATION: 159 Creek Road, Hertford, nc 27944

TERMINATION LOCATION: tbd

DEMARCATON POINT: Mediacom's equipment at the Termination Location.

BANDWIDTH: FIBER 100 MBPS

FEES AND CHARGES: Customer agrees to pay the following fees and charges (collectively, the "**Fees**") for the Services:

<u>Installation Fee:</u>	\$500.00
<u>Monthly Service Fee:</u>	\$1,000.00

The Installation Fee is payable upon Customer's execution of this Agreement. Monthly Service Fees (including any pro-rated amounts thereof), as may be adjusted pursuant to the General Terms, are payable upon receipt of, and pursuant to the terms of, the applicable invoice. Billing of Monthly Service Fee invoices will commence when Mediacom determines that it has established connectivity between the Mediacom Network and the Demarcation Point (the "**Turn-Up Date**").

SERVICE TERM: Unless earlier terminated pursuant to Section 6 of the General Terms, the initial term of the Agreement shall commence on the Effective Date and end 60 months following the Turn-Up Date (the "**Initial Term**"). The Agreement will automatically renew for successive one (1) month terms (each, a "**Successive Term**", and all such Successive Terms and the Initial Term collectively, the "**Service Term**") upon the expiration of the Initial Term or any Successive Term, unless earlier terminated or either party notifies the other in writing at least 30 days prior to the end of the then-current term that it does not wish to renew.

ESTIMATED AVAILABILITY DATE: Mediacom estimates it will first make the Services available to the Customer 100 days following the date on which Mediacom executes this Agreement (the "**Estimated Availability Date**").

By its signature below, each party acknowledges that it has read the Agreement, and the General Terms and BAUP, each of which is expressly incorporated by reference into the Agreement, and agrees to be bound by the terms thereof, effective as of 6/9/2016 (the "**Effective Date**").

MCC Telephony of the South, LLC

Perquimans County

Perquimans County Emergency Services

Full Legal Account Name

Signature: Daniel P. Templin

Daniel P. Templin (Jun 20, 2016)

Title: **Senior Vice President, Mediacom Business**

Signer's Email: **dtemplin@mediacomcc.com**

Notice Address: **Mediacom Business Services**

1 Mediacom Way,

Mediacom Park, NY, 10918

Attention: **Nancy Tom**

Telephone: **(845) 443-2600**

Fax: **(845) 698-4103**

Signature: Jonathan A. Nixon

Jonathan A. Nixon (Jun 9, 2016)

Title: **Emergency Services Director**

Signer's Email: **jnixon@perquimanscountync.gov**

Notice Address: **PO Box 563**

159 Creek Drive

City, State Zip **Hertford, NC 27944**

Attention: **Jonathan Nixon**

Telephone: **252-426-5646**

Fax: **252-426-1861**

One-Time \$500 @ 55% = \$275.00
Recurring Monthly \$1,000 @ 55% = \$550.00

Jonathan

From: Tapler, Marsha <marsha.tapler@nc.gov>
Sent: Thursday, March 31, 2016 6:43 PM
To: Jonathan
Cc: Taylor, Richard; Mason, Karen
Subject: FW: Data for Perquimans 911 Center
Attachments: image001.png; image002.png; Data Plan letter - Practical Computing - March 10, 2016.pdf; PerqKerioControl - Firewall - March 2016.pdf

Hello Jonathan,

The attached fiber breakdown fine as long as not radio is running over it. As for the firewall invoice, it too is eligible.

Thank you,

Marsha

*Marsha Tapler
Financial Analyst, North Carolina 911 Board
NC Department of Information Technology
919.754.6344 office
marsha.tapler@nc.gov
www.nc911.nc.gov*



Nothing Compares

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Tapler, Marsha
Sent: Thursday, March 31, 2016 11:26 AM
To: Taylor, Richard <richard.taylor@nc.gov>
Subject: FW: Data for Perquimans 911 Center

Will need to discuss with you...

Marsha

*Marsha Tapler
Financial Analyst, North Carolina 911 Board*

From: [Jonathan](#)
To: [Tapler, Marsha](#)
Cc: [Palmer, Cord](#); [Tracy Mathews](#); "Frank Heath"
Subject: RE: Perquimans & Chowan Backup Centers
Date: Wednesday, October 26, 2016 4:43:12 PM
Attachments: [image002.png](#)

This pipeline is in effect an internet access point, allowing the 2 Perquimans CAD Servers to talk to each other as well as the 2 Chowan CAD Servers to talk. Cord will have to have an internet access point on his end as well.

HOWEVER, this pipeline, CANNOT be used for the phone systems per Century Link. They have told us a dedicated 10 meg line will have to be installed for them.

From: Tapler, Marsha [mailto:marsha.tapler@nc.gov]
Sent: Wednesday, October 26, 2016 3:47 PM
To: Jonathan; Palmer, Cord
Subject: Perquimans & Chowan Backup Centers
Importance: High

Good afternoon,

Please explain why both PSAPs require a point to point connection charge between the primary's and backup. According to the attached, connection has already been determined so no further cost are necessary.

Regards,

Marsha

*Marsha Tapler
Financial Analyst, North Carolina 911 Board
NC Department of Information Technology
919.754.6344 office
marsha.tapler@nc.gov
www.nc911.nc.gov*



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Nothing Compares

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jonathan [<mailto:jnixon@perquimanscountync.gov>]

Sent: Wednesday, March 16, 2016 7:05 PM

To: Tapler, Marsha <marsha.tapler@nc.gov>; Mason, Karen <karen.mason@nc.gov>

Cc: Tracy Mathews <tracymathews@perquimanscountync.gov>; 'Frank Heath' <frankheath@perquimanscountync.gov>;

Palmer, Cord <cord.palmer@chowan.nc.gov>

Subject: Data for Perquimans 911 Center

Marsha/Karen,

As you will recall, we had a conference call on Friday, Feb 5, 2016, along with Tracy Mathews, Perq Co Finance Officer. One of the items discussed was the need to have fiber internet v/s DSL for the 911 Center. As you will recall we have recently updated our phone system to the latest Viper Intrado platform, with true Text-2-911. The phone was brought online yesterday and our plan is to go live with the texting on Monday, March 21st. At that point we will be going to notify cellular vendors of our ability to receive texts.

We have worked with 3 vendors and have received the following data service proposals:

PROPOSED FIBER COSTS - PERQUIMANS COUNTY EMERGENCY SERVICES BUILDING					
VENDOR	10MB	20MB	30MB	100MB	1-TIME FEE
Century Link	\$875	\$1,100	\$1,550		
MCNC		\$1,171	\$2,750		
Mediacom				\$1,000	\$500
Unlisted Vendor 2016					

Based on these proposals, it seems best to move forward, signing a contract with Mediacom. We would also propose that we maintain one 10MB DSL with Century Link as a back-up service.

You guys advised that you would review our IT Contractor's recommendation regarding how to divide the bandwidth and associated costs. To that end you will find a letter attached from Practical Computing. Note that 30MB is set aside for a dedicate service to Chowan 911 (our proposed Backup PSAP). This service will be used for the duplicate CAD servers and phone systems to communicate. (Note – there is no current plan to have any radio traffic across this service.)

In addition, also please review the attached Firewall quote, which will be used to distribute and manage this new data service in Perquimans. We would also propose a cost share at the same percentage as the 1-time and monthly data fees. These costs would be paid from our current 911 Fund Balance, if approved. The hope would be to have this fiber in place early to mid-summer.

We look forward to your response,

Jonathan A. Nixon, Director (ES-1)

Perquimans County Emergency Services

911 Communications – EMS – Emergency Management

159 Creek Drive - PO Box 563

Hertford, NC 27944

252-426-5646 or 252-426-7029 Office

252-331-9817 Cell

252-426-1875 Fax



NETWORK AND PC SALES, SERVICE & INTEGRATION

201 E. Elizabeth Street • Elizabeth City, NC 27909

Telephone: 252-338-9876

www.practicalcomputing.biz

March 10th, 2016

Re: Bandwidth management at Perquimans County Emergency Services Building

To Whom It May Concern

The following table references how Internet will be allocated to each department in the building. These will be enforced at the router/firewall level. The highlighted areas would be paid with 911 funds. I would be glad to answer any further questions regarding this matter by phone at 252-338-9876 or by email at jesse@practicalcomputing.biz.

CAD Server & Voice Server	911	10%
Viper Phone System (Mant & Tech 2-911)	911	15%
Pipeline to Chowan 911 Center	911	30%
911 Workstations (Internet & DCI)	911	10%
EMS	EMS	15%
Emergency Management	EM	10%
Water Department	WATER	10%
TOTAL		100%

Sincerely,

Jesse Stallings
Senior Technician

Jonathan

From: Robinson, Rob <Rob.Robinson@centurylink.com>
Sent: Monday, May 16, 2016 8:39 AM
To: Jonathan; 'Palmer, Cord'
Cc: Winstead, Paul W
Subject: RE: letter and other questions

Century Link
10MB
\$48 one time fee
\$1,431 per month

I also show a onetime install fee of \$48.

From: Jonathan [<mailto:jnixon@perquimanscountync.gov>]
Sent: Monday, May 16, 2016 8:12 AM
To: Robinson, Rob; 'Palmer, Cord'
Cc: Winstead, Paul W
Subject: RE: letter and other questions

At this point I will add the entire \$1431 per month. Will there be any up-from cost for this line?

Thanks Rob,

Jonathan A. Nixon, Director (ES-1)
Perquimans County Emergency Services
911 Communications – EMS – Emergency Management
159 Creek Drive - PO Box 563
Hertford, NC 27944
252-426-5646 or 252-426-7029 Office
252-331-9817 Cell
252-426-1875 Fax

From: Robinson, Rob [<mailto:Rob.Robinson@centurylink.com>]
Sent: Monday, May 16, 2016 8:08 AM
To: Jonathan; Palmer, Cord
Cc: Winstead, Paul W
Subject: RE: letter and other questions

Jonathan,

Paul is waiting on the engineers at Intrado to confirm that you guys can share that single pipe and exactly how much bandwidth you will need for your side. We know what Airbus recommends for Cord's portion. I know he has had a couple email conversations with them but do not know if he has been given the final approval or information yet.

However, when we met several months back, I provided a verbal quote to both you and Cord for a single 10MB pipe for your portion. That price was \$1,431.00 per month. This number should be a good budgetary number for your board

meeting tonight. The only concern I have at this point is I do not think our company will be able to bill you both separately for your individual portions. Your counties may have to split the cost of internally if you go this route.

I am sorry, but this is the best I can offer until Intrado approves the configuration and the exact bandwidth.

Rob

From: Jonathan [mailto:jnixon@perquimanscountync.gov]

Sent: Saturday, May 14, 2016 7:56 AM

To: Palmer, Cord

Cc: Robinson, Rob

Subject: Re: letter and other questions

Ron - I am taking the overall backup plan to our Commissioners MONDAY NIGHT and need a budget figure for this cost.

Thanks,

Jonathan A. Nixon, Director (ES-1)
Perquimans County Emergency Services
911 Communications - EMS - Emergency Management
159 Creek Dr. - PO Box 563
Hertford, NC 27944
252-426-5646 or 252-426-7029 Office
252-331-9817 Cell
252-426-1875 Fax

On May 13, 2016, at 11:07 AM, Palmer, Cord <cord.palmer@chowanc.gov> wrote:

Rob,

We do not feel comfortable writing a letter stating exclusivity to centurylink.

We need some firm numbers for the recurring cost and the installation for A911. Tina Bone states this can be estimated based on your selling this to another PSAP. When I submit the cost in the backup plan I will state that this is an estimate and quotes were not available.

Jonathan and I are working together this morning. We need a cost and bandwidth number for the direct fiber cost for the phone equipment connection.

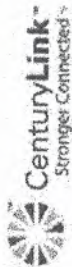
Please reply to this email with cost estimates as soon as possible.

Cordell Palmer
Chowan County Sheriff's Office
Chowan County Emergency Management
Chowan Central Communications Director
PO Box 78
305 West Freemason St.
Edenton, NC 27932
252-482-8484
252-482-5813 fax
cord.palmer at [chowan.nc.gov](mailto:cord.palmer@chowan.nc.gov)

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

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

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JCW Pricing Tool 6.01

Quote Number# 16-003845
Account Manager: Robert Robinson

Customer Legal Name:			Perquimans County Communications			Account Manager: Robert Robinson		
Customer Billing Name:			Perquimans County Communications			CenturyLink Maintenance		
Customer Address:			PO BOX 45, HERTFORD, NC 27944-0045			Coverage: <u>Extended</u>		
Date Prepared:			May 6, 2016			Contract Term: 36		
Quote Expires:			July 5, 2016					
Quote Number:			16-003845					
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price	
	CPE - (Includes Shipping and Misc costs)	\$ 140,220.13			\$ 8,558.43	\$ 17,116.85	\$ 25,675.28	
	Labor	\$ 10,300.00						
	On-Site Tech	\$		\$				
	Vendor Support	\$ 14,520.00		\$				
Total Prices		\$ 165,040.13	\$ -	\$ -	\$ 8,558.43	\$ 17,116.85	\$ 25,675.28	

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

165,040.13
25,675.28
\$190,715.41



CenturyLink

Customer Legal Name: Perquimans County Communications
Customer Billing Name: Perquimans County Communications
PO BOX 45
HERTFORD
NC, 27944-0045
Quote-Build #: 16-003845-NIBS

Valid Until

July 5, 2016

Description of Work
to be Performed:

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

See Vendor Support Tab for
Additional Pricing

Part Number	Description	Quantity	Unit Price	Extended Price
	Perquimans County			
	VIPER			
912817/BB	7 Foot Cabinet Prebuilt Building Block	1		
912890/BB	Media Kit Prebuilt Building Block	1	25,443.04	25,443.04
912800	VIPER Gateway Shelf	1	78.48	78.48
912801	CAMA Interface Module (CIM)	3	776.96	2,330.88
912811	Application Server License	2	2,111.14	4,222.28
912812	PBX Access License	3	780.89	2,342.67
912814	Admin Interface Module (AIM)	2	506.20	1,012.40
P10008	License to Connect Non-Intrado Recording Device	1	1,098.73	1,098.73
C10036	Power Cord Cable with A/C twist lock connector	1	1,565.70	1,565.70
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	189.87	379.74
912716/5	Cisco Stacking module for C2960-X	2	2,784.81	5,569.62
	A9-1-1 Connect	2	1,202.53	2,405.06
911509	A9-1-1 Call Handling Accessories	2		
911553	A9C HDT (Headset I/F) Module	2	415.95	831.90
911554	A9C MTI (Misc Tel I/F) Module	2	415.95	831.90
911555	A9C TPR (Third-Party Radio I/F) Module	2	608.23	1,216.46
911501	A9C Desk Mounting Kit	2	686.71	1,373.42
911510-1	A9C Bundle - Dual Core	2	153.04	306.08
914121/1	IWS Workstation - Software and Configuration	2	2,746.84	5,493.68
	Power 911	2	345.57	691.14
913100/BAK	Power 911 Backup License	2		
913152	Power 911 Add-On Recorder for Radio (ITRR)	2	784.03	1,568.06
913202	Power 911 Server Access License	3	470.89	1,412.67
913152/CD	ITRR Media Kit	2	1,565.70	3,131.40
	IWS Workstations	1	78.48	78.48
914600/3	IWS External Programmable Keypad - 24 Buttons	3	170.89	512.67
914114/BAK	Portable 9-1-1 Position (Back-up)	1		
	Object Server Hardware	1	9,417.72	9,417.72
914962	IWS Server RACK - Type A	1		
914121/3	IWS Object Server - Underlying Software	1	3,383.54	3,383.54
	Common Hardware	1	1,769.62	1,769.62
914956	IU Keyboard/LCD/Trackball/8-Port KVM	1		
P10114/R	Backup Disk Solution for Windows Server (Rack-Mount)	1	2,278.48	2,278.48
	Peripheral Hardware	1	4,303.80	4,303.80
912645	ACDR & Maintenance Printers	1		
	Network Equipment	1	1,012.66	1,012.66
912810/E	Quad Ethernet Switch WIC	1		
912810/R	1921 Integrated Services Router	2	759.49	1,518.98
	Staging	2	1,392.41	2,784.82
950852	Front Room Equipment Staging - Per Position	3		
950853	Back Room Equipment Staging - Per Cabinet	1	316.46	949.38
		1	2,215.19	2,215.19
	Installation			
950104	Intrado Professional Services (per Day)	5	1,898.73	9,493.65
960575	Living Expense per Day per Person	7	253.16	1,772.12
960580	Travel Fee per Person	1	1,582.28	1,582.28
	System Architect	1		
950516	Network Provisioning Services per day	4	1,898.73	7,594.92
960580	Travel Fee per Person	1	1,582.28	1,582.28
960575	Living Expense per Day per Person	6	253.16	1,518.96
	ITS Installation			
950104	Intrado Professional Services (per Day)	1	1,898.73	1,898.73
960575	Living Expense per Day per Person	3	253.16	759.48
960580	Travel Fee per Person	1	1,582.28	1,582.28
	Project Management Services	1		
950510	Project Management Services	1	2,902.89	2,902.89
	TXI29-1-1			
VSupport	ITS Service (Monthly)	1		
ITXTOTF2	TXI29-1-1 Integrated with Power 911 One-time-fee per PSAP-Target	1	1,582.28	1,582.28
P10063	ITS Equipment	1	2,373.42	2,373.42
	DISCOUNT			
DISCOUNT SVC	Service Discount	1	(4,240.51)	(4,240.51)
	Maintenance Services			
Model#	Description			
VSupport	Software Sub Service - 1 Year/Position - Back Up Position			
VSupport	Soft Protect and Remote Tech Support - 1 Year/Pos - Back Up Pos			

Prices do not include charges for taxes, duties, tariffs, telecommunication services, or professional services such as Centurion Maintenance or Managed Network Services.



CENTURYLINK
CenturyLink CenturyLink Maintenance

Valid Until
Contract Term:

July 5, 2016

36 Months

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the CenturyLink™ CenturyLink Maintenance Service Areas, both posted to http://about.centurylink.com/legal/rates_conditions.htm.

Customer Legal Name: Perquimans County Communications
Customer Billing Name: Perquimans County Communications

PO BOX 45

HERTFORD

NC, 27944-0045

Quote-Build #: 16-003845-NIBS

See Vendor Support Tab for
additional Support Costs

CenturyLink Type	Extended
Months	36
Hide show best value	TRUE
Unit active	FALSE

Engineer Selected

Part Number	Description	Quantity	Annual Standard Rate		Annual Extended Rate		Total
			Unit	Total	Unit	Total	
912817/B8	7 Foot Cabinet Prebuilt Building Block	1	\$	\$	\$	\$	\$
912890/B8	Media Kit Prebuilt Building Block	1	\$	\$	\$	\$	\$
912800	VIPER Gateway Shelf	3	\$	\$	\$	\$	\$
912801	CAMA Interface Module (CIM)	2	\$	\$	\$	\$	\$
912814	Admin Interface Module (AIM)	1	\$	\$	\$	\$	\$
C10036	Power Cord Cable with A/C twist lock connector	2	\$	\$	\$	\$	\$
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking m	2	\$	\$	\$	\$	\$
912716/5	Cisco Stacking module for C2960-X	2	\$	\$	\$	\$	\$
911509	A9-1-1 Call Handling Accessories	2	\$	\$	\$	\$	\$
911553	A9C NDT (Headset I/F) Module	2	\$	\$	\$	\$	\$
911554	A9C NDI (Misc Tel I/F) Module	2	\$	\$	\$	\$	\$
911555	A9C TPR (Third-Party Radio I/F) Module	2	\$	\$	\$	\$	\$
911501	A9C Desk Mounting Kit	2	\$	\$	\$	\$	\$
911510-1	A9C Bundle - Dual Core	2	\$	\$	\$	\$	\$
913152	Power 911 Add-On Recorder for Radio (ITRR)	3	\$	\$	\$	\$	\$
913152/CD	ITRR Media Kit	1	\$	\$	\$	\$	\$
914600/3	IWS External Programmable Keypad - 24 Buttons	3	\$	\$	\$	\$	\$
914114/BAK	Portable 9-1-1 Position (Back-up)	1	\$	\$	\$	\$	\$
914962	IWS Server RACK - Type A	1	\$	\$	\$	\$	\$
914956	1U Keyboard/CD/Trackball/8-Port KVM	1	\$	\$	\$	\$	\$
P10114/R	Backup Disk Solution for Windows Server (Back-Mount)	1	\$	\$	\$	\$	\$
912645	ACDR & Maintenance Printers	1	\$	\$	\$	\$	\$
912810/E	Quad Ethernet Switch W/C	2	\$	\$	\$	\$	\$
912810/R	1921 Integrated Services Router	2	\$	\$	\$	\$	\$



July 5, 2016

Customer: Perquimans County Communications
PO BOX 45
HERTFORD
NC
27944-0045
Quote-Build#: 16-003845-NIBS

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

[illegible]

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

Notes

Customer Notes / Project Description	



JCW Pricing Tool 6.01

Quote Number# 13-002724
Account Manager: Rob Robinson

Customer Legal Name: E911 Perquimans County Communications Customer Billing Name: E911 Perquimans County Communications Customer Address: 159 Creek Dr, HERTFORD, NC 27944-0045 Date Prepared: July 19, 2015 Quote Expires: September 17, 2015 Quote Number: 13-002724				CenturyLink Maintenance Coverage: Extended Contract Term: 36			
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	GPE - (Includes Shipping and Misc costs)	\$ 107,170.97			\$ 21,966.78	\$ 43,933.56	\$ 65,900.34
	Labor	\$ 11,567.20					
	On-Site Tech	\$ -	\$ -	\$ -			
	Vendor Support	\$ 42,000.00	\$ -	\$ -			
Total Prices		\$ 160,738.17	\$ -	\$ -	\$ 21,966.78	\$ 43,933.56	\$ 65,900.34

Vendor Support $\$42,000 \div 3 = \$14,000.00$
CenturyLink Maintenance = $\$21,966.78$
New Recurring Annual Maintenance $\$35,966.78$
Current Recurring Annual Maintenance $\$26,396.28$
Increase in Recurring Annual Maintenance $\$9,570.50$

$\$9,570.50 \div 12 = \797.54 MONTHLY

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



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: **Perquimans County Emergency Services, NC**

Contact: **Jonathan A. Nixon, Director**

Date: **5/5/2016**

911 Allowable

MOBILE DATA INFORMATION SYSTEM (MDIS)		Qty	
MDIS Server Software		1	
MDIS License (without NCIC/State Database Query)		6	
(Concurrent Licenses; Assumes 6 Installed)			
MDIS License (in house)	Concurrent	1	FREE
Total Software:			\$9,600.00

PROJECT MANAGEMENT

Project Management Fee - including Installation, Training and Project Management

Total Project Management: **\$3,117.00**

YEARLY SUPPORT

MDIS Support	24/7 SUPPORT	1	
Total Support:			\$2,117.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) **\$14,834.00**

NOTE: MICROSOFT® SQL SERVER 2008™ R2 IS REQUIRED.

Wireless modems ("Air Cards") are required for each mobile unit (providers include Southern Linc, Sprint, Nextel, Verizon, Alltel, US Cellular, etc.). Wireless service plans are required for each wireless modem and are provided by Agency. (\$35-75/month/user typical)

Cisco ASA 5505 Router may be required the State. (Approximate cost - \$ 500 - to be provided and configured by the Agency)

A VPN Router in addition to the Cisco ASA 5505 Router is required to secure access to the mobile units if RMS is being run in addition to MDIS (NetMotion preferred). (All connections and fees to Agency LAN including hardware provided by Agency. 100MB Ethernet LAN Required.)

Agency must configure all networking for mobile and CAD workstations to ping servers before installation begins. Use a static IP for private address.

Secure High Speed Internet Access (VPN, Remote Desktop, etc) to servers for support provided by Agency.

Proposal of software is valid for (60) days from date of proposal.

Proposal of hardware is valid for (30) days from date of proposal.

Software includes (30) days of free support, including all updates.

Management fees include training, installation, and project management.

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.



Statement of Work for Perquimans County NC 911 Backup.

Southern Software is providing hardware and service in support of Perquimans County 911. This will insure high availability and geo diversity. Dependencies include network connectivity supplied by appropriate vendor. Moving existing CAD, Mapping and Mobile Data systems and their associated databases to the new server and to the backup server.

- Order items as listed in approved quote.
- Stage and test components ahead of installation.
- Deliver items to customer site.
- Install primary server at Perquimans County 911.
- Move CAD and Map data from existing server.
- Install CAD and Map data to new primary server.
- Configure new primary server to function with existing CAD and Mapping clients.
- Install and configure Neverfail.
- Install Backup server at backup location.
- Install and configure Neverfail.
- Establish connection between Primary and backup server.
- Replicate Primary to backup server.
- Install and test Backup CAD and Map clients at backup site.
- Insure uninterrupted operation in the event of failure. Both servers contain the same, previously approved software. (No NCIC, AVL)



110 South Regent Street, Suite 500
Salt Lake City, UT 84111
(801) 363-9127 * (801) 363-9144 fax
(800) 363-9127 toll-free

Sales Quote #130442

by Tim Martin

Date 7/8/2016

Bill To: Perquimans 911 Communications
Attn: Jon Nixon
159 Creek Drive
Hertford, NC 27944

Ship To: Perquimans 911 Communications
Attn: Jon Nixon
159 Creek Drive
Hertford, NC 27944

For: Perquimans 911 Communications
Attn: Jon Nixon
159 Creek Drive
Hertford, NC 27944

Phone: (252) 331-9817 Fax:

Qty	Description	Unit Price	Extended Price
5	ProQA Software Licenses (Medical - Paramount - Standard - North American English) Automated calltaking software	\$3,500.00	\$17,500.00
1	XLerator™ Server Software and License Manager (North American English) Client server software application and database	\$2,500.00	\$2,500.00
1	AQUA Software Licenses (Medical - Standard - North American English) Quality Assurance (case review) software base engine and discipline module	\$1,500.00	\$1,500.00
5	Backup Cardset (Medical - 13.0 - Standard - North American English) Licensed manual protocol set for backup	\$495.00	\$2,475.00
3	QA Guide (QAG) (Medical - 13.0 - Standard - North American English) Quality Assurance Guide for training and case review only	\$45.00	\$135.00
1	Software Installation/Configuration (Medical - Standard - North American English) On-site technical assistance for software installation and configuration for IT personnel	\$4,500.00	\$4,500.00
17	Certification Course Registrant (Host) (Medical - North American English) Materials, tuition and certification.	\$340.00	\$5,780.00 5,780.00
2	ProQA Software Training (Medical - Standard - North American English) 2 or more disciplines require 8 hours of training (a maximum of 2 sessions a day for a total of 8 hours)	\$1,500.00	\$3,000.00
1	AQUA Software Training (North American English) 8-hour course	\$1,500.00	\$1,500.00
16	Active Assailant Course Registration (Police) Active Assailant Course Registration	\$99.00	\$1,584.00
1	Project Management/Implementation Support (Medical) Implementation support and quality management program development	\$29,500.00	\$29,500.00
1	Annual Maintenance/Support - ESP (P) License renewal, service and support	\$5,280.00	\$5,280.00
Sub-Total:			\$74,914.00
Tax:			\$0.00
Shipping & Handling:			\$40.00
Total:			\$74,954.00

Dispatch Protocols (One Time) \$70,575.00
Dispatch Protocols (Recurring Annual) \$5,280.00
QA for Protocols (One Time) \$3,135.00

"To lead the creation of meaningful change in public safety and health."



110 South Regent Street, Suite 500
Salt Lake City, UT 84111
(801) 363-9127 * (801) 363-9144 fax
(800) 363-9127 toll-free

Sales Quote #130442

by Tim Martin

Date 7/8/2016

This quote is valid for 120 days from date of issue. Unless otherwise agreed to in writing, all prices quoted are exclusive of any applicable sales, use, withholding and other taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. Payment terms are Net 30 unless otherwise noted.

Seller will use reasonable efforts to deliver products on time, but will not be liable for any expenses or damages incurred as a result of late delivery or for circumstances beyond Seller's reasonable control. Shipments are made F.O.B. origin, which is Salt Lake City, UT, USA. All insurance expenses and risk of loss are assumed by Buyer.

Purchasing or signing below acknowledges your agreement to the terms above and to the "break the seal" or "click to accept" license agreement associated with the licensed product(s). The license agreement is included with the licensed product(s) and you will have the opportunity to read it before opening or installing. If unacceptable, you may return the licensed product(s) within 10 days of receipt for a refund, less any applicable restocking fees and original shipping charges.

Sign here ☒ _____ Date _____

Payment Method: (Check enclosed, or...)

☐ Purchase Order # _____

☐ VISA/MasterCard/AMEX # _____

Expiration: _____

"To lead the creation of meaningful change in public safety and health."



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: Perquimans County Emergency Services, NC

Contact: Jonathon Nixon

Date: 8/4/2015

HARDWARE

Qty

Server	PowerEdge R320, Intel® Xeon® E-24XX v2 Processors	2	\$36,322.00
Warranty & Service	ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (936-4613)		
Add-in Network Adapter	On-Board Broadcom 5720 Dual Port 1Gb LOM		
Embedded Systems Management	Basic Management		
Chassis Configuration	3.5" Chassis with up to 4 Cabled Hard Drives and Embedded SATA		
RAID Configuration	SW RAID 5 for S110 (3-4 SATA HDDs) with Cabled Chassis		
RAID Controller	S110, Software RAID (for Microsoft OS Only)		
Processor	Intel® Xeon® E5-1410 v2 2.80GHz, 10M Cache, Turbo, 4C, 80W, Max Mem 1333MHz		
Memory Capacity	(4) 16GB RDIMM, 1600MT/s, Low Volt, Dual Rank, x4 Data Width		
Memory DIMM Type and Speed	1600MT/s RDIMMS		
Memory Configuration Type	Performance Optimized		
Hard Drives	(4) 1TB 7.2K RPM SATA 3Gbps 3.5in Cabled Hard Drive, Hot Swappable		
System Documentation	Electronic System Documentation and OpenManage DVD Kit for R320		
Internal Optical Drive	DVD+/-RW, SATA, Internal for 4HD Chassis		
Rack Rails	ReadyRails™ Sliding Rails Without Cable Management Arm		
Power Supply	Dual, Hot-plug, Redundant Power Supply, 350W		
Power Cords	(2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord		
Operating System	Windows Server® 2012R2, Standard Ed, Factory Inst, No MED, 2SKT, 2VM, NO CAL		
OS Media Kits	Windows Server® 2012R2, STD Ed, Media Kit w/Factory Inst STD DGRD Images		
Database Software	Microsoft® SQL Server™ 2014 STD - 15 CALS		
Client Access Licenses	(3) 5-pack of Windows® Server 2012 User CALs (Standard or Datacenter)		
Antivirus	Symantec Corporate Edition - 10 CALS		
Console	Dell 18.5 in 1U Rackmount LED KMM Console - English Language Keyboard - TAA Compliant		
Backup Software	Nova Backup Business Essentials V. 16		
Hard Drives	Qty 3 (3) - 500 GB/TB Hard Drive		
Removable Storage	PowerVault RD1000		
Dell Networking 2824 Switch	PowerConnect 2824, 24 1GbE Ports, 2 Ports with SFP option, Web Managed		
Rack	APC NetShelter SC Black Enclosure without Rear Doors - 42U (Rack Dimensions: WxDxH) 23.6 in. x 42.1 in. x 78.3 in.)		
***Neverfail (Note: first year support included; 2nd year support payable to Neverfail = \$850)		1	\$5,200.00
Workstations	Dell Precision Tower 5810 CTO Base	5	\$21,670.00
Operating System	Windows 10		
Memory	32GB (4x8GB) 2133MHz DDR4 RDIMM ECC		
Keyboard	US English (QWERTY) Dell KB212-B QuietKey USB Keyboard Black		
Video Card	Dual NVIDIA® Quadro® NVS 310 512MB (2cards w/ 2DP each) (4DP-DVI adapter)		
Hard Drive	2TB 3.5" Serial-ATA (7,200 RPM) Hard Drive		
HDD/Storage Controller	Integrated Intel AHCI chipset SATA controller (6 x 6.0Gb/s) - SW RAID 0/1/5/10		
Mouse	Dell MS111 USB Optical Mouse		
Network Card	1Gbit NIC add-in card (PCIe- Intel)		
CD ROM/DVD ROM	16X DVD+/-RW Drive		
Sound	Creative Sound Blaster Recon3D Sound Card		
Power Cords	US 125V Power Cord		
Documentation/Disks	Safety/Environment and Regulatory Guide (English/French Multi-language)		
Hardware support service	3 Years ProSupport with Next Business Day Onsite Service		
Chassis Options	Dell Precision Tower 5810 425W TPM Chassis		
Processor	Intel® Xeon® Processor E5-1607 v3 (4C, 3.1GHz, 10M, 140W)		
Dell Data Protection Encryption Software	No DDPE Encryption Software		
Internal Hard Drive Configuration	C1 SATA 3.5 Inch, 1-2 Hard Drives		
Chassis intrusion switch	Chassis Intrusion Switch		
Storage Volume	Boot drive or boot volume is less than 2TB		
Packaging	Dell Precision Packaging		
Multi-Select Monitor	Qty Two (2) - Dell UltraSharp 24 Monitor - U2414H		
Microsoft Application Software	Microsoft® Office Professional 2013, English, French and Spanish		
Non-Microsoft Application Software	Dell Applications Windows 7		
Dell backup recovery	Dell Backup and Recovery Basic		
External Speakers	Dell AC511 Stereo USB SoundBar		

Neverfail 5,200.00
1/2 Project Management 2,375.00
SERVICES \$43,897

1/2 Project Management 2,375.00
WORKSTATIONS \$24,045

Total Hardware: \$63,192.00

INSTALLATION

Installation

INSTALLATION OF HARDWARE

1

Total Project Management: **\$4,750.00**

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$67,942.00

NOTE: PROPOSAL INCLUDES ONLY ITEMS LISTED ABOVE. IF ADDITIONAL ITEMS ARE NEEDED (IE. UPS, CABLE, EXTENSION CABLES, ETC.) PLEASE REQUEST AN UPDATED PROPOSAL.

50% DUE UPON SIGNING OF PROPOSAL; 50% DUE UPON COMPLETION OF INSTALLATION OF HARDWARE.

CUSTOMER'S SIGNATURE _____ DATE _____

Please sign this document and return it to us by fax or mail. When the document is signed and returned to Southern Software, we will begin processing your order.

Proposal of hardware is valid for (30) days from date of proposal.

Contact information for Public Safety Representative:

Mike Moody
Southern Software
150 Perry Drive
Southern Pines, NC 28387

Business:	800.842.8190
Mobile:	910.603.3481
Fax:	910.695.0251
E-Mail	mmoody@southernsoftware.com

QUOTATION

Proposed Work:	Adding 23 analog channels to existing 32 channel NICE NRX. Adding NAS Server for backup archiving and NiceCall Focus III legacy data. Dell 1U NAS, Server 2012, 8GB RAM, RAID 5 3x2TB hard drives, Dual Power Supplies
Quotation Date:	April 29, 2016
Prepared By:	Todd Williams

Prepared For: Perquimans County EMS
Attn: Jonathan Nixon
Address: 159 Creek Dr.
Hertford NC 27944

Phone: 252-331-9817
jnixon@perquimansnc.gov

Install Location Contact:
same

Phone:
Email:

Part Number	h/w,s/w lic	Quantity	Description	Price	Total
System Specifications					
EOS-NAS	h/w,s/w	1	Dell Power Vault NX NAS, 2012 Server, RAID 5, 6 TB Hard Drives, 8GB RAM, Dual Power Supply Configuration,	\$3,776.00	\$3,776.00
PS-NR-ANALOG-24CH	h/w	1	Analog board package for up to 24 channels	\$2,000.00	\$2,000.00
PS-INFRM-PROF-1CH-UPG-20	lic	23	Audio Recording License, including Inform Professional application support	\$440.00	\$10,120.00
T3AMS1MS1MS9S-10FT	hw	1	25 Pair Amphenol Cable, 10 ft	\$140.00	\$140.00
PS-MAINT-NICE-IND-ST		1	NICE Software Assurance First Year	\$840.00	\$840.00
Sub Total:					\$16,876.00
Professional Services					
Install	svc	1	Installation during normal business hours	\$2,278.00	\$2,278.00
APP	svc	1	Extended one year warranty (8x5)	1,265.00	\$1,265.00
Services Sub Total:					\$3,543.00
				Shipping:	\$100.00
QUOTATION TOTAL:					\$20,519.00

By signing below, you are authorizing purchase for materials and/or services quoted herein. Your signature authorizes Edge One Solutions, Inc. to proceed with your order and invoice accordingly. Please provide a copy of your company's purchase order along with the signed quotation and fax to 919-554-9257 or email to twilliams@edge1solutions.com.

Terms:

Payment Terms: Upon Installation
Delivery: CFR - Factory
Validity of quotation: 30 Days
Estimated Delivery: 4 Weeks ARO
(Delivery is contingent upon stock availability at the time of order placement)

Approved by:

Approved Date:

Purchase Order Number



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: Perquimans County Emergency Services, NC
Contact: Jonathan Nixon
Date: 5/5/2016

HARDWARE

Qty

Laptop	Dell Mobile Precision Workstations 3510 XCTO	1
Operating System	Windows 10 Pro 64bit English, French, Spanish	
Mobile Precision 7710	Mobile Precision7710 XCTO BASE	
Operating System(s)	Windows 10 Pro 64bit English, French, Spanish	
Processor	Intel® Core™ i7-6820HQ (Quad Core 2.70GHz, 3.60GHz Turbo, 8MB 45W, w/Intel HD Graphics 530)	
Chassis Options	Intel Core i7-6820HQ with Smart Card and Thunderbolt 3	
Non-Microsoft Application Software	Windows 10	
Office Productivity Software	Microsoft Office Professional 2016	
Video Card	Nvidia® Quadro® M3000M w/4GB GDDR5	
LCD	17.3" UltraSharp™ FHD IPS (1920x1080) Wide View Anti-Glare LED-backlit, with microphone only	
Memory	32GB, DDR4-2133MHz SDRAM, 2 DIMMS, Non-ECC	
Hard Drive	1TB 2.5 inch 7200 rpm SATA Hard Drive	
Wireless	Intel® Dual-Band Wireless-AC 8260 Wi-Fi 4.1 Wireless Card (2x2) W/Bluetooth	
Driver	Intel® Dual-Band Wireless-AC 8260 Wi-Fi + BT 4.1 Wireless Driver (2x2)	
Keyboard	Internal Dual Pointing Keyboard, English	
Primary Battery	6-cell (72Wh) Lithium Ion battery with ExpressCharge™	
Power Supply	240W AC Adapter	
Power Cord	US Power Cord	
Security Options	Smartcard Reader	
Mouse	Dell MS116 USB Optical Mouse	
Operating System Recovery Options	Windows 10 OS Recovery 64bit - DVD	
Placemat	Quick Reference Guide for Windows 10	
Service	3 Years ProSupport Plus with Next Business Day Onsite Service	

NOTE: ASSUMES LAPTOP WILL BE SHIPPED TO PERQUIMANS COUNTY. IF ONSITE INSTALLATION IS NECESSARY PLEASE REQUEST AN UPDATED PROPOSAL.

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$4,110.00

PROPOSAL INCLUDES ONLY ITEMS LISTED ABOVE. IF ADDITIONAL HARDWARE IS NEEDED PLEASE REQUEST AN UPDATED PROPOSAL.

CUSTOMER'S SIGNATURE _____ **DATE** _____

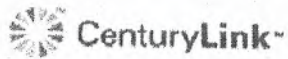
Please sign this document and return it to us by fax or mail. When the document is signed and returned to Southern Software, we will begin processing your order.

Proposal of hardware is valid for (30) days from date of proposal.

Contact information for Public Safety Representative:

Mike Moody
Southern Software
150 Perry Drive
Southern Pines, NC 28387

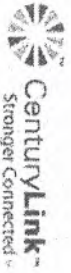
Business: 800.842.8190
Mobile: 910.603.3481
Fax: 910.695.0251
E-Mail: mmoody@southernsoftware.com



Customer Legal Name:	Perquimans County Communications
Customer Billing Name:	Perquimans County Communications
Site Address 1:	159 Creek Drive
Site Address 2:	
City:	HERTFORD
State:	NC
Zip:	27944-0045
Contact Name:	Jonathan Nixon
Phone Number:	252-426-5646
E-Mail:	jnixon@perquimanscountync.gov
Account Manager / Sales ID:	Robert Robinson
Account Manager E-mail:	robert.l.robinson1@centurylink.com
Sales Engineer Name:	Paul Winstead
Sales Engineer E-Mail:	Paul.W.Winstead@centurylink.com
Quote Number:	15-029094

\$10,925.77
\$3,184.43
\$14,110.20

NetClock



JCW Pricing Tool 5.01

Quote Number: 15-029094

Account Manager: Robert Robinson

CenturyLink Maintenance

Coverage: Extended
Contract Term: 36

Customer Legal Name: Perquimans County Communications
Customer Billing Name: Perquimans County Communications
Customer Address: 159 Creek Drive, HERTFORD, NC 27944-0045
Date Prepared: January 8, 2016
Quote Expires: March 8, 2016
Quote Number: 15-029094

QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (Includes Shipping and Misc costs)	\$ 9,885.77			\$ 1,061.48	\$ 2,122.95	\$ 3,184.43
	Labor	\$ 1,030.00					
	On-Site Tech	\$ -	\$ -	\$ -			
	Vendor Support	\$ -	\$ -	\$ -			
Total Prices		\$ 10,925.77	\$ -	\$ -	\$ 1,061.48	\$ 2,122.95	\$ 3,184.43

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

Valid Until

March 8, 2016

Description of Work
to be Performed:

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

[illegible]

All Products listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the Equipment Sales Product Annex, both posted to http://about.centurylink.com/legal/rates_conditions.html

CenturyLink	Extended
Months	36
Is the price bid value	TRUE
Is the price	FALSE



CENTURLINK CenturyLink CenturyLink Maintenance

Valid Until
Contract Term: 36 Months

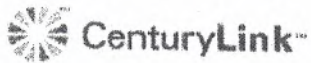
March 8, 2016

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the CenturyLink™ CenturyLink Maintenance Service Addendum, both posted to http://about.centurylink.com/legal/standard_terms_conditions.html

Customer Legal Name: Perquimans County Communications
Customer Billing Name: Perquimans County Communications
159 Creek Drive
HERTFORD
NC, 27944-0045
Quote-Build #: 15-029094-NIBS

Engineer Selected

Part Number	Description	Quantity	Unit	Annual Extended Rate	Total
94831	NetClock/GPS Time Server-master clock	1	\$	1,061.48	1,061.48
-Opt 05	OCXO Oscillator for GPS Back-up	1	\$	-	-
-Opt 16	Multi-port Network Card - 3 x 10/100/1000 BaseT	1	\$	-	-
TV400W	TimeView 400 Digital Wired Display	2	\$	-	-
8230	GPS/GLONASS Antenna Outdoor	1	\$	-	-
000-000	Miscellaneous Cables	1	\$	-	-
SUBTOTAL: ANNUAL RECURRING EQUIPMENT COVERAGE.....					\$ 1,061.48
SUBTOTAL: ANNUAL ON SITE TECHNICIAN COVERAGE.....					\$ -
TOTAL ANNUAL RECURRING COVERAGE CHARGES					\$ 1,061.48
TOTAL CONTRACT TERM RECURRING COVERAGE CHARGES					\$ 3,184.44



Customer Notes / Project Description

This quote provides for a new GPS time server/master clock, with a GPS Backup option, and a multiport network card that will provide 3 additional ports to add other systems that need to be clocked. We will also be replacing the outdoor antenna since it has some age on it. Installation will be done by Centurylink and I have included 3 years of Centurion maintenance on all items.

Notes

**Eaton Corporation**

8609 Six Forks Road
Raleigh, NC 27615

ANDREWBHENRY@EATON.COM

919-870-3132 Fax: 888-872-8507

Bill-to Information:

Perquimans County

159 Creek Dr.

Hertford, NC 27944

Jonathan Nixon

jnixon@perquimanscountync.gov

Quote

Quote Date:

Contract #:

69508

GrowthPoint Lead #:

Quote Expires:

Site Information:

Same as bill-to

1yr Flex Maintenance Contract- 9/14/16 to 9/13/17

UPS Model	Serial Number	Service	Quantity	Unit Price	Accu-Tech Price
Ferrups 18kVA	BJ294FN004	FLN71XXX-18000UN-Flex contract; 7x24 Next day response	1	\$ 1,300.00	\$ 1,300.00
		0005NXXX-18000UN-7x24 UPS Preventative Maintenance	1	\$ 1,269.00	\$ 1,269.00
Accu-Tech price					\$ 2,569.00

****We are pleased to provide the following services proposal for your power quality equipment. Please refer to the Scopes of Work (SOW) for descriptions of service coverage and exclusions. Eaton Corporation terms and conditions (Eaton Corp. Service Agreement T-0 attachment) govern this proposal, and any purchase order submitted to Eaton pursuant thereto. Additional or different terms proposed by Buyer, whether in its purchase order or otherwise, shall not be binding upon Eaton Corporation and are hereby rejected unless expressly agreed to in writing by Eaton Corporation. Important tax notice: In order to comply with tax regulations, we will be including sales/use tax when you are invoiced.

Signature: _____

Date: _____

PO Number: _____

Attachments: Eaton Corporation Terms and Conditions, Scopes of Work

Thank you for this opportunity to be of service!

Eaton Corporation Single Phase Quote Form

Eaton UPS Flex Service Plan Response Only Adder Coverage Scope of Work Attachment R-31

This scope of work is shared by the power quality equipment types listed in the below table. Note the applicable features vary by type of equipment being contracted and additional scopes of work may be required. All checks or processes may not be applicable to all equipment types or models.

Equipment Type	Corrective Maintenance Coverage	Electronics Preventive Maintenance	Battery Preventive Maintenance	eNotify Remote Monitoring	Tech Support	Discounts
Eaton UPS	No	No	No	No	Yes	No
Eaton PDU/PDR/RPP/STS	No	No	No	No	Yes	No
Flywheel	No	No	No	No	Yes	No
Non Eaton equipment (MVS)	No	No	No	No	Yes	No

When customer must purchases one or more annual on-site UPS Power Module Preventive Maintenance inspections during of the same contract duration, Contractor will provide:

1. **Response Only Adder** - Response Adder enables expedited response, with any actual time and material costs billable per Eaton's X-1 T&M rate schedule (pay as you go). Response Adder is available in 4-hour, 8-hour and 24-hour increments; response is defined as the interval between a request for on-site service and arrival time of an Eaton® field technician.

Response Only Adder is invoked for non-scheduled, emergency requests. Routine, scheduled maintenance typically does not involve expedited response. This special coverage is appropriate for sophisticated customers desiring rapid on-site access to Eaton's field technicians and are prepared to financially self insure for all billable parts and labor involved in time and material events. Response Only Adder excludes all time and material, travel and related costs; a 4-hour minimum labor charge shall apply to all T&M billable events. This Response Adder coverage replaces the standard X-1 T&M Rate Schedule two or five day response time (depending on the UPS kVA size).

2. **Blanket T&M Pre-Approval** - A blanket T&M approval provides a pre approved purchase order and authorization process to expedite billable emergency requests. Upon contract execution, all identified contract and additional non-covered (non contract) UPS devices will be identified and registered along with a customer approved and controlled authorization process (e.g., work orders and specified customer employees or agents) to facilitate orderly emergency service requests.

The steps to execute this Blanket T&M Pre-Approval process include:

1. Identify a site inventory of all devices, with model description, serial number and physical site address
2. Purchase a Response Only Adder or Flex contract



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3. Define the authorization process (documentation, password, work order, etc.) and individuals with pre-approval to make either verbal or written requests for Eaton T&M services
 4. Define what, if any, not-to-exceed dollar amount per request should apply to this Blanket T&M Pre-Approval. In some cases, an unlimited or high dollar limit may result in situations where the billable repair may exceed the residual product value. If a low dollar limit is used, authorization to exceed the pre-approved amount may result in delays.
 5. In all cases, once this process is approved, an authorized T&M request shall be deemed approved and eligible for invoicing to a customer without further order forms or purchase orders (subject to compliance with the standard pre defined process and completion of the T&M services).
3. **7x24 Technical Support:** technical support via telephone or email to Contractor shall be available to answer product or support questions.

The Purchaser shall, from the commencement date of the Service Agreement, maintain the UPS Power Module in accordance with the published operating specifications for the Power Module at the time of purchase. The Purchaser shall, unless otherwise specified in the Service Agreement, maintain the Battery System in strict accordance with the Battery System manufacturer's recommended maintenance guidelines.

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EATON CORPORATION

SERVICE AGREEMENT – TERMS AND CONDITIONS (T-0)

TERMS AND CONDITIONS: The terms and conditions set forth herein, and any supplements which may be attached hereto, constitute the full and final expression of the contract for the sale of UPS services by Eaton Corporation, and supersede all prior quotations, purchase orders, correspondence or communications whether written or oral between Eaton Corporation and the customer. Notwithstanding any contrary language in the customer's purchase order, correspondence or other form of acknowledgment, customer shall be bound by these terms and conditions when it sends a purchase order or otherwise indicates acceptance of this contract, or when it accepts delivery from Eaton Corporation of the products or services. THE CONTRACT FOR SALE OF SERVICES IS EXPRESSLY LIMITED TO THE TERMS AND CONDITIONS STATED HEREIN. ANY ADDITIONAL OR DIFFERENT TERMS PROPOSED BY CUSTOMER ARE REJECTED UNLESS EXPRESSLY AGREED TO IN WRITING BY CONTRACTOR. No contract shall exist except as herein provided.

1. DEFINITIONS: As used in this Service Agreement, the terms listed below shall have the following meanings:

"Agreement" shall mean Eaton Corporation's Service Agreement Terms and Conditions, the quote, and the applicable Scope(s) of Work."

"Battery" shall mean the electric storage portion of a UPS.

"Contractor" shall mean Eaton Corporation.

"Covered Equipment" shall mean the equipment as listed on the quote.

"CPM" shall mean the Contracted Period of Maintenance or Hours of Service.

"Customer" shall mean the purchaser of this Agreement.

"Drop Ship Items" shall mean batteries, battery monitoring systems, battery containment, battery materials, racks and cabinets.

"Emergency Service" shall mean all services provided on an as needed basis that is not scheduled in advance

"PCS" shall mean Pre-Contract Survey.

"On-Site" shall mean Service performed at Customer's physical location as listed on the quote.

"Power Module" shall mean the electronic portion of a UPS or other power quality device.

"Scope of Work" shall mean the services, procedures, methods, exclusions and coverage as purchased by the Customer

"Service" shall mean installation, maintenance (including Preventive Maintenance as defined in Scope of Work Attachment R-2), repair, inspection, adjustment, and remote monitoring services (including the PredictPulse Service as defined in Scope of Work, Attachment R-32) performed on the Covered Equipment by Contractor or otherwise provided by Contractor in connection with the Covered Equipment.

"UPS" shall mean Uninterruptible Power Supply which is comprised of the Power Module and Batteries.

2. ELIGIBILITY: All Covered Equipment that has experienced a lapse in Service coverage with the Contractor (or factory warranty coverage) or has had no service history with Contractor within the previous ninety (90) days, is subject to a PCS inspection by Contractor prior to eligibility for any Service under this Agreement. Customer is subject to charges for a PCS inspection at Contractor's then current Time and Material Service Rate Schedule (refer to Exhibit 1-PCS and Attachment X-1). If a PCS inspection is required for eligibility, a list of the equipment requiring a PCS inspection will be provided to Customer and will be incorporated into this Agreement.

3. HOURS OF SERVICE: Contractor will provide scheduled and emergency services portal-to-portal 8:00AM to 5:00 PM Monday-Friday (alternatively described as "5X8 Service") excluding all holidays observed by Contractor. The Customer may optionally purchase extended hours of scheduled and Emergency Service coverage (alternately described as "7x24 Service") which will include Emergency Service being provided on all holidays observed by Contractor. Notwithstanding anything herein or otherwise to the contrary, scheduled services are not available on Contractor's observed holidays. Contractor's observed holidays shall be the same as public holidays for Federal employees as established by U.S. Federal law (5 U.S.C. 6103).

4. ON-SITE RESPONSE TIME: Following Customer's request for Service, Contractor will arrive at the location of the Covered Equipment the next business day or if optionally purchased by Customer, Contractor will arrive at the location of the Covered Equipment within eight (8), four (4) or two (2) CPM hours, provided the Covered Equipment is located within one hundred (100) miles of a Contractor service location. Response time does not include battery replacement service.



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5. LABOR AND MATERIAL RATES: For any additional Service outside the Scope(s) of Work purchased for Covered Equipment under this Agreement, Customer shall be billed at Contractor's then current Time and Material Rate Schedule (refer to Attachment X-1). This excludes any flat-rate quoted by Contractor representative.

6. ENGINEERING CHANGES: All engineering changes deemed necessary by Contractor will be installed during scheduled Service visits during the CPM. Any engineering changes deemed optional by Contractor will be offered to Customer on an as-available, per charge basis.

7. CUSTOMER'S RESPONSIBILITY:

A. Communication and Scheduling - Customer shall contact Contractor's Customer Reliability Center (1-800-843-9433) regarding all Service and Preventive Maintenance requests and all other matters arising out of or relating to this Agreement. With respect to Preventive Maintenance purchased by Customer, it shall be Customer's responsibility to contact Contractor to schedule the Preventive Maintenance. In the event that Customer fails to schedule and/or does not permit, for any reason, Preventive Maintenance to be completed within ninety (90) days of the scheduled service date, Contractor's obligation for that Preventive Maintenance shall be considered fulfilled.

B. Movement - If Covered Equipment is moved to another location within the United States, Service coverage will continue only upon the following conditions: (i) Customer shall notify Contractor in writing at least thirty (30) days in advance of power-down of Covered Equipment; (ii) Contractor reserves the right to supervise the power-down, disconnection, rigging, packing, movement, unpacking, reinstallation and re-start of the Covered Equipment for which Customer will be charged according to Contractor's then current Time and Material Service Rate Schedule; and (iii) resumption of Service coverage under this Agreement is subject to acceptance by Contractor of Covered Equipment at the new location.

C. Safety - Customer shall, at all times during the provision of Service hereunder, have a representative present at the Service site at no cost to, and solely for, the safety of Contractor.

D. Access - Customer shall grant ready access to the Covered Equipment, subject to reasonable security requirements, so that Contractor may perform Service under this Agreement. Costs associated with site access requirements, which are defined by the Customer, are not deemed acceptable nor are included in the Contractor's price unless otherwise agreed to in writing by the parties. Contractor reserves the right to review, accept and provide Customer with any costs associated with such site access requirements as needed during the term of this Agreement.

8. TERM AND TERMINATION: This Agreement and all that is stated herein shall automatically be renewed for successive twelve (12) month periods at the prices in effect at the time of each renewal. Customer will be provided written notice of renewal of the Agreement sixty (60) days prior to its expiration, stating the prices for the applicable renewal term. In the event Customer elects not to renew this Agreement, Customer shall provide thirty (30) days written notice prior to the expiration of this Agreement. Notwithstanding the foregoing, Customer or Contractor may terminate this Agreement at any time upon thirty (30) days written notice to the other, subject to Section 16 herein.

BATTERY REPLACEMENT SERVICES AND TERMINATION: Prices stated in a quote do not include installation, freight, and handling charges unless these items are specifically listed and priced in the quote. Prices stated in a quote are F.O.B. factory (unless otherwise stated) and title and risk of loss to each article sold by Contractor to Customer shall pass to Customer upon delivery at the F.O.B. point.

Shipment estimates are after receipt of Customer's purchase order at the factory. If drawings are required for approval before Contractor is authorized to proceed with manufacture, then shipment estimates are after receipt of written approval to proceed. If the Customer cannot accept delivery of equipment, Customer will arrange for storage. Contractor shall not be liable or responsible for any damages or loss for delay or default in delivery due to any cause beyond Contractor's reasonable control, nor shall Customer cancel or have the right to cancel its purchase order because of delays or default in delivery due to such causes.

Customer may not cancel or terminate its purchase order without prior written notice to the Contractor and upon payment of cancellation charges which shall take into account, among other things, expenses already incurred and commitments made by the Contractor. Cancellation charges are as follows: for batteries and Drop Ship Items,



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cancellation 31 days or more prior to shipment, 50% of the total invoice; between 0-30 days prior to shipment, 100% of the total invoice. Changes made to an order may be subject to increase or decrease in purchase order amount, change order charges, and changes in schedule date. Customer is responsible for return freight charges related to cancellation.

9. END OF SERVICE LIFE ("EOSL")/BEST EFFORTS: Contractor may designate a Power Module as "End of Service Life/Best Efforts" which shall mean that limited parts are available or Service will be provided on a best efforts basis. This designation will be indicated on the quote provided to Customer for Service renewal. In the event that Contractor cannot perform or complete a covered repair, Contractor may terminate coverage subject to Section 8 herein. Customer may request a pro-rated refund for the terminated portion of this Agreement, subject to Section 16 herein. Customer acknowledges EOSL/Best Efforts designation on the quote will serve as Contractor's notice of limited service support and its recommendation to replace or decommission the Power Module.

10. INSURANCE: During the term of this Agreement, Contractor, at its own cost and expense, shall maintain in full force and effect the following insurance with sound and reputable insurers: (1) worker's compensation insurance in accordance with the statutory requirements of the state where the Service is to be performed; (2) automobile liability insurance on all motor vehicles licensed for highway use, both owned and non-owned; and (3) commercial general liability insurance for bodily injury and property damage.

11. WARRANTY: Contractor shall perform all Service in a professional and workmanlike manner. Contractor warrants repairing or replacing defective parts or materials and correcting defective workmanship reported to Contractor and/or diagnosed by Contractor's personnel during the term of this Agreement. Contractor warrants its corrective maintenance and replacement parts to be free from defects in material and workmanship for the term of this Agreement or for a period of ninety (90) days from the completion date of the repair or replacement of parts or materials, whichever is longer. In the event the parts or materials fail to meet published specifications due to a defect in parts or materials or workmanship covered by this Warranty, Contractor, at its discretion, will repair or replace the warranted parts or materials at no cost to Customer. This Warranty shall not apply to any Power Module and/or Battery that has been: (i) subject to damage caused by accident, fire, flood, lightning, vandalism, acts of God, Customer's neglect, misuse, misapplication, incorrect connection or external damage; (ii) subject to repair or alteration by Customer (or a third party) not authorized by Contractor in writing; or (iii) moved without thirty (30) days' notice to Contractor. Contractor reserves the right to supervise the move. THIS WARRANTY IS EXCLUSIVE EXCEPT FOR WARRANTY OF TITLE. CONTRACTOR DISCLAIMS ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE CONTRACTOR'S SOLE LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDY FOR FAILURE OF CONTRACTOR TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF CUSTOMER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE. Parts or materials supplied, but not manufactured by Contractor, are warranted solely by the manufacturer. Contractor's obligation under this Warranty is conditioned upon receipt of all payments due from Customer.

12. ASSIGNMENT: Neither party shall assign this Agreement or any of its rights and interests herein without the prior written consent of the other party. Notwithstanding anything in this Agreement or otherwise to the contrary, upon written notice to the other party, either party may assign this Agreement or any of its rights and interests herein to: (i) any parent, subsidiary, affiliated or successor corporation; or the purchaser of any of these entities; (ii) any corporation to which the party has sold all or substantially all of its assets (including the purchaser of any of the party's subsidiaries); or (iii) any corporation or legal entity with which the party may merge or consolidate.

13. SUBCONTRACTING: Contractor reserves the right to subcontract any portion of Service provided for under this Agreement without the prior consent of Customer.

14. INDEMNITY: Subject to Section 15 herein, Contractor shall defend, indemnify and hold harmless Customer, its officers, employees and agents (Indemnified Parties), from and against any and all claims, liabilities, damages, demands, losses, causes of action and suits brought against the Indemnified Parties, to the extent they result directly from or out of (1) bodily injury to or death of any person or damage to or destruction of any property caused by the negligent acts, errors, omissions or willful misconduct of Contractor, its agents or employees, and (2) any violation of federal or state law, regulation, order, rule or of any other governmental authority having jurisdiction by Contractor, its employees or agents, while Contractor is performing work on site.



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15. LIABILITY: The remedies of the Customer set forth in this Agreement are exclusive and are its sole remedies for any failure of Contractor to comply with its obligations hereunder. Notwithstanding anything in this Agreement or otherwise to the contrary, in no event shall Contractor or Customer, or their respective officers, directors, employees or agents be liable to the other for damage to property or equipment, other than to equipment sold or serviced hereunder, or any incidental, indirect, special or consequential damages, such as, but not limited to, delay damages, lost profits or revenue, lost data, loss of use or lost opportunity damages, resulting from or in connection with any claim or cause of action, whether brought in contract or in tort, even if Contractor or Customer knew or should have known of the possibility of such damages. The total cumulative liability of Contractor arising from or related to this Agreement whether the claims are based in contract, in tort (including negligence or strict liability) or otherwise, shall not exceed the price of the product or services on which such liability is based.

16. PAYMENT: All payments are due net thirty (30) days in full from date of invoice. Customer shall be invoiced for, and shall pay for, all Service not expressly provided for by the terms hereof, such as, but not limited to, site calls involving no-fault found inspections where no corrective maintenance was required. If any payment is not made when due, Contractor reserves the right to refuse to provide any further Service until such payment has been received. Customer shall be liable for expenses, including reasonable attorneys' fees, associated with collection proceedings for non-payment. In the event of early termination: i) Customer will be liable for any Service rendered to the reasonable satisfaction of Customer prior to the effective date of termination; and ii) Contractor, at its discretion, will provide a credit against any advance payments received as follows: a) a pro-rated amount based on the terminated portion of the fixed-price fee due Contractor; or b) an amount based on the difference between the amount paid by Customer prior to the effective date of early termination and the actual cost of Service completed (including emergency repair calls) by Contractor prior to the effective date of early termination.

17. TAX: Contractor's price is exclusive of any applicable tax. All orders will be subject to all applicable sales tax unless a current tax exemption certificate is on file with Contractor covering the state where Covered Equipment under this Agreement is located.

18. PARTS: Unless otherwise agreed to by the parties in writing, all parts removed for replacement shall be Contractor's property. Parts used from Customer-owned spare parts kit shall be replaced by Contractor at no cost. Replacement parts shall be new or of the same quality as new.

19. FORCE MAJEURE: Contractor shall not be liable for any failure to perform, or delay in performing Service for Customer to the extent that such failure or delay results from causes beyond its reasonable control including, without any limitation, any act of God, war, revolution, riot, civil commotion, labor strike or any applicable governmental or judicial law or regulation, order or decree.

20. INFORMATION: All information of Customer shall be deemed non-confidential and Contractor will be under no duty of non-disclosure unless both parties execute a mutual non-disclosure agreement.

21. GENERAL: The terms and conditions of this Agreement cannot be modified or waived except by a writing signed by the parties hereto and waiver by Contractor or Customer of any provision hereof in any one instance shall not constitute a waiver as to any other instance. If a provision of this Agreement is invalidated for any reason, this Agreement remains binding except for such invalid provision. This Agreement shall be construed in accordance with and governed by the laws of the State of North Carolina. Customer and Contractor hereby agree that all disputes arising out of this Agreement shall be submitted solely to the jurisdiction of the state and federal courts located in Wake County, North Carolina.

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Equipment Proposal

Motorola

2 Way Radio
Authorized Dealer

Gately Communication, Co.

320 West Lake Drive
Kill Devil Hills, N.C. 27948
(252) 441-2066 FAX (252) 441-0913
Submitted By: **Warren S. Bell**

Proposal For:

Perquimans County Emergency Services
Atten: Jonathan Nixon
Ph#: (252) 331-9817

Project Reference:

Perquimans County 911 Upgrade (Main facility)

SOW

Set-up / Install >Furnish and install New (5th position) MCC-5500 console on desk at Admin Workstation.

Interface with phone system. Includes new 22" Touch Screen Monitor

>Install new CES into existing rack in D-Marc room.

>Furnish and install new 7 ft equipment rack in D-marc room.

>Shift existing CSDM KVM to new rack for ease of use.

>Replace existing server with new HP workstation. Load software.

>Relocate equipment as needed to make room for Chowan County Control Stations.

>Relocate existing Perquimans County Mutual Aid Console to equipment rack
and interface with existing console positions.

>Furnish and install (4) new DAP modules with additional (16 channel) capacity and
licenses.(8 analog and 8 Astro).

>Furnish and install (4) new operator workstations to replace old MCC-5500 workstations
and bring all positions up to latest revision. Add IRR to (4) existing positions.

>Replace existing (4) monitors with 22" Black Touch Screen Monitors.

Programming

>Program all equipment and test for proper operation.

Integration

>Includes programming, installation, level adjustments and performance checks of all new
workstations, 5th console operator position and console upgrade modules / software.

Turn key install of 5th console position along with upgrade & replacement of existing
(4) console work stations/monitors and CSDM server.

Note: See Attached Equipment List

TOTAL Equipment	\$	68,464.00
TECH Labor / Services	\$	9,000.00
Shipping	\$	1,200.00
FCC License		N/A
TAX	\$	5,309.82

GRAND TOTAL \$ 83,973.82

Note: Materials billed upon receipt.

Note: Any applicable taxes/shipping not listed individually in the quote will be in addition to the quote.

Note: This quote is "Confidential Restricted"

The design, technical, and cost information furnished with this proposal is proprietary information of Gately Communication Company. (Gately). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Gately Communication Company, Inc."

Perquimans County Pricing

[illegible]

EQUIPMENT LIST

Perquimans County 911 Facility (Main)

ITEM	QTY	DESCRIPTION
1	1	MCC-5500 CONSOLE ELECTRONIC SHELF (CES) II
2	1	T3 CABLE 2 FEET
3	1	MCC 5500 OP CAB II / PS CALIFORNIA COMPLIANT
3a	1	Add 100' CAB/CES Cable
4	1	MCC SERIES DESKTOP GOOSENECK MICROPHONE
5	2	MCC SERIES HEADSET JACK
6	1	FOOT, SWITCH TRADITIONAL
7	2	MCC SERIES DESKTOP SPEAKER
8	4	DAP II FOR ANALOG, SB9600, ASTRO INTERFACES, INCL 2 ANALOG LICENSES
8a	4	ADD: 2 DIGITAL CHANNELS WITH LICENSE R2.5
9	6	COMPUTER, Z440 WORKSTATION WINDOWS 7 (5 for workstations & 1 for server)
10	1	19" Rack mount tray for Workstation (Server)
11	6	IA TRANSPARENT CD - (USE WITH MCC 5500 WINDOW 7 workstations)
12	5	DUAL IRR SW USB HASP WITH LICENSE (V46)
13	5	SOUND BLASTER AUDIGY RX SOUND CARD
14	1	BASE WITH PTT SWITCH
15	1	SUPRA MONAURAL HEADSET TOP
16	5	TELCO 50 FT 50 WAY CABLE, 180 DEG MALE - 90 DEG MALE , .35 INCHSCREW Note: Replace 3 existing intermittent cables along with 2 cables for new punch blocks
17	2	Punch Blocks
18	5	ELO 2200L 22" Black Touch Screen Monitors Note: 1 for new position and 4 to replace exist monitors
19	Note:	UPS for workstation (Not needed) Building has back-up UPS
20	1	Hardware, connectors, surge suppressor, etc
21	1	Seven and a half foot Equipment Rack
22	2	SPD, TYPE 3, 120V RACK MOUNT, 15A PLUG-IN W/ (6) 15A NEMA 5-15 OUTLETS
23	1	SPD, RJ-48 8 PIN, 10/100 BASE T TSJ PROTECTS/PASSES ON ALL 8 PIN
24	1	Cable Management
25	1	Mounting hardware, ground cable and lugs
26	1	Rack Mount Ground bar 19"
27	1	19" Rack mount tray for existing XTL-5000 Console (Perquimans Mutual Aid)

Jonathan

From: Robin Leuzinger <RLeuzinger@gately.com>
Sent: Friday, August 12, 2016 4:05 PM
To: Jonathan Nixon; Warren Bell
Subject: Maintenance Contract Estimated Increases
Attachments: image001.jpg

Hi Jonathan,

The estimated increase in your maintenance contract is below:

Additional 5th position with IRR - \$210.00 a month = \$2,520.00

Adding IRR to existing 4 positions - \$20.00 a month each = \$80.00 per month total = \$960 a year total

So you are looking at an increase of \$ \$290.00 a month = \$3,480.00 a year added to your current maintenance contract.

Thank you,
Robin Leuzinger



Robin Leuzinger, Contract Specialist
Gately Communication Company
320 W. Lake Drive
Kill Devil Hills, NC 27948
Ofc: 252-441-2066
Fax: 252-441-0913

Purchase

It's time to **reclaim your network.**

Chat

Purchase Online Now


Please verify or select the desired product and model number you wish to buy, then choose service configurations. Once we verify your order information by phone, we will ship to you same day – time permitting, or next business day.

Renewing an existing product?

Select the 'Renew' tab above, or, contact your Barracuda Networks Sales Representative.


Select Product

Product

Barracuda Backup 

Barracuda's Cloud Storage can be purchased in metered 200 GB increments or unmetered through Unlimited Cloud Storage. Please contact us for assistance in sizing your cloud storage requirements.


Model

390 (\$2499) 

Unlimited Cloud Storage includes Direct-to-Cloud Backup for Microsoft Office 365 for the first year

Configuration


Energize Updates (?)
(/support/updates)

1 Year (\$449) 


Instant Replacement (?)
(support/replacement)

\$4746.00

[Remove](#)

1 Year (\$549) 

Unlimited Cloud
Storage

1 Year (\$1249) 

[Add Another Product](#)

Contact Information

First Name

Last Name

Company Name

Email

Phone

Billing Information

Cardholder's Name

Credit Card No.
Amex, MasterCard, Visa


Expiration Date

2016 

5 

Shipping Information


Country

United States 

Street Address

City

State/Province

Select a State 

Zip/Postal Code

<https://www.barracuda.com/purchase/index>Free Eval (<https://www.barracuda.com/purchase/evaluation>)

Shipping Method

Domestic 3 Day

<https://www.barracuda.com/purchase/renew>

Finalize Order

Contact Sales (<https://www.barracuda.com/purchase/salesrep>)

How did you hear about us?

Online

Item

Price

Products (1)

\$4746.00

Which search engine or web site?

Shipping (if applicable per order)

\$69

Order Total

\$4815.00

T-Shirt Size

Small

Chat

☐ I accept the [Terms & Conditions \(/legal/customer-purchase-terms\)](/legal/customer-purchase-terms) This is a legally binding order.

Submit Order

SITE MAP

RESOURCES

OUR WEBSITES

CONTACT US

STAY CONNECTED

Products

<https://www.barracuda.com/products>

Solutions

<https://www.barracuda.com/solutions>

Purchase

<https://www.barracuda.com/purchase>

Support

<https://www.barracuda.com/support>

Partners

<https://www.barracuda.com/partners>

Company

<https://www.barracuda.com/company>

Sitemap

<https://www.barracuda.com/sitemap>

Customer Login

<https://login.barracudanetworks.com>

Partner Portal

<https://www.barracuda.com/portal>

Barracuda University

<https://bu.barracuda.com>

Community Forum

<https://login.barracudanetworks.com>

Trade Compliance

<https://www.barracuda.com/tradecompliance>

Environmental Compliance

<https://www.barracuda.com/environmental-compliance>

Hardware Warranty

<https://www.barracuda.com/warranty>

Purchase Terms

<https://www.barracuda.com/legal/customer-purchase-terms>

Software License Agreement

https://www.barracuda.com/legal/software_license_agreement

Supply Chain

<https://www.barracuda.com/supplychain>

Barracuda Networks

<https://www.barracuda.com/>

Barracuda Central

<http://www.barracudacentral.org>

Barracuda Labs

<http://www.barracudalabs.com/>

CudaSign

<http://www.barracudalabs.com/cudasign>

Phone: +1 888 288 4772

Sales: Contact Sales

<https://www.barracuda.com/purchase/salesrep>
General: info@barracuda.com
<mailto:info@barracuda.com>
Support: support@barracuda.com
<mailto:support@barracuda.com>

view more

<https://www.barracuda.com/company/contact/>

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\$4,746

-2,449

\$2,297 Annual Recurring



JCW Pricing Tool 6.01

Quote Number# 13-002724

Account Manager: Donna Pair

Centurion Maintenance

Coverage: Extended
Contract Term: 60

Customer Legal Name:		E911 Perquimans County Communications			Account Manager: Donna Fair		
Customer Billing Name:		E911 Perquimans County Communications			Centurion Maintenance		
Customer Address:		159 Creek Dr , HERTFORD, NC 27944-0045			Coverage: <u>Extended</u>		
Date Prepared:		July 16, 2015			Contract Term: 60		
Quote Expires:		September 14, 2015					
Quote Number:		13-002724					
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (includes Shipping and Misc costs)	\$ 6,699.20			\$ 350.00	\$ 1,400.00	\$ 1,750.00
	Labor	\$ -					
	On-Site Tech		\$ -	\$ -			
	Vendor Support	\$ -	\$ 5,272.50	\$ 5,272.50			
Total Prices		\$ 6,699.20	\$ 5,272.50	\$ 5,272.50	\$ 350.00	\$ 1,400.00	\$ 1,750.00

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

\$ 5,272.50
 1,400.00
 \$ 6,672.50 Total Hardware Maintenance



Communication Center

Specialists

dba: Console Cleaning Specialists
1595 Bishop Road
Chehalis, WA 98532
360.748.9211

Invoice

Date	Invoice #
10/29/2015	990

Bill To
Perquimans County 911, NC Jonathan A Nixon 159 Creek Drive Herford, NC 27944

Ship To
Perquimans County 911, NC Jonathan A Nixon 159 Creek Drive Herford, NC 27944

P.O. Number	Terms
24384	Net 30

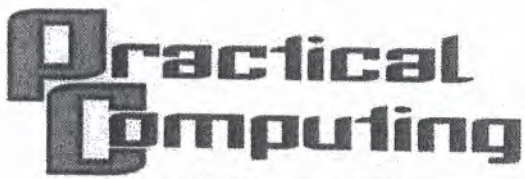
Due Date
11/28/2015

Quant...	Item Code	Description	Price Each	Amount
4	1001	Cleaning agreement. Includes once a year, 1 intensive cleaning of 9-1-1 dispatch console furniture. Cleaning is conducted in quiet as possible manner using our Hepa 5 filtered vacuum and hose. Low scent 'green' cleaners and LCD safe monitor cleaners are used. Keyboards, monitors, mice and CPU (outside case only) units cleaned. This item is sold with Maintenance and Repair and will not be sold separately.	320.00	1,280.00
4	2001	Maintenance and repair of dispatch console furniture. Each console is repaired (if possible) and preventive maintenance performed to lessen the likelihood of a breakdown. This item is sold with cleaning agreement and will not be sold separately. (Parts for repair and/or maintenance sold separately)	30.00	120.00T
1	1010 GEN DESK	Cleaning agreement. Includes once a year, 1 Intensive Cleaning of General Office Desk. Cleaning conducted in quiet as possible manner using our Hepa 5 filtered vacuum and hose/ Low scent 'green' cleaners and LCD safe monitor cleaners used. Keyboards, Monitors, mice and CPU (Outside case only) units cleaned.	250.00	250.00T

Jonathan A Nixon
10-29-15
PO# 24384
78-510-161

Thank you for your business.	Subtotal	\$1,650.00
	Sales Tax	\$0.00
	Total	\$1,650.00

C*C*S accepts credit card payments with fee of 2.5% added to invoice.
If you need state tax added or removed, please let us know.



NETWORK AND PC SALES, SERVICE & INTEGRATION

201 E. Elizabeth Street • Elizabeth City, NC 27909

Telephone: 252-338-9876

www.practicalcomputing.biz

May 16, 2016

To Whom It May Concern:

Practical Computing proposes to assist Perquimans County 911 Communications with IT support and project management for implementation of their backup PSAP with Chowan County. Experience from past projects suggests a budget of \$3750 will be satisfactory to complete the job. Below is a list of responsibilities for Perquimans County 911 Communications and Practical Computing.

Practical Computing will provide the following:

- Represent the county to vendors involved in the project as it pertains to the 911 phone system, CAD, and the call recorders and any replication between the sites.
- Attend conference calls regarding the above topics.
- Plan connectivity between the main and backup 911 center.
- Provide onsite support as necessary to facilitate these vendors.
- Setup virtual remote workstations for CAD, hosted on the backup site server.
- Implement backup system.

Perquimans County 911 Communications will provide the following:

- Access to all Perquimans 911 Equipment
- Coordinated access to Chowan 911 site
- Attend conference calls when necessary

Our strategy is to replicate our CAD server using a product called Neverfail (Already purchased). The workstations will be virtualized desktops and will be implemented using Microsoft's Hyper-V technology. This will reduce the total cost of ownership and will provide an autonomous system at the remote end, eliminating the potential for conflicting software and management functions between both counties.

Sincerely,

A handwritten signature in black ink, appearing to read "Jesse Stallings".

Jesse Stallings
Lead Technician
Practical Computing

A "Common Sense" Approach to Computing

Practical Computing Quote



From: Jesse Stallings
Practical Computing
201 E. Elizabeth Street
Elizabeth City, NC 27909
United States
(252) 338-9876
jesse@practicalcomputing.biz

Prepared for: Jonathan Nixon
Perquimans County
159 Creek Dr
Hertford, NC 27944
United States
(252) 426-5646
jnixon@perquimanscountync.gov

Quantity Description		Unit Price	Ext. Price
1.00	Kerio Control Hardware and Software -- Firewall to ensure security of the network, allocate and prioritize bandwidth, and network segmentation.	\$3,250.00	\$3,250.00
1.00	Estimated Labor -- Setup firewall and access rules	\$300.00	\$300.00
		Subtotal:	\$3,550.00
		Sales Tax:	\$219.38
		Total:	\$3,769.38

Signature: _____

Date: _____

$\$3,550 @ 55\% = \$1,952.50$

Jonathan

From: Tapler, Marsha <marsha.tapler@nc.gov>
Sent: Thursday, March 31, 2016 6:43 PM
To: Jonathan
Cc: Taylor, Richard; Mason, Karen
Subject: FW: Data for Perquimans 911 Center
Attachments: image001.png; image002.png; Data Plan letter - Practical Computing - March 10, 2016.pdf; PerqKerioControl - Firewall - March 2016.pdf

Hello Jonathan,

The attached fiber breakdown fine as long as not radio is running over it. As for the firewall invoice, it too is eligible.

Thank you,

Marsha

*Marsha Tapler
Financial Analyst, North Carolina 911 Board
NC Department of Information Technology
919.754.6344 office
marsha.tapler@nc.gov
www.nc911.nc.gov*



Nothing Compares

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Tapler, Marsha
Sent: Thursday, March 31, 2016 11:26 AM
To: Taylor, Richard <richard.taylor@nc.gov>
Subject: FW: Data for Perquimans 911 Center

Will need to discuss with you...

Marsha

*Marsha Tapler
Financial Analyst, North Carolina 911 Board*

NC Department of Information Technology
919.754.6344 office
marsha.tapler@nc.gov
www.nc911.nc.gov



Nothing Compares

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jonathan [mailto:jnixon@perquimanscountync.gov]
Sent: Wednesday, March 16, 2016 7:05 PM
To: Tapler, Marsha <marsha.tapler@nc.gov>; Mason, Karen <karen.mason@nc.gov>
Cc: Tracy Mathews <tracymathews@perquimanscountync.gov>; 'Frank Heath' <frankheath@perquimanscountync.gov>; Palmer, Cord <cord.palmer@chowan.nc.gov>
Subject: Data for Perquimans 911 Center

Marsha/Karen,

As you will recall, we had a conference call on Friday, Feb 5, 2016, along with Tracy Mathews, Perq Co Finance Officer. One of the items discussed was the need to have fiber internet v/s DSL for the 911 Center. As you will recall we have recently updated our phone system to the latest Viper Intrado platform, with true Text-2-911. The phone was brought online yesterday and our plan is to go live with the texting on Monday, March 21st. At that point we will be going to notify cellular vendors of our ability to receive texts.

We have worked with 3 vendors and have received the following data service proposals:

PROPOSED FIBER COSTS - PERQUIMANS COUNTY EMERGENCY SERVICES BUILDING					
VENDOR	10MB	20MB	30MB	100MB	1-TIME FEE
Century Link	\$875	\$1,100	\$1,550		
MCNC		\$1,171	\$2,750		
Mediacom				\$1,000	\$500
Submitted 1 March 2016					

Based on these proposals, it seems best to move forward, signing a contract with Mediacom. We would also propose that we maintain one 10MB DSL with Century Link as a back-up service.

You guys advised that you would review our IT Contractor's recommendation regarding how to divide the bandwidth and associated costs. To that end you will find a letter attached from Practical Computing. Note that 30MB is set aside for a dedicate service to Chowan 911 (our proposed Backup PSAP). This service will be used for the duplicate CAD servers and phone systems to communicate. (Note – there is no current plan to have any radio traffic across this service.)

In addition, also please review the attached Firewall quote, which will be used to distribute and manage this new data service in Perquimans. We would also propose a cost share at the same percentage as the 1-time and monthly data fees. These costs would be paid from our current 911 Fund Balance, if approved. The hope would be to have this fiber in place early to mid-summer.

We look forward to your response,

Jonathan A. Nixon, Director (ES-1)

Perquimans County Emergency Services

911 Communications – EMS – Emergency Management

159 Creek Drive - PO Box 563

Hertford, NC 27944

252-426-5646 or 252-426-7029 Office

252-331-9817 Cell

252-426-1875 Fax



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201 E. Elizabeth Street • Elizabeth City, NC 27909

Telephone: 252-338-9876

www.practicalcomputing.biz

March 10th, 2016

Re: Bandwidth management at Perquimans County Emergency Services Building

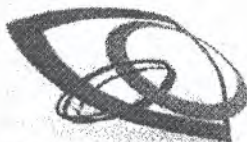
To Whom It May Concern

The following table references how Internet will be allocated to each department in the building. These will be enforced at the router/firewall level. The highlighted areas would be paid with 911 funds. I would be glad to answer any further questions regarding this matter by phone at 252-338-9876 or by email at jesse@practicalcomputing.biz.

CAD Server & Voice Server	911	10%
Viper Phone System (Maint & Text-2-911)	911	15%
Pipeline to Chowan 911 Center	911	30%
911 Workstations (Internet & DCI)	911	10%
EMS	EMS	15%
Emergency Management	EM	10%
Water Department	WATER	10%
TOTAL		100%

Sincerely,

Jesse Stallings
Senior Technician



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: **Perquimans County Emergency Services, NC**

Contact: **Jonathan Nixon**

Date: **5/12/2016**

ONSITE TECHNICIAN

ONSITE TECHNICIAN

ONSITE TECHNICIAN FOR CAD SERVER MOVE

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$2,850.00

CUSTOMER'S SIGNATURE _____ **DATE** _____

Please sign this document and return it to us by fax or mail. When the document is signed and returned to Southern Software, we will begin processing your order.

Proposal of software is valid for (60) days from date of proposal.

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.

Contact information for Public Safety Representative:

Mike Moody
Southern Software
150 Perry Drive
Southern Pines, NC 28387

Business: **800.842.8190**

Mobile: **910.603.3481**

Fax: **910.695.0251**

E-Mail **mmoody@southernsoftware.com**

August 15, 2016

Pitt County Reconsideration Request

We are requesting the additional funds so that we may be compliant with the NC General Statutes of having a Backup PSAP. In our estimate and quotes, we have expenses that total approximately \$681,000 dollars for equipment and services. The current fund balance is being spent to help cover cost of a new CAD system that we have been working on and will go live with in December of this year. Also, the other cost of the backup PSAP to become operational.

Yes, we also sent a grant request this year for this same request.

In trying to keep a fund balance of \$100,000, so we have some money left over to prevent having to come back to the board for any additional funding. Our Center is requesting only what we believe will be necessary to purchase equipment and maintain the fund balance for any additional not expenses. With the additional cost of A911 services, the monthly increase could be handled until it is added in the future years to the allocation funding based on past year's cost.

This will allow us to complete the Backup Center with all necessary equipment, so that if the primary Center goes down, we will have equipment and location to go to continue functioning as a 911 PSAP. The telephone system will allow us to have the capability to answer phone calls at either Center, both centers, or half capacity at either center if the connection between the two is lost.

After receiving contract and getting required approval and signatures on contract, ordering equipment and staging.

Telephone System	120 days
Net Clock	120 days

Sam Tyson
Communications Manager

North Carolina 911 Board

PSAP Name: Pitt County Communications
Contact Name: Sam Tyson
Contact Address: 1717 W 5th St
City: Greenville
Zip: 27834
Contact Email: sam.tyson@pittcountync.gov

*Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. ***PLEASE SEE INSTRUCTIONS tab for further details*** All requests are due by July 11, 2016. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.*

June 30, 2016 Emergency Telephone System Fund Balance: \$542,524.13

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016- 2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
Expenditure				

Phone Systems - Furniture

Selective Rtnng/ALI Prov 9-1-1 trk line charges	\$ 114,367.83			
Basic line charge only **One administrative line per call-taking position	\$ 26.31			
Interpretive Services				
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
MPLS-Fiber used for backup PSAPs connections				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	\$ 332.00	\$ 201,432.00		
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment		\$ 33,674.00		
TOTAL	\$ 114,726.14	\$ 235,106.00	\$ -	\$ -

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016- 2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE				
CAD (modules that are part of the call-taking process only)	\$ 187,408.20			
GIS (to create and display the base map showing street centerlines and address, address point layer)				
Message switch software **must meet requirements noted in Approved Use of Funds list.				

MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder				
MIS for 9-1-1 phone system				
Time Synchronization		\$ 7,121.00		
Dispatch Protocols (Law, Fire, Medical)				
Quality Assurance for Protocols				
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software MAINTENANCE	\$ 14,526.65			
TOTAL	\$ 201,934.85	\$ 7,121.00	\$ -	\$ -

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE				
CAD server	\$ 17,547.30			
GIS server	\$ 10,524.81			
911 Phone server				
Voice logging server				
Monitors	\$ 1,680.00			
Computer Workstations	\$ 7,408.32			
Time Synchronization				
UPS				
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Consolette **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware MAINTENANCE	\$ 59,994.31			
TOTAL	\$ 97,154.74	\$ -	\$ -	\$ -

Training Expenditures Total	\$ 7,663.11
-----------------------------	-------------

In-house Functions Total:	\$ 110,186.00
---------------------------	---------------

Implemental Functions:	
Database Provisioning for 911	\$ 63,180.00
Addressing for 911	\$ 48,193.17
TOTAL	\$ 111,373.17

Total FY2016 Expenditures	\$ 643,038.01
---------------------------	---------------

To be completed by 911 Board Staff:

Funding Distribution FY2016	\$ 561,004.47
FY2017 Anticipated Capital Expenditures	\$ 242,227.00
FY2017 Anticipated Monthly Recurring	\$ -
FY2017 Anticipated Annual Recurring	\$ -

Requested FY2017 Funding	\$803,231.47
--------------------------	--------------

Approved Carry Forward 20%	\$ 118,849.50
----------------------------	---------------

Fund balance for use:	\$ 423,674.63
PC Workstations (6)	5,707.00
CAD	40,000.00
Monitors (12)	1,680.00
ProQA (6)	4,200.00
EMD Card Set (6)	3,000.00
EMD Card Set Maintenance	294.00
Pro QA Maintenance	670.00
UPS (911/CAD/Console)	46,810.00
Generator (Backup Center)	39,005.00
Printer	440.00
NICE NRX Recorder	47,484.00
Mini Split (Equipment room)	4,800.00
Digi Port Server	395.00
Fiber Cables	500.00
Optics for fiber	8,000.00
MCC 7500 Dispatch Console	185,310.00
Ethernet Switches	16,500.00
Portion of CPE equipment	18,879.00
Total fund balance remaining:	\$ 0.63



CenturyLink

Customer Legal Name: E911 Pitt County Communications
Customer Billing Name: E911 Pitt County Communications
1717 W 5TH ST
GREENVILLE
NC , 27834-1601
Quote-Build #: 15-026141-NIBS

Valid Until March 12, 2016

Description of Work to be Performed:

This quote provides for a new backup center for Pitt County. It will be a standalone ready backup, but it will be connected to the main site with a WAN connection. In order to connect this to the main site, the server at the main site must be replaced. This has been amended to the main site maint contract and include the new equipment.

The Centurion maint piece for this quote will not include any new equipment at the main site, when this BO is installed, we will do an amendment to the main site maint contract and include the new equipment.

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

See Vendor Support Tab for Additional Pricing

Part Number	Description	Quantity	Unit Price	Extended Price
-	Pitt County Main	-	\$	-
-	VIPER	-	\$	-
912890/BB	Media Kit Prebuilt Building Block	1	\$	-
912801/U	CAMA Interface Module (CIM)	3	\$	-
912802/1	VIPER Primary Application Server	1	\$	4,620.25
912803/1	VIPER Primary VoIP Soft Switch	1	\$	3,354.43
912814/U	Admin Interface Module (AIM) Upgrade	3	\$	-
912822/1	VIPER Secondary Application Server	1	\$	4,113.92
912823/1	VIPER Secondary VoIP Soft Switch	1	\$	3,354.43
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	\$	2,784.81
997-7039-000	22inch LED PXL2230MW PLANAR	6	\$	279.94
-	Power 911	-	\$	-
913100/U	Power 911 Client Access License Upgrade	6	\$	-
913202/U	Power 911 Server Access License Upgrade	6	\$	-
-	Staging	-	\$	-
950853	Back Room Equipment Staging - Per Cabinet	1	\$	1,582.28
-	Installation	-	\$	-
950104	Intrado Professional Services (per Day)	5	\$	1,898.73
960575	Living Expense per Day per Person	7	\$	253.16
960580	Travel Fee per Person	1	\$	1,582.28
-	System Architect	-	\$	-
950516	Network Provisioning Services per day	2	\$	1,898.73
-	Project Management	-	\$	-
950510	Project Management Services	1	\$	1,125.65
-	ITS Installation	-	\$	-
950104	Intrado Professional Services (per Day)	1	\$	1,898.73
960575	Living Expense per Day per Person	3	\$	253.16
960580	Travel Fee per Person	1	\$	1,582.28
-	Special System Discount	-	\$	-
DISCOUNT SVC	Service Discount	1	\$	(3,350.00)
-	TXT29-1-1	-	\$	-
ITXTOTF4	TXT29-1-1 Integrated with Power 911 One-time-fee per PSAP- Target	1	\$	4,113.92
P10063	ITS Equipment	1	\$	2,373.42
-	Third Party Solution	-	\$	-
E10622	CARD, INTERFACE, ENHANCED HWIC, 1 PORT, DUAL MODE,	2	\$	769.62
Q12483	CISCO 1000BASE-SX SFP TRANSCEIVER	2	\$	808.86
-	Pitt County Backup	-	\$	-
-	VIPER	-	\$	-
912817/BB	7 Foot Cabinet Prebuilt Building Block	1	\$	25,443.04
912890/BB	Media Kit Prebuilt Building Block	1	\$	78.48
912800	VIPER Gateway Shelf	3	\$	776.96
912801	CAMA Interface Module (CIM)	2	\$	2,111.14
912811	Application Server License	7	\$	780.89
912812	PBX Access License	6	\$	506.20
912814	Admin Interface Module (AIM)	2	\$	1,098.73
913850/5	IWS VIPER Enabling Kit (Sonic)	6	\$	2,550.63
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	\$	2,784.81
-	Power 911	-	\$	-
913100/BAK	Power 911 Backup License	6	\$	784.03
913202	Power 911 Server Access License	6	\$	1,565.70
-	IWS Workstations	-	\$	-
914102/BB	IWS Workstation Prebuilt Building Block	6	\$	2,111.39
997-7039-000	22inch LED PXL2230MW PLANAR	6	\$	279.94
-	Object Server Hardware	-	\$	-
914962	IWS Server RACK - Type A	1	\$	3,383.54
914121/3	IWS Object Server - Underlying Software	1	\$	1,769.62
914957	Rocket Port Express Quad cable DB9, PCIe Card	1	\$	462.03
-	Staging	-	\$	-
950852	Front Room Equipment Staging - Per Position	6	\$	316.46
950853	Back Room Equipment Staging - Per Cabinet	1	\$	2,215.19
-	Installation	-	\$	-
950104	Intrado Professional Services (per Day)	7	\$	1,898.73
960575	Living Expense per Day per Person	9	\$	253.16
960580	Travel Fee per Person	1	\$	1,582.28
-	System Architect	-	\$	-
950516	Network Provisioning Services per day	2	\$	1,898.73
-	Project Management	-	\$	-
950510	Project Management Services	1	\$	2,762.72
-	ITS Installation	-	\$	-
950104	Intrado Professional Services (per Day)	1	\$	1,898.73
960575	Living Expense per Day per Person	3	\$	253.16
960580	Travel Fee per Person	1	\$	1,582.28
-	Special System Discount	-	\$	-

Prices do not include charges for taxes, duties, tariffs, telecommunication services, or professional services such as Centurion Maintenance or Managed Network Services.

DISCOUNT SVC	Service Discount	1	\$	(3,350.00)	\$	(3,350.00)
-	TXT29-1-1	-	\$	-	\$	-
ITXTOTF4	TXT29-1-1 Integrated with Power 911 One-time-fee per PSAP- Target	1	\$	4,113.92	\$	4,113.92
P10063	ITS Equipment	1	\$	2,373.42	\$	2,373.42
-	Third Party Solution	-	\$	-	\$	-
E10622	CARD, INTERFACE, ENHANCED HWIC, 1 PORT, DUAL MODE,	2	\$	769.62	\$	1,539.24
Q12483	CISCO 1000BASE-SX SFP TRANSCEIVER	2	\$	808.86	\$	1,617.72
-	Maintenance Services	-	\$	-	\$	-
Model#	Description	-	\$	-	\$	-
-	-	-	\$	-	\$	-
VSupport	Software Sub Service - 1 Year/Position - Back Up Position	-	\$	-	\$	-
-	-	-	\$	-	\$	-
VSupport	Soft Protect and Remote Tech Support - 1 Year/Pos - Back Up Pos	-	\$	-	\$	-
-	-	-	\$	-	\$	-
-	Spectracom Netclock System	-	\$	-	\$	-
GP951-94	GPS Command Center Package - single network	1	\$	7,120.63	\$	7,120.63
-	-	-	\$	-	\$	-
000-000	Miscellaneous Cables	1	\$	949.37	\$	949.37
000-000	Shipping	1	\$	-	\$	-
-	-	-	\$	-	\$	-
-	-	-	\$	-	\$	-
-	-	-	\$	-	\$	-
-	-	-	\$	-	\$	-
-	-	-	\$	-	\$	-
-	-	-	\$	-	\$	-
-	-	-	\$	-	\$	-
Parts						\$ 196,721.79
Miscellaneous						\$ -
Shipping						\$ 1,624.43
Parts Subtotal.....						\$ 198,346.22
Labor.....						\$ 20,600.00
Vendor Support (See Vsupport Tab for Details).....						\$ 8,485.71
TOTAL PRICE						\$ 227,431.93
All Products listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the Equipment Sales Product Annex, both posted to http://about.centurylink.com/legal/rates_conditions.html						

Centurion Type	Extended
months	12
Hide show best value	TRUE
Min active	FALSE



Customer Legal Name:	E911 Pitt County Communications
Customer Billing Name:	E911 Pitt County Communications
	1717 W 5TH ST
	GREENVILLE
	NC , 27834-1601
Quote-Build #:	15-026141-NIBS

See Vendor Support Tab for additional Support Costs

Contract Term: 60 Months

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the CenturyLink™ Centurion Maintenance Service Annex, both posted to http://about.centurylink.com/legal/rates_conditions.html.

Engineer Selected

Page 1 of 2

[illegible]

-	-	-	NRR	-	\$	-	\$	-	\$	-
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Price Sheet Vendor Support

Customer: E911 Pitt County Communications

1717 W 5TH ST

GREENVILLE

NC

27834-1601

Quote-Build#: 15-026141-NIBS

Pricing is Valid Until:

March 12, 2016

Description of Work
to be Performed:

This quote provides for a new backup center for Pitt County. It will be a sta

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

Part Number	Description	Quantity	Type	(Only if MRR)		Sale Price	
				Term Years	MRR	Unit Price	Extended Price
950999/SUB1-BU	Software Sub Service - 1 Year/Position - Back Up Position	30	NRR	-	\$ -	\$ 214.29	\$ 6,428.57
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos - Back Up Pos	24	NRR	-	\$ -	\$ 85.71	\$ 2,057.14
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
TOTAL Annual MRR						\$ -	
TOTAL Term MRR						\$ -	
TOTAL PRICE NRR							\$ 8,485.71

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



Customer Notes / Project Description

This quote provides for a new backup center for Pitt County. It will be a standalone ready backup, but it will be connected to the main site with a WAN connection. In order to connect this to the main site, the servers at the main site must be replaced, this has been quoted here as well. I have quoted centuin maintenance for the backup site for 36months, and vendor support for 60 months.

Notes

§ 143B-1404. 911 Fund

(b) (3) The percentage of the funds remitted by CMRS providers allocated to CMRS providers and PSAPs shall be set by the 911 Board and may be adjusted by the 911 Board as necessary to ensure full cost recovery for CMRS providers and, to the extent there are excess funds, for distributions to primary PSAPs.

Funding Analysis CMRS-PSAP Fund breakdown:

CURRENT Model							
Using 80%/20% split		Using 85%/15% split		Using 90%/10% split		Using 95%/5% split	
Wireine, VoIP, Prepaid		Wireine, VoIP, Prepaid		Wireine, VoIP, Prepaid		Wireine, VoIP, Prepaid	
Revenue	32,545,734.12	Revenue	32,545,734.12	Revenue	32,545,734.12	Revenue	32,545,734.12
10% Fund	7,369,638.81	10% Fund	7,369,638.81	10% Fund	7,369,638.81	10% Fund	7,369,638.81
Admin 1%	663,267.54	Admin 1%	663,267.54	Admin 1%	663,267.54	Admin 1%	663,267.54
CMRS Fund	7,113,486.26	CMRS Fund	6,094,494.14	CMRS Fund	5,075,502.00	CMRS Fund	4,056,509.84
PSAP Fund	28,453,945.17	PSAP Fund	29,472,937.30	PSAP Fund	30,491,929.44	PSAP Fund	31,510,921.60
PERCENTAGE Details	CMRS 20%	CMRS 15%		CMRS 10%		CMRS 5%	
CMRS Fund Balance Jun 30		Fund Balance Jun 30		Fund Balance Jun 30		Fund Balance Jun 30	
Est. Collected FY2017	3,715,601.00	Est. Collected FY2017	3,715,601.00	Est. Collected FY2017	3,715,601.00	Est. Collected FY2017	3,715,601.00
	7,113,486.26		6,094,494.14		5,075,502.00		4,056,509.84
	10,829,087.26		9,810,095.14		8,791,103.00		7,772,110.84
Expenditures FY2017 est.		Expenditures FY2017 est.		Expenditures FY2017 est.		Expenditures FY2017 est.	
	-7,200,000.00		-7,200,000.00		-7,200,000.00		-7,200,000.00
Remaining fund balance		Remaining fund balance		Remaining fund balance		Remaining fund balance	
	3,629,087.26		2,610,095.14		1,591,103.00		572,110.84
PSAP Fund Breakdown 80%		PSAP Fund Breakdown 85%		PSAP Fund Breakdown 90%		PSAP Fund Breakdown 95%	
Est. Collected FY2017	28,453,945.17	Est. Collected FY2017	29,472,937.30	Est. Collected FY2017	30,491,929.44	Est. Collected FY2017	31,510,921.60
PSAP revenue from Wireline, VoIP, Prepaid	32,545,734.12	PSAP revenue from Wireline, VoIP, Prepaid	32,545,734.12	PSAP revenue from Wireline, VoIP, Prepaid	32,545,734.12	PSAP revenue from Wireline, VoIP, Prepaid	32,545,734.12
Expenditures	-52,213,000.00	Expenditures	-52,213,000.00	Expenditures	-52,213,000.00	Expenditures	-52,213,000.00
	8,786,679.29		9,805,671.42		10,824,663.56		11,843,655.72
Estimated Reconsiderations		Estimated Reconsiderations		Estimated Reconsiderations		Estimated Reconsiderations	
	-7,424,353.00		-7,424,353.00		-7,424,353.00		-7,424,353.00
	1,362,326.29		2,381,318.42		3,400,310.56		4,419,302.72

YEAR-END REMAINING FUND		YEAR-END REMAINING FUND		YEAR-END REMAINING FUND		YEAR-END REMAINING FUND	
Balance	1,362,326.29	Balance	2,381,318.42	Balance	3,400,310.56	FUND Balance	4,419,302.72
Grant fund balance	<u>2,391,704.00</u>		<u>2,391,704.68</u>		<u>2,391,704.68</u>		<u>2,391,704.68</u>
	3,754,030.29		4,773,023.10		5,792,015.24		6,811,007.40
FY2018		FY2018		FY2018		FY2018	
Grants (recurring)		Grants (recurring)		Grants (recurring)		Grants (recurring)	
Orthos	-4,063,930.00	Orthos	-4,063,930.00	Orthos	-4,063,930.00	Orthos	-4,063,930.00
Ecats	-902,880.00	Ecats	-902,880.00	Ecats	-902,880.00	Ecats	-902,880.00
Interpretive Services	<u>-1,155,000.00</u>	Interpretive Services	<u>-1,155,000.00</u>	Interpretive Services	<u>-1,155,000.00</u>	Interpretive Se	<u>-1,155,000.00</u>
	-6,121,810.00		-6,121,810.00		-6,121,810.00		-6,121,810.00
TRANSFER CMRS FUND	<u>3,100,000.00</u>	TRANSFER CMRS FUND	2,000,000.00	TRANSFER CMRS FUND	1,000,000.00	TRANSFER CMRS FUND	0.00
Remaining balance w/grants awarded	\$732,220.29	Remaining balance w/grants awarded	651,213.10	Remaining balance w/grants awarded	670,205.24	Remaining balance w/grants awarded	689,197.40

PSAP	PSAP Distribution: FY2015	PSAP Distribution FY2016	Allowable 20% Carry Forward	(+/-) Fund balance between FY15 and FY16	Based on Column F -- Meets 20% rule (Ok) or Over 20% (Reduce)	Excess Funds over Approved 20% Carryforward	FINAL APPROVED FY2017	Proposed Estimated FY2018 (Based on 5YR rolling Avg) before reduction	PROPOSED ESTIMATED FY2018	MONTHLY	Number of Seats
Alamance County Central Communications	678,223.00	632,544.00	131,076.70	185,689.98	Reduce	-54,613.28	541,901.06	540,553.09	485,939.81	40,494.98	18
Secondary Burlington PD	109,730.00	128,567.85	23,829.79	-765.73	OK	0.00	119,784.38	92,495.80	92,495.80	7,707.98	
Alexander County Communications	135,596.02	125,670.54	26,126.66	-67,121.91	OK	0.00	151,717.06	140,960.84	140,960.84	11,746.74	3
Alleghany County E911	136,409.86	149,583.51	28,599.34	21,005.07	OK	0.00	155,589.00	219,348.52	219,348.52	18,279.04	2
Anson County Emergency Communications	60,888.13	241,285.05	30,217.32	65,093.41	Reduce	-34,876.09	176,065.65	158,807.54	123,931.45	10,327.62	4
Ashe County Communications	234,502.01	255,219.03	48,972.10	-124,579.06	OK	0.00	256,483.43	284,252.37	284,252.37	23,687.70	3
Avery County Communications Center	194,781.10	197,989.14	39,277.02	54,502.90	Reduce	-15,225.88	199,849.05	200,683.20	185,457.32	15,454.78	3
Beaufort County Communications Center	187,867.12	145,497.38	33,336.45	-290,426.14	OK	0.00	163,239.98	191,311.68	191,311.68	15,942.64	3
Bertie County Sheriff's Communications	121,933.28	122,800.22	24,473.35	-273,743.06	OK	0.00	161,739.06	174,540.23	174,540.23	14,545.02	2
Bladen County Sheriff's Communications	236,251.69	186,444.74	42,269.64	-21,251.08	OK	0.00	260,680.58	257,253.31	257,253.31	21,437.78	3
Brunswick County 9-1-1	1,006,952.15	659,435.00	166,638.72	-339,998.96	OK	0.00	710,610.59	782,423.51	782,423.51	65,201.96	7
Buncombe County Emerg. Communications	853,820.89	875,307.90	172,912.88	-665,457.22	OK	0.00	930,578.17	998,462.75	998,462.75	83,205.23	31
Burke County Emerg. Communications	467,805.71	559,958.07	102,776.38	-193,135.38	OK	0.00	628,351.65	662,897.72	662,897.72	55,241.48	11
Cabarrus County Sheriff Communications	699,367.20	576,689.15	127,605.64	-398,894.38	OK	0.00	614,475.02	719,051.20	719,051.20	59,920.93	11
Caldwell County Communications	348,521.53	304,404.39	65,292.59	-33,414.29	OK	0.00	396,497.59	405,522.11	405,522.11	33,793.51	5
Carteret County Communications	454,029.76	537,419.87	99,144.96	243,084.07	Reduce	-143,939.11	541,186.60	338,048.33	194,109.22	16,175.77	9
Caswell County 911 Communications	214,651.92	245,775.83	46,042.77	-975.37	OK	0.00	254,588.74	266,997.88	266,997.88	22,249.82	4
Catawba Co Communications Center	436,843.00	352,839.00	78,968.20	-146,916.98	OK	0.00	493,939.70	507,558.97	507,558.97	42,296.58	7
Secondary Hickory PD	58,711.00	52,420.50	11,113.15	-24.21	OK	0.00	107,010.42	69,047.32	69,047.32	5,753.94	4
Secondary Newton Pd	11,809.00	10,543.50	2,235.25	2,564.66	Reduce	-329.41	21,943.29	13,145.18	12,815.77	1,067.98	
Chatham County Emergency Operations Cen	454,223.41	588,204.84	104,242.82	-11,085.92	OK	0.00	550,849.50	548,040.04	548,040.04	45,670.00	8
Cherokee County 911	234,425.84	233,538.45	46,796.43	7,993.26	OK	0.00	275,265.25	196,507.50	196,507.50	16,375.63	3
Chowan Central Communications	88,590.55	335,678.00	42,426.85	-243,225.09	OK	0.00	162,853.84	261,628.31	261,628.31	21,802.36	3
Clay County E911 Communications	265,015.28	250,411.04	51,542.63	138,545.84	Reduce	-87,003.21	165,070.41	231,419.11	144,415.90	12,034.66	3
Cleveland County Communications Center	323,905.82	332,731.73	65,663.76	30,528.33	OK	0.00	382,272.83	391,230.47	391,230.47	32,602.54	5
Kings Mountain (City of)	62,032.43	114,301.90	17,633.43	54,133.75	Reduce	-36,500.32	78,681.22	82,323.74	45,823.42	3,818.62	2
Shelby Police Communications	56,102.55	100,228.28	15,633.08	10,734.94	OK	0.00	107,075.81	112,009.41	112,009.41	9,334.12	3
Columbus Central Communications	305,020.56	266,425.20	57,144.58	59,935.10	Reduce	-2,790.52	318,145.43	309,186.72	306,396.20	25,533.02	6
Craven County Sheriff Communications	21,735.95	263,260.87	28,499.68	154,456.18	Reduce	-125,956.50	256,254.48	249,107.55	123,151.05	10,262.59	5
Havelock Public Safety Comm.	182,936.62	203,423.30	38,635.99	83,929.33	Reduce	-45,293.34	155,708.44	211,365.43	166,072.09	13,839.34	3

PSAP	PSAP Distribution: FY2015	PSAP Distribution FY2016	Allowable 20% Carry Forward	(+/-) Fund balance between FY15 and FY16	Based on Column F -- Meets 20% rule (Ok) or Over 20% (Reduce)	Excess Funds over Approved 20% Carryforward	FINAL APPROVED FY2017	Proposed Estimated FY2018 (Based on 5YR rolling Avg) before reduction	PROPOSED ESTIMATED FY2018	MONTHLY	Number of Seats
New Bern Communications Center	288,096.37	311,353.64	59,945.00	12,164.65	OK	0.00	316,906.63	321,127.87	321,127.87	26,760.66	3
Cumberland County Communications	913,161.94	1,176,405.41	208,956.74	432,328.96	Reduce	-223,372.22	953,203.30	901,379.87	678,007.65	56,500.64	10
Fayetteville City Communications	1,721,988.00	856,109.91	257,809.79	-90,459.31	OK	0.00	819,347.71	799,301.92	799,301.92	66,608.49	16
Currituck Central Communications	166,230.90	174,236.08	34,046.70	-112,528.07	OK	0.00	161,947.90	196,441.12	196,441.12	16,370.09	4
Dare Central Communications	312,713.57	341,885.14	65,459.87	-418,942.36	OK	0.00	312,923.67	406,343.23	406,343.23	33,861.94	7
Davidson County 911	494,011.56	508,354.80	100,236.64	-300,813.74	OK	0.00	480,217.93	552,778.30	552,778.30	46,064.86	13
Davie County Communications	200,654.45	276,838.23	47,749.27	-216,099.73	OK	0.00	401,676.31	283,922.99	283,922.99	23,660.25	6
Duplin County/Kenansville PSAP	558,871.00	355,286.10	91,415.71	120,364.32	Reduce	-28,948.61	458,464.95	408,230.94	379,282.33	31,606.86	5
Durham Emergency Communications	1,608,226.04	1,619,954.97	322,818.10	-20,105.43	OK	0.00	1,668,105.92	1,723,540.23	1,723,540.23	143,628.35	18
Edgecombe County E911	286,718.00	96,539.16	38,325.72	-110,600.12	OK	0.00	298,612.47	230,823.67	230,823.67	19,235.31	5
Tarboro Police Communications	238,341.00	112,948.34	35,128.93	33,485.43	OK	0.00	165,181.31	120,285.94	120,285.94	10,023.83	3
Forsyth County 911 Communications	744,587.00	631,532.00	137,611.90	112,681.97	OK	0.00	557,869.24	589,833.51	589,833.51	49,152.79	8
Secondary Kernersville PD	0.00	26,683.89	2,668.39	0.00	OK	0.00	28,063.08	23,525.79	23,525.79	1,960.48	
Winston Salem Police/Fire Communications	489,713.36	490,715.73	98,042.91	-500,995.41	OK	0.00	454,636.11	543,253.80	543,253.80	45,271.15	13
Franklin County Sheriff Communications	315,757.23	393,027.64	70,878.49	131,268.38	Reduce	-60,389.89	345,284.38	336,506.42	276,116.53	23,009.71	5
Gaston County Communications	729,724.47	714,921.07	144,464.55	-1,462,032.02	OK	0.00	734,975.08	736,000.28	736,000.28	61,333.36	15
Mount Holly Police Department	67,951.95	65,635.69	13,358.76	4,779.83	OK	0.00	66,141.90	66,436.96	66,436.96	5,536.41	2
Gates County Communications	124,449.29	129,497.74	25,394.70	-1,462,032.02	OK	0.00	95,713.73	97,155.05	97,155.05	8,096.25	2
Graham County Communications	198,633.00	207,395.20	40,602.82	4,779.83	OK	0.00	78,456.09	116,100.45	116,100.45	9,675.04	3
Granville County Emergency Communications	386,153.52	418,918.37	80,507.19	31,625.04	OK	0.00	454,647.49	428,331.78	428,331.78	35,694.32	4
Greene County Communications	150,221.17	110,303.98	26,052.52	152,447.09	Reduce	-126,394.57	160,483.72	154,376.48	27,981.91	2,331.83	2
Greensboro	2,760,822.00	1,789,556.38	455,037.84	120,356.76	OK	0.00	2,991,353.79	2,311,254.62	2,311,254.62	192,604.55	44
High Point Police/Fire Communications	544,049.95	537,177.04	108,122.70	-22,232.53	OK	0.00	534,372.68	533,046.12	533,046.12	44,420.51	10
Halifax County Central Communications	324,571.52	335,054.51	65,962.60	-944,566.93	OK	0.00	317,592.75	314,530.68	314,530.68	26,210.89	6
Harnett County Communications	710,922.95	700,030.22	141,095.32	188,398.54	Reduce	-47,303.22	690,202.38	793,156.58	745,853.36	62,154.45	9
Haywood County 911	274,815.13	298,205.05	57,302.02	25,036.68	OK	0.00	341,719.69	325,926.41	325,926.41	27,160.53	7
Henderson County Communications	595,910.00	589,031.00	118,494.10	-466,999.64	OK	0.00	565,329.27	646,345.92	646,345.92	53,862.16	9
Secondary Hendersonville PD	77,639.00	52,463.00	13,010.20	8,109.48	OK	0.00	53,463.30	71,988.54	71,988.54	5,999.05	
Hertford County Communications	84,934.38	98,517.27	18,345.16	12,250.80	OK	0.00	104,388.29	74,979.06	74,979.06	6,248.26	2
Hoke County Emergency Communications	323,931.52	336,450.42	66,038.19	105,622.86	Reduce	-39,584.67	324,130.17	333,700.76	294,116.09	24,509.67	5

PSAP	PSAP Distribution: FY2015	PSAP Distribution FY2016	Allowable 20% Carry Forward	(+/-) Fund balance between FY15 and FY16	Based on Column F -- Meets 20% rule (Ok) or Over 20% (Reduce)	Excess Funds over Approved 20% Carryforward	FINAL APPROVED FY2017	Proposed Estimated FY2018 (Based on 5YR rolling Avg) before reduction	PROPOSED ESTIMATED FY2018	MONTHLY	Number of Seats
Hyde County Emergency Management	105,324.69	106,623.50	21,194.82	-727.02	OK	0.00	114,102.90	111,294.57	111,294.57	9,274.55	2
Iredell County Emergency Communications	491,883.94	454,050.33	94,593.43	-130,887.47	OK	0.00	366,344.29	497,771.30	497,771.30	41,480.94	7
Jackson County Emergency Communications	502,359.52	484,804.71	98,716.42	48,558.45	OK	0.00	474,454.65	444,693.53	444,693.53	37,057.79	3
Johnston County Communications	1,352,366.00	2,548,858.53	390,122.45	-171,444.09	OK	0.00	1,035,900.04	1,493,052.46	1,493,052.46	124,421.04	21
Lee County Emergency 911 Center	366,243.00	320,507.09	68,675.01	37,433.84	OK	0.00	385,575.50	336,499.26	336,499.26	28,041.61	4
Lenoir County Communications	343,270.00	534,123.74	87,739.37	-42,314.26	OK	0.00	644,178.82	696,863.11	696,863.11	58,071.93	4
Lincoln County Communications Center	329,821.00	253,037.64	58,285.86	-115,063.57	OK	0.00	272,662.13	309,876.09	309,876.09	25,823.01	6
Macon County Communications	320,391.00	313,837.00	63,422.80	62,730.84	OK	0.00	435,319.36	447,542.81	447,542.81	37,295.23	4
Madison County EOC	241,209.00	207,249.42	44,845.84	16,604.84	OK	0.00	246,742.02	238,929.29	238,929.29	19,910.77	4
Martin County Communications Center	291,648.00	247,004.81	53,865.28	-83,020.15	OK	0.00	248,057.26	271,282.25	271,282.25	22,606.85	3
McDowell County Sheriff's Communications	233,690.00	290,540.60	52,423.06	-216,189.25	OK	0.00	223,323.93	297,797.75	297,797.75	24,816.48	5
Charlotte-Mecklenburg Police Department	3,349,323.00	2,091,920.00	544,124.30	-753,446.86	OK	0.00	3,456,034.08	3,522,554.51	3,522,554.51	293,546.21	67
Secondary Charlotte Fire	55,514.00	33,521.04	8,903.50	14,916.93	Reduce	-6,013.43	65,240.88	55,701.25	49,687.82	4,140.65	
Secondary Charlotte MEDIC	292,524.00	176,635.62	46,915.96	-95,146.98	OK	0.00	339,933.52	300,797.75	300,797.75	25,066.48	
Cornelius-Huntersville Police Communication	161,747.00	104,497.10	26,624.41	-287,243.39	OK	0.00	132,564.38	196,479.04	196,479.04	16,373.25	4
Pineville Police Comm. Center	100,390.00	130,151.20	23,054.12	-57,021.89	OK	0.00	108,419.97	119,939.76	119,939.76	9,994.98	5
Mitchell County Central Communications	139,926.00	221,976.76	36,190.28	80,914.24	Reduce	-44,723.96	69,169.94	102,754.88	58,030.92	4,835.91	5
Montgomery County Communications	166,332.00	169,390.04	33,572.20	11,365.48	OK	0.00	219,932.24	153,850.45	153,850.45	12,820.87	4
Moore County Emergency Communications	428,350.00	413,395.13	84,174.51	197,708.58	Reduce	-113,534.07	257,038.97	377,389.18	263,855.11	21,987.93	10
Nash County Central Communications	476,846.00	366,837.12	84,368.31	-78,088.63	OK	0.00	435,683.99	472,433.01	472,433.01	39,369.42	14
Rocky Mount Police Communications	300,718.00	340,532.47	64,125.05	-107,114.68	OK	0.00	311,074.33	338,490.36	338,490.36	28,207.53	7
New Hanover County Sheriff Communications	558,476.00	502,353.69	106,082.97	170,665.03	Reduce	-64,582.06	673,230.26	465,734.99	401,152.93	33,429.41	21
Northampton County E-911	215,936.00	208,566.27	42,450.23	-279,903.90	OK	0.00	170,312.99	253,809.32	253,809.32	21,150.78	5
Onslow County Communications	374,253.00	393,271.71	76,752.47	-14,718.61	OK	0.00	359,114.23	357,024.00	357,024.00	29,752.00	7
Jacksonville E-911	329,467.00	315,815.07	64,528.21	-299,451.55	OK	0.00	317,190.00	402,480.41	402,480.41	33,540.03	4
Orange County Emergency Communications	562,338.00	509,171.68	107,150.97	-159,379.55	OK	0.00	534,612.09	595,350.65	595,350.65	49,612.55	7
Pamlico County Communications	99,580.00	134,469.13	23,404.91	-23,753.18	OK	0.00	133,013.19	113,021.73	113,021.73	9,418.48	2
Pasquotank/Camden Central Communication	284,248.00	373,301.82	65,754.98	94,736.33	Reduce	-28,981.35	406,153.38	421,257.27	392,275.92	32,689.66	5
Pender County Sheriff Communications	283,639.00	304,737.81	58,837.68	-142,848.97	OK	0.00	348,831.02	399,470.72	399,470.72	33,289.23	6
Perquimans County Communications	147,518.00	309,592.31	45,711.03	-134,023.26	OK	0.00	136,353.25	187,996.11	187,996.11	15,666.34	5

PSAP	PSAP Distribution: FY2015	PSAP Distribution FY2016	Allowable 20% Carry Forward	(+/-) Fund balance between FY15 and FY16	Based on Column F -- Meets 20% rule (Ok) or Over 20% (Reduce)	Excess Funds over Approved 20% Carryforward	FINAL APPROVED FY2017	Proposed Estimated FY2018 (Based on 5YR rolling Avg) before reduction	PROPOSED ESTIMATED FY2018	MONTHLY	Number of Seats
Person County Communications	690,602.00	538,768.00	122,937.00	69,539.19	OK	0.00	929,630.14	462,029.31	462,029.31	38,502.44	6
Pitt County 911 Communications	594,248.00	503,369.82	109,761.78	-136,137.33	OK	0.00	561,004.47	531,000.33	531,000.33	44,250.03	6
Polk County Communications	199,797.00	204,450.31	40,424.73	-28,524.61	OK	0.00	201,874.84	196,511.51	196,511.51	16,375.96	3
Randolph County Emergency Communication	573,955.00	581,016.69	115,497.17	-66,441.12	OK	0.00	1,838,378.07	684,447.00	684,447.00	57,037.25	9
Richmond County Emergency Comm.	299,738.00	342,625.91	64,236.39	132,043.70	Reduce	-67,807.31	321,556.40	326,747.63	258,940.32	21,578.36	3
Robeson County Communications	317,530.00	360,715.83	67,824.58	141,622.59	Reduce	-73,798.01	466,034.53	290,660.81	216,862.80	18,071.90	8
Lumberton Emergency Comm.	144,298.00	104,347.90	24,864.59	-30,879.91	OK	0.00	175,317.79	182,731.86	182,731.86	15,227.66	4
Rockingham County 911 Communications	278,860.00	213,242.09	49,210.21	17,584.96	OK	0.00	251,570.41	222,876.81	222,876.81	18,573.07	8
Rowan County Telecommunications	773,553.00	633,690.60	140,724.36	131,702.55	OK	0.00	421,674.10	708,436.53	708,436.53	59,036.38	12
Rutherford County Communications	440,898.00	429,204.59	87,010.26	-12,215.61	OK	0.00	485,368.54	409,041.92	409,041.92	34,086.83	7
Sampson County Sheriff Communications	289,653.00	218,929.14	50,858.21	32,629.44	OK	0.00	291,193.49	269,615.77	269,615.77	22,467.98	4
Scotland County Emergency Communications	228,362.00	335,492.72	56,385.47	41,701.80	OK	0.00	298,699.34	316,527.52	316,527.52	26,377.29	2
Stanly County Emergency Communications	287,863.00	567,082.99	85,494.60	22,690.65	OK	0.00	346,745.77	410,809.92	410,809.92	34,234.16	5
Stokes County Emergency Communications	341,797.00	320,161.83	66,195.88	91,649.73	Reduce	-25,453.85	229,737.68	290,950.13	265,496.28	22,124.69	4
Surry County Communications Center	380,084.00	379,402.90	75,948.69	18,706.77	OK	0.00	439,195.51	443,754.00	443,754.00	36,979.50	10
Secondary Elkin PD	0.00	16,465.92	1,646.59	16,465.92	Reduce	-14,819.33	16,465.92	27,111.88	12,292.55	1,024.38	
Secondary Mt. Airy	0.00	43,653.12	4,365.31	43,653.12	Reduce	-39,287.81	43,653.12	10,140.16	-29,147.65	-2,428.97	
Eastern Band Cherokees	114,480.00	93,968.41	20,844.84	-95,186.60	OK	0.00	129,714.44	141,563.52	141,563.52	11,796.96	3
Swain County 911 Dispatch	258,105.00	286,154.73	54,425.97	78,650.46	Reduce	-24,224.49	249,262.08	246,843.80	222,619.31	18,551.61	4
Transylvania County Communications	406,494.00	362,125.00	76,861.90	-58,424.52	OK	0.00	260,539.39	323,683.91	323,683.91	26,973.66	9
Secondary Brevard PD	0.00	64,567.25	6,456.73	9,072.48	Reduce	-2,615.76	40,163.60	80,747.72	78,131.97	6,511.00	
Tyrrell County	119,697.00	103,016.49	22,271.35	51,002.75	Reduce	-28,731.40	73,567.55	81,157.67	52,426.27	4,368.86	2
Union County	767,714.00	513,740.92	128,145.49	-232,979.35	OK	0.00	830,577.63	220,832.25	220,832.25	18,402.69	9
Vance-Henderson 911 Center	418,000.00	651,168.96	106,916.90	125,185.60	Reduce	-18,268.70	460,228.35	509,958.91	657,683.54	54,806.96	12
Cary	866,921.00	523,129.19	139,005.02	-372,803.86	OK	0.00	516,622.46	693,076.91	693,076.91	57,756.41	6
Holly Springs Public Safety Center	724,330.00	216,643.40	94,097.34	-406,775.02	OK	0.00	0.00	216,555.77	216,555.77	18,046.31	2
Raleigh Wake 911 Center	2,222,079.00	2,861,093.36	508,317.24	-959,674.36	OK	0.00	2,026,803.87	2,390,180.23	2,390,180.23	199,181.69	25
Warren County Sheriff Comm.	129,667.00	155,730.32	28,539.73	29,874.53	Reduce	-1,334.80	168,284.21	137,864.38	136,529.58	11,377.47	3
Washington County Communications	181,210.00	199,236.78	38,044.68	64,061.09	Reduce	-26,016.41	171,640.11	170,423.01	144,406.60	12,033.88	3
Watauga County Sheriff Communications	333,953.00	300,579.32	63,453.23	-198,390.59	OK	0.00	320,369.10	369,150.88	369,150.88	30,762.57	4

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Beech Mountain Police Dept	114,042.00	110,912.01	22,495.40	44,529.73	Reduce	-22,034.33	117,566.52	105,565.20	83,530.87	6,960.91	2
Boone Police Department 911	118,950.00	119,666.18	23,861.62	-50,553.95	OK	0.00	120,923.92	114,483.77	114,483.77	9,540.31	3
Wayne County Central 911	335,317.00	438,274.27	77,359.13	-44,875.29	OK	0.00	499,290.66	517,364.36	517,364.36	43,113.70	7
Wilkes County Sheriff Communications	447,775.00	504,897.29	95,267.23	99,127.20	Reduce	-3,859.97	286,366.49	442,650.24	438,790.27	36,565.86	4
Wilson County Emergency Communications	373,621.00	441,966.53	81,558.75	31,782.51	OK	0.00	437,471.10	465,102.61	465,102.61	38,758.55	9
Yadkin County Emergency Communications	133,573.00	85,627.00	21,920.00	-5,778.03	OK	0.00	237,630.03	208,644.34	208,644.34	17,387.03	3
Yancey County Sheriff Comm.	163,362.00	149,936.53	31,329.85	-76,637.21	OK	0.00	164,813.97	154,130.26	154,130.26	12,844.19	5
Totals	\$51,312,342.79	\$49,639,453.89				-\$1,678,607.86	\$51,624,318.66	\$51,412,315.76	\$49,899,701.23		

Awarded Funding Reconsideration FY2016

Approved Secondary PSAPs