

North Carolina 911 Board
MINUTES
January 30, 2015
3514A Bush Street
Raleigh, NC

| <u>Members Present</u> | <u>Staff Present</u> | <u>Guest</u> |
|-----------------------------------------------------|-----------------------------|----------------------------------------------------------|
| Jason Barbour (NENA) Johnston Co 911 | Tina Bone (OITS) | Tammy Aldridge-Rutherford Co 911 (Phone) |
| Darryl Bottoms (Police Chief) Pilot Mountain PD | Richard Bradford (DOJ) | Angie Bailey-Department of Commerce |
| Tommy Cole (NCSFCA) Pinecroft-Sedgefield Fire Dist. | Ronnie Cashwell (OITS) | Randy Beeman-Cumberland County Emergency Services |
| Eric Cramer (LEC) Wilkes Communications | Dave Corn (OITS) | Bill Boger-Charlotte-Mecklenburg Police Department |
| Rick Edwards (CMRS) Sprint (pending) | David Dodd (OITS) | Jerry Boggs-Catawba County 911 |
| Chris Estes (Board Chairman) NC State CIO | Marsha Tapler (OITS) | Johnny Bowles-Rockingham County Emergency Services |
| Margie Fry (VOIP) Time Warner | Richard Taylor (OITS) | Brad Brawley-Iredell County 911 (phone) |
| Andrew Grant (NCLM) Town of Cornelius-Phone | | Sherri Bush-L. R. Kimble |
| Sherriff Len Hagaman (Sheriff) Watauga County | | Nikki Carswell-Burke County Emergency Communications |
| Rick Isherwood (CMRS) Verizon Wireless | | Michael Cone- Wilson Co 911(phone) |
| Dinah Jeffries (APCO) Orange Co. EMS | | Meghan Cook-NC Office of Information Technology Services |
| Jeff Shipp (LEC) Star Telephone | | Janice Costello-Cherokee County 911 (phone) |
| Rob Smith (LEC) AT&T-Phone | | Brian Drum-Catawba County 911 |
| Jimmy Stewart (NCAREMS) Hoke Co. 911 | | Gary Dudley-NC Justice Academy (Phone) |
| Slayton Stewart (CMRS) Carolina West Wireless | | Rick Ellis-Lincoln Co 911 (Phone) |
| Laura Sykora (LEC) CenturyLink | | Laurie Flaherty-National 911 Office (phone) |
| | | Greg Foster-Alexander County 911 |
| <u>Members Absent</u> | <u>Staff Absent</u> | Brad Frazier-Shelby Police Dept (phone) |
| Lee Worsley (NCACC) Durham Co | | Ellis Frazier- APCO (phone) |
| | | David Gay- Durham 911 (phone) |

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| | | Dale Hall- Stokes Co 911 (phone) |
| | | Stacy Harrison-Granville Co 911 (phone) |
| | | Andrea Kiernan-Booz-Allen-Hamilton (Phone) |
| | | Stanley Kite-Craven Co Emergency Services (Phone) |
| | | Wes King-OITS/FirstNet |
| | | Marshall Lavoie-Havelock PD (Phone) |
| | | Lloyd Moskowitz-Gaston County 911 (Phone) |
| | | Tim Mitchell-Cumberland County Emergency Services |
| | | Melanie Neal-Guilford Metro 911 (phone) |
| | | Steve O'Connor-Synergem Technologies |
| | | Tonya Pearce-Durham 911 |
| | | Philip Penny-Mission Critical Partners |
| | | Susan Poe-Chatham County Emergency Services |
| | | Josh Robinson-Orange Co Emergency Services (phone) |
| | | Jordan Rubright-CenturyLink (phone) |
| | | Allan Sadowski-OITS/FirstNet |
| | | Kathy Scott-Chatham County Emergency Operations |
| | | Janet Scott-Chatham County Emergency Operations |
| | | Roman Scruggs-Rutherford Co 911 (phone) |
| | | Joe Sewash-CGIA |
| | | Ray Silance-Onslow Co Emergency Services (phone) |
| | | Lisha Stanley-Henderson Co Sheriff 911 (phone) |
| | | Jeff Sural-OITS/FirstNet |

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|--|--|----------------------------------------|
| | | David Whicker-Rockingham County IT |
| | | Bruce Williams-Wireless Communications |
| | | Brenda Womble-Wilson Co 911 (Phone) |
| | | Brett Wrenn-Person County 911 (Phone) |

Chairman's Opening Remarks

Chairman Estes called the meeting to order at 10:00 a.m.

Chairman Estes commented that in the meeting in December some of the discussion pertained to the Board improving customer service. He has received several comments that the Board is doing so and he wanted to commend them for it. He also introduced Rick Edwards who would be a new Board member in the near future. Rick Edwards introduced himself to the Board and Chairman Estes said that he would be sworn in at the next meeting in February.

Ethics Awareness and Conflict of Interest Statement

Chairman Chris Estes read the ethics awareness/conflict of interest statement printed on the agenda and asked the Board members to indicate if they felt they had any conflict or potential conflict of interest with any of the matters scheduled to come before the Board. Laura Sykora indicated that she would abstain from voting on item number 8 on the agenda due to a conflict of interest. This was the request by Lenoir County for an extension on their grant. No other conflicts were sited.

Approval of Minutes-Minutes for the December 5, 2014 Board Meeting

Executive Director Richard Taylor announced that there were two changes which had to be made to the meeting minutes from this Board meeting. The first one was on page one, in the attendance Chris Bubel needed to be changed for spelling and the name Chris Jordan was added where it should not have been on both the attendance sheet and on page 5 of the minutes. The name was stricken and the correct name Jordan Rubright was added into the minutes in its place.

Consent Agenda

(Complete Reports are located in the Agenda Book Website.)

The following items were discussed and voted on collectively by the Board members:

- a) **Minutes for the December 5, 2014 Board Meeting**
- b) **PSAP Liaison Report**
- c) **Network Specialist Report-Bone**
- d) **Network Specialist Report-Corn**
- e) **Update on 2014/2015 Revenue Expenditure Reporting**
- f) **Grant Project Updates**
- g) **CMRS November 2014 Fund Balance-\$1,501,621**
 - 1) **CMRS November 2014 Disbursements \$ (783,991)**

- h) PSAP November 2014 Fund Balance-\$6,174,008**
 - 1) PrePaid November 2014 CMRS Revenue \$771,452**
- i) CMRS December 2014 Fund Balance \$1,940,821**
 - 1) CMRS December 2014 Disbursements \$ (353,348)**
- j) PSAP December 2014 Fund Balance \$7,852,729**
 - 1) Prepaid December 2014 CMRS Revenue \$728,513**
- k) Grant Fund November 2014 Balance \$250,507**
 - 1) Grant Fund November 2014 Encumbered \$38,359,180**
- l) Grant Fund December 2014 Balance \$266,446**
 - 1) Grant Fund December 2014 Encumbered \$36,450,804**

Jason Barbour motioned that the minutes and the consent agenda be accepted. Dinah Jeffries seconded the motion. All in favor, with no opposition.

Public Comment

Jason Barbour announced that Johnston County had updated their phone system and gone with Intrado. He announced also that they were the first to deploy the Intrado LTE system which is similar to FirstNet. He stated that there would be a presentation at the next Board meeting because they believe that they are the first 911 center in the nation to use this technology.

Election of 911 Board Vice-Chairman for 2015

The Board elected the Vice-Chairman of the NC 911 Board for 2015 as required. Paper ballots were handed out. Jason Barbour, who was currently serving in that role, was nominated and the Board was asked to write in other candidates if there were any. After the votes were counted Jason Barbour was elected again to this position.

Executive Director Report

- a) Update On Staffing and Retention Class

Richard Taylor presented pictures from the classes which David Dodd as PSAP Liaison is conducting throughout the state of NC to increase retention in PSAP staffing. The turnover rate in the PSAPs is very high. Mr. Dodd has done five classes so far. Mr. Taylor shared the feedback that he has received where the classes have taken place so far. He also presented highlights of these comments to the Board. The comments made by those in Waynesville, NC, were very impressive and he wanted to share them. The PSAP managers (especially those in the mountains and western NC) would like to have more classes in their areas. He thanked David Dodd for setting up the classes in western NC as they are more remote. He also commended Mr. Dodd for reaching the right people and Chairman Chris Estes thanked him as well.
- b) Showcasing GIS in NC: In State and Local Government

Chairman Chris Estes is involved in this event which is taking place February 25th. Richard Taylor announced he had given the rest of the Board invitations to this event. It shows how GIS is being used across multiple agencies in state government. It encourages cross-agencies coordination and they will be able to see how this process works. He invited those on the Board to attend.
- c) Update on Durham 911/Frontier Tariff Issues

Richard Taylor announced that a settlement had been reached between Frontier and Durham 911 regarding tariff charges originally discussed in August 2014. This has been a concern for a long time and

involved a considerable sum of money. Jim Soukup, the Durham 911 Director had been working toward a settlement for some time. The dollar amount was such that they were able to use fund balances to settle. A copy of the settlement is in the agenda book online. The settlement is for \$630,000. In the future there will be a flat monthly fee of \$13,000 per month. Mr. Taylor gave Durham County and Jim Soukup credit for keeping the Board informed and handling the matter professionally.

Update on FirstNet in North Carolina

Allan Sadowski addressed item Number 7 in the agenda. He introduced his new supervisor and the new head of communications at FirstNet. His first point was the need for FirstNet as a way to get data to first responders in the field and he said it was good to have LTE to provide backup when lines are down. He explained that FirstNet will be an LTE system designed for data and not a competitor with LMR. It will work with LMR. He explained that the FirstNet program is two years old and \$7 Billion will be given to FirstNet nationwide to help the build out. It is on spectrum for first responders to use rather than general public use. This is especially good during peak weekends at the beaches and holidays because cellular networks are often overloaded. FirstNet is funding education, outreach, and planning. FirstNet is working to answer questions. FirstNet is not there to tell 911 what to do, but take their questions and figure out how to do it. Richard Taylor is a PSAC member so NC is represented. In the future-April 23rd-there will be a meeting between the state and federal government about how \$1.5 million dollars will be released. At some point the state has to tell the federal government that they like or don't like what FirstNet is doing. The meeting between state and federal government will be in Raleigh, NC and it is the chance to say we want in or we do not want to participate.

Chris Estes announced and Allan Sadowski reiterated that it will be the Governor who makes this decision.

Allan Sadowski said that there must be concurrent rural build out. Rural areas have to have the same capabilities as the cities. How much it will cost is unknown because it varies from one area to another. He then asked for questions and concerns. Will it replace LMR? FirstNet says that it will not replace them. There is no standard for voice on LTE devices. Mr. Sadowski says that no one is going out to locals telling them that they have to buy it. If they like the service they have they can stay with it. What FirstNet hopes to do is give them options. FirstNet is not building anything. They are using what is there. Only the carriers can do that. How soon will it be available? In terms of roaming they are looking to get contracts with commercial carriers. He then asked for questions from the Board.

He stated that the PSAPs are the nexus for information. Richard Taylor stated that he looked at the PSAPs and 911 centers will be the central point for information and serve as the gateway for information. Allan Sadowski said that the 911 role would expand. Instead of using first responder he used emergency responder as the first responders have a specific role. Emergency Management is one and they should be able to tie into the system when needed. Power companies also need to be able to access the system as well. All of these entities have a role when something bad happens. Mr. Sadowski pointed out that DOT is also an organization that has a role in disasters. Mr. Taylor pointed out that in NextGen 911 centers would not just move voice and data, but it would also move all of the data that the other responders need. All of the information on FirstNet would be a gateway for what is important information.

Jeff Shipp asked that during the five to six years it will take to get FirstNet going is there a design of how it will be deployed? Mr. Sadowski said that they are not doing that because they are gathering requirements. They are getting information from the carriers, but when it will be implemented they do not know. Mr. Sadowski said that they are experimenting in Houston, where they have an eight site system testing FirstNet. They are also

testing in Colorado. There are a few other states with agreements with FirstNet. FirstNet is working on what the requirements are so far and they are using as much existing infrastructure as they can.

Lenoir County Grant Extension Request

Richard Taylor addressed item number 8 on the agenda. He stated that Lenoir County is consolidating with Jones County and they are partnering with Onslow County on their radio system. In doing this they are running into issues with negotiations concerning Onslow County on their system. Lenoir County hoped to have all of this done by December 24th, but they need an extension until March 31, 2015 so that they can complete the agreements to connect the system. The recommendation by staff was to grant the extension. Chairman Chris Estes asked for motions. Jeff Shipp motioned that it be approved and Rick Isherwood seconded the motion. Chairman Estes asked if this was just a time extension and Richard Taylor said that it was just time not monetary. Laura Sykora abstained from this vote due to a conflict of interest. All in favor, with no opposition.

Update on NextGen911 Committee

Chairman Chris Estes announced that Jeff Shipp would be addressing this agenda item. Jeff Shipp said that the RFP would be open until February 13th. He said that more work would be done during February and the first part of March. The notes are available for the Board in the online agenda. He is expecting a few more respondents by the due date. They hope to have a recommendation to the Board in the March meeting.

Update on the 911 Standards Committee

Laura Sykora and Richard Bradford addressed agenda item 10. Laura stated that at the December Board meeting they found that they had to go back to the compliance process. They thought that they had final language in November, but they have had to go back to this process. They have gone step by step to work through it. She showed what they adopted on the January 15th meeting of what the committee recommends for the evaluation process for the PSAP once the standards have completed the rule making process. She asked that the Board vote on this at the February meeting. The Board needs to work through this as it will be a policy of the Board. She then asked Richard Bradford to explain the rules. He stated Marsha Tapler has been working with OSBM to complete the financial justifications for a fiscal note needed for the rules. They are close to reaching this. Laura Sykora explained that the Standards Committee developed standards which are formatted as rules. Dave Corn will then develop a checklist. They are now working on what the PSAPs can expect from this during the rulemaking process. Chairman Estes asked her to explain the process they are using. She said that they have a Standards Committee and an Enforcement Subcommittee. These involve various first responder representatives and they also have representatives from the PSAP community. They have worked with the Enforcement Committee to develop a document. After the January meeting concluded one of the new members mentioned putting together a flow chart for the enforcement process so it is not just words, but a clearer pictorial representation of how the Compliance Process will work. They are going to work on this in the February 17th meeting of the committee. Chairman Estes said that the intent is to open this up for comment and to vote on it at the next 911 Board meeting and Laura Sykora agreed that it was. She invited questions for the committee and subcommittee, but asked that they have them on or by the 17th.

Richard Taylor said this document is to be used by the staff and a group the Board will create to inspect PSAPs. This is the process that the inspectors will use in how they will inspect and if they find deficiencies how they will handle them. It outlines responsibilities and what will happen. He said that each step of the process is explained in the document which is important because it will help PSAPs understand what the expectations are and how they are evaluated and how the standards will be enforced. These are safeguards. He asked the Board

to go through it and others to review it and express their thoughts about it. The Board wants comments and they want everyone to understand what is going on.

Chairman Estes said that this would solve the problem of inconsistency. It would level the playing field. He asked for other comments.

Dinah Jeffries commented that the PSAP managers want consistency. She said that whether they like it or not they need to make comments because they have to show that they want to be part of it to make it a stronger system. They can agree or disagree, but it will affect all of the incoming PSAP managers as well as those working now. They need to understand what the standards are. She asked the managers to make some kind of a comment because once it becomes final it is too late.

The Board has already voted to accept the standards, but they are working on the rule making process. Laura Sykora said this and added that they should use the email system which has been implemented that the standards should go out not just the rules that they are working on.

Chairman Estes asked for more comments and this time there were none.

Update on Funding Committee

A) Military PSAP Funding

Jason Barbour asked Richard Taylor to brief the Board on this item. Mr. Taylor said that Jason Barbour, Len Hagaman and Laura Sykora, members of the Funding Committee, had gone to Jacksonville to meet with representatives of Camp Lejeune and the City of Jacksonville in December to get more information about their request for funds. They received information about the actual network from the representatives in Jacksonville. Mr. Taylor said this was informative, but it led to more questions. He said that in looking at how Jacksonville was set up with CenturyLink it did not seem to work as it was explained. At a later meeting in January, Mr. Taylor suggested testing the network and they (Jacksonville and Camp Lejeune representatives) were surprised that the system did not work as previously described. They quickly got with their vendor and they emailed him later that they had done network changes to fix the problem. It doesn't include Onslow County as stated in the MOU. He said he now has the information that he needs and can make a recommendation from staff to the Funding Committee as far as their request. As for Fort Bragg they have not had any further communication so he is not planning any further action at this time. He has asked for the cost of the interface between the two CAD systems and their vendor has not yet provided this information.

Chairman Estes asked for questions and Dinah Jeffries asked if all communications were cut between the county and Jacksonville? She was answered with the statement that the city and county were separate by Richard Taylor.

B) School Safety Coordination

Richard Taylor thanked Chairman Estes for connecting the members of this committee with other parties getting information on the project. John Dorman, NC Emergency Management has been asked to present what he has gathered so far to the Board next month. Mr. Taylor said what he has put together is amazing. He took a few slides out of his presentation and showed the program he has created for getting information. He has been working with Kym Martin with the NC Center for Safer Schools and the

Department of Public Instruction. Mr. Dorman would like to set up a meeting with 5-10 PSAPs to get technical information on what it would take to interface with their CAD systems. His goal is by the end of March to have all the floor plans of all schools in NC accessible in his application.

Mike Anderson, a former school resource officer, knew that 911 was often left off of training for active shooters and he is developing a program for them. Dinah Jeffries stated that Mike is being brought in with Emergency Management to develop recommendations for how all 911 centers should handle active shooters. They are looking forward to Mike joining their group because he has a lot to offer.

Richard Taylor said that they were meeting in March to see where everyone was on all of this.

Proposal for Statewide PSAP Assessment

Item 12 on the agenda was addressed by Laurie Flaherty of the National 911 Office and Andrea Keirnan of Booz-Allen-Hamilton. Richard Taylor introduced both Ms. Flaherty and Ms. Keirnan to the Board and highlighted who they were. He then introduced that he and Ms. Flaherty had an idea of adapting the EMS' self-assessment program to 911. At this meeting she and Ms. Keirnan were going to give a formal presentation of what this would involve.

Ms. Flaherty thanked Mr. Taylor and the Board for having them and for sharing information with them. They then went on with their presentation. She introduced Ms. Keirnan to the Board. She said that they would be covering familiar ground to the Board and how the process of assessment would work.

Ms. Keirnan stated that at first they would talk about what NC 911 is doing to assess itself. In 2005, NC 911 began developing a plans for wireless 911 and in 2007 wireline and VoIP 911 were added and the Board started working with Intrado to work on the short and long term implementation of 911. In May 2009, a study group was created to look at how operations were going. She said that during the study group meetings 13 recommendations were made and approved by the Board. There are a couple of things outstanding for this year, but progress is being made. She then saw that they were ready to plan for NextGen911 and the RFP that has been created is a good step. What the Board should be looking at is how does this fit in with the National 911 system. NextGen911 will be a system of systems. Consistency will be very important. What needs to be looked at is how can this assessment be used to make sure you are being consistent and what better way is there than by a system of peers.

Ms. Flaherty said that when 911 first started they were all separate systems, but in NextGen911 they will all be one interconnected system. Uniformity will be important as never before. She said that measuring how NC compares nationally is a smart approach. NextGen911 will enable calls to be tracked nationally. Questions of technology and administration will come up. She stated that the Board and NC 911 could use an objective party for information and to ask questions. She then presented the state assessment guidelines. The National 911 program has existed for about ten years. As NextGen911 moved forward they heard the same comments over and over. They modeled the 911 assessment after the EMS assessment because it has been successful in improving their system at a state level. The guidelines were not written by National 911, they brought together stakeholders and PSAPs from all kinds of backgrounds to discuss and decide what was important in a statewide 911 system as far as operations. They did not assess technical issues, just the operational ones because this should be emphasized and they thought about how the administrative and people in the system work. As such the focus of this assessment is how the system of people operates. It is voluntary. The state asks and pays for the assessment and the assessment becomes property of the state.

Ms. Flaherty showed the guidelines of the assessment. The state is not compared to other states, but to benchmarks of eight categories. These pertain to the administrative workings of a 911 center and they were broken out before the Board. They do not say how the functions should be done only that they should be occurring and they are measured as “good, better, best”. The state can evaluate itself then a team of peers will come in and give recommendations to the state as to how the state can improve. The assessment provides validation. A sample of the guidelines that they use was presented to the Board along with the criteria for “good, better, best” and an explanation of the criteria and the need for it was also included. Documentation is provided for why the state is at this level then an assessment team comes in and reviews the results.

Ms. Keirnan said that the assessments give a holistic view of the whole system. It sets objective benchmarks of where the system is and how it can improve. She reiterated that it would be done by peers and reviewed by peers. She explained that the assessment team consists of 5-7 assessors and an administrative person and they work for about five to seven days. She did not go into the specifics, but she said that it would be a six to nine month process. They would train the assessment team as needed and logistical support. For NC the biggest thing would be gathering the assessment team and data on the current environment (where the criteria are being met at the present time) for the assessment team and logistics for the assessment team and financial support while they are there. They need to understand what NC needs as far as time to put together resources. She provided an example of the assessment costs-\$17,000 to \$23,000. And they would like to make it a smooth process.

Ms. Flaherty then presented the next step which would be a conference call to discuss what the next move would be as far as making arrangements to coordinate efforts. Who would be on the team in NC and who would come from Washington. She said there was a range on purpose because some states need more time than others. It is a new process for 911, but they are confident that their service will be useful in preparing for NextGen911. She then asked the Board for questions.

Laura Sykora said that she had only seen a few examples of the “good, better, best” assessment. She asked if the Board and NC911 would do its own assessment and then the national assessors would come in. Ms. Flaherty said that is what they would do and the state would provide documentation of why they thought they were where they were and the national assessors would then come in and check their findings. The documents would serve as points of reference. The team members are assigned different categories based on their expertise. Sometimes it is hard to get documentation in writing, sometimes they just need clarification. The participants in the process often learn from the assessments as much as those being assessed do.

Rick Isherwood commented that this may affect the RFP process. Could something come out of the RFP process that we need to address in this assessment? Richard Taylor responded that the RFP is a technical assessment, while this is an operational one. That is the key difference as we move forward in NextGen911 deployment, with the RFP we will see technically what is going on, but this will help us operationally. We can do both at the same time so we can move forward at the same rate. Mr. Taylor said that the recommendation of staff was to approve this assessment.

Chairman Chris Estes asked for clarification. Mr. Taylor said that the Board needs to approve the expenditure. At the high end it would be \$25,000 maximum to do the assessment for the NC 911 system. Laura Sykora asked what the PSAP role would be. Mr. Taylor said that they would be responsible for getting the data. Some information would be from the state level too.

Jeff Shipp said that it would be a good idea because it would provide an objective review.

Chairman Estes asked if Richard Taylor had numbers on the staff costs to gather this information and additional staff was needed to get it done. He said that this seems like a good program, but we need to know what all the costs would be not just the fee to the national level. Slayton Stewart asked about a timeframe and Mr. Taylor said that they were looking at about nine months. He said that he had not set down with staff about the additional work load. Laura Sykora said that as they are working through the standards review process and this may add extra work for the PSAP community all at the same time if we add this too. Mr. Taylor said that a lot of the standards are a part of this assessment so they will go hand in hand. Dinah Jeffries commented as a PSAP manager this is vital as it will play a role in looking at operational standards. She knows it is work on them, but it would provide them operationally with standards across the Board and the recommendation should be accepted.

Jason Barbour asked that they make sure it can be done and contract it out. Can we do this? Do we have the staff to do it? Will it hurt to table the issue so there could be time to look into it? Mr. Taylor said that was not an issue, it could wait. Chairman Estes said that it is important work. Jason Barbour said that they need to make sure they can handle it and a contractor should be looked at as the Board and staff is already spread thin. Has our cost via contractor been looked at? Marsha Tapler was asked if there was money in the budget to hire a contractor to cover the cost of this. Ms. Tapler said that they had budgeted for a project, about \$80,000 was there for contracting individuals and there is a fund balance. The problem was that the cost was presently unknown. Jason Barbour said he could make a motion to approve it, but he wanted to make sure it could be done. Jeff Shipp stated that some of the preliminary information was already available and gathered. He said that if the recommendation was from staff they were already committed to it. Slayton Stewart asked if staff had “the bandwidth” to handle this. Mr. Taylor said he did not want to overcommit them. Mr. Stewart said then that it should be definitely put out to a contractor. Mr. Taylor said that at the February meeting numbers could be provided. Chairman Estes said that a roadmap needs to be made for this against what timeline. They are being asked for information and participation in a short window which may create problems for the PSAPs. Jeff Shipp made a motion that they move forward if the financial resources are available for contract labor if needed to support this project and Slayton Stewart seconded the motion. Mr. Taylor agreed to provide more financial information on contract labor in the next few weeks as asked by Mr. Shipp. Chairman Chris Estes abstained from voting because he formerly was employed by Booz-Allen. All in favor, with no opposition.

Review of 2015 Goals

Committee Appointments

Richard Taylor and Chairman Chris Estes addressed item 13 on the agenda. The Board went through a goals setting exercise at the work session in December. Richard Taylor announced the goals that came out of this vote were as follows:

#1-The “Easy Button” for financial reporting efficiencies (and a new funding model) was assigned to the Funding Committee under Jason Barbour.

#2- NextGen911 deployment went to the NextGen911 committee chaired by Jeff Shipp.

#3-Outreach to stakeholder management officials went to the Education Committee chaired by Margie Fry.

#4-Backup and recovering went to the Standards Committee chaired by Laura Sykora.

#5A-Communications to PSAP managers both from the Board and to the Board went to the Education Committee under Margie Fry.

#5B-Communications and training also went to Education under Margie Fry.

Members have also been added to the various committees from individuals representing the PSAPs. The hardest job in the coming year will be looking at financial reporting and the new funding model. There are also still vacancies on the different committees which they are looking to fill as soon as possible. Chairman Estes said that one of the feedbacks they are receiving from the PSAPs is that the way money is being handled is cumbersome and it needs to be easier to understand and more consistently applied. He said that he had received a passionate plea to change this process. Jason Barbour asked if more financial people had been added, Mr. Taylor said that one had resigned and moved and that one was still in discussion. Chairman Estes said that if anyone was interested they would like to have more financial people involved in the committee. Jeff Shipp said that he had asked Eric Cramer to join the NextGen911 Committee filling one of the vacant seats on that committee. The other open Board committee position was in Standards and Chairman Estes directed people from the PSAPs to fill this position by contacting Laura Sykora or Richard Taylor.

Dinah Jeffries asked if there needed to be a special committee on school safety included in the listing. Mr. Taylor said that it could be made permanent. Dinah Jeffries asked if there could be a list of the special committees.

Richard Taylor said that next month would be the Education Committee's "turn to shine". Jason Barbour asked if Len Hagaman would be available during the next Funding Committee meeting as he has a conference regarding the LTE implementation in Johnston County.

NC911 Board Social Media Update

Tina Bone addressed the 14th item on the agenda. She has been working with Liz McClain on the website and social media pieces being integrated. On the Facebook page a different PSAP is being featured each week and the same one is on Twitter. The PSAP managers' list serve is working well. There has been a lot of feedback and the number of people signing on for the phone and web conferencing is helping them become involved. Richard Taylor said that he attributes the number of people joining in via web and telephone can be attributed to social media and the new newsletter which is going out.

Chairman Estes said that there should be more ways to recognize operators in the field. They could possibly be nominated and awarded online as well in person. Mr. Taylor said that one is being recognized in February. Ms. Bone stated that there are lots of Tweets going on and some are being repeated.

January 911 Outages

David Dodd addressed item 15 on the agenda. There have been two since January 1st.

He said that on January 11, 2015, at 8:11 a.m. there was an outage for about 2 hours in the Frontier Communications area. Their investigation said that the problem was in the replacement of a faulty card in the system switching equipment in the Sylva Office. By April 1st 2015 they are looking to send this to a second and diverse OC fiber ring so that it will not happen again. This affected Madison, Yancey, McDowell, and Mitchell County PSAPs.

On January 28, 2015, in Orange County there was an outage at 5:39 p.m. in the Rocky Mount router. The failsafe procedures worked. The Rocky Mount trunks were sent to the Clinton Selected Router. Based on the emails received from the emergency services manager and the data services manager there is concern that CenturyLink did not detect the outage until someone from Orange County called. This outage was in the CenturyLink area. Dinah Jeffries commented that Orange County seems like where things start when there are failures, but they were excited that the roll overs did work. The issue is notification from the NROC or NOC or monitoring center period. There is an expectation of most 911 centers that they have communication so that they know something is wrong. They have to call and report their own problems. The issue is they are not sure that the monitors are really watching. Is it a misunderstanding of what NROC is and what the responsibilities of it are and if it is not a responsibility then of the 911 community needs to know to do it. There needs to be clarification on this and it is a concern. She said that she appreciated Jordan Rubright answering questions and the NROC there told them that it was a fiber cut. But Person County was on the same route and they had no issue. The 911 centers are hearing the NCROCs asking each other for information and if there are calls from other centers and this is causing the 911 centers to lose faith in their ability to maintain the system. Chairman Estes said that they need to establish what the communications should be as far as notification and staff should look into this.

A representative from one of the PSAPs said they tend to concentrate on the failures, but his concern is how they handle the recovery. The representative was Lloyd Moskowitz in Gaston County. They exercise their backup center on a regular basis. They had a planned event of an outage so that they could see what the actions would and should be by both the 911 centers and the providers. Chairman Estes agreed that he would put staff on gathering information on what the communication between both groups should be. He said this is why the Board is a mixture between providers and PSAP operators. Mr. Moskowitz said he would be glad to provide information on this. Margie Fry said that she could and would provide information from Time Warner Cable if needed.

Other Items

Richard Taylor announced that as of February 12th he and David Dodd would have new phone numbers. These will be sent out to the Board.

Adjourn

Jason Barbour made a motion to adjourn at 12:28 and it was unanimously seconded by the Board.