

North Carolina 911 Board
Minutes
April 24, 2015
3514A Bush Street
Raleigh, NC

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NCNENA) Johnson County 911	Tina Bone (OITS)	Janice Bailey - Randolph Co 911
Darryl Bottoms (Police Chief) Pilot Mountain PD	Richard Bradford (DOJ)	George Bakolia - Retired
Rick Isherwood (CMRS) Verizon Wireless (Phone)	Dave Corn (OITS)	Randy Beeman – Cumberland Co Emergency Svcs
Rick Edwards (CMRS) Sprint	David Dodd (OITS)	David Boggs - Apex PD
Chris Estes (Board Chairman) NC State CIO	Marsha Tapler (OITS)	Byron Burns – Carolina Recording
Margie Fry (VOIP) Time Warner	Richard Taylor (OITS)	Meghan Cook - OITS
Len Hagaman (Sheriff) Watauga County	Aaron Soto - Stenographer	Sam Estridge - LTPC
Dinah Jeffries (APCO) Orange Co. EMS		Greg Foster - Alexander Co 911
Jeff Shipp (LEC) Star Telephone		Judy Griffin - Halifax Co E 911
Rob Smith (LEC) AT&T		Henry Hedgereth - Halifax Co 911
Jimmy Stewart (EMS Chief) Hoke County 911-Phone		Jeff Holshouser – Airbus/DS Com
Laura Sykora (LEC) CenturyLink		Heather Joyner - Halifax Co 911
Eric Cramer (LEC) Wilkes Communications (Phone)		Janet King – Randolph Co 911
Andrew Grant (NCLM) Town of Cornelius (Phone)		Glenn Lamb - Guilford Metro 911

		Mike Martin - TriTech
<u>Members Absent</u>	<u>Staff Absent</u>	Erica Matthews - Halifax Co 911
Tommy Cole (NCSFCA) Pinecroft-Sedgefield Fire Dist.		Jacyln McElwee - Halifax Co 911
Slayton Stewart (CMRS) Carolina West Wireless		Timmy Mitchell - Cumberland Co Emergency Svcs
Lee Worsley (NCACC) County of Durham		Melanie Neal - Guilford Metro 911
		Phil Penny – Mission Critical Partners
		Laura Piche – Orange Co Emergency Svcs
		Heather Pleasant - Halifax Co E 911
		Wesley Reid - City of Greensboro
		Jane Richardson – Randolph Co 911
		Joe Sewash – CGIA
		April Shaw - Halifax Co 911
		Candy Strezinski - Burke County 911
		Rick Thomas - Apex PD
		Desaree S Walter – Randolph Co 911
		Donna B Wright - Richard Co 911

Tab 1 - Chairman's Opening Remarks

Chairman Chris Estes called the meeting to order at 10:00am.

Chairman Estes welcomed the guests attending the Board meeting and recognized former Chairman George Bakolia and former Board Member Wesley Reid.

Technical difficulties are discovered over the telephone bridge, Chairman Estes calls a recess at 10:06 to resolve issues. Meeting resumes at 10:13AM

Tab 2 - Ethic Awareness/Conflict of Interest Statement

Chairman Estes read the Conflict of Interest Statement to the Board regarding the issues that would be discussed. Laura Sykora would be abstaining from items 6 and 8. Jason Barbour had questions regarding a potential conflict of interest on item 8 due to prior business with one of the applicants; announces there is no conflict of interest.

Roll call is called for members on phone, 911 Board members Eric Cramer, Andrew Grant and Rick Isherwood were present Roll call proceeds to non-911 Board members, Tammy Aldridge, Sherri Bush, Brad Fraser, Ray Silance and Ryan Spong were present for the call.

Tab 3 - Consent Agenda

Executive Director Richard Taylor reviewed the following with the Board:

Minutes of March 27, 2015 Board Meeting

Richard Taylor identified corrections on page 5, Guilford was misspelled. On page 8 it was corrected to read "was recommended from committee" and not "Chairman Estes did not call the recommendation".

- A. Minutes of March 27, 2015 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 March Fund Balance \$267,829
 - 1) CMRS March Disbursements \$ (3,522,430)
- H. PSAP March Fund Balance \$12,204,452
 - 1) PrePaid March CMRS Revenue \$943,247
- I. Grant Fund March Balance \$501,095
 - 1) Grant Fund March Encumbered \$(26,742,750)

Complete reports are located in the "Agenda Book" tab on the NC 911 Board Web Site

Chairman Chris Estes moved for a motion, Jason Barbour made motion was seconded by Dinah Jeffries. Motion passed unanimously.

Tab 4 - Public Comment

Floor was open for comment for the Board, no guest speakers were present for this meeting.

Tab 5 - Executive Director Report

Executive Director Richard Taylor announces a new staff member position that was recently filled had become vacant due to the staff member resigning. Applications for the position have already been closed as of last Friday (4/17) and are being reviewed by Human Resources. Expectations are within the next ten days for interviews to fill the position.

B) Legislative Update

1) H352 (Standard of Proof)

Standard of Proof bill refers to telecommunicator liability issues and was introduced last session but did not pass and has been reintroduced in this session. It will be heard on Friday in the House.

2) H380 (State School Safety Management)

Originally this bill was discussed at the 911 Board meeting in Burke County, Panic Button Bill. Favorable support in committee and was passed to the House floor where it was approved and is now in the Senate. Executive Director Taylor raised concerns that there is no funding attached to the bill. Chairman Estes notes there was money in DPI for this, Executive Director Taylor announces there is two million dollars of available funds, but raises concerns that this is not enough.

Richard Bradford stated he heard Mike Sprayberry, State Emergency Manager, speak about this bill at the recent FirstNet meeting to raise awareness of the cooperative effort between the 911 Board, Dept. of Public Instruction and the Dept. of Public Safety. Part of the funds available at DPI are appropriated but not spent. There is a contract for a pilot project, there were several comments that affect some change there was an outside assessment for efficacy and was discussed briefly.

3) H506 (911 Fund Distribution)

Referred to Local Government in the House and received a favorable vote and had not been scheduled in Finance yet. Executive Director Richard Taylor has spoken against this bill for the

broadness of the bill. Executive Director Taylor raised concerns regarding the misinformation going to legislators.

4) H512 (Amend/Clarify Back-Up PSAP Requirements)

Executive Director Taylor has not seen any particular action or movement on this bill.

5) H730 (County Provide 911 Dispatch Services)

Executive Director Taylor has received numerous calls regarding providing 911 service for municipalities and how they should be charged. Taylor believes there is confusion regarding situations in regards to performing services that are outside of 911 calls.

Dinah Jefferies requested information be put out breaking down exactly what outside 911 services that would be owed. Dinah performed a survey with 62 responses. The survey was not broken down in regards to which counties are splitting and how they are splitting the costs.

6) H512 (Grant Recipients Posted on Grantor Web Site)

Executive Director Taylor reviewed details with the Board regarding the names of grant recipients requiring to be posted on a Grantor website.

7) S571 (Expand Uses of 911 Fee)

As of April 24th 2015 this bill has not been heard, next week was noted to be a busy week due to being crossover week. Executive Director Taylor has asked to meet with Senator Davis and Rep. Boles to discuss their bills and provide further information.

Dinah Jeffries opened with a question if there was a misunderstanding that they do have an appeal. Executive Director Taylor has spoken to Marsha Tapler and Richard Bradford discussing that there is an appeal process that already exists in 911 Board policy and if there is a question that the statement will explain what the process is. Marsha brought to the Board that the appeal process has been used in the past. Executive Director Taylor announced that statements made will be attached to this form.

Laura Sykora makes a motion to oppose House Bill 506, Jeff Shipp seconded. Discussion was open to the Board, motion is open to voting. Motion passes unanimously.

H730 was opened to the Board for discussion. Richard Bradford discussed that with legislation it often needs to be understood what issue needs to be solved by the proposed bill. There was no further discussion.

C) Update on Bi-Annual Audit

Executive Director Taylor overviewed the current progress of the audit and having an outside eye looking at the performance. The audit itself is coming to a close, the auditor has met with the 911 Board Chair. The final report is slated to be performed by the State Auditor. Audit process is moving without issues as of this meeting. Executive Director Taylor offered recognition to Marsha for her duties.

D) Telecommunicator Recognition

1) Randolph County 911

This incident occurred back in December and involved two children being abandoned at a church in Asheboro and the murder of their mother. A portion of the 911 audio was played for the Board. The review of the audio demonstrated the professionalism and teamwork of the staff. The following members were introduced, Lt. Janet King, Sgt. Lane Richardson, Telecommunicators Dessaree Walter and Jamie Bailey.

On behalf of the Board, Chairman Estes presented an award to the telecommunicators of the Randolph 911 for outstanding teamwork and public safety.

2) Halifax County 911

The Board watched video and listened to the audio recording of phone calls made to 911 regarding the train that derailed and hit an 18-wheeler. Chairman Estes on behalf of the Board presented an award for Halifax County E-911 for Outstanding Teamwork, Professionalism and Commitment to Public Safety, April Shaw, Erica Matthews, Amber Smith, Heather Pleasant, Sheena Brown, Judy Griffin, Jaclyn McElwee and Halifax County 911 Director Heather Joyner were recognized.

APCO representative Dinah Jefferies offered recognition to the teams for their hard work.

Tab - 6 Update From Funding Committee

Funding committee was able to meet this week and will be meeting again on May 7th 2015 to have appeal documents reintroduced to the Board. The committee will review the appeal process for funding issue and will be having a work session with the 911 Board at the next meeting. In the previous committee meeting three funding reconsideration were presented. Jason offered the Board a reminder that the Funding Committee asks several questions of each funding reconsideration concerning the expenditure of funding especially if it is going to occur during the upcoming this fiscal year and if their fund balance is down to the 20% level. Further questions are deferred to 911 staff member Marsha Tapler.

1) Person County funding reconsideration is for the telephone expenses associated with the Intrado A911 solution which have increased telephone expenses by \$10,071.87. Some concerns

were if the system was ready. The system was scheduled to be ready in May, now set to occur July-August the billing would start in September. Another question is if they were within fund balance and their fund balance is below the 20% level. The funding committee were requested for \$538,786. Recommendation was from committee, no conflicts of interest arise, and the vote is unanimous in favor of the Committee recommendation.

2) Raleigh-Wake 911 provided documentation of their fund balance was being spent down this fiscal year. Their fund balance will be used against console furniture total and a logging recorder. Original request was for \$8 million dollars, most capital purchases with the Funding Committee and discussions they approved the phone systems was the phone system was going to be installed and include ESINet for the main and the backup. Expectation is to use two hundred and sixty six thousand fund balance would be used after their capital expenditures. They are asking for \$2,861,093.36 for their distribution and will come back to the Board on a later date regarding the capital in the first quarter of August. Recommendation was from committee, no conflicts of interest arise, and the vote is unanimous in favor of the Committee recommendation.

3) Stanly County has \$ 575,000 in fund balance balance, however in order to get the grant project completed they withheld payments to the vendor to move the process. The 507,000 dollars is to be used to pay backlog of phone expenses and drop their fund balance down to \$ 45,000. They are asking for reconsideration for upcoming costs with radio equipment as well as recorder and CAD server migration. They are asking for funding on a monthly basis as they have financed it for over 15 years. The cost was originally for \$771,255 for their radio which was lowered during discussions due to ineligible costs that were removed. \$30,000 of fund balance was applied, they are asking for \$567,082.99.

APCO Representative Dinah Jefferies opened discussion regarding the 15 year lease. There was further discussions regarding the past due payment for phone service. Richard Taylor clarified that the past due bill was separate from the grant contract and was only outstanding in the County's attempt to bring awareness of the outstanding issues with the grant project to the vendor. Recommendation was from committee, no conflicts of interest arise, and the vote is unanimous in favor of the Committee recommendation.

Tab 7 - Update On FY16 Grant Cycle

Richard Taylor announced the grant cycle closed on April 10th. The Grant Committee will have access to the twenty three grant applications when they are posted to the secure website. Taylor discussed the grant priorities with the Board. The recommendation of the staff is that end of life replacement was be like last year for the biggest priority and regional initiative/Back-up was second. 75% of the weighted score went to the End of Life Replacement, Regional Initiative/backup made to 25%. Laura Sykora motions to approve, motion is seconded by Len Hagaman.

Jeff Shipp brought forward that the increased communications between the Board, staff and PSAPs probably accounts for the increased number of grant applications.

Motion is moved for approval, voting is unanimous, motion approved.

Tab 8 - Update from NextGen 911 Committee

Jeff Shipp opens with a motion a motion to close the public meeting pursuant to North Carolina General Statute 143-318.11(a)(1) for the purpose of receiving information that is not yet public regarding the recommendation for award pursuant to North Carolina General Statute 147-33.95 and the Board's discussion of the RFP evaluation, and management of the procurement process, and consulting with counsel. Jason Barbour seconded the motion.

Richard Bradford discussed the procurement authority and under the authority the RFP is a public document, at this point in time the offers received from the vendors and the details and the evaluations of those offers are not yet public. The information when the contract is awarded becomes public record unless the information is a trade secret. Why the decisions were made cannot be made in open discussion, however in a closed discussion cannot be voted in.

Motion on the table: Close the public part of the meeting for the Board to get further information. If the motion is not approved the Board will not be able to hear any non-public information. There will be no vote during the non-public meeting.

Laura Sykora confirmed that she can vote on this motion, as she has abstained from the actual selection. Motion on table for voting, voting passes unanimously. Public Board meeting is closed at 11:40am.

Closed Board Meeting

Meeting opens up at 11:42AM Board, roll-call for online members. Material presented at this meeting the completion of the award is an administrative process. If the Board chooses to approve this award everything discussed in this meeting is public record immediately. Richard Bradford informed the Board that minutes will be taken during this meeting and if approved will become public record.

NextGen Technical Support RFP

Chairman Estes opened the closed session asking Jeff Shipp to begin the discussion regarding the RFP award selection. Mr. Shipp asked Dave Corn to present the findings of

the committee. The Technical Support RFP was issued December 2nd, 2014 with responses due back on February 13, 2015 creating a

- A statewide ESI (IP) network
- A GIS routing solution
- A hosted call handling solutions,
- A Network Operations Center and Help Desk (NOC) solution
- A CAD interoperability solution
- A radio interoperability solution

He stated that it was the Board's goal to find a vendor who had experience of doing this with other states and to allow vendors to also present their unique offerings.

Evaluation Criteria :

Bidder Qualifications 20%

Technical Experience of key personnel: 20%

References: 10%

Response to statement of work (RFP section 3.6) 30%

Lessons Learned 10%

Cost: 10%

Scoring of each vendor was displayed:

Federal Engineering: 60

Mission Critical Partners:48

L.R. Kimball: 37

RCC Consultants: Non Responsive

NCOIC Network Centric Operations Industry Consortium: Non Responsive

TSS Technology Systems Solutions Partners: Non Responsive

Vendor Presentations were scheduled and questions created before Vendors came in. Each vendor was provided these questions in advance to prepare themselves.

The Committee voted on in that meeting to move forward with Federal Engineering and Mission Critical Partners.

Follow up conference calls were made with Federal Engineering and Mission Critical Partners. The intent of the conference call was to ensure each vendor had a clear understanding of what the Board wanted.

Each vendor was then given an opportunity to present its Best and Final Offer (BAFO). It is recommended by the NG911 Committee that Federal Engineering is the company to

proceed with. Through the process they scored the highest and were voted the best by the committee.

Discussion is held regarding the locations of each of the vendors and if they have had any previous experience inside North Carolina. Federal Engineering does not have an office in NC, Mission Critical Partners does have a location in North Carolina. Federal and Mission Critical Partners have not done any statewide work in North Carolina. Mission Critical Partners has done twenty four previous jobs in the state.

The Board discusses Federal Engineering's history of being very well regarded and having done similar work in at least 14 other states and has had good feedback.

Mission Critical Partners has done 4 sites, feedback for Mission Critical was positive. During last discussions Mission Critical Partners did an excellent job, however Federal still performed highly.

Jason brought up if Federal Engineering wanted to keep the approach, M.C.P. were very insistent of changing the specifications.

In the final documentation Mission Critical Partners, no response regarding waiting for the standards to change with CAD changes. Radio operability was to do a feasibility analysis and to suggest and migrate PSAPS to a common radio platform which the Board has no responsibility with radio.

The Board asked them (MCP) to take out two hosted solutions, and they responded back they would still provide two hosted solutions. Even if the Board would go with Mission Critical Partners they would not get the specifications they wanted. Discussion is held over showing the committee a slide presented to the Board due to a strong presentation from Federal Engineering. Information on the Board would become public.

The Board is informed they are allowed this as long as it doesn't identify with any particular vendor. Discussion is held concerning which slides need edits to remove information to be able to present to Public before voting. BAFO costs were discussed, recommended against showing due to not all vendors costs are not available.

Board members are informed they can speak about Federal engineering only, The BAFO will be signed by the Chairman and that will be given back to the Vendor. When that's done there is a notice over the state system to notify everyone that the contract is awarded and that the vendors can look at the documents and the files. If the Vendors want to protest, they can. Richard Taylor will need to be approved to sign the BAFO as the Chairman will be out of town for the next week.

Board members who have used vendors in the past do not have to abstain from this vote.

Meeting is closed at 12:12pm to resume the public session.

The meeting is reconvened at 12:16pm with verification after technical difficulties. Roll-call for online members is called, meeting resumes with Andrew Grant and Eric Cramer absent.

Committee Chair Jeff Shipp brings forward from committee recommendation for the RFP for Technical Consultant and is moved from committee to discussion.

The Board and audience are shown edited screenshots to comply with regulations regarding the respondents and criteria. The Board reviews slides regarding respondent's demonstrated concise and thorough awareness of the requested evaluation criteria, a more collaborative approach, suggest real world practical experience, significant number of consulting clients for statewide and regional NG911 activities.

Board is presented with Federal Engineering's bid of \$472,380

A recommendation from the NG911 Committee is made to award technical consultant contract to Federal Engineering for \$472,380 and also to give authority to Richard Taylor for signature of Best and Final Offer. Discussion is held over the six respondents to the RFP and documentation regarding respondent's answers. Vote is called for on the recommendation. Vote is unanimous and motion is passed. Board members Rob Smith and Laura Sykora abstained.

Tab 9 - Update on Statewide Assessment Project Cost Analysis

Richard Taylor brings before the Board the total projected costs, and man hours required. The project has been assigned to David Dodd. It is brought before the Board with the total projected costs \$31,283 which is already in the budget. Taylor recommends that due to the required man hours needed for the project to hire a contractor utilizing the State's temporary agency services. Laura Sykora brings into question regarding approval of the entire \$31,000, Executive Director Taylor feels better approving the costs to move forward.

Motion is made by Jeff Shipp to proceed with the project based on the analysis cost, it is noted that if the amount goes over budget they would have to come to the Board for approval. Laura Sykora seconded the motion. Motion is moved to a vote, vote carries unanimously.

Tab 10 - Presentation of FY 2015-2016 Budget

The information reviewed by the Board is noted to be only for presentation and will not be voted until next month. Marsha Tapler presents the estimated budget for personnel for the 2015 year at \$419,179 and the proposed budget of \$606,725 for SFY 2016. It is recommended that the position held by Dave Corn is a contract position is recommended to be moved to a regular full time position. Also recommendation is to add another financial review position.

Marsha is adding an additional audit for next year as there will be more information needed and more required man hours. For other information technology services are currently budgeted at \$80,000. Increase to \$100,000 including for Project Manager in OITS. There has been discussion about getting receipts through the bank system, having capability of doing the annual revenue/expenditure automated online and would also be handled by the OITS/Project Management group. Budget increases were noted for travel expenses for Board member travel, information was spread out to better identify what the money was actually for.

Staff travel is proposed with a 10% increase to account for additional in state travel for PSAP Manager training sessions and for out-of-state travel. Board member/non-state employee travel is being separated to distinguish between actual Board member travel expenses and costs for providing meals at Board meetings and training sessions.

Marsha presented the next area covers the data and cellular information. This was decreased approximately 12%. Funds regarding advertising remain at \$100,000 for training.

Richard Taylor discusses the purchasing of tablets to be provided for all the Board chairs for electronic agenda books to move towards holding Committee meetings and Board meetings to be total paperless. Also the purchase of RDDM's for ECATS remains the same.

Marsha noted to the Board an increase due to a change in CMRS Cost Recovery expenditures. One vendor had a small increase this year and to avoid any potential problems an increase from \$9.5 million to \$9.6 million is recommended for next year.

In the PSAP expenditures an increase from \$54 million to \$60 million is being recommended to cover the additional costs anticipated for back-up PSAP plans being approved, additional secondary PSAP funding and for funding reconsiderations anticipated in the next fiscal year. In the Grant Fund, revenues are derived from transfers from the PSAP and CMRS Fund. What is being recommended is only an estimate at this time of \$16.1 million.

Lauren Sykora opened with questions regarding the budget costs, Marsha was informed that the budget may drop with prepaid revenue according to the Department of Revenue. When she did the projections everything was in line, and in the last couple of months, things have changed and during the next meeting this will be further clarified. Estimated Year End is what the Board should receive and noted the Board may not receive all revenues as estimated.

In the "Roll-Up" format, total revenues for FY16 reflects \$83.6 million without interest and the Grant Fund. The Admin fund does reflect more expenditures over revenue and will require going against Admin Fund Balance for \$940 thousand. Total revenues projected are \$ 126,681,963.

Total expenditures recommended are \$ 113,248,963 not including the Telecommunications Relay Fee.

Tab 11 - Update From Standards Committee

a) Enforcement Subcommittee Policy for Subcommittee Travel Expenses

Enforcement Subcommittee work is winding down and an offer of joining the standards committee was extended to the subcommittee and but one has accepted the offer to join the Standards Committee. Ms. Sykora brought forth a motion from the committee to reimburse the members of the peer review group the cost of travel as they go and travel to the PSAPs. The reimbursement would be at the prevailing state rate. Chairman Estes clarified that the reviewers would be people working "in the field" from PSAPs, coming in at the Board's request and being reimbursed at the state rate. Motion is put to vote, motion passes unanimously.

b) 911 Standards Adoption / Rulemaking Status / 911 Standards Timeline Review

Richard Bradford's timeline was presented to the Board, indicating the process Marsha Tapler took with edits and requests over a several year period in preparing the fiscal note.

The timeline indicated that work on the fiscal note started in April 2012. In June, the fiscal note was sent to OSBM. Eleven months later OSBM indicates the fiscal note is not completed as directed and Marsha sought further guidance. In November 2013 it's noted that none of OSBM's comments have any effect on the proposed rules.

Mr. Bradford reported that there is a requirement for any rule that has a substantial financial impact that the agency provide at least two alternatives. In December of 2014 there is comment in the email thread that a table provided by OSBM doesn't seem to calculate correctly because it doubles the receipts and disbursements. The table being used could not be easily explained; follow up information provided with the table intended to show figures of the Net Benefit or Net Cost. Some information is indeed entered twice, cost some place, benefit some place which would explain the appearance of "doubling".

Mr. Bradford reiterated that the staff has been trying to move forward and part of the discussion over the last three years has been trying to help OSBM understand the 911 system. Marsha Tapler explained that the table has been corrected to ensure that if someone picked up the document and read the table they would not be confused with the "doubling".

Laura Sykora asked what the next step would be in the process. Richard Bradford stated that we are awaiting approval of the fiscal note from OSBM. During the meeting Marsha received the timeline for OAH filing the rules for publication is May 8th. And the rules would be published by June 1st.

Adjourned

Chairman Estes made a motion to adjourn the meeting, motion is passed unanimously. Meeting is adjourned at 1:03pm

DRAFT