

*North Carolina 911 Board Meeting and Semi-Annual Work Session*

**MINUTES**

**NC Telecenter**

**415 East Blvd, Williamston, NC**

**July 29, 2016**

**10:00 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)	Richard Bradford (DOJ)	Ron Adams, Southern Software
Dave Bone (NCACC) Martin County	Tina Bone (DIT)	Cliff Brown, Federal Engineering
Darryl Bottoms (NCACP) Pilot Mountain PD (WebEx/phone)	Ronnie Cashwell (DIT)	David Brown, Hertford Co 911
Eric Cramer (LEC) Wilkes Communication (WebEx/phone)	Dave Corn (DIT)	LaShonda Cartwright, Martin Co 911
Chris Estes (911 Board Chair) (WebEx/phone)	David Dodd (DIT)	Roger Dail, Jones/Lenoir 911
Rick Edwards (CMRS) Sprint (WebEx/Phone)	Karen Mason (DIT)	Nicole Ford, WCTI 12
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Tom Farnitano, Motorola/ECW
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	Joe Gurley, Wayne Co
Rick Isherwood (CMRS) Verizon		Casandra Hoekstra, NCACC
Jeff Shipp (LEC) Star Telephone		Jerri King, Jones/Lenoir 911
Rob Smith (LEC) AT&T (WebEx/phone)		Jim Lockard, Federal Engineering
Jimmy Stewart (NCAREMS) Hoke Co. 911		James McLeod, CenturyLink
Slayton Stewart (CMRS) Carolina West Wireless (WebEx/phone)	<b><u>Staff Absent</u></b>	Cordell Palmer, Chowan Co 911
Laura Sykora (LEC) CenturyLink (WebEx/phone)		Tonya Pearce, Durham 911
		Erik Randlov, WCTI 12
		Ronnie Smith, Martin Co Commissioners
<b><u>Members Absent</u></b>		Jason Stewart, Martin Co 911
Dinah Jeffries (NCAPCO)		Candy Strezinski, Iredell Co 911

Orange Co. Emergency Services		
Andrew Grant (NCLM) Town of Cornelius		Victor Williams, BCSO 911
		Paul Winstead, CenturyLink
		<b>WebEx Attendees</b>
		Randy Beeman, Cumberland Co ES
		Rachel Bello, Wake Co
		Michael Cone, Wilson Co 911
		Brian Drum, Catawba Co 911
		Greg Foster, Alexander Co 911
		Jon Greene, GeoComm
		Del Hall, Stokes County 911
		Grant Hunsucker, Montgomery Co ES
		Melanie Neal, Guilford Metro 911
		Philip Penny, NC NENA
		Diane Raynor, Harnett Co 911
		Michael Reitz, UNC Public Safety
		Corrine Walser, MEDIC
		Stephanie Wiseman, Mitchell Co 911
		Donna Wright, Richmond Co ES

1. Chairman's Opening Remarks

North Carolina 911 Board Chair Chris Estes called the meeting to order at 10:00 AM via remote access, with apologies to the meeting attendees for being unable to be physically present due to a business conflict which required him to remain in Charlotte until about 10:00 PM Thursday night. He observed he would be enjoying the use of technology today, saying he appreciated David Dodd and his team for setting up the remote access which enables him to do that. Chairman Estes then recognized Ronnie Smith, Chairman of the Martin County Board of Commissioners, and 911 Board Executive Director Richard Taylor invited Mr. Smith to go to the podium to offer his welcoming remarks.

Mr. Smith began his remarks with a light hearted joke, observing that life is good and saying if you can't take any situation and find the love and humor within it, you're "in the wrong business". He thanked everyone in attendance, especially the 911 Board members, for their dedication to 911, reminiscing on how the General Assembly recognized the need in 1989 which resulted in the presence of everyone here today and the important work they do. He said he had intended to share some of the great attractions Martin County has to offer, but after listening to several conversations before the meeting observed it appeared folks had already discovered places *he* hadn't even

been to, garnering laughter about the room. He then said “On behalf of the Board of Commissioners, all of the elected officials, and all the great citizens of Martin County, we welcome you,” encouraging everyone to “please come back and spend more time with us...and always bring money!” More laughter and applause followed as he stepped away from the podium.

Mr. Taylor told Mr. Smith he did have to brag on Dave Bone a little bit, saying that for the last two days Mr. Bone has kept everyone entertained with all the great things in Martin County, from a delicious dinner at the Hitchin’ Post restaurant Wednesday evening to another at Deadwood last night. He added the facility here is wonderful and the county folks who have helped have been wonderful. He observed the people of Martin County have done a lot with their “little county” that has a big county feel, and that they have a lot to be proud of.

Chairman Estes then asked Mr. Taylor to call the roll of Board members attending the meeting remotely, which he did. Darryl Bottoms, Rick Edwards, and Dinah Jeffries did not respond, while Rob Smith, Slayton Stewart, and Laura Sykora all affirmed they were connected. Mr. Taylor offered to Chairman Estes that a quorum was present, and added that Vice-Chair Barbour was sitting in the Chair’s seat today to assist him onsite. Chairman Estes thanked Mr. Barbour, and advised that should his connectivity fail for some reason he would ask Mr. Barbour to take over the meeting until he could reconnect.

## 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. Laura Sykora said she would not be voting on the RFP for the NMAC or participating in the closed session, and Rob Smith said the same would hold for him. No other conflicts were declared, and Chairman Estes reminded everyone should any conflicts arise during the meeting, please bring them to the Board’s attention at that time.

Vice-Chair Barbour advised Chairman Estes that there was still another topic to be addressed from Agenda Item 1: the recognition of a Martin County 911 telecommunicator for outstanding work. Chairman Estes asked Mr. Taylor and Vice-Chair Barbour to facilitate that recognition for him.

Mr. Taylor began by noting this is the first recognition the Board has had involving a text-to-911 call, and the individual who sent the text was trying to commit suicide (for a written synopsis of the call, please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/07292016-Agenda%20Book%202.pdf> page 6). Mr. Taylor then played a portion of the 911 call audio transcript in which telecommunicator LaShonda Cartwright established telephone contact with the young man who had sent the text and kept him occupied to divert his attention from his intention until a Sheriff’s Deputy arrived and disarmed him. Mr. Taylor commended Ms. Cartwright for going the extra distance to figuratively take that young man into her arms and comfort him and distract him until the situation could be defused. With that, he and Vice-Chair Barbour presented

Ms. Cartwright with a plaque commemorating her professionalism and commitment to public safety and thanking her for striving to make North Carolina's 911 system excellent. (<https://ncit.s3.amazonaws.com/s3fs-public/documents/files/07292016-Agenda%20Book%202.pdf> page 7).

Ms. Cartwright then addressed the group saying that while she sincerely appreciates the Board wanting to present her with this award, she absolutely loves her job and what it allows her to do. She added that much of the credit must go to her wonderful boss (Martin County 911 Director Jason Steward) and the Martin County Board of Commissioners, who not only gave her this job, but who take the time to stay attuned to what goes on in the 911 center, visiting and observing regularly. She once again thanked all for the award, reiterating "I love my job!"

### 3. Consent Agenda

Chairman Estes thanked Ms. Cartwright for the great job she does, then asked Mr. Taylor to walk through the consent agenda.

**Minutes of 6/24/16 Board Meeting** – Mr. Taylor reported that Jimmy Stewart had suggested several corrections to the minutes when the first draft was distributed for review. After making those corrections he distributed another draft, and Rob Smith observed the minutes indicated he had attended the meeting, but he had not. With that, Mr. Taylor struck Mr. Smith from the attendee list and added him to the absentee list, asking if anyone had any further additions or corrections at this time. None were offered.

**Grant Fund Balance** – Mr. Taylor reported the Grant Fund balance now stands at \$2,940,178.00, with an encumbered amount of \$24,731,896.00. He observed the Grant Committee will be meeting August 11<sup>th</sup>, so the grant awards FY17 will be announced at the August Board meeting. He added we are closing out several existing grants, but will be looking at some small extension requests later in the meeting for other projects that are almost complete.

**NG911 Fund Balance** – Mr. Taylor observed no disbursements have yet been made from the NG911 Fund, with the balance presently standing at \$4,203,563. He added, however, that as we move ahead with FY17, 911 Board Financial Analyst Marsha Tapler has earmarked some of the NG911 project expenses to be paid from the fund.

**CMRS Fund Balance** – Mr. Taylor reported the CMRS fund balance stands at \$3,632,364.00 after disbursements for the month of \$197,868.00, adding a good portion of that balance will likely be moved to the grant fund.

**PSAP Fund Balance** – Mr. Taylor stated the PSAP Fund balance is presently \$17,961,527.00, with PrePaid revenue having come in at \$1,602,286.

Mr. Taylor offered to field any questions on the consent agenda, and hearing none, Chairman Estes asked for a motion to accept it as presented. Jeff Shipp so moved, Greg Hauser seconded, and the motion carried unanimously.

#### 4. Public Comment

Chairman Chris Estes opened up the floor for comments from state and local government officials and other interested parties. No participants had registered with Mr. Taylor prior to the meeting, but Vice-Chair Barbour announced that Beaufort County Sheriff's Office 911 Director Victor Williams had asked to speak this morning. Chairman Estes invited Mr. Williams to step to the podium, state his name for the record, and share his message to the Board.

Mr. Williams said he wanted to take a moment to ask the Board to help in an ongoing national effort to reclassify telecommunicators from simply an "Office and Administrative Support Occupation" (e.g. "secretary") classification to a public safety (e.g. "Protective") occupation designation. Although National APCO and National NENA thought they had gained momentum in having this disparity addressed, APCO recently announced that it appeared the reclassification had encountered resistance, and APCO is taking steps to reach out to and educate federal officials as to the importance of the effort. Mr. Williams observed it is going to take input from virtually everyone in this profession to make this happen, and personally asked that each Board member make personal contact with his or her elected representatives in Washington DC expressing their support. He added he would also like each Board member to ask the organization he or she represents, whether public or private, to do likewise. He also asked any who have counterparts within other states to urge those counterparts to become involved as well. Mr. Williams said we can't just sit back and hope this important change takes place; we have got to work diligently as a group to try to ensure it does.

Vice-Chair Barbour and Chairman Estes thanked Mr. Williams for his comments, and asked if there were any other people present who wished to speak. Vice-Chair Barbour reported he saw no others wishing to come forward. Chairman Estes then asked if there were any comments regarding Mr. Williams' request, and Chief Hauser relayed that APCO had a conference call/WebEx yesterday regarding this issue. He said they provided a thorough explanation of this issue which he found particularly disturbing as a fire service professional. He then read off a couple of bullets from that WebEx:

- The reason for not changing the classification from clerical work to public safety (he said he would summarize) was "the work performed by 911 professionals is that of a dispatcher and not of a first responder."
- "Most dispatchers are precluded from administering actual care, only talking someone through procedures or providing advice."

Chief Hauser offered that is very concerning to him, having been a telecommunicator his entire career. He said he agrees with Mr. Williams that it's an issue; we're expected to continuously demand perfection from our telecommunicators and yet pay them only what we're paying them as clerical staff. He observed that is exactly the stuff that continues to cause turnover and prevent people from wanting to make this profession a career. He added that the NC State Firemen's Association has committed to supporting getting that classification changed.

Chairman Estes thanked Chief Hauser for sharing that, adding that Ms. Cartwright's example perfectly illustrates how she saved that young man's life; if it wasn't for her

actions that young man might not be alive today, so he cannot understand that reasoning. He said we will do what we can as a Board and, as Mr. Williams said, it's an issue that we will have to take to a federal level, so we'll need to write our representatives in congress.

Ms. Sykora asked Chief Hauser if APCO had a draft letter or had drafted language to be used in contacting congressional representatives. Chief Hauser said yes, they are working on that right now; they are going to provide some suggested language for everyone to start that process very soon.

Vice-Chair Barbour asked Chairman Estes if, after APCO or maybe NASNA has decided upon any type of language to use, a letter could be circulated among Board members to get approval soon, hopefully before the next Board meeting, to send to all the NC officials we have in Washington. He indicated he wants to keep this in the forefront, and certainly on the agenda for the Board's August meeting. Chairman Estes agreed, saying if the Board would like to take a formal position and a vote on this matter it would come in the form of a motion and a second at the appropriate time, which he said he did not think was today, if that's what Board members choose. He then asked 911 Board Counsel Richard Bradford if there was any legality preventing the Board from taking such a position.

Mr. Bradford said there was not a conflict. He added, however, that there obviously might be some changes which need to occur in the state's legislation, but those would all be part of the Board's discussion. Chairman Estes noted it might be good for the Board to be aware of potential statutory issues before addressing this at the next Board meeting, to which Mr. Bradford agreed. He added, for general Board information, following the last meeting of the Education Committee, he has been reading rules from all of the states on several topics, training being one of them, and the discussion we're having right now pertains to much he has read. He said his intent was to provide that information back to the Education Committee at its next meeting, hopefully in a summary fashion so they don't have to wade through all the same materials, but it might further the discussion at the next Board meeting.

Jeff Shipp said, observing that he knows he is preaching to the choir, certification only adds weight to the issue we're discussing, so we've got to clear that hurdle. He added he knows that Jimmy Stewart and the Education Committee have got a plan going forward, but he simply wanted to underscore the importance of this. Chairman Estes asked Mr. Stewart to have the committee discuss this issue at its next meeting and offer suggestions to the Board. Mr. Stewart noted there are no Education Committee meetings scheduled between now and the next full Board Meeting, so he and Mr. Taylor said they would schedule one. Chairman Estes asked them to do that, because of the certification aspect.

##### 5. Executive Director Report

Before beginning his report, Mr. Taylor noted he had seen some additional Board members log into the WebEx connection and paused to confirm those members'

presence with a voice query. Rick Edwards and Eric Cramer both responded they were online, and Mr. Taylor advised he had just been exchanging emails with Darryl Bottoms regarding difficulty he was experiencing with the access code and speculated that Chief Bottoms would be joining the meeting momentarily.

a) Update on PSAP/Finance Director meetings

Mr. Taylor began his report by noting yesterday had been the final of the four regional PSAP Managers Meeting held across the state during the past month. He observed all four meetings were the best attended ones to date, adding they started in Fayetteville, then Boone, then Statesville, and then yesterday in Williamston. He was pleased that many Finance Directors (and some County/City managers and their IT folks as well) took advantage of the invitation for them to attend these meetings, an invitation which had been extended for the first time with this round of meetings. Mr. Taylor said staff received a lot of good feedback from the attendees, especially at the Williamston meeting, adding that representatives from Richmond Community College attended each of the meetings to do surveys for the work they are doing in designing a PSAP Managers certification class and he felt they got a lot of good information as well. He relayed that staff uses these opportunities to bring attendees up to date on all the different projects the 911 Board has going on, as well as to hear feedback from the PSAP managers about what's going on with them. Noting that it will be coming up later in the meeting, he speculated that one of the biggest issues that came up was the Backup PSAP Plan issue. Mr. Taylor added he especially wanted to thank Board members who attended the meetings, including Sheriff Hagaman, Jeff Shipp, Greg Hauser, and Jimmy Stewart, Mr. Stewart having attended all four of the meetings. Mr. Taylor light-heartedly bestowed upon Mr. Stewart the title of "new roadie" for all the help he provided staff in setting up and breaking down equipment/furnishings for each of the meetings, thanking him for all his extra effort and thanking each of the other Board members who attended for being there as well.

b) Rockingham Co grant extension request

Mr. Taylor next turned to Rockingham County's request for a grant extension, noting this was their third request for an extension. Recalling that this grant started in 2011-2012 as a consolidation project, he said the last piece of the project has been trying to get the paging system up and running. He added they have been slowed by some personnel issues, but are now back on track, and in talking with their director Rodney Cates yesterday Mr. Taylor learned they are hoping to complete everything within the next two weeks with the only work remaining to be done being work on the tower. He noted they are asking for an extension to August 31<sup>st</sup>, have submitted a revised budget with no additional funding being requested, and the staff recommendation is for approval of the request. Chairman Estes asked for a motion to accept the staff recommendation. Rick Isherwood so moved, Darryl Bottoms seconded, and with no discussion following, the motion carried with Rob Smith recusing himself from the vote. Mr. Taylor checked to see that Chief Bottoms was online and had offered the second to the motion, which Chief Bottoms confirmed.

c) Henderson Co grant extension request

Henderson County's request for a grant extension was the next item in Mr. Taylor's report, and he relayed that their issue has been centered on diverse routing, or getting all the kinks in their routing worked out, which appears to now be resolved. Mr. Taylor said he wanted to particularly thank Rob Smith for assisting them with this effort, pointing the right folks in the right direction so everything could be resolved. He reported they are asking for an extension until September 30<sup>th</sup>, are not requesting any additional funding, and the recommendation from staff is to approve the request. Chairman Estes asked for a motion to accept the staff recommendation. Sheriff Hagaman so moved, Jason Barbour seconded, and with no discussion the motion carried with Rob Smith recusing himself from the vote.

6. Education Committee Report

Education Committee Chair Jimmy Stewart reported NC NENA has made a request for the 911 Board to fund five scholarships of \$1,000.00 each to the NENA Center Manager class to be held in Cary in October. He added the Board has historically funded this request over the years, and the Education Committee voted to pass this, so it is bringing the request to the Board in the form of a motion. Noting that a motion from committee does not require a second, Chairman Estes asked if there was any discussion or conflicts regarding the motion. Hearing none, he called the motion, which passed unanimously without abstention. He then asked if Mr. Stewart had any further updates from the committee, and Mr. Stewart responded not at this time.

Mr. Taylor interjected that just as a follow-up, staff will be working with Mr. Stewart and the Education Committee on exactly what the logistics will be for awarding the scholarships, speculating it will probably be similar to those in the past where PSAP managers will be asked to nominate recipients. He added once that is determined it will be posted to the website and distributed in the PSAP Managers newsletter.

7. Funding Committee Report

a) Request from Durham 911 to rent backup facility

Funding Committee Chair Jason Barbour reported the Funding Committee received a request from Durham 911 to use money from their existing 911 Fund balance to pay for renting Thor to serve as their backup center while their fixed site backup center undergoes a mandatory renovation. Chairman Estes asked if that was coming from the committee as a recommendation in the form of a motion, to which Vice-Chair Barbour replied it was. Noting that no second was necessary, Chairman Estes opened the floor to discussion, asking Mr. Barbour if he understood correctly no additional funds are being requested; that this only pertains to use of existing fund balance. Mr. Barbour confirmed that was the case. Chairman Estes then observed the backup capability is consistent with the legislation directing the Board to insure PSAPs have backup capability and asked if any other options had been explored or if this is just the best option. Mr. Barbour replied Mr. Taylor and Durham had pretty much "kicked the can" exploring options and determined this was the best one. Mr. Barbour also observed that due to Durham's size, it is difficult for them to find a fixed location in its vicinity which



would serve as a temporary backup solution. Chairman Estes then asked if any other Board members wished to discuss the topic.

Mr. Barbour acknowledged Jeff Shipp, who said he cares very deeply for Durham and has visited the site, and that he understands some of the issues it faces, but he feels this is just a lot of money and he wants to be reassured again by staff that there is no better alternative. Mr. Taylor replied staff and Durham representatives have explored every option anyone could offer, with he and Tonya Pearce (Deputy Director of Operations for Durham 911) having exchanged myriad emails (Mr. Shipp indicated he had read through those email exchanges), and that they were unable to come up with a more suitable solution. He acknowledged it is a lot of money at \$150K for a six-week period of time, but it's a situation where they have no other way around it short of leaving Durham without a backup for six weeks. He added the committee summed it up well when no members said they wished to be the one to deny such a request to a PSAP which already has a functional backup center and backup plan and then have something go wrong when it is without its backup capability. Mr. Shipp said that was his other concern; are we setting a precedent going forward? Mr. Taylor replied that is very possible. Mr. Barbour added the committee discussed that in great detail, but reiterated nobody on the committee wanted to tell Durham to go without backup capability for six weeks. Chairman Estes observed this underscores the need to continue to move forward as quickly as possible with our NextGen 911 capabilities which might have allowed Durham to distribute calls across the state in a different way had we had that capability now.

Mr. Barbour advised Chairman Estes that Tonya Pearce was present in the audience if anyone would like to ask her questions. Chairman Estes thanked Mr. Barbour for bringing that to his attention, and asked if any Board member wished to ask any questions. Laura Sykora said she would just like to add that as she remembered the Funding Committee discussion this remodeling of the backup center is not just a beautification project; there is black mold in the center, which is a health issue for the workers, so it is not an option to remodel—it is imperative to do so. She also added Durham has arranged to do it as quickly as possible, with an aggressive work schedule.

Chairman Estes asked what the consequence would be if the remodel takes longer than anticipated, i.e. longer than six weeks; would that mean the cost would go up? Mr. Taylor replied he didn't think it was a contracted price, i.e. it's \$100K per four weeks, and they're doing it for six weeks, asking Ms. Pearce if that was correct. Ms. Pearce replied that was not the case, then approached the podium to explain. After introducing herself, she said she wanted to assure the Board Durham has done its due diligence, understanding it is a lot of money, and wishes it wasn't necessary at all, adding they are looking forward to NextGen and being able to diversify and send calls to multiple places and take advantage of that technology. She stated they do not anticipate this taking more than four weeks; that's the plan that has been scheduled. She explained the beginning part of the plan involves making sure the technology is in place to have backup capability before the remodeling begins. She added they have absolutely no intention of going over six weeks, no matter what happens, saying they will have the

ability to put things in different places and be sure that they have a work-around. She light-heartedly noted she actually told the committee this has required more scheduling than a Nutcracker ballet at Christmas-time, with people working on weekends, people working nights, etc., to ensure all that is taken care of.

Chairman Estes thanked Ms. Pearce and asked if there was any further discussion from the Board. Sheriff Hagaman asked Ms. Pearce where Thor will actually be located. She replied it will be located at Camden Avenue, which is a good distance from their primary PSAP, noting they did not want it to be in close proximity in case something did happen which could potentially impact both. She added that is a secure location where their radio shop is located. Mr. Barbour said he assumed it will be hot throughout the deployment, and Ms. Pearce said it will be.

Chairman Estes observed that there may be an event in the future when we may have to again deploy this technology, this Thor capability, and asked if Durham would be willing to share lessons learned during this deployment with the Board. Ms. Pearce replied that not only would they be happy to do that, but would also encourage any Board members who wanted to come see Thor during the deployment to please do so.

Greg Hauser asked, saying he was putting on his emergency management hat, if Thor could also be used to augment PSAP capabilities in the event of a widespread, large scale type disaster; if that's something that they (Thor's operators, West Corporation) could stand up to supplement for anyone's usage. Mr. Taylor replied that as anyone who saw it in Cornelius can attest, it is a very unique piece of equipment—a two-story tractor-trailer packed full of technology that allows it to operate on just about any radio system, phone system, etc. Chief Hauser then recalled he had heard of it before. Mr. Barbour added it has been used in North Carolina—Union County used it when their main center was down for repairs. Mr. Taylor recalled he believed they used it for about six months, having set it up outside their PSAP because they had to do a similar remodel, but to their primary center, not their backup center.

Rob Smith advised he thought it wise to recuse himself from this vote due to contractual arrangements between West Corporation and AT&T, which Chairman Estes duly noted, also asking if any other Board members felt they might have a conflict. Ms. Sykora replied she felt she should for the same reasons cited by Mr. Smith. Chairman Estes once again asked if there were any further comments/questions.

Rick Isherwood asked Ms. Pearce what the deployment time frame is; when is this going to occur? Ms. Pearce said they are starting at the end of August, with Thor onsite August 27<sup>th</sup> setting up to become active August 29<sup>th</sup>. She added it's a very interesting process; they actually send a team ahead of time to get things ready before it ever arrives onsite. Mr. Barbour asked if she could send an official email to let Board members know when they could come by to tour it, and she replied, "Absolutely."

Hearing no further discussion, Chairman Estes called the motion, which passed with Mr. Smith and Ms. Sykora abstaining from the vote.

b) Approval of revised Revenue Expenditure Report

Mr. Barbour apologized for having missed the last Board meeting, reminding everyone he had been attending a memorial dedication of a new bridge in Smithfield to his former partner who was killed in the line of duty, noting he had missed the discussion of this topic at that meeting, so he asked Mr. Bone or Mr. Taylor to take up this agenda item.

Mr. Taylor advised this topic was postponed from that meeting to this one due to time constraints at that last Board meeting. He explained this is the new Revenue-Expenditure report form that Board Financial Analyst Marsha Tapler and Board Financial Review Specialist Karen Mason have developed in response to feedback from finance directors, adding it has already been shared with all who attended the recent regional PSAP Managers meetings, where it was well received with good comments and feedback. He then turned the floor over to Ms. Tapler.

Ms. Tapler explained the reason a new spreadsheet was developed was because the old form suffered from many issues making it less-than-intuitive to complete; PSAP managers, city/county directors, finance officers, etc., were experiencing difficulty knowing where in the form to place what information. She said she tried to develop a spreadsheet which could be more easily completed, with fewer headaches for everyone, including the addition of some features in the workbook to enhance the process.

She then displayed sheets online (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/07292016-Agenda%20Book%202.pdf> , pages 100-108), explaining page by page in detail, with examples, how the new form works, including quick-tabs which indicate which information does NOT need to be included as well as which information DOES need to be. She noted the ultimate goal is to make submission and review of the reports easier and quicker for everyone so the entire review process can be completed more quickly than in the past. Among the new features is an ability to reimburse the 911 fund for expenditures deemed ineligible during the fiscal year covered by the report by listing them and accounting for them in the following year's report. Since the report fiscal year is already closed before the report is even submitted, reimbursements have historically required an inordinate amount of work (and cost) to correct. Mr. Barbour interjected he has personally experienced that difficulty and additional cost at Johnston Co 911, and believes this feature is a very valuable step forward—a welcome olive branch extended to the PSAPs.

Mr. Shipp observed that there were many very positive comments received regarding this effort at the regional PSAP Managers meetings. Mr. Bone added he believes this is a win-win situation for both Board staff and PSAP staff, acknowledging tongue-in-cheek that while forms may not be a very exciting thing, this is going to be a very positive thing moving forward, making things much easier for everyone concerned. Mr. Bone also said he wants to commend staff for its efforts in making this happen, and Mr. Barbour readily concurred. Mr. Barbour then stated the committee brings this before the Board for approval, and Chairman Estes asked him to state exactly what the committee approved

which is being brought to the Board in the form of a motion. Mr. Barbour replied the committee is recommending that the Board adopt this new Revenue-Expenditure report form beginning with the FY2016 report, i.e. the fiscal year just ended. Chairman Estes opened the floor to discussion regarding the motion, and hearing none, called the motion, which passed unanimously without abstention.

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

Mr. Barbour asked Mr. Bone, soon to be chair of the Funding Committee, to provide this update. Noting he does not serve on the new PSAP Funding Model subcommittee, Mr. Bone mentioned he just wanted to bring this subject, and his concerns about it, before the full Board for discussion. Observing the Board already has a lot on its plate, he stressed this is a very big deal, adding he thinks it is interrelated with many other issues the Board is contending with. As examples he cited his expectation that the backup PSAP implementation efforts are going to result in a substantial influx of financial reconsideration requests which he fears may drain the 911 Fund, especially with the NextGen Fund already taking 10% of revenue off the top. In light of these observations, he said he feels revising the PSAP funding model is crucial to ensuring sufficient money remains in the 911 Fund to meet all of its obligations and that it needs to be a priority.

Mr. Bone additionally observed the Board will be experiencing a significant change of membership soon, as several current members will be rolling off due to having served their full terms, noting that is a lot of experience the Board will be losing just as it is confronted with the issues he had just outlined. Saying he still considers himself a “new” Board member, he pointed out he knows all too well how expansive the learning curve is for new Board members—he’s still learning every day. Because of this upcoming change in the Board membership, he feels deferring the development of the new PSAP funding model until the new Board is seated would only compound the challenge, so he believes it is crucial to get some direction from the current Board members for the PSAP Funding Model subcommittee NOW. He then asked Mr. Taylor to provide an update on where the efforts of the subcommittee stand at this time.

Mr. Taylor reported the subcommittee has been meeting regularly, with he and David Dodd facilitating, and they have presented, and the committee has reviewed, many different models, but have not come up with one that fits all the way across the board. He acknowledged they know that is going to be a very difficult task. He shared that just before this meeting Mr. Bradford had learned of a formula from another state that may have promise, although they haven’t yet had an opportunity to discuss it or examine it closely.

Mr. Taylor mentioned that he has been putting forward different ideas for a couple of years now, but has not met with any success as far as anybody wanting to move forward with any of them. Mr. Barbour interjected he wanted to make sure everyone understands which formula is being discussed; it is the formula for determining what money goes to the PSAPs, i.e. the “PSAP Funding Model”, not what money is collected in 911 fees, and he reminded everyone that the current PSAP funding model is based

upon a five-year rolling average. Mr. Taylor also reminded everyone that Dr. Kleckley from ECU advised the Board two years ago to change that model, as it was a backward-looking model which was only intended to get us to where we are now, whereas now we need to be looking forward, not backward. Mr. Taylor added we have looked at several models based on population, but you can't use population completely because then small rural counties suffer. He said we have also looked at the amount of 911 call traffic, levels of service provided (e.g. law enforcement, fire, medical, or all three), etc., but have not been able to come up with the right combination yet to make it happen.

Mr. Barbour said he and Mr. Bone had discussed this earlier in the week, and had hoped perhaps Board members could give direction to the PSAP Funding Model subcommittee as bullet points to help it to move forward. Chairman Estes observed it is a bit confusing when we use the term "funding model", reminding everyone that two or three months ago the Board had voted not to increase the 911 fees, but that is NOT the topic being discussed today. He said he just wants to make sure all Board members are clear about that. Mr. Taylor advised that is why it appears on the agenda as "PSAP Funding Model", in an effort to make that distinction.

Vice-Chair Barbour recognized Mr. Bradford, who said he did not want to pre-empt the discussion, but perhaps, as he understands Mr. Bone's question to the Board, we might want to take a lesson from other states. He added he's not suggesting plagiarizing anything, but some states have taken a position where, in statute or in rule, they have established priorities in funding. He said although he's not suggesting we do that, it is one thought. Mr. Bradford recalled that over the past few months the Board has taken steps to try to centralize some kinds of expenses, noting that is a policy change, but observed he thinks the impact of that is yet unknown. He explained the algorithm (to get away from the word "formula") that Mr. Taylor mentioned earlier comes from Connecticut, wherein the rule actually lays out an algebraic formula. He feels it is rather simple—he would prefer something more predictive in nature in terms of mathematics—but that is one thing to consider. While Mr. Taylor and he have not had an opportunity to discuss this, Mr. Bradford said he has also provided Mr. Taylor a sort of a summary of an approach to take in this discussion, but he thinks it is premature to present that to the Board; there is a need to have a discussion at the staff level first to make sure that staff understands what that might entail so that it can then inform the committee on how to move forward. He speculated that Mr. Bone's question is really more directed towards the Board in a policy direction on potential changes or issues that have some relative importance over others.

Mr. Bone responded that what he is asking for is very similar to what Mr. Bradford is saying; that any direction the Board can provide the subcommittee would be very helpful at this juncture on the front end. He said he is assuming this would be on the agenda for the work session in December, but he thinks in the interest of time any input now would be very much appreciated. He added he certainly does not want to have a proposal that may not be consistent with what the Board has in its vision, causing a delay of another six or twelve months. Mr. Bone then offered to Chairman Estes that Tonya Pearce from

Durham is a member of the subcommittee, and if Chairman Estes felt it would be helpful, perhaps she could share her perspective in that capacity. Chairman Estes said he was not opposed to it, but he was not sure what the purpose is. Mr. Bone said he was just hoping to speed up the process and the dialogue between the Board and the subcommittee.

Jeff Shipp recommended that this truly necessitates a work group session between the Board and the subcommittee within the next two months. Mr. Barbour added that's sort of what he and Mr. Bone had talked about. He asserted he thinks we have tasked this committee with an unreachable goal barring the direct input of the Board; unless the Board can give the subcommittee marching orders on what it's supposed to do, it will just be spinning its wheels. Mr. Barbour asked Mr. Taylor's opinion, and Mr. Taylor agreed that is the case; despite the staff's and the subcommittee's efforts to date, we are making no headway.

Chairman Estes asked if the committee has had discussions with PSAPs about how they would envision this working. Mr. Taylor advised several of the subcommittee members are PSAP representatives, so yes, we are getting their input. He added one of the biggest considerations is how any changes will affect large PSAPs, medium sized PSAPs, and small PSAPs, without adversely impacting any one of them, and the subcommittee has representatives from each group. Chairman Estes then observed what he thinks he's hearing is the committee needs some guidance or guiding principles from the Board for the committee to consider when designing the new formula, and asked if he is correct in that understanding.

Mr. Taylor replied he has tried to use what's in the statute already, relating that there are six elements the statute cites should be used for consideration, but of course, the Board could create some others. Mr. Bone offered a motion to schedule a work session, as introduced by Mr. Shipp, within the next two months, and Mr. Shipp seconded. Chairman Estes opened the floor to discussion, and hearing none, called the motion, which passed unanimously without abstention.

Mr. Barbour then asked if it would be appropriate to engage any subject matter experts, if any could be found, to assist in these deliberations, adding he would be willing to offer that in the form of a motion if he needs to. Chairman Estes agreed that would be helpful, and Laura Sykora asked if perhaps Laurie Flaherty, who headed the 911 Assessment last year, or perhaps NASNA members, might be willing/able to help. Mr. Taylor offered as a follow-up that ECU has continued to do work with the National 911 Office, which Ms. Flaherty heads up. He said staff can certainly look into those opportunities, as well as any from UNC or NC State. Mr. Barbour asked if there is a commercial company out there which may have helped other states, and Mr. Taylor reminded him that to engage a commercial company we would have to go through an RFP process, which we don't have time for, whereas we can utilize any state agency, universities included, without having to do that. Chairman Estes offered that in the spirit of keeping the meeting moving forward, as we have approved the motion to have a work session within the next

two months involving a quorum of the Board, incorporating Mr. Barbour's thoughts could be addressed and voted on there and then.

Ms. Sykora offered that she serves on the subcommittee, which is meeting within the next couple of weeks, and she feels it would behoove the subcommittee to put together a summary for the Board of what it has considered and what it feels is right or wrong with what it has come up with, so the Board can understand the subcommittee's reasoning. Chairman Estes agreed, adding it would be beneficial if the subcommittee could pull together some of the thinking that Mr. Bradford has collected from other states in order to benchmark ourselves against how others may approach the same challenge. Greg Hauser asked if Mr. Taylor could have his counterparts from other states call in to the meeting to offer their solutions, and Mr. Taylor replied that they are actually asking us for ours. He said he will be happy to speak to them, however, and if they are willing to participate, they will be invited to.

Mr. Barbour advised Chairman Estes that concluded the Funding Committee report, and Chairman Estes invited Ms. Sykora to address the next agenda item.

#### 8. Standards Committee Report

Reporting that the Standards Committee has done a lot of work recently, Ms. Sykora said Tina Bone gets a gold star for contributing a lot of work to the development of the PSAP Rules Review List being presented to the Board for a vote today, proposing language relative to what questions will be asked and what information needs to be provided to the reviewers. Turning to the list displayed onscreen, Ms. Sykora pointed out that each question includes a reference to the rule the question relates to. She added the committee has spent many extra hours getting to this point, and brings this to the Board for a vote as a recommendation from the committee.

Noting that no second is required for a recommendation from committee, Chairman Estes opened the floor to discussion. Hearing none, he called the motion, which passed unanimously without abstention.

#### 9. Discussion About Dedicating more time for 911 Board Meetings

Mr. Bone said he asked for this to be placed on the agenda today for discussion, observing that during recent Board meetings some agenda items have had to be postponed until future meetings due to time limitations. He offered that he thinks we need to recognize how much work is required of Board members, adding that as many of them travel a good distance to the meeting, we should be maximizing the amount of work that gets done for each trip. Noting that the current meeting time allocation of two hours sometimes runs to two and a half hours, he asked if the Board might not want to increase the allocation for each meeting to three or perhaps three and a half hours, maybe by starting at 9:00 AM instead of 10:00 AM.

Chairman Estes thanked Mr. Bone for his observations, and, as the facilitator of these meetings, acknowledged that a few agenda items have required postponement, always

under the mindset that they were not pressing issues. He added that he thinks the Board has always addressed pressing issues and he is not aware of any slippage in any business decisions that needed to be made. He then opened the floor to comments.

Greg Hauser said he supports adding another hour to the meeting time allocation, observing that should the meeting conclude early, perhaps the remaining allotted time could be used for a training session for members of the Board regarding certain things that are happening in our PSAPs that some of our non-PSAP affiliated Board members may not be familiar with, e.g. explaining common terms or things like that which might help the Board in making decisions.

Mr. Barbour observed he personally does not have a problem starting meetings at 9:00 AM. Chairman Estes said he thinks the agenda as prepared in advance might dictate the need for more time, but he's a little hesitant as the Chair to just say "Let's make it three hours just to make it three hours," and then every meeting all of a sudden has to fill up three hours of people's calendars versus two. He expressed the opinion that we should have the discretion when assembling the agenda to make the agenda match the time; if we need three hours then we just notify people in advance that this is going to be a longer Board meeting because of the topics on the agenda. He added we also have the committee structure, which for this Board is the key aspect for where most of the business and decisions get made, so he would remind the Board that the committee structure is very important for the discussion and detailed dialogue about individual topics, and has worked successfully for the Board to his knowledge.

Mr. Bone said he respects Chairman Estes' thoughts, but in the interest of being consistent in a starting time, working with folks' scheduling, he thinks a consistent start time would be advantageous, even if it was 9:30 AM rather than 9:00 AM. Chairman Estes observed he thinks we've had a consistent start time at 10:00 AM, so this is just an earlier start time. He acknowledged we have run over in the past, that Board meetings have run over past noon as needed, so he thinks we can collect on the back end, or if needed, start earlier. He said he is just trying to be sensitive to Board members who travel same day and minimize the necessity of overnight stays to keep the Board costs to a minimum, which is why he thinks the 10:00 AM time was originally selected, but if the Board feels it wants to start earlier and there is consensus among all Board members to do that then he thinks we could move in that direction.

Mr. Bone then said he had misunderstood Chairman Estes; he thought Chairman Estes was promoting adjusting the start time rather than the end time, and Mr. Bone was just replying to that comment. Chairman Estes reiterated he was, in fact, thinking about adjusting the back end of the meeting and leaving the start time alone. Vice-Chair Barbour asked what all the other Board members think, with no immediate response. Rick Isherwood then said he didn't have a preference either way, although he does think the 10:00 AM start time does better allow for traveling on the same day for some of the more distant Board members, and we have adjusted end times as warranted, but if the Board wanted to start at 9:30 AM he wouldn't be opposed to that



either. Jimmy Stewart observed he is not that far from Raleigh, so he can do it either way. Rick Edwards said he thinks either way is fine.

Mr. Bone offered a motion to adjust the start time to 9:30 AM and Chief Hauser seconded. Chairman Estes opened the floor to discussion, and hearing none, called the motion, which appeared to pass with only yes votes. Chairman Estes asked Vice-Chair Barbour if there were any no votes, as he could not hear the results in the room very well, and Vice-Chair Barbour said there were not. Chairman Estes then asked if everyone had voted, and Ms. Sykora said she had been trying to get off mute on her telephone connection and may not have been heard, but she was fine with the motion. Chairman Estes then pronounced the motion had carried.

10. Backup PSAP Implementation Status

Tina Bone reported that as of June 30<sup>th</sup> at 6:15 PM staff had received all backup plans, timelines, and extension request letters. She displayed a spreadsheet she has created tracking each PSAP's status in the process with milestones and their implementation dates, mentioning staff will be consulting the spreadsheet to keep up with the PSAPs' progress, whether they are having problems meeting milestones, etc., and if so, try to help them out with that. Mr. Isherwood asked how far out some of the timelines go, and she replied July 1<sup>st</sup>, 2017.

Mr. Taylor interjected the big push we have right now is that with approximately 74 approved plans, PSAP directors whose plans have not yet been approved do not want to begin spending money on the plan until it is approved, so the staff focus over the next week to two weeks will be to review the remaining plans in an all-out effort to approve them, so everyone can begin taking steps toward implementation.

Mr. Bone asked if this report will be on the Board agenda each month going forward, and Mr. Taylor confirmed it would, saying that until July 1, 2017, staff will be watching it each and every month, with milestones providing triggers for follow-up by staff to ensure they are being met. Chairman Estes asked if a color code on the spreadsheet, perhaps green-yellow-red (e.g. traffic light colors), could be added to the report as it is submitted each month to aid in rapidly determining who might be most in need of assistance, and Ms. Bone readily assented to that.

Chief Hauser said he wanted to mention to those PSAP directors who may be attending this meeting that if, as they test their plans, they discover something doesn't work as intended and they have to make a revision, make sure that revision gets submitted to staff so the plan can be updated, observing that actually has already happened in Charlotte, and they had to submit a revision.

Chairman Estes thanked Ms. Bone and the staff, acknowledging that was a huge undertaking and is greatly appreciated. He also encouraged Mr. Taylor to be sure he works with the Legislative Liaison in DIT to provide status updates to the General Assembly, given that this was a priority for them. Mr. Taylor assured him he will work with her very closely on that.

## 11. NG911 Committee Report

Committee Chair Jeff Shipp said the NG911 Committee has been busy with work between committee members, staff, and our technical consultants. He said the last meeting was on July 14<sup>th</sup>, where they did approve out of committee the release to the Board of the NMAC RFP, recalling the NMAC RFP addresses the Network Management Assistance Center, which is technically our NOC help desk. He asked, because of the sensitive nature of this, that the Board go into closed session in accordance with NCGS § 143-318.11(a)(1) for the purpose of receiving information that is not yet public pursuant to NCGS §143b-1350. Chairman Estes then asked Mr. Taylor to facilitate moving into the closed session for this one topic. Vice-Chair Barbour advised Mr. Bradford indicated the Board must vote to go into closed session, and Vice-Chair Barbour offered a second to the recommendation coming out of committee. Chairman Estes called the motion, which passed unanimously at 11:35am.

Public attendees in the room were asked to leave until the closed session was concluded, and Mr. Taylor advised people attending via WebEx who are not Board members that they will not receive audio feed and the WebEx screen will default to a blank white board until the meeting returns to open session. He advised Board members attending remotely that they should have received an emailed Skype invitation to the closed session within the last hour, and asked Rob Smith and Laura Sykora to hang up on the phone bridge since they had indicated they would be recusing themselves from the vote. He asked all the other Board members attending remotely to please go to the Skype session to view the closed session documentation on the Skype screen.

### a) Closed Session

Vice-Chair Barbour advised Chairman Estes that all non-Board members had left the room and called the closed session to order at 11:38am. Mr. Taylor advised he had heard the two phone bridge exit beeps for Mr. Smith and Ms. Sykora, and he was seeing Rick Edwards, Slayton Stewart, and Darryl Bottoms on the Skype feed. Eric Cramer and Chairman Estes both advised they were still in the process of connecting, so Mr. Taylor asked Mr. Shipp to proceed. Mr. Shipp advised he was going turn the floor over to Dave Corn and Jim Lockard (from Federal Engineering) to review the details of the RFP, but before doing so told everyone that there are truly no surprises in this; it's all part of the working document from the original concept of where we're going from here.

Mr. Corn advised this is the second RFP in a series of three. He observed the NMAC is consistent with and flows from the Concept of Operations and the NMAC Conceptual Design, both documents the Board has seen, has read, and which are now public. He added Mr. Bradford has been a tremendous help in moving from the Conceptual Design to the RFP, offering language that is both legally defensible and succinct so that the bidders understand our technical specifications and objectives so they may provide a more appropriate response to meet our needs.

Mr. Corn reported the NMAC will perform three broad functions:

- 1) It will act as a NOC
- 2) It will act as a Security Operation Center
- 3) It will assist small/rural PSAPs in resolving problems with vendors

He concluded his comments by saying that is what the NG911 Committee is asking the Board to approve at a very high level. Noting Mr. Lockard from Federal Engineering was present to answer questions from the Board, he opened the floor to questions.

Vice-Chair Barbour asked what the projected cost would be, and Mr. Corn replied it was expected to be ~\$1.2M/year. Jimmy Stewart asked if it would be a centralized facility, and Mr. Corn replied it probably would, and we are not requesting that it necessarily be located in North Carolina. Greg Hauser said he simply wanted to point out that he thinks the security piece is a "big deal"; that already in discussions with the City of Charlotte it has expressed concerns about any other network touching its internal public safety network. He observed it is going to be a struggle for some of the larger municipalities, as they are not willing to just plug into this network with open arms; we're going to have to prove it's secure.

Mr. Lockard responded that managing security across the board is very important, not just in how you plug in, but in how you manage it going forward and keep it up to date. He observed a lot of vendors are also struggling with this on their own, so we're looking at comprising a network of individual PSAPs, multiple vendors, and multiple systems, creating a new, what NENA has started to refer to as an ecosystem, which constitutes a living, breathing network, if you will, that is always susceptible to change and susceptible to things which could happen either internal to or external to the network. He pointed out the NMAC, from a security perspective, is overseeing all of that, so if a new software bug comes in, they'll know about it, how to address it, both at the PSAP level and beyond, and will potentially be able to isolate it before it impacts across the network. He explained that the ESINet can be comprised of a lot of pieces, and for the most part, networks are managed edge to edge, meaning monitoring usually ends when traffic leaves the edge of the network; problems that are identified external to a particular provider tend to become cloudy on how they are addressed, and one of the things the NMAC is looking to do is minimize that, buffering from end to end rather than edge to edge.

Mr. Stewart asked if there is a requirement that the NMAC be located in the United States, and Mr. Bradford replied yes, noting that is addressed outside of the RFP. He explained there are certain technical and security standards that come into play, and that's one of them, regardless of whether it's specified in the RFP.

Chairman Estes observed the meeting would have to return to open session before the Board could vote on the RFP, and asked if there were any further questions. Hearing

none, he entertained a motion from Sheriff Hagaman to come out of closed session, seconded by Mr. Bone, and the motion carried unanimously at 11:48am.

b) Return to Open Session

Mr. Taylor asked media technician Ronnie Cashwell to resume WebEx connectivity, which he did and which Vice-Chair Barbour tested successfully and the Board returned to open session at 11:49 am. Mr. Shipp then offered that the NextGen 911 Committee makes a motion for approval and release of the NMAC RFP. Observing that a recommendation out of committee does not require a second, Chairman Estes opened the floor to any further discussion. Hearing none, he called the motion, which passed with Rob Smith and Laura Sykora in abstention. He then asked if Mr. Shipp had anything further to report from the committee, and Mr. Shipp said he did not, although he did want to make a final comment as it relates to this committee and potentially the Funding Committee and the upcoming work session. He said he wanted to remind everyone to keep in mind that if we want to propose any statutory changes, we need to have language ready that we as a Board may want to recommend to that purpose. Chairman Estes asked if Mr. Shipp was referring to the Board's December work session. Mr. Taylor replied he has already been approached by DIT's Legislative Liaison about this topic in terms of whether she needed to begin working on anything in preparing for the next legislative session, and he did offer a very high level heads up on what the Board is doing.

12. Other Items

Chairman Estes asked if there were any other items Board members wished to bring before the Board, and none were forthcoming.

13. Adjourn

Chairman Estes entertained a motion to adjourn, Vice-Chair Barbour so moved, Sheriff Hagaman seconded, and the meeting was adjourned at 11:51 AM.