

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

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

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

Call to order

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

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

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

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

Chairman Estes thanked both new Board members for coming aboard, then invited Executive Director Richard Taylor to call the roll of members participating remotely. Mr. Taylor mentioned Jason Barbour had been doing a cutover on his PSAP's new radio system last night, and was likely very tired, and Mr. Barbour affirmed he was at one of his tower sites and was participating by phone only. Mr. Taylor polled Chief Bottoms, who responded he was present, and Rick Isherwood, who did not immediately reply. He next checked with Greg Hauser, noting he had been putting in a lot of overtime in Charlotte during the past couple of weeks and was working today in the backup PSAP. Chief Hauser replied he was present, and when Mr. Taylor asked him if he had been able to get some much needed rest, said they were hoping to

stand down the backup PSAP on Monday. Mr. Taylor observed Jimmy Stewart intended to join in, but was having to contend with flooding in Hoke County this morning, so he might have to work at his 'paying job' today instead. Mr. Taylor added we would be keeping all the folks in both Hoke and Cumberland Counties in our thoughts and prayers today as they deal with those flooding events. He then reported to Chairman Estes that a quorum was present.

1. Chairman's Opening Remarks

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

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

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

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

2. Ethics awareness/conflict of interest statement

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

3. Public Comment

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

4. Consent Agenda

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

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

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

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

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

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

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

5. Executive Director Report

Mr. Taylor began his report with a reminder that the Annual PSAP Managers meeting will be taking place October 13-14 at the Embassy Suites Hotel in Greensboro. Guests will be arriving Wednesday night, the 12th, so activities can take place all day Thursday, the 13th, rather than losing half a day to travel as has been done in the past. Friday's activities will still be limited to the morning only, however. Mr. Taylor displayed an itinerary onscreen (available at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf>, pp 61-63), and went through it offering a brief explanatory comment on each of the itinerary items individually. As he has done prior to each PSAP Managers meeting in the past, he once again encouraged any Board members to come if they can find the time, reminding them of how much the PSAP managers appreciate their presence and participation. In closing the topic, Mr. Taylor displayed a map depicting which counties/cities have indicated they are presently planning to attend.

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

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

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

6. Funding Committee Report

Chairman Estes asked Dave Bone to provide the Funding Committee Report, and Mr. Bone said that the first item of business was a funding reconsideration request from Vance-Henderson 911. He added they have received a number of such requests—probably a record number, he would speculate, in large part because of the backup PSAP mandate—which are now in the pipeline as well. Observing it's a voluminous task to go through all of these and prepare revenue-expenditure reports, he said he wanted to thank and commend staff for all the work. He characterized the Vance-Henderson request as a very straightforward one, saying the committee met yesterday to review it and the committee recommendation is to approve the request, and asked staff to provide details about the application. Mr. Taylor asked Ms. Tapler to go over the details, which she did as Mr. Taylor displayed the relevant accompanying documentation onscreen (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/Live%20Agenda%20Book.pdf> pp 70-83). Chairman Estes observed the recommendation provides roughly \$103K above Vance-Henderson's normal distribution, and reminded everyone that the recommendation comes from committee as a motion requiring no second. He opened the floor to questions, and hearing none, called the motion, which passed unanimously.

After the motion passed, Ms. Sykora asked if, since many of these reconsideration requests impact backup PSAP plans, staff is reflecting the fact that the funding is sort of up in the air for timelines to meet the July 1 requirement. She expressed concern that if reconsideration requests that are now in the pipeline are not approved until the October 911 Board meeting, that takes another month away from the PSAPs' timelines for ordering things necessary for implementation. Ms. Tapler responded that the Funding Committee had

given her instruction that by next Friday (October 7th) she should determine which reconsideration requests were for backups. She offered that once that is determined, perhaps a vote could be held before the next regularly scheduled meeting. Mr. Bone offered that for clarity there will be a Funding Committee teleconference on the 7th, and he anticipates another called conference of the committee before the October 21st Board meeting so those reconsideration requests can be voted on at that meeting. He added that the committee had given staff guidance to give end-of-life reconsideration requests first priority, with backups immediately after them. Ms. Sykora accepted that, but reiterated that if a PSAP's timeline indicated it was, for example, planning to order equipment in September through a reconsideration but doesn't receive approval until later, she wants to be sure it's timeline is modified appropriately by staff.

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

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

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

Mr. Bone related that the PSAP funding subcommittee and staff have worked diligently to address the topic of creating a new PSAP funding model, with the result that the committee has determined it would be beneficial to hire a consultant toward that end, so the committee is asking the Board to provide direction to staff to move toward hiring a consultant. Chairman Estes asked if that is a recommendation for a motion coming out of committee, and Mr. Bone replied it was. Chairman Estes asked if there was any direction as far as dollar amount, time frame, or any other guidance for staff. Mr. Bone replied there was no guidance from the committee—he didn't believe it had been discussed—and asked Mr. Taylor if he had any thoughts on that.

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

resource available, that will then determine both time frame and cost, and those items will then come back for review by the committee and the Board would, of course, have to approve the funding.

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

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

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

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

Before moving to the next agenda item, Mr. Taylor offered a side note for Ms. Campbell and Mr. Moore as new Board members, saying if you look at these guiding principles, you might say they represent the weaknesses in the rolling five-year average funding model. Chairman Estes also observed this was a good time to remind new Board members and soon-to-be new Board members that the Board does much of its work through the committee structure, and encouraged them to find a committee they feel passionate about, wryly mentioning there may be a few committee chairs in recruitment mode at the end of the meeting. Mr. Taylor added that new Board members should mark their calendars for Friday, November 18th, which is to be a day of orientation for them, spending it with staff in this room learning "...everything you want to know about 911, and maybe a few things you didn't want to know." Chairman Estes added any existing Board members who never went through an orientation are encouraged to participate.

7. Update on 2017 grant recipients

Mr. Taylor reported that all of the 2017 grant award recipients had accepted the reduced funding offered them in last month's grant award announcement. He added there had been a change with Pasquotank

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

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

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

Observing that though this was out of the ordinary, Chairman Estes noted that what Mr. Taylor has done in counsel with Mr. Bradford is all within the Board’s authority, and opened the floor to questions from Board members on the motion coming from committee. Saying she thinks it’s great that we’re trying to help our PSAPs complete this mandate, Ms. Jeffries asked if this is setting a precedent; is it the process we will follow from now on? Mr. Taylor replied that if it’s something we can do in the future he doesn’t see why not. Chairman Estes acknowledged Jimmy Stewart on the phone connection, and Mr. Stewart said he was going to recuse himself from the vote on this topic.

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

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

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

8. Update on backup PSAP implementation

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

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

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

Mr. Taylor wryly replied it's kinda beside the table. He reminded everyone that Durham had brought in Thor during its PSAP upgrade, and that he thought it had left about a week ago. He observed that although it's an impressive piece of equipment, recalling that several years back he had thought about having one located at the state's Eastern Data Center and one at the Western Data Center, available to be moved to

wherever they were needed, he has since learned that it's not 'plug-n-play'; you don't move it, plug it in, and go to work, so that gave him a little bit of pause. He related that it cost about \$40K in Durham just to plug it in, running cable and all, over and above the \$100K rent once it was plugged in, although he offered that having that capability is still something to look at, and he still likes the idea of a 'Thor-type' vehicle. He posited that having one in the east and one in the west still has some appeal, but you have to have people to operate it if a center goes down, people who "...can come and man that thing," and although capability and immediate availability are good, it's very, very expensive. Jason Barbour spoke up on the phone connection saying he agreed with what Mr. Taylor had just said.

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

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

Mr. Taylor said he needed to speak further with Chief Hauser about the vehicles he was referring to, noting that he is familiar with that type of vehicle, but is not sure it can serve all our needs. Chief Hauser stepped right in saying, "I've been in a lot of places in the country where they do a lot more with a lot less, so it is extremely viable to use what we already have to do what we need." He posited we just need to look at all the options: Thor is big and has everything we need, but sometimes you have to keep it simple. He pointed out that if you have to evacuate quickly, it can't take an hour to set up; it has to be simple, it has to be exercised, and we all have to be on the same sheet of music or else it's not going to work, regardless of whether it's Thor or a pickup truck with a phone in the back. He said he thinks the idea is right on point, and we're closer than we think.

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

Chief Hauser said they got a call from the command center, also housed at CMPD headquarters, saying they had discovered a suspicious package in the mail room. The person whose name was on the return address was called, and he said he had not sent any package, so a bomb dog was brought in, and the dog hit on it, and from that point on everyone realized "...this is the real deal, we need to get outta here." He said Capt. Poston didn't just throw all the switches off, but started to enact their plan, sending a couple of his people over to Chief Hauser's PSAP at Charlotte Fire and making sure that everything was in place before throwing the switch. Chief Hauser said the CMPD was empty for about 4 ½ hours while hazmat technicians addressed the situation. He also said he feels anything is on the table in Charlotte right now,

whether chemical, biological, or cyber-attack, and has been since a week ago. He added that the possibility someone could break into the building and get into the comm center became a very real concern, noting people did break into the lobby of CMPD, and the fact they could get that close was very scary. He suggested all of Charlotte's telecommunicators should get some form of recognition, as they are working hard and maintaining their professionalism through many long hours. Chairman Estes asked how many telecommunicators usually work in that building, and Chief Hauser replied he thought normally 28 or 29, but the facility itself has hundreds of people in it at any given time, including all the command level staff for all the public safety agencies including highway patrol and national guard. Chairman Estes thanked him for his comments.

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

9. Discussion on updating State 911 Plan

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

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

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

Mr. Taylor responded that is exactly where he was going with his train of thought. He pointed out that back then there was no NG911 Committee and the Standards Committee was floundering, but now we have

some very robust committees, and nothing against the people who were in the study groups, but they were not totally in tune to what was going on in the 911 world. Conversely, we now have these robust committees with some great subject matter experts, so we don't need to look outside—we just need to sit down for a day or so and put some thoughts together. He concluded that is his recommendation to the Board.

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

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

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

10. NG911 Committee update

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

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

Moving on, he noted that he is limited in what he can say about the first RFP, except that it is for an Emergency Services IP Network (ESINet) and a hosted CPE solution for which the Board has received

eleven proposals. He said phase one of the evaluation process is complete and the team is now in the second phase of evaluating the proposals, adding that it is an excellent team of evaluators and that Mr. Bradford has been working with them and has kept them straight, and legal, and on track.

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

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

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

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

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

11. Transfer of funds to Grant Fund

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

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

Other items

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

Adjourn

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