

North Carolina 911 Board Meeting
Wilkes County Agricultural Center
416 Executive Drive
December 2, 2016
9:30 AM – 12:30 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Ron Adams (DIT- Temporary Solutions	Jamie Bobbitt-Surry Co 911
Darryl Bottoms (NCACP) Pilot Mountain PD	Tina Bone (DIT)	Nicholas Brown-Surry Co 911
Josh Brown (LEC) CenturyLink (pending)	Richard Bradford (DOJ)	Nikki Carswell-Iredell Co 911
Heather Campbell (CMRS) Sprint (pending)	Ronnie Cashwell (DIT)	Darrell Danley-Surry Co 911
Eric Cramer (LEC) Wilkes Communication	Dave Corn (DIT)	Brian Drum-Catawba Co 911
Chris Estes (911 Board Chair)	David Dodd (DIT)	Derrick Duggins-Carolina Recording
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	Karen Mason (DIT)	Rick Edwards-Former Board Member
Chuck Green (LEC) AT&T (pending)	Marsha Tapler (DIT)	Greg Foster-Alexander County 911
Len Hagaman (Sheriff) Watauga County	Richard Taylor (DIT)	Deborah Godwin-Burke Co ECC
Greg Hauser (NCSFA) Charlotte Fire Department		Brock Hall-Burke Co ECC
Rick Isherwood (CMRS) Verizon		Del Hall-Stokes Co 911
Dinah Jeffries (NCAPCO) Orange Co. Emergency Services (WebEx & phone)	<u>Staff Absent</u>	Angela Hibbard-Burke Co ECC
Jeff Ledford (NCACP) Shelby (pending)(WebEx)		Judy Jenkins-Cornelius PD
John Moore (VoIP) Charter Communications		Christine Moore-Guilford Metro 911
Niraj Patel (CMRS) Verizon (pending)		Melanie Neal-Guilford Metro 911
Rob Smith (LEC) AT&T		Neil Parrisher-Richmond Community College
Jimmy Stewart (NCAREMS) Hoke Co. 911		Betsie Peter-Burke Co ECC
Slayton Stewart (CMRS) Carolina West Wireless		Holly Russell- Richmond Community College
Laura Sykora (LEC) CenturyLink		Candy Strezinski-Iredell Co 911
Donna Wright (NCNENA) Richmond Co ES (pending)		Robbie Taylor- Richmond Community College

<u>Members Absent</u>		Bruce Williams-Wireless Communications
Jason Barbour (NCNENA) Johnston Co. 911 (911 Board Vice Chair)		Victor Williams-Beaufort Co S.O.
Jeff Shipp (LEC) Star Telephone		<u>WebEx Guests</u>
		Krystal Agosto-Perquimans Co 911
		Byron Burns-CRS
		Michael Cone-Wilson Co 911
		Mike Edge-Scotland Co ES
		Kevin Medlin-Orange Co ES
		Jonathan Nixon-Perquimans Co 911
		William Smith-Richmond Co
		Stacey Tapp-Granville Co 911
		Corinne Walser-MEDIC
		Stephanie Wiseman-Mitchell Co 911

Chairman Estes called the meeting to order at 9:30, welcoming all and inviting Wilkesboro Mayor Mike Inscore to the podium. Mayor Inscore advised the first thing he wanted to do was issue a greeting from the Wilkesboro Town Council and himself. He related he is starting his tenth year as Mayor and was a Council Member for ten years before becoming Mayor. He thanked the Board for choosing Wilkesboro and Wilkes County to host this meeting, allowing each Board member to gain an exposure to how both the County and the towns of Wilkesboro and North Wilkesboro are being progressive and trying to elevate the status of a rural county, citing this building, the new Sheriff's Office next door, and the new jail downtown as examples of that effort. He complimented the work the 911 Board does, and thanked the Board for its efforts to provide consistency in 911 across the state, adding that the County and the cities have recently completed an addressing initiative that they are proud to say has helped them achieve that kind of consistency, too.

Chairman Estes next invited Sheriff Chris Shew to come to the podium to share a few words with the Board. Sheriff Shew began by thanking everyone for being here and noting how much he appreciates the hard work that everyone does. He said he wanted to give a special thank you and acknowledgement to the 911 Board and staff for being here, as well as Carolina West Wireless and Wilkes Communication for the roles they played in bringing this meeting together.

Chairman Estes thanked both the Mayor and the Sheriff for their hospitality, and moved to the swearing in of Heather Campbell of Sprint, appointed by Senator Berger, Senate President Pro-Tem to fill the unexpired term of Rick Edwards. Mr. Taylor conducted the swearing in ceremony at the podium, and when complete, Ms. Campbell was welcomed aboard by a round of applause from the room as well as welcoming words from Chairman Estes. Chairman Estes then asked Mr. Taylor to conduct the roll call.

Mr. Taylor polled the Board members attending online and over the phone bridge. Andrew Grant responded he was present, Jason Barbour did not respond, Dinah Jeffries responded she was present, as did Chief Jeff Ledford, a pending Board member who will be seated in January.

1. Chairman's Opening Remarks

Chairman Estes related it is with both sadness and pleasure that he must acknowledge the retirement of some members from the Board. He stressed that many have accomplished much in their time on the Board, so he would like to take a few moments to recognize their efforts and dedication. Noting that Jason Barbour was absent, he called Chief Darryl Bottoms, Rick Edwards, Rick Isherwood, Rob Smith, and Laura Sykora to assemble around the podium at the front of the room. Each was presented with a plaque reflecting the number of years they served. Chairman Estes warmly thanked every one of them for their dedication to the Board's mission across the state, and expressed the fervent hope that they may continue to help the Board, for example by continuing to serve on committees.

Chairman Estes next recognized incoming Board members Josh Brown with CenturyLink, Chuck Greene with AT&T, Chief Jeff Ledford representing the NCACP, Niraj Patel with Verizon Wireless, and Donna Wright representing NENA. He then asked Mr. Taylor to proceed with the recognition of three telecommunicators from Surry County.

Mr. Taylor invited Jamie Bobbitt, Darrell Danley, and Geni Dowd to come forward, relating to the audience that this recognition is because of their outstanding performance in responding to an incident that occurred in June. The incident involved a structure fire in which the caller, who was trapped inside the house, could barely be heard over the phone. Because of their expert work as a team, the caller was safely extricated from the fire. Mr. Taylor then played a portion of the 911 call recording so members of the audience could experience just how difficult that was. He concluded his presentation by reading the inscription printed on the plaque presented to the team thanking them for striving to make North Carolina's 911 system excellent.

2. Ethics Awareness/Conflict of Interest Statement

Chairman Estes read the Ethics Awareness/Conflict of Interest Statement printed in the agenda and asked if anyone felt they had a conflict. Laura Sykora said she would abstain from voting on agenda items 7a-7d, David Bone said he would abstain from voting on agenda item 7a, and Rob Smith said he would abstain from voting on agenda item 7b.

3. Public Comment

Reading from the agenda, Chairman Estes opened the floor to public comment. He noted no speakers had registered in advance to speak, but offered to hear from anyone present if they chose to speak. No one responded, so he moved to the next agenda item.

4. Consent Agenda

Observing the complete Consent Agenda was available in the agenda book online, Mr. Taylor reported he had received no comments or corrections to the minutes of the September 30th meeting he had distributed earlier in the week, and opened the floor to such comments or corrections. No one responded, so the minutes were accepted as presented. Moving to the financial reports, he spoke to each of the fund balances (please see the online agenda book, page 2, for details at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/12022016%20Agenda%20Book.pdf>). Ms. Sykora made a motion to approve the Consent Agenda, Sheriff Hagaman seconded, and the motion carried.

5. Executive Director Report

a) Mr. Taylor asked whether or not the Board wished to post the National 911 Program State 911 Assessment report to the website. Ms. Sykora said she felt we should, since it is a public document, as long as our comments were included. No other Board members spoke, so Mr. Taylor moved on with his report.

b) Mr. Taylor reported that the 911 Board office has been relocated from 3514A Bush St to an interim location at 3700 Wake Forest Road, which is the main DIT facility, noting the final location is still expected to ultimately be downtown at the Jenkins House, though no timetable is yet available. He pointed out that an appropriate meeting space is not available at 3700, so at this time he is not sure where Board meetings will be held. The hope is that we will still be able to use the Bush St meeting space, even though the office is no longer located there. That said, he advised the January meeting will be at the Education Building downtown across from the legislature on Wilmington St, noting that parking will be a problem but access is available to a parking deck a short walk from the Education Building. He added that the February 24 meeting will take place at the brand new Raleigh-Wake 911 center, which he described as an awesome facility.

c) Mr. Taylor displayed onscreen a list of potential meeting dates for 2017, both Board meetings and committee meetings, with dates and times, but said locations remain uncertain. Chairman Estes observed eight of the twelve Board meetings are in Raleigh, and he would like to see us revisiting other cities instead. Mr. Taylor noted that the dates for Wilson and Asheville were deliberately selected to coincide with the regional PSAP Managers meetings taking place during the same weeks. Chairman Estes asked for a motion to approve these dates; Sheriff Hagaman so moved, David Bone seconded. Chairman Estes observed the May 26 date was the Friday before the Memorial Day weekend and suggested revisiting that date—maybe moving it to the week before. He then called the motion, which passed unanimously.

Before moving to the next agenda item, Ms. Sykora recalled discussing hiring two new people for the 911 Board staff at the last meeting and asked for an update on that. Mr. Taylor replied that despite the Board having approved the positions, problems had arisen with OSBM claiming it had not received paperwork which had been sent, and that set the process back to square one. He said he is now awaiting OSBM's approval of the finance position, which he expects to come through any time, and once that has been advertised he will be able to move ahead with the technical position.

6. Education Committee Update

Committee Chair Jimmy Stewart provided a brief background for new Board members of how the Education Committee had been charged with developing a comprehensive training/certification program for PSAP managers. Donna Wright had steered the committee to Richmond Community College, where Dr. Robbie Taylor, Holly Russell, and Neil Parrisher have put together an online program to meet that need. He then introduced Dr. Taylor to make a presentation about the program.

Dr. Taylor first introduced Neil Parrisher, Director of Workforce and Economic Development in the college's Public Safety Division, and Holly Russell, Director of Workforce and Economic Development for Richmond Community College, adding his position was Vice President of Workforce and Economic Development for the college. He thanked the Board for allowing him time to speak about the program, and began a slide presentation to accompany his comments. He reviewed the history of the initiative, including gathering information from PSAP managers and 911 Board staff, and then rating the information to prioritize the most important. He said they have structured the program to be offered online fee-waived, i.e. at no cost to the PSAPs. He reported the first class is nearly finished, and the hope is that after the Education Committee vets the class, RCC will be able to offer it by February, 2017. He then went into a very detailed description of what topics will be taught in each of the classes. The first class will be Intro to 911: the history of 911, why/how that became the number, 911 legislation history, how the 911 Board works, how the committees work, how the legislative process works, 911 Board members and who they are, standards and rules, Board policies, ECaTS reports, etc. The following two classes will address technology. The next class, PSAP Operations, looks at budget and finance, including how many different approaches local governments take in that arena. PSAP operations also looks at human resource laws, recruiting, retention, interviews, peer-to-supervisor, FMLA, etc. Dr. Taylor observed there was no way all of this information could have been presented in one training class, and if all goes well with these first classes, they are thinking of looking at a level two series the next year. He added it is a program that RCC wants the 911 community to drive—the 911 Board, PSAP managers, other PSAP employees—not just some generic class that wastes people's time.

Dr. Taylor continued by asking, "What do we (RCC) need?" At the top of the list he stressed they need trust from PSAP managers. He said they can say they trust us (RCC), but they won't really until they see they are receiving something of value by taking the classes. He observed that once they get into the program and see that it is valuable, that RCC is doing the things it's supposed to do and is accountable and responsible, then RCC will be able to gain their trust. Dr. Taylor added they also need to know what the value of the certificate is, which is determined by the 911 community, not RCC. He noted that as long as the Board wants RCC to continue doing this, he and his staff will continue to develop the classes, but if the Board determines it doesn't like what RCC has done, that it's moving in the wrong direction, they'll stop—he doesn't want to waste anybody else's time. He also noted they are going to need the Board's help to determine how to market the program, and prospective students are going to need to know that the quality and academic rigor of the program is just the same as they would be for curriculum students; it is not a "crib" class, not a correspondence class—it will require both effort and ability. It will be modeled to the needs of the students and the 911 Board. He then asked for any questions/comments.

Mr. Stewart asked Dr. Taylor to speak to the prerequisite class. Dr. Taylor replied it is a one to two-week class currently being finished up that makes sure everyone knows how to send an email, post to a discussion board, post an assignment, etc., before they actually have to do it for class. Each student in the program will be required to complete that before beginning actual class work. Sheriff Hagaman observed that having taken classes from RCC, especially the online ones, he has found them to be “top-drawer,” and appreciates the fantastic job they do. Mr. Stewart seconded that, noting how RCC committed a “fantastic amount of resources” after the very first meeting with the committee and 911 Board staff to get it off the ground. Mr. Taylor offered that the partnership the Board has established with the community college system, and more specifically RCC, speaks volumes. He reiterated that the 911 Board is not having to put any money into this—these folks are “doing it on their dime”—and the training to the PSAP managers, again, will be free. He also thanked Donna Wright for her initial introduction to Dr. Taylor and his team, and reiterated this is a huge partnership.

Rick Isherwood asked how this will be communicated to the PSAP managers so they know it’s available. Dr. Taylor replied that is where RCC is going to depend upon the Board; to define who the target audience is, and to provide contact information for how to reach that audience. Greg Hauser speculated that he could disseminate the information to fire service PSAP managers through the Firefighters Association. Observing how much of what the classes will teach meshes right in with many of the topics discussed at yesterday’s work session, Mr. Isherwood asked if the Board had the authority to make the training mandatory. Chairman Estes stated the Board does not currently have that authority—it would require legislative change—although the Board can certainly highly encourage participation. He added that is a conversation currently going on in the Education Committee, not only for PSAP managers, but also for telecommunicators, and is one that we can continue to have.

The subject of whether or not this should be a requirement dominated conversation awhile longer, with Chairman Estes counseling to let the program get off the ground first. Greg Hauser offered he doesn’t think PSAP managers are looking for another requirement right now, and once we prove the worth of the program, he thinks it will sell itself. Laura Sykora pointed out that the peer review process regarding rules compliance will be kicking in about the same time as the class becomes available, so PSAP directors will have a lot on their plate. She also asked if classes will only be available sequentially, or if students would be able to start any time during the year. Dr. Taylor replied that would depend upon response, and whether or not openings in the classes (typically no larger than 25 students) would become available should enrolled students drop out. He added it would be difficult to come in for, say, the second technology class without having completed the first, that sort of thing. Heather Campbell asked if each group of students would continue through the series of classes as a group, and Dr. Taylor replied yes, like a cohort. Ms. Campbell offered that may be an important piece of information to include in the initial roll-out communication: the group is starting at the beginning of the year, so sign up now or you will have to wait until the next group begins—maybe not until next year.

Chairman Estes mentioned the Education Committee may need to determine some prioritization if only 25 students may enroll at a time. Dr. Taylor offered that if demand were that great, they could offer a second section of the class.

Mr. Stewart observed that every facet of public safety in North Carolina has some type of executive level program, such as the EMS Managers Program out of UNC Charlotte, and this is what we hope will become ours. He said he also hopes this is the beginning of a relationship with the Community College System for 911 which will be much like the ones Law, Fire, EMS, and Rescue already have in place.

7. Funding Committee Report

a) Martin County 911 Funding Reconsideration—Marsha Tapler displayed and reviewed a spreadsheet itemizing Martin County's request for additional funding, with a recommendation coming from committee in the form of a motion to increase its 2017 911 fund distribution to \$402,393.22. Chairman Estes asked for discussion, and hearing none called the motion, which passed with Laura Sykora and David Bone abstaining.

b) McDowell County 911 Funding Reconsideration—Mr. Taylor reported that McDowell County had asked for a funding reconsideration to increase its 2017 911 fund distribution by approximately \$38K to apply toward its backup PSAP project, but it already had a fund balance of approximately \$48K. The recommendation coming from committee in the form of a motion is to have McDowell use its fund balance instead of receiving an increase in its 2017 911 fund distribution, which would still leave it with approximately \$10K in fund balance. Chairman Estes questioned if that required a vote. Funding Committee Vice Chair David Bone interjected, "This is kind of a change." He explained how historically the 20% carry-forward has typically been considered when deciding how to proceed with a funding reconsideration request. He said that now the 911 fund is challenged because of the 10% of revenue directed into the NG911 Fund as well as meeting the costs associated with achieving the backup PSAP mandate, so, "We're really at a new day. We're having to make some tough decisions right now." He explained that the committee can no longer afford to dismiss the presence of fund balances relative to approving funding reconsideration requests because of the challenges the 911 fund now faces.

Turning to Mr. Bradford, Chairman Estes asked if he was correct in believing no vote was necessary in such a case. Mr. Bradford replied he felt there were two questions to be addressed. He said one is the Chairman's question relative to does the Board have to approve use of fund balance, and the answer to that is no. However, he added, the committee's recommendation does come before the Board, and that does require Board action, so they are really two different questions. Chairman Estes translated that to mean the committee is asking the Board to approve requiring use of fund balance versus offering additional funds. Mr. Bradford stated the committee has made a recommendation; the decision for the Board, and for the Board to vote on, is whether to honor the committee's recommendation or not.

Chairman Estes asked the committee to restate its recommendation in the form of a motion to the Board. Mr. Bone replied the motion is not to approve the funding reconsideration request based upon McDowell County's level of fund balance. Asking Mr. Bradford to correct him if he's wrong,

Mr. Taylor said all the committee is asking the Board to do is accept its recommendation. Mr. Bradford replied that is true for each of these items. He added, just for clarity's sake, each of these items is coming before the Board, and the question for the Board is to vote yes or no in response to the committee's recommendation; the detail behind it is what has been explained, but is not what is being voted on. The PSAP's use of its fund balance is up to the PSAP; it can do that or not. But the vote before the Board, if it votes in favor of the committee's recommendation, is essentially not to increase the funding. The PSAP requested an increase in funding over what was projected. The committee's recommendation is to deny that request. The decision before the Board is whether to support the committee or not. Chairman Estes called for any further questions or discussion, and hearing none, called the motion, which passed with Laura Sykora and Rob Smith abstaining.

c) Perquimans County 911 Funding Reconsideration—Mr. Bone stated that this request also has to do with the county's backup PSAP plan, and asked Mr. Taylor to provide details. Mr. Taylor related that the Funding Committee also considered Perquimans County's fund balance. Rather than agreeing to fund the entire amount requested, the committee recommendation that comes to the Board as a motion is to fund a lesser amount and ask the county to use its fund balance to make up the difference. Mr. Taylor said the original request was for \$517K, the Funding Committee, in considering the county's fund balance, approved \$510,840 in additional funding. Calling for further discussion or comment and hearing none, Chairman Estes called the motion, which passed with Laura Sykora abstaining.

d) Pitt County 911 Funding Reconsideration—Mr. Bone stated that this request also has to do with the county's backup PSAP plan, and turned to Mr. Taylor to provide details, who then gave the floor to Marsha Tapler. Ms. Tapler advised Pitt County had applied \$423,674 of its fund balance to its backup PSAP plan as well as its funding reconsideration request for an additional \$242,227 above its 2017 funding distribution of \$561,004. The committee recommendation that comes before the Board in the form of a motion is approve the additional distribution of \$242,227, yielding an adjusted 2017 total distribution of \$803,231. Calling for further discussion or comment and hearing none, Chairman Estes called the motion, which passed with Laura Sykora abstaining.

Before moving to agenda item 7e, Mr. Bone asked if he could provide additional comments for the benefit of the Board. He reiterated his earlier comments about how the competition for limited resources prevents the Board from having the "luxury" it had in the past when there was "more available funding." He added that another component the committee is paying close attention to is whether or not financial reconsideration requests are for allowable expenses. He pointed out that in the past, historically, if the request was for allowable expenses it was practically automatically approved, but now even those expenses are having to be more closely scrutinized because of the state of the fund. He said that the committee is trying to fund what is *needed*, not just what is allowable. He added there are a number of PSAP funding reconsideration requests "in the hopper" right now, under review, and stressed the review process takes an extensive amount of time, with much back and forth communication between staff and the PSAPS and the committee accounting for it. He added the committee anticipates receiving additional reconsideration requests in January, noting "We are trying to work with PSAPs as best we can," he praised staff for doing a great job, observed there is a lot of work at hand, and advised all involved are asking for everybody's patience as they move forward. Chairman Estes thanked Mr. Bone for his comments.

e) Before discussion of this agenda item regarding a recommendation to change PSAP/CMRS percentages in accordance with NCGS § 143B-1404.(b)(3) began, Rob Smith asked Mr. Bradford if, since this affects the percentage allocated to CMRS providers, does it present a conflict of interest for representatives of CMRS providers sitting on the Board. Mr. Bradford replied he did not think so, the reason being that it does not pertain to any specific company. He added the statute also does provide some protection for the CMRS providers that have sought cost reimbursement. Referring to the amounts in question, he observed there is no jeopardy there, adding, for the benefit of those in the room who don't already know, the Board has a statutory obligation to pay interest to the providers if it is unable to meet a reimbursement request at the time it is submitted. He concluded by saying he doesn't think this presents an ethical issue.

Chairman Estes asked Mr. Bone to proceed with agenda item 7e. Mr. Bone explained the Funding Committee's reasoning behind the request. The statute allows the Board to adjust the percentage distribution between the PSAP and CMRS funds, currently an 80/20 split, once a year, and staff had asked the committee to consider a change. Mr. Bone said they feel like an adjustment to 85/15 would still provide adequate monies for the CMRS fund and would allow for more monies to be distributed to the PSAPs, and that is the recommendation coming from the committee. Chairman Estes asked if this was "forever" or just this calendar year—what is the time horizon? Mr. Bone replied the change would be made moving forward, and would remain in place until another change is requested, which can take place once a year. Chairman Estes then asked for questions or comments for the committee.

Saying he felt Mr. Bone had done a good job of explaining everything, Mr. Taylor noted that the money in question is limited to revenue submitted by CMRS providers, with the current 20% allocation to the CMRS Fund having been set maybe five or six years ago. He advised that fund has been running on the positive side, and extra money out of that fund has always gone towards grants; staff feels comfortable, after making projections for various scenarios, that this 15% will still be sufficient to meet our CMRS fund cost recovery obligations. Mr. Bone commented that he did want to reiterate what Mr. Taylor had said about excess CMRS fund balance having gone into the grant fund, pointing out for anyone who may have missed that point that if this modification is made, it will have a negative impact on the grant fund.

Heather Campbell asked if there has ever been a case where the Board has not been able to meet its financial obligation to CMRS providers seeking cost recovery. Mr. Taylor and Ms. Sykora both replied no, Ms. Sykora stressing that staff is comfortable that there will be sufficient funding. Ms. Campbell then asked what happens if "something crazy comes in and the fund can't handle that." Mr. Taylor responded that as soon as enough funds become available to pay that invoice, it will be paid with interest added to it. Mr. Bradford stated interest would be payable at 8%.

Greg Hauser said he wished to go on record stating some of the command level staff members of the Firefighters Association are starting to notice this, and do have some concerns regarding the potential for degradation in fire dispatch service. Chairman Estes called the motion, which passed with no abstentions.

8. Standards Committee Report

Observing this would be her last report as the Standards Committee Chair, Laura Sykora reported that at its last meeting the committee approved the final checklist that will be used when conducting the PSAP reviews. She noted that the next committee meeting is listed for December 7th, but they are going to need to shift that. The purpose of that meeting will be to walk through the training which the committee will actually use to train the reviewers on January 12th and 13th. Since the subcommittee working with that has been dealing with hurricanes and fires and “everything else,” Ms. Sykora said she is hoping to reschedule the December 7th meeting to sometime during the first week in January, and will keep everybody posted as soon as that is worked out. She also presented a list to the Board of nine prospective peer reviewers the committee has selected, noting an additional five applications have been received that the committee hopes to review prior to the training so those additional prospective peer reviewers may also participate in the training pending Board approval at the January Board meeting. Ms. Sykora said this list comes to the Board as a committee recommendation in the form of a motion for approval. Chairman Estes asked for questions or comments. Greg Hauser mentioned one of his employees is on the list and asked Mr. Bradford if he has to abstain from the vote because of that. Mr. Bradford replied no. Hearing no further questions or comments, Chairman Estes called the motion, which passed unanimously without abstention.

Mr. Taylor explained, for the benefit of incoming Board members, the history of the Rules, and how peer reviews will be part of the process to ensure PSAPs are in compliance with the Rules. He spoke to how hard the Standards Committee under Laura Sykora’s leadership has worked to make this happen, thanking them profusely. Ms. Sykora echoed his sentiments, relaying what an amazing job the committee has done and what an amazing amount of work it has been, as well as how proud she is of the work the team has done—as a team! Chairman Estes then thanked her for all the committee has accomplished with her at the helm, and in typical Laura Sykora fashion, she deflected that praise to the committee, admonishing all that she did was run the meetings.

9. Update on 2017 Grant Recipients

Mr. Taylor reported all the Grant contracts have gone out, and some (Martin Co, Lincoln Co) have even been signed and returned. He added the Pasquotank County one is on hold because of the change in their backup plan which he related to the Board at the September 30th meeting. Presently the hope is that Pasquotank will be able to work with Martin County on a joint backup PSAP plan to better utilize resources, and Mr. Taylor said he wanted to thank David Bone and his team for their work on that plan.

10. NG911 Committee Update

Chairman Estes said he wished to dispense with this because of the detailed presentation the Board received on this item at yesterday’s work session.

11 Update on Backup PSAP Implementation

Tina Bone reported that only two PSAPs do not presently have approved backup plans: Franklin County and Eastern Band of Cherokee Indians. She said she is confident Franklin Co will be approved soon, advising they are working with Halifax County on a joint effort, working out radio issues and such, but have not yet written the final plan. She related she is meeting with Eastern Band of Cherokee Indians in a couple of weeks to see if she can help them, noting David Dodd had worked with them a few weeks ago as well. She said the problem is they had a change in administration—a new Chief, a new PSAP Manager, a new EM Director, etc.—so she and David will be staying in contact with and offering their services to that team.

Ms. Bone advised there have been no new implementations since the last Board meeting, but she expects several within the next few months. Chairman Estes asked if we know how the backup plans in counties hit hard by Hurricane Matthew performed. Mr. Taylor replied no, because their network connectivity went down due to carrier infrastructure having gone down. Mr. Taylor added that he recently met with Franklin County Commissioners and the PSAP manager about the radio issues they are confronting, and he thinks that meeting got things moving in the right direction. He added he also contacted Allen Sadowski from FirstNet, and he is also offering counsel to them on their radio system.

Noting that Greg Hauser and his team from Charlotte assisted with both the hurricane and recent fire events, Chairman Estes asked him if EM has scheduled any debriefing with providers to talk about how we can avoid problems such as those encountered during these events. Mr. Hauser said the Statewide Interoperability Coordinator, Seth Russell, through DPS and EM, has asked the Homeland Security Office of Communications to provide an over-arching after-action report that deals only with communications. He noted that process just kicked off on Wednesday, and they do plan to engage PSAPs, so he speculated there will be a lot of good information we will be able to glean from that. Speaking directly to how the affected PSAPs handled those outages, he opined it was a good wake-up call for PSAP managers—you may have a plan, but what happens when “the big one” hits? He said he doesn’t think any PSAP managers are truly ready for that, so it’s definitely something they need to keep in mind—an impetus to “think outside the box”—what you think may happen is not always what’s going to happen in a disaster environment.

Chairman Estes tendered that he’s not sure he wants to wait for some national group to help us with our PSAPs, so does this Board need to take a special action to debrief with providers and/or the PSAPs to share lessons learned with PSAP managers at our PSAP managers meetings in the future? Mr. Hauser said he thinks those conversations are taking place, or already have, at the local levels, so we might be able to corral that information. Mr. Taylor related that CenturyLink played a big role in those conversations, and has already shared some of that information, adding he and Dave Corn have already spoken about some possible solutions that he’s not really ready to talk about yet, but believes may provide a concept that will work. Chairman Estes stated he thinks that after the first of the year the General Assembly is going to be asking us to provide input relative to that question, and he doesn’t want to “be caught flat-footed,” so he doesn’t know whether to create a special committee or if staff wants to take the lead on this or what. Mr. Taylor replied he has already received after-action reports from three of the five counties involved, and he would like to leave it at the staff level at this point, to let staff work directly with the providers and the PSAP directors. Laura Sykora offered CenturyLink could certainly put staff in direct contact with

its area operations managers to learn everything that was done both to prepare for and respond to the hurricane. Chairman Estes asked staff to provide an update at the next Board meeting, and Mr. Hauser asked that it also be shared with EM and the Statewide Interoperability Coordinator. He also counseled not to ignore all the good things that happened, all the good work that went on. Mr. Taylor added he has never seen the FCC so involved—that the Public Safety Bureau called him on Sunday morning wanting to know what was going on and what they could do to assist—and how Admiral Simpson has really made 911 a top priority.

12. Approval of Proposed 2018 PSAP Funding

For the benefit of new Board members, Marsha Tapler reviewed/explained how staff must publish proposed PSAP Fund distribution amounts by December 31st of each year, then presented data compiled for 2018. She said staff brings this recommendation before the Board, as it was not able to bring it before the Funding Committee prior to this Board meeting. Mr. Taylor underscored that this report is for budgeting purposes only for the PSAPs—it is liable, and expected, to change. Chairman Estes solicited a motion to approve this recommendation, since in coming from staff rather than committee it does not come forward as a motion. Laura Sykora so moved, Greg Hauser seconded. After some comment and further explanation from Mr. Taylor, Chairman Estes called the motion, which passed unanimously without abstention.

13. Approval of 2017 911 Board Goals

Chairman Estes said that coming out of yesterday's work session there was an attempt to take the short narrative goals that were written on the flip chart and convert them into a long form, but his read of the document presented to Board members this morning is that although it captures in spirit what the Board talked about yesterday, it is still a draft document. He said that if it were approved today it would only be in the form of a draft. He offered to entertain any motions to either approve this as a draft or to table it for staff to clean up before the next Board meeting. David Bone made a motion to table it for further Board review and staff tweaking. Sheriff Hagaman seconded. Laura Sykora observed that will also let new Board members be the ones to approve the goals for the new year in which they will be serving. Andrew Grant questioned whether the intent of the discussion yesterday over telecommunicator accreditation and certification included any reference to it being mandatory versus voluntary, saying he was concerned about issuing mandates given the funding challenges referred to earlier in the meeting. Chairman Estes said he did not think that was discussed, and given the fact it would require legislative change if it were to be made mandatory, it will probably be rewritten to be voluntary. He said he thinks the wording of this has been discussed in committee, but not by the full Board, and is an example of why this needs to be tabled and that language tweaked a little bit—at this time the Board's only authority is to make it voluntary. Mr. Grant also questioned the reference to the statute already providing the Board the authority to promote consolidation through managing fund usage, and Chairman Estes responded that was in reference to some feedback received from counsel yesterday afternoon, but it was not discussed by the full Board as a concept it wanted to approve. Mr. Bone offered he would encourage staff to try to get a more definitive timeline on some of these as best they can. Chairman Estes observed that after listening to this discussion he wondered if the Board might want to take ownership of this with staff, asking if a Board member or two might wish to volunteer

to tweak this to represent more what the Board wants. He said if so, please approach Mr. Taylor afterward if you would like to participate, and with that said, tabled the motion on the Chair's authority, with no vote required.

Adjourn

Chairman Estes adjourned the meeting at 11:46.