



NORTH CAROLINA 911 BOARD

September 30, 2016

Banner Elk Room

3514A Bush Street

Raleigh, NC

Call To Order

Chris Estes

- Introduction of new Board member John Moore, Charter Communications, appointed by Governor McCrory to fill the unexpired term of Buck Yarborough, representing a VoIP Provider

- Introduction of new Board member Heather Campbell, Sprint, appointed by Sen. Berger, Senate President Pro-Tem to fill the unexpired term of Rick Edwards, representing a CMRS Provider (pending)

Roll Call

Richard Taylor

Chairman's Opening Remarks

Chris Estes

~ Recognition of Richmond County 911 Telecommunicators



Presented to
Lucas (Luke) Bullard
Adam McInnis
and
Jennie Rutherford
of
Richmond County 911

For Outstanding Teamwork, Professionalism and
Commitment to Public Safety Demonstrated By You

July 2, 2016

Thank You for Striving to Make North Carolina's 911
System Excellent

September 30, 2016

Ethics Awareness/Conflict of Interest Statement

Chris Estes

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest.

Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today?

If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Public Comment

Chris Estes

The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the NC 911 Board members.

When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speakers:

Consent Agenda

Richard Taylor

(Complete Reports Located in Agenda Book On Web Site)

North Carolina 911 Board-PSAP Funding Model Subcommittee Work Session
MINUTES
3514A Bush St
Raleigh, NC
August 25, 2016
2:00 PM – 5:00 PM

<u>Members Present</u>	<u>PSAP Funding Model Subcommittee Members Present</u>	<u>Staff Present</u>
Dave Bone (NCACC) Martin County	Randy Beeman, Cumberland Co ES	Ron Adams (DIT) (Temp Solutions)
Josh Brown (LEC) CenturyLink (pending)	Del Hall, Stokes County 911	Richard Bradford (DOJ)
Eric Cramer (LEC) Wilkes Communication	Melanie Neal, Guilford Metro 911	Tina Bone (DIT)
Chris Estes (911 Board Chair)	Tonya Evans, Durham 911	Dave Corn (DIT)
Andrew Grant (NCLM) Town of Cornelius	Stephanie Wiseman, NCFA-Mitchell Co 911	David Dodd (DIT)
Len Hagaman (Sheriff) Watauga County		Karen Mason (DIT)
Greg Hauser (NCSFA) Charlotte Fire Department		Marsha Tapler (DIT)
Rick Isherwood (CMRS) Verizon		Richard Taylor (DIT)
Dinah Jeffries (NCAPCO) Orange Co. Emergency Services		
Jeff Shipp (LEC) Star Telephone		
Rob Smith (LEC) AT&T	<u>Guests</u>	<u>Staff Absent</u>
Jimmy Stewart (NCAREMS) Hoke Co. 911	Casandra Hoekstra-NCACC	
Slayton Stewart (CMRS) Carolina West Wireless		
Laura Sykora (LEC) CenturyLink		
<u>Members Absent</u>		
Jason Barbour (NCNENA) Johnston Co. 911 (911 Board Vice Chair)		
Darryl Bottoms (NCACP) Pilot Mountain PD		
Rick Edwards (CMRS) Sprint		

1. Chairman's Opening Remarks

At 2:09 Chairman Estes called the meeting to order and thanked attendees for coming to Raleigh a day early to participate in this work session, observing it is a public meeting, just like normal Board meetings, so it will follow the same protocol, including taking minutes, etc. He then asked Executive Director Richard Taylor to take the roll. Mr. Taylor replied no one was expected to be participating by phone, but noting that Rick Edwards had a meeting conflict and had said he would try to join when/if he could, Mr. Taylor checked to be sure. Mr. Edwards did not respond. Mr. Taylor noticed that Board Members Jason Barbour and Jeff Shipp were not yet present, although Mr. Shipp had sent him a text message indicating he was en route. Moving to a roll call of the Funding Committee representatives, he recognized Dave Bone, Andrew Grant, Len Hagaman, and Laura Sykora as Board Members, noted that non-Board members Randy Beeman from Cumberland County was en route and that Del Hall from Stokes County was present, as were Tonya Evans from Durham 911, Melanie Neal from Guilford Metro 911, and concluded by saying Stephanie Wiseman was expecting to arrive at about 2:15 PM. He reported to Chairman Estes that a quorum was present. Chairman Estes again thanked everyone for coming, and observed that anyone needing help with hotel accommodations should see David Dodd.

2. Ethics Awareness/Conflict of Interest Statement

Chairman Estes read the Conflict of Interest Statement printed in the meeting agenda, concluding by asking any Board members who thought they had a conflict or potential conflict of interest to indicate such. No one spoke up, so he reminded everyone that should they discover a conflict or potential conflict as the meeting progresses please speak up so the minutes may reflect that.

3. History of PSAP funding in North Carolina

Before Mr. Taylor began presenting this agenda item, Chairman Estes surmised that this topic is "pretty much what this whole meeting is about," i.e. the PSAP funding model. He reiterated his observation from the last Board meeting that the 911 fees this Board collects as revenue is NOT what this meeting is about, but it is, instead, about how funds received by the 911 Board are distributed to the PSAPs; i.e. it's not about collecting new revenue, it's about how we distribute the revenue the Board collects under the law. He noted that's the agenda for virtually the entire meeting, and added that if we get off too far on other tangents he may use his option as chair to table some things to keep the meeting moving because we really need to make progress on this one topic today versus probably about five other topics we all might like to talk about. He did observe that if the Board wants to go in a slightly different direction there is a process to do that, so if there is a topic that comes up that everyone does want to talk about, then we have to make a motion and use that process to move forward, but right now we're not expecting any votes: this is a working session. He then asked Mr. Taylor if he had any thoughts to share in opening comments. Mr. Taylor said that if there is something folks want to vote on, that would be something we could create today to vote on tomorrow.

Mr. Taylor began his presentation by relating how, in sharing some of the history of 911 in North Carolina with Dave Bone during dinner conversation in Williamston, it occurred to him that not everyone presently on the Board necessarily knows that history, and how, as we begin talking about a new PSAP funding model, looking toward the future, it is important to know what has

transpired since 1989 to bring us to where we are today. He admitted this is definitely the “Readers Digest version” of the topic, starting “in the beginning, on the first day...”, in 1989.

Mr. Taylor started rather tongue-in-cheek by relating how many different people claim, at least editorially, to have written the original legislation, when in actuality only two people contributed; one was a lobbyist and one a senator. Senate Bill 509, passed during the 1989 session (<http://www.ncleg.net/Sessions/1989/Bills/Senate/PDF/S509v5.pdf>), created NCGS Chapter 62A, the Public Safety Telephone Act, and §62A-2 stated the purpose for the legislation was to provide a toll free number with the objective of reducing response time in emergency situations. Mr. Taylor reminded everyone how, before 911, people had to keep separate phone numbers handy to reach whatever emergency service they had need of, and how 911 was intended to simplify all those numbers down to one easy to remember number. He continued by sharing §62A-8, which stated what 911 funds could be used for, emphasizing that the language clearly limited use to *emergency telephone equipment* and rates associated with service suppliers’ 911 service; it said nothing about radios, police cars, animal control trucks—none of those things.

Mr. Taylor further explained that in order to create the 911 fund each local government, whether city or county, had the ability to create its own 911 fee, and there was no cap on that fee; they could set the fee at any amount. He added there also was no oversight of 911 funds; there was no 911 Board, just the statute, which did not contain any provision stating that you had to provide 911. He pointed out that when the Wireless 911 Board was created in 1998, they discovered that 12 local governments levying and collecting 911 fees did not provide 911 service.

The first significant change in 62A came in 1998 with the introduction and passage of Senate Bill 1242 as SL1998-158 (<http://www.ncleg.net/Sessions/1997/Bills/Senate/PDF/S1242v7.pdf>), the wireless 911 bill, developed in large part by a team of 911 professionals of which Mr. Taylor was a member. He observed that up to that time, he had not been very familiar with politics, and working on this bill opened his eyes to a lot of things. Among the things he discovered was that wireless carriers did not fall under the authority of the Public Utilities Commission (PUC) as wireline carriers did; the closest governmental authority which they fell under was the FCC. Whereas each county or city set its own wireline 911 fee, and wireline service providers wrote individual monthly checks to each governing entity every month, Mr. Taylor said wireless carriers were not willing to do that; they wanted to write one monthly check to a state entity.

In addition to having one uniformly applied fee and writing one monthly check, Mr. Taylor pointed out that because they knew there was a lot of misuse of wireline 911 funds, they wanted some sort of oversight to be applied to the use of the money they collected. To that end, SL 1998-158 created a Wireless 911 Board consisting of 13 members, ensuring full cost recovery for CMRS (i.e. wireless) providers and for PSAPs over a reasonable period of time incurred in developing and maintaining a wireless Enhanced 911 system. Mr. Taylor added that full cost recovery was an FCC requirement when North Carolina’s wireless statute was being developed, but by the time the statute became law the FCC had rescinded that requirement; North Carolina, however, elected to retain that provision. He recalled that some people had a lot of heartburn over that, but when it came down to it, wireline carriers were receiving full cost recovery for their 911 expenses, so this was only providing parity to the wireless carriers.

To meet that full cost recovery commitment, North Carolina’s wireless bill allocated 40% of the wireless 911 fund to be used to make monthly distributions to eligible PSAPs (the remaining 60% paid for CMRS cost recovery). Usage of wireless 911 funds distributed to the PSAPs was

limited to the same usage applied to wireline 911 funds, with the exception of replacing “Enhanced 911 system” language with “*wireless* Enhanced 911 system,” thereby creating a distinction between those disparate systems and the revenue associated with each. Mr. Taylor offered that this became very complicated when costs associated with resources which served both systems were to be paid. It was, he said, what gave rise to the percentage allocations attributed to paying for those shared resources, e.g. wireline trunks which carried both wireline and wireless 911 calls. Yet another change was that of the 40% allocated to PSAPs, 50% was to be distributed in equal portions to all the eligible PSAPs and the remaining 50% was to be distributed based upon population. Mr. Taylor observed the smaller, more rural, PSAPs benefitted most from the equal portion distribution, whereas the larger, more metropolitan PSAPs benefitted most from the population based distributions.

Mr. Taylor related another new requirement was that in January of each year every participating PSAP was required to submit a copy of its governing agency’s approved budget to ensure the wireless revenue was being used in accordance with statutory guidelines for eligible use. Reviewing the use of wireless 911 funds brought home the realization that wireline 911 fund were not always being used in accordance with the statutory guidelines, but as the Wireless 911 Board only had oversight authority over use of wireless 911 funds, PSAPs continued to use wireline 911 funds based upon their local interpretation of statutory guidelines.

In 2003 Senate Bill 97 passed, becoming Session Law 2003-416 (<http://www.ncleg.net/Sessions/2003/Bills/Senate/PDF/S97v6.pdf>), giving the Wireless 911 Board the authority to reallocate funds comprising the Wireless Fund, i.e. modify the 60%/40% split between CMRS providers and PSAPs, as it saw fit, provided that any adjustment or reallocation was consistent with the requirements of the FCC Order. Then in 2005 came yet another change: House Bill 1261 was passed, becoming Session Law 2005-439 (<http://www.ncleg.net/Sessions/2005/Bills/House/PDF/H1261v6.pdf>). Mr. Taylor explained this was where the General Assembly decided it was time to revisit the wireline 911 bill (NCGS 62A Article 1), including placing a cap on the wireline 911 fees charged by local governments. He related this became an issue when one county proposed raising its 911 fee to \$4.50 when the average monthly telephone bill in that county was only \$9.50. He acknowledged that county was very honest about what it wanted to use that money for: to buy ambulances, which was a use specifically prohibited in 62A.

Other modifications within the bill, Mr. Taylor further explained, were that the Wireless 911 fee was reduced from 80¢ to 70¢ per month, the Wireless 911 Board was given the ability to adjust that fee every two years on the even numbered year, and the definition of a PSAP which was eligible to receive 911 funds was limited to the primary PSAP. He observed that was a big, big change, because the distinction between a primary PSAP and a secondary PSAP was codified: a PSAP must receive and utilize the initial 911 call, both voice and data, in accordance with the FCC order to qualify as a primary PSAP. Mr. Taylor observed this had a significant impact across the state because many PSAPs which were not receiving the initial 911 call, i.e. secondary PSAPs, were receiving local 911 funds.

Another change the bill introduced was the expansion of the prohibitive language regarding eligible use of funds in the statute. Yet another was a directive for the Joint Utility Review Committee to study several issues related to Article 1 of Chapter 62A, i.e. the article addressing wireline 911 [please see <http://www.ncleg.net/Sessions/2005/Bills/House/PDF/H1261v6.pdf> Section 11.(a)].

Moving to 2007, Mr. Taylor observed a big re-write of the statute took place with the passage of H1755 as Session Law 2007-383 (<http://www.ncleg.net/Sessions/2007/Bills/House/PDF/H1755v7.pdf>) creating a statewide 911 Board administering a single statewide 911 fee with oversight for both wireline and wireless 911; local governments could no longer set and collect their own wireline 911 fees. The new 911 Board was officially established in the Office of Information Technology Services (ITS), whereas the former Wireless 911 Board had only worked under ITS unofficially because the wireless 911 fees were remitted to ITS. The new board was comprised of 17 members from both the public and private sectors, and Mr. Taylor pointed out it was a rather “quirky” membership, including two NENA representatives and two from AT&T. Additionally, the service charge was set at 70¢ per month, although the Board was empowered to reduce it if it saw fit to. A PSAP Grant Account was also established using money from both the CMRS and PSAP funds.

Mr. Taylor went on to explain the General Assembly’s directive to the 911 Board on how to initially distribute revenue from the new single statewide 911 fee to PSAPs. Each PSAP was assigned a base amount equal to the amount it received in the fiscal year ending June 30, 2007 as reported to the State Treasurer’s Office, as well as a per capita distribution based upon the most recent population estimated certified by the State Budget Officer. Prior to that, wireless 911 fees had been collected by UNC, which does not report to the State Treasurer’s Office, so that arrangement had to change. Mr. Taylor also pointed out that since the Eastern Band of the Cherokee Indians does not report to the State Treasurer’s Office, it became ineligible to receive 911 funding, despite its having had a primary PSAP for many years. He added that technical corrections were made to the bill, however, which reinstated the Eastern Band as eligible to receive funding.

The next legislative changes occurred in 2010 with the passage of H1691, becoming Session Law 2010-158 (<http://www.ncleg.net/Sessions/2009/Bills/House/PDF/H1691v7.pdf>). It incorporated recommendations made by the House Select Committee on the Use of 911 Funds into the statute, and Mr. Taylor worked closely with that committee during its deliberations. He noted that NCACC Executive Director Kevin Leonard used to quip that it should have been called the Hilton bill because so many discussions unofficially took place in the lobby of the North Raleigh Hilton. Among the changes the new legislation brought about were changes in the membership of the Board, though not the number of members, with equal numbers of public sector and private sector members. Also, the Board was given the ability to pay for statewide projects (such as ECaTS), the ability to adjust the 911 fee every year instead of only even numbered years, and the ability to adjust its operating expenses up to a 2% maximum to ensure the Board had money to pay for technical expertise. Mr. Taylor observed a new stipulation was that a PSAP was not eligible to receive 911 funds unless it provided enhanced 911 service and received distributions from the 911 Board during the 2008-2009 fiscal year.

This legislation directed the Board to come up with a new PSAP funding formula by considering, though not necessarily incorporating, six guidelines [SL 2010-158 Section 7.(a)(3)] into the final product, and Mr. Taylor noted the Board has met that directive using the disbursement history funding model developed by Eastern Carolina University (ECU) College of Business for the Board in 2009, which is the five year rolling history model still in use today. PSAP Funding Model Subcommittee member Melanie Neal asked if the ECU study “encompassed” all of the considerations in Section 7.(a)(3), and Mr. Taylor replied it encompassed all that we had data for.

4. PSAP funding from the Funding Committee/Subcommittee Perspective

Chairman Estes advised the Funding Committee and PSAP Funding Model Subcommittee have been meeting, and since Committee Chair Jason Barbour was not present, asked Dave Bone, soon to replace Mr. Barbour as Funding Committee Chair, to bring the Board up to date on the topic. Mr. Bone replied he did not serve on the subcommittee and deferred to Mr. Taylor, who asked subcommittee member Tonya Evans to speak to the issue. Ms. Evans related that the subcommittee has had a great deal of discussion, much of it, as one would suspect for this topic, very unfocussed because it is such a huge question and there are so many people impacted by it. She noted it's easy to say we don't want to negatively impact anybody, but much harder to actually do that. Among the topics they discussed, she said they returned to the concept of everybody receiving some sort of equal share, then thought about dividing up the costs of the calls, how many disciplines were dispatched, etc., but have not been able to agree on anything because they think there are a lot of factors that still may not be being considered or that they want to be sure they are looking at. That said, Ms. Evans indicated the committee was kind of excited about the fact the Board was going to work with it and the committee was going to get some direction since committee members had been talking a long time without really making a lot of progress.

Ms. Evans related that she had been among those working on the five year rolling average model when it was first adopted, and they had thought that would be a really good thing because it would tell them how much 911 really cost. In hindsight, she observed she might debate that a little bit—it told us how much was spent on 911, but not necessarily how much 911 cost. She added they now know some people spent what they should have been spending, some people were very aggressive in what they were spending, and some people still don't have what they absolutely need to serve their citizens; they've not spent money on things for whatever reason, some with fund balances, some without.

Ms. Evans said it is her opinion that we need to have a baseline and know that everybody is where they need to be, but that information doesn't really seem to exist as an easy answer. She added that while a lot of data has been collected over the years, she's not sure anyone has a really great answer to the question of what all that data tells us. She ventured that is a concern to her, and from her perspective, looking at this kind of like you would look at any other budget, having so much money to spend and so much stuff to pay for, it's important that we figure out where everybody is and make sure everybody's where they need to be before we start dividing up. She observed that while the rules are certainly going to help, there is a lot of debate about how we can do that.

Ms. Evans pointed out there are some concerns about population, about what sources are being used to determine those numbers. The subcommittee did address the issue of seasonal population swings based upon seasonal influx or departure of tourists or travelers, and hypothesized that might be better looked at through call volume rather than population, which in turn led them to look at costs incurred per call; committee members wanted to make sure that was considered because it's a "big deal" for PSAPs—they have to be sure they can pay those costs all year, so how much do they need?

Ms. Evans noted that a lot of counties or municipalities are looking at building new PSAPs, resulting in financial reconsideration requests that are reasonable insofar as they deal with allowable expenditures, but not necessarily reasonable insofar as "how much do you need." She relayed how Durham 911 is going through the process of building a new 911 center with a

projected lifespan of twenty years, and has decided to size the communications floor larger than presently necessary to allow for future growth during those upcoming years. She added, however, that just because she has space for thirty consoles doesn't mean she needs thirty consoles to handle present loads, and she feels it's not right to pay for thirty consoles to have many of them sit empty, then have the equipment age out possibly before it's ever even used. She observed the committee wants to figure out a way to make that "fair"—how do you determine what number you do need? She related that members looked at APCO's Project Retains, but found it has a lot of information that is really complicated and looks at what staffing should be, "over-answering" the question. They then discussed how no more than 50% of staff should be working at one time, with the other 50% off duty resting, so perhaps the number of consoles could be equivalent to half of the number of FTEs the PSAP employs because if you don't have the positions, there is no way to argue that you need a chair per person, i.e. that you need the equipment for. Ms. Evans summarized they want to be sure that people have the equipment they need, but they don't want people to be able to "over-spend" for things that are going to be wasted. She then asked other subcommittee members if she had missed anything.

Laura Sykora noted they did spend a good deal of time discussing all that Ms. Evans described, coming up with lots of pros and cons for each approach, but without arriving at anything concrete to bring to the Board.

5. Board's goal(s) for future PSAP funding

Chairman Estes asked if we have solicited input from someone who specializes in building models, other than what ECU did in 2009. Ms. Evans replied the subcommittee has not done that, which she feels was the point Jason Barbour was trying to make at the last 911 Board meeting when he suggested we consider hiring outside experts. Chairman Estes observed that, as good as we may be as Board members, to his knowledge no one in the room is a model builder who can build a statistically valid model that does this type of complicated thing, adding that there is a lot of technology and a lot of discipline in that field now, so it might be something the Board would want to consider: hire somebody who actually knows how to do this, as was done in 2009, noting much has changed in the intervening seven years.

Ms. Evans responded the subcommittee did have a lengthy discussion about that at its last meeting, speculating that perhaps using a different group of people than were used in 2009 might be preferable; that although there is always an advantage to coming in with an intimate understanding of the historical knowledge, introducing a fresh set of eyes might be more desirable, and several subcommittee members audibly concurred. Chairman Estes asked if she could also comment on the time pressure the committee might be feeling; are there certain dates by which we must establish a new funding model to meet either statutory obligations or to ensure PSAPs have enough money to move forward? Ms. Evans replied she doesn't think they have necessarily felt that kind of time pressure, although there seems to be some urgency about the fact that this needs to be looked at. She acknowledged there has been some pressure to "hurry up and get this done", to stop talking and do something, the feeling being they have been just going around in the same circle and not making progress.

Dave Bone interjected that he thinks part of the sense of urgency is that the rolling average model kind of promotes spending, or incentivizes that, to a certain extent. He observed that while expenses are going up, we have limited resources and want to be efficient in the use of those resources. He added that the dedication of 10% of all 911 Board revenue to the Next Generation 911 fund limits resources to dedicate to other uses even more, and such limitations

are what is driving the timetable and the sense of urgency. Ms. Sykora added that subcommittee members have recognized that once they make a recommendation and bring it to the Board, and the Board determines a course of action, it will take at least a full year, if not 16-18 months, to implement. She added they have also discussed doing some sort of a transition to the new model, whatever it is, because some PSAPs will be winners and others losers simply because a change is being made. She also said they do have a concern that we are currently incenting excess spending, and how do we start to make those changes? Mr. Bone added we have had enough resources to fund financial reconsiderations for eligible expenses, but we are now to the point where, with diminishing resources, it may come to a point when we are no longer able to do that. Eric Cramer interjected that type of situation kind of creates a "race to the top"; if there are winners and losers you may look at a transition or phase-in of whatever the impact is, and then come up with some kind study that's a baseline of what is your actual "Op-X" and adding it in.

Chairman Estes advised there are a couple of things he has used successfully when trying to move forward with large teams. He said the first is establishing what rules to follow, noting that in this case the Board has been directed by law to follow some guidelines that are not negotiable. He speculated that since not all Board members have been active in this project or serve on the committee, it might be good to go back to the law and just re-confirm the guidelines the General Assembly has already told us to follow, and use that as the starting point of a discussion. Saying he saw some heads nodding assent, he asked Mr. Taylor to pull up the relevant section of the current statute presenting those guidelines. Mr. Taylor noted he was pulling up NCGS §143B-1406(a)(3) and began reading off the guidelines:

(3) Formula. -- The funding formula established by the Board must consider all of the following:

- a. The population of the area served by a PSAP.*
- b. PSAP reports and budgets, disbursement histories, and historical costs.*
- c. PSAP operations, 911 technologies used by the PSAP, compliance with operating standards of the 911 Board, level of service a PSAP delivers dispatching fire, emergency medical services, law enforcement, and Emergency Medical Dispatch.*
- d. The tier designation of the county in which the PSAP is located as designated in G.S. 143B-437.08.*
- e. Any interlocal government funding agreement between a primary PSAP and a secondary PSAP, if the secondary PSAP was in existence as of June 1, 2010, receives funding under the agreement, and is within the service area of the primary PSAP.*
 - e1. Any expenditure authorized by the 911 Board for statewide 911 projects or the next generation 911 system.*
- f. Any other information the Board considers relevant.*

When Mr. Taylor read guideline a, Chairman Estes observed there is no stipulation as to what source for population numbers must be consulted. Mr. Taylor observed this is one of the things the Board went round and round about with ECU in the 2009 study, adding it was one of the key things that Dr. Kleckley identified in support of the rolling five-year average. By way of example, he cited how Dare County's cost for providing 911 must include both the seasonal tourist influx and the off-season reduction, so the historical costs already included and accounted for those population variations. Mr. Taylor observed the beauty of the historical rolling average was that it accounted for both the population spike and the drop.

Directing a question to Richard Bradford, Chairman Estes asked if there are any historically acceptable population charts that government uses to make these types of decisions. Mr. Bradford replied population reports are collected by the Department of Commerce, as well as other agencies, and are available for use, but he would caution that the list of items being examined is not a formula; it is just a list of things that must be considered. Chairman Estes acknowledged that was the case, and that he was just trying to ensure that everyone was in agreement about what must be considered, so population is a dimension for consideration, and based upon Mr. Bradford's response, the Department of Commerce would be a valid source. Chairman Estes then asked all the attendees (Board and Committee members) if anyone had any questions about that consideration.

Mr. Taylor read consideration b, advising we have that data from the PSAPs. Chairman Estes again asked if there were any questions, and Mr. Cramer asked, "How are reconsideration requests authorized through the statute—through the costs?" Mr. Bradford advised that's in a different part of the statute, first of all, and the choice to do reconsiderations is actually the Board's, if it chooses to do so. He explained that the PSAPs have the ability to come back to the Board to say, "The funding isn't adequate because...", and that may be because the Board's planning was incomplete because the formula was incomplete; something has happened that the PSAP hadn't foreseen; a source of funding failed—maybe they had a federal grant that had been withdrawn, but they still need to purchase whatever the grant was going to pay for (provided it's an eligible expense). He reiterated that reconsiderations are discretionary, so there is some latitude and flexibility to ensure that the Board is available to address the needs of the PSAPs on an ongoing basis. Mr. Taylor underscored that a financial reconsideration is separate from this formula; they are basically two different things. Mr. Bradford added that he would say one tie between the two concepts, though, is that a reconsideration has not traditionally been used to change a PSAP's distribution amount for more than one year; the following year it reverts to what it had been. Mr. Bone pointed out, however, that it does factor into the five-year rolling average, and Mr. Bradford concurred.

Chairman Estes commented, "So again, we're just kind of base-lining everyone on what the law tells us to do." Mr. Taylor read consideration c, followed by the observation that some PSAPs may dispatch only a single discipline, while others may dispatch any combination of disciplines; some may provide EMD, some may not. Mr. Bone observed he thinks it is significant that EMD is mentioned specifically, and also restated what Ms. Evans had alluded to earlier regarding how the subcommittee had looked at several funding models based upon which and/or how many disciplines are dispatched by the PSAP. Chairman Estes remarked the statute doesn't require some kind of distribution based on discipline—that was just the committee's way to bring equity into a formula. Mr. Bone reiterated he just found it very interesting that EMD was specifically mentioned whereas protocols for other disciplines were not.

Subcommittee member Randy Beeman recalled that in some of the committee meetings members recognized that, although the Board wants to provide a consistent level of 911 service across the state, credentialing in dispatch protocols will vary based upon the variabilities among PSAPs. Building upon that, Mr. Bone pointed out the committee was trying to incentivize some of these other levels of service so that they would become more prevalent statewide. Chairman Estes observed that is a good goal, but added, however, it is not required by law, reminding everyone that we are at this point just trying to establish a baseline of what the law requires the Board to do. Greg Hauser said he would be interested in learning what the distribution of disciplines is among PSAPs in the state, as he has heard numerous times that the fire service seems to be the last one in line in levels of service. Mr. Taylor advised that when the committee

members were considering those factors, equal weight was given to each discipline and each discipline's dispatch protocols.

Returning to the list, Mr. Taylor read consideration d regarding tier designations. Chairman Estes asked for an explanation of tier designations, and Mr. Bradford related that they are recorded in the Department of Commerce and basically are an index of overall economic health and opportunity in the counties, with the lower designations indicating the more challenging environments. Chairman Estes asked, "So what is the law telling us to do?". Mr. Bradford replied it is telling us to consider that, adding that historically the more rural counties have been in the lower tiers—1 and 2—so they were more challenged; they had less ability to raise revenue through their local tax, so historically they were disadvantaged, and he speculated that a lot of the rural counties would say that's still true today. Chairman Estes said the interpretation of this would appear to be that a county with a lower tier designation should receive compensation different than one with a higher tier designation, but it doesn't really say which should get more or less; people from a high tier might say they should get more consideration than those from a low tier, but the law doesn't say.

Mr. Bradford speculated that the legislative intent behind this consideration is to recognize a point that Ms. Evans was making earlier: if a fundamental principle is to have an acceptable level of service in every PSAP, that is more difficult in the more rural areas than in urban areas—that's sort of the working assumption. Given that, he added, does it make sense to provide some kind of additional compensation, training, or support, whatever that might be, for some of the Tier 1 counties that the Tier 3 counties don't really need? He pointed out it is not necessarily saying that a Tier 1 agency should get, say, 25% more money (they may not have a way to spend it) or something similar, but if a Tier 1 agency needs, say, a capital item, it may take them eight years to amass the funds to purchase that item whereas another county that is not in similar straits might be able to work that into its budget in a shorter timeline. He asserted he is not saying that is necessarily true—it is simply one scenario—and there are probably dozens of scenarios that you could play out; you could talk about that single question for days. When asked how many Tier 1 counties there are, Mr. Taylor initially thought the number was 20, but after checking online, Mr. Beeman determined there are 40 Tier 1, 40 Tier 2, and 20 Tier 3 counties in the state. Mr. Bone asked how tier status was addressed in the five-year rolling average funding model. Mr. Taylor replied it wasn't, and didn't have to be—it just had to be considered when the model was being developed. He reiterated that all of the six items listed in NCGS §143B-1406(a)(3) have to be considered when developing a funding model, but that does not mean they must be used by the model. Mr. Bone then asked for confirmation that tier status does not play a role in the current funding model, to which Mr. Taylor replied that was correct. Mr. Bone also mentioned he thought the Department of Commerce was doing something regarding tier status designations right now, and guest attendee Casandra Hoekstra representing the NCACC advised it was, indeed, being examined, and Mr. Taylor added he had read some articles indicating it may even end up being phased out.

Mr. Taylor next read consideration e, regarding interlocal funding agreements between primary and secondary PSAPs, specifically those which were in existence as of June 1, 2010. He pointed out that consideration was directly attributable to the transition which took place pursuant to SL 2010-158. Mr. Taylor concluded his reading of the consideration items with e1, regarding authorization for the 911 Board to fund statewide 911 projects and NextGen911, and f, the "catch-all" allowing the Board to consider any other information it considers relevant. Chairman Estes observed that is where the Board's desire to provide consistent levels of 911 service from Murphy to Manteo fits in.

Chairman Estes added that is a guiding principle the Board hypothetically wants to meet, and as such, is an example of the type of principle the committee is looking for from the Board coming out of this exercise. He then asked if anyone had any questions about what the law tells the Board it must do. Sheriff Hagaman asked if any agreements such as cited in item e are still in force, and Mr. Taylor replied all secondary PSAP funding presently in effect is pursuant to the secondary PSAP agreements that the Board created three years ago. Chairman Estes asked if it is correct to surmise that any secondary PSAP which came into existence after June 1, 2010 does not receive funding, prompting a very pregnant pause from the head of the table. Mr. Bradford ultimately replied that is correct, but one of the things staff discovered when that provision took effect was that upon inquiry about such agreements, PSAPs would respond, "Yes, we have an agreement," but when asked to send a copy of said agreement, they changed their tune. He added he doesn't doubt that such agreements were understood, where a pattern and practice were in place clearly showing support and reliance upon one another, but local governments were unable to produce documentation in several instances. Some asked for an example of a model agreement, so Mr. Bradford said staff "...tried to make them happy so they could make us happy."

Chairman Estes then asked what the answer actually is to the Sheriff's question; do we have agreements, do we know "who's in and who's out", and everyone's in agreement on that, or are there still some discrepancies? Mr. Bradford replied he doesn't think there are discrepancies, explaining the Board went down that path and established a set policy on funding secondaries which required a formalized agreement, including a provision that the Board have a copy and approve it and so forth. He said that since that was done, although he doesn't look at money, he feels sure the Board's disbursements going to primaries to pass down to secondaries are stable and known—they are not expanding.

Mr. Taylor referred back to NCGS § 143B-1402, Powers and Duties of the 911 Board, paragraph (a)(1), which speaks to creating and maintaining a state plan, including the directive at the end of the paragraph to "...formulate strategies for the efficient and effective delivery of enhanced 911 service." He said that has always been where he has drawn inspiration for the "Murphy to Manteo" line, providing "efficient and effective delivery of enhanced 911 service" statewide.

6. Next steps

Chairman Estes reviewed that the Board and committee have seen the guidelines provided by the law, observing that the committee has looked at this quite a bit, so instead of having the Board replay every lesson it has learned, asked what the committee is asking of the Board. But before entertaining an answer to that question, he also asked what is wrong with the current funding model—for someone to explain the pros and cons of the current model.

Ms. Evans responded that the current model does not encourage fiscal responsibility; it rewards you for spending as much as you can, as well as for trying to be the best that you can be, which, she added, is certainly not a bad thing. She asserted we want everyone to be the best they can be, but not to the extent that we don't have enough money to support everybody at a base level. Chairman Estes asked if she makes that assumption because it uses a five-year rolling average, because the more you spend over the five years the more you receive as each new year begins. Ms. Evans concurred, observing that's the biggest issue with that model, or, as Chairman Estes observed, the biggest concern. He asked her if the committee has considered

keeping that model and rewarding the PSAPs which do act in a fiscally responsible way, such as “If you spend less money than you did last year you get an award.” She said they have not really discussed that so much, but they have discussed at great length how to know if PSAPs are spending what they should or shouldn’t, but that’s where the committee feels it doesn’t have data.

Apologizing for perhaps speaking more than he should during a working session, Chairman Estes offered some of the feedback he’s heard over the years he’s been affiliated with the Board. First off, he said he has learned that the PSAPs do not want the Board to tell them how to run their business—that has become crystal clear. Reflecting on that, he said that when he starts hearing about the Board dictating how PSAPs should spend their money, he starts to think that’s exactly what we’re doing, and the result will be a lot of blow back from the local governments. He observed he would caution the Board, whatever solution it develops as a Board, that it allows PSAPs the freedom to run their local business the best way they can. He added, however, the Board’s job is to ensure PSAPs run their business efficiently and make sure money is spent equitably across the state—that’s what the law has asked it to do.

Ms. Sykora asked everyone to roll the clock forward about five years regarding the rules and the reviews of PSAPs, saying if we knew which PSAPs were lacking and not meeting minimum standards, then we could focus this model to help those PSAPs come up to standards as step one of the funding model, but right now, we don’t know. Chairman Estes asked if she means something like who’s an ‘A’ PSAP, a ‘B’ PSAP, a ‘C’ PSAP, or some such. Ms. Sykora speculated the staff could possibly categorize them that way, but specifically we’ve not had the reviews of the PSAPs to say “Oh, your generator’s 35 years old and it takes an hour to get it cranked up,” or “You haven’t tested it in a year,” or whatever. She clarified that she doesn’t think we know where the PSAPs “technically stand,” although she said she thinks staff is in the PSAPs enough, and frequently enough, to know who’s going to be in really good shape and who is not.

Dinah Jeffries said she thinks the rules are still going to help initially, because the PSAPs are going to be looking at the checklist, ergo at the rules, and determining where they stand in relation to meeting the rules, and even if the Board is doing a periodic check with them, until we gather a lot of data, we can still look and see if we’ve got a PSAP that says, “Nope, I’ve never tested my generator and haven’t a clue where any test records are.” In other words, she said, we can start getting an idea of where PSAPs are. Ms. Sykora also noted, “Does testing a generator or not testing a generator mean they need to spend money?” If it works great, no, but if it doesn’t, then they need to buy a new one. Chairman Estes observed that as the chair of the Standards Committee Ms. Sykora has first-hand knowledge of what is expected of the PSAPs in the rules. She acceded that, noting that at tomorrow’s Board meeting the committee will be presenting how it plans to select peer reviewers, and at last month’s meeting the Board approved the checklist. She added she doesn’t want to slow down the process of creating a new funding model, but to be able to target the PSAPs most in need at this time will be difficult.

Chairman Estes noted that Mr. Taylor had displayed onscreen an excerpt from the minutes of the Board’s July 2014 meeting (<https://ncit.s3.amazonaws.com/s3fs-public/documents/files/2014-07-25-Minutes.pdf>), where Dr. Kleckley stated a major problem with the current funding model is that it is backwards-looking, that what is needed now is one that encourages planning, one that everybody adheres to. Mr. Taylor reminded everyone that one of the duties of the Board he had displayed onscreen earlier is to monitor trends in the future, trends pointing to where we’re going. He postulated that with a backwards-looking

funding model, we are not looking at future trends; we're looking at what has already happened, not what is going to be happening moving forward. He observed we are presently reviewing RFPs for an ESINet, and it's scary, because as we look at what's in the ESINet and at what's in a lot of our PSAPs, they're nowhere near ready for Next Generation 911. Searching for words, he eventually pointed out we've got a long way to go, and we're constantly looking backwards just trying to help them (PSAPs) "come here" instead of "going there," if that makes sense. He offered that we need to be "going there," looking to the future rather than the past, and he thinks that is what Dr. Kleckley was trying to tell us. He also added that as Ms. Sykora has already pointed out, if we were to change the model today, it would probably be July 1, 2018 before we could implement it. Ms. Sykora added, as Mr. Cramer mentioned earlier, then there would necessarily be a period of transition. She acknowledged there will be winners and losers, and because we don't want to hurt any PSAP, we will want to "soften the blow."

Mr. Taylor asked if he could "throw another twist into this." Chairman Estes' response was, "Why not?", triggering laughter about the room. Mr. Taylor brought attention to a handout listing ECaTS data regarding the annual number of 911 calls received per PSAP juxtaposed against the total 911 funds distributed annually to each PSAP yielding an annual cost per 911 call. Mr. Taylor observed the funding committee has discussed cost per call on several occasions, and it appears to be one of those things nobody wants to take up, but he wanted to throw that into the mix today: do we want to continue to fund PSAPs where the cost per 911 call is a "couple of hundred dollars?" Chairman Estes and several others asked where on the chart such costs appeared, and Mr. Taylor directed them to Beech Mountain P.D., where the cost per call in 2015 worked out to be \$174.62. Mr. Taylor added the Board has talked about improving efficiencies many times—he offered tongue in cheek that if Mr. Shipp hasn't mentioned it at every Board meeting he's attended, he'd be surprised—and he just wants it to be out there as a discussion item; he's not advocating "yes" or "no", but wants people to be thinking about it.

Chairman Estes cited this as an illustration, once again, of why the Board needs to provide some guiding principles to the committee. He defined a guiding principle as a sort of statement that the Board agrees to that the committee would then use to make decisions. So if committee members were faced with Mr. Taylor's hypothetical question, should we continue to fund PSAPs where the cost per call exceeds \$X per call, they would look at this guiding principle to see if it informs them as to how the Board would like them to act in this type of situation. He offered another example of a guiding principle might be a topic he addressed earlier in the meeting: that the Board is not going to dictate how someone in a county mans or staffs a PSAP, which actually would fly in the face of placing a cap on a cost per call. He stressed he's not advocating one or the other; he's simply illustrating how the committee could use guiding principles which come from the Board. He stated the Board should give the committee members four or five bullet points that give them guidelines, so they can make informed decisions on how to move forward. He added he also thinks the Board should give the committee guidelines on whether or not we need outside help. He then asked members if they thought we should spend time talking about these guiding principles; spend a little time talking about the need for outside support—do we have enough in-house talent to build a next generation funding model that is forward-looking? He then asked everyone if we even need a forward-looking model, just because Dr. Kleckley said we did—do we all agree we need it, or should we debate that for a few minutes?

Ms. Sykora speculated that would be a good place to start: do we need a new funding model, and if so, should it be forward-looking? She observed we have heard several Board members serving on the committees as well as other committee members speak to that, but asked how do other Board members feel about it.

Greg Hauser responded by saying he is concerned with path currently being followed, with 10% of total revenue coming off the top to fund NG911, as well as other mandates the Board must meet by statute that will potentially require funding, e.g. new state projects and ongoing state projects. He said he's a little bit concerned about what will be left, observing he knows the NG911 process is just beginning and the equipment and cost is not getting cheaper, and is worried that, "We'll be shooting over the folks that need the funding to pay for stuff we've already looked ahead ten years for." Pointing out that we're already looking forward with NG911 and the ongoing GIS project, but regardless of whether we're looking forward or backward, he's afraid we're going to reach a point where there is not enough money.

Andrew Grant said he'd like to build on Chief Hauser's comments, recalling that several meetings back the Board, including himself, voted against raising the 911 fee. That said, he admitted he knows in his gut we need more money for the future, but doesn't know how to spend it. He added he wants to be able to make a good case to the legislature as to why an increase is necessary, and that he agrees with Ms. Sykora's statement that we need to look forward and we do need a new funding model for all the reasons that have been stated. He also said he agrees with Chairman Estes in that the Board needs to agree to some guiding principles to help the subcommittee.

Ms. Sykora pointed out that if we do decide to reach out to ECU again, or some other modeling team, the subcommittee can use those guiding principles to help that outside team understand what the subcommittee needs help with. Chief Hauser asked if there is some way to use the rules as a guiding principle, since PSAPs are either going to have to comply with the rules of fix (or fund) whatever is out of compliance. Chairman Estes replied, "So here's the death spiral we get into with this,"—we're going to set a baseline that says every PSAP must meet these standards, and there's going to be a certain group of them that can't, and now they're going to need money, and as Chief Hauser just commented, we don't have as much money as we did because of NextGen, etc., etc., so we're going to get into this death spiral as to how to prioritize who gets what limited resources there are. He acknowledged that is the problem before the Board and committee now, and it has to be solved, but observed it is interesting to think about a guiding principle that applies to standards in terms of a transition period, since all PSAPs won't meet the standards on day one, and they will all need funding to "move up the ladder."

Rick Isherwood asked at what point in time is it more cost effective for PSAPs to look at consolidation versus continued funding, while admitting he knows that's a very sore subject. Chairman Estes observed there are ways to get the behavior you want, e.g. the carrot and the stick, and he has learned the carrot is much more effective. He noted that if you are a business leader, you know that consolidation is more efficient and effective, and asked if we couldn't incent that behavior rather than forcing people into it. Mr. Isherwood countered that if the Board continues to look at PSAPs which are in the greatest need to improve, he doesn't see where that change is going to occur.

Mr. Bradford observed he thinks you can "chase this little rabbit" for a long time, and reminded all how he has said in the past that when you are discussing a problem not to confine your thinking to what the law says today, necessarily. He encouraged folks to consider things they might want to change in their guiding principles to sort of separate those two ideas. He pointed out that if there are shorter term changes for the model that allow you to move forward in a way that you think is positive, great, but also recognize that there may be some things that need to change because the law needs to change; limiting funding to PSAPs based upon their

capabilities is one of those things—right now the Board doesn't really have the latitude to say no to a PSAP that has a cost per call of \$25, for example.

Referring to the handout which lists the cost per call, Ms. Sykora suggested looking at the PSAPs based upon what tier they are in, going back to the statutory considerations, and possibly determine what would be an acceptable cap based upon average cost per call within a given tier in order to meet the statutory duty of the Board to “formulate strategies for the efficient and effective delivery of enhanced 911 service.” She hypothesized that might be a help even if the Board continues to use the historic information funding model, possibly a “step one” while the Board learns which PSAPs are compliant with the rules, which need help to become compliant, etc.

Chairman Estes spoke for a while about the dynamics of changing the funding model from backward to forward-looking, pointing out that the backup PSAP plan directive from the General Assembly is a good example of a forward-looking initiative, but adding how that will, both coincidentally and eventually, become a part of the five-year rolling average. He observed how NextGen is probably the biggest, most significant forward-facing thing that the Board is going to do which will require lots of different behavior from the PSAPs, but also how that will probably allow a lot more variability in the operating model for PSAPs once that capability is fully delivered, although he didn't expect that for another four to eight years. Mr. Taylor disagreed, saying first deployments will take place in 2018. Chairman Estes asked if that wasn't just for establishing the network, not full functionality, and Mr. Taylor assured him it was full functionality, while acknowledging that the process will take two years to reach 100% deployment (all 119 primary PSAPs), expecting that to be complete in 2020. Chairman Estes asked if that will include “all the cool technology” that's expected from NextGen, and Mr. Taylor said it would include all that is available in 2020. He further stressed that is and has been the goal of the NextGen project, which is why the push has been on for getting out the RFPs the project team has worked so diligently on.

Mr. Grant observed, “We need a high tide that will raise all ships,” and asked if the NextGen solution will address that. Mr. Taylor replied, “That's what our concern is—that's the forward-looking piece of this discussion, why staff is trying so hard to ensure that purchases PSAPs make now will serve them in that new environment, and not be obsolete at purchase.” He recalled that Mr. Isherwood was right on target when he spoke about not giving grants for old technology. Mr. Taylor said all involved are trying to achieve that balance, but it's very difficult. Chairman Estes observed that after having served three years as the state CIO, it's great to say you want to buy new stuff, but you have to “keep the lights on,” with which Mr. Taylor readily agreed. Chairman Estes further stated that his experience has been that “All the great promise of something being here in two to four years is really four to six years.” Mr. Taylor said the NextGen team totally agreed with that, which is why the members were so adamant about not only setting the goal for two years, but about sticking to its timeline as well. Chairman Estes retorted that if we say we're going to have something ready in two years, and a PSAP says “Great...we can wait two years,” but then it takes six years to get there, that makes a huge impact on how they run their business. He also added how, historically, government is not really good at meeting milestone dates—that's not a criticism, just a fact, for many reasons not worth going into now—so he feels we need to be careful setting milestone posts that aren't realistic and then the PSAPs run their business against those dates and then they get into trouble. Mr. Taylor agreed, saying he's had that discussion with staff myriad times, but what scares him is seeing PSAPs making investments over a five or ten-year period of time on technology that we

know is not going to be compatible with NextGen, especially considering the prices they're paying.

Chairman Estes asked how do we create a guideline for the committee relating to future NextGen capability and how that works in a forward thinking model. Ms. Sykora said it sounds to her like we need this transition to only funding NextGen, if in 2020 everything is going to be NextGen at all the primary PSAPs. She acknowledged she understands "We need to 'keep the lights on,' but the funding model needs to only fund NextGen by 2021, if that's true." Mr. Taylor said he thinks that gets right back to what Mr. Bradford spoke to: the Board can't say no to a PSAP's request to spend money on an eligible expenditure unless the statute changes. Mr. Bradford agreed, saying this is one of the reasons why he was suggesting earlier that if there are things that you see as important in terms of continuing funding, better model, and so forth, that require changes in the statute, then fine, but don't limit your thinking to the current law. Chairman Estes paraphrased that by saying if we think we want to implement something that limits the way we fund, we could have our liaisons work with the General Assembly and Board members to get things changed, noting that the long session in January is a good time to undertake something like that. Mr. Bradford said it doesn't necessarily have to be a change that is sought in the next session, but rather something that is communicated in the next session, because the change may be more prudent in a year or two or more. He observed that with economic planning there is "the here, the now, the future" and the way to get there, e.g. other transitions. He said he doesn't believe anyone has advocated, nor would he expect them to, to do something tomorrow that would say "Okay, then these PSAPs don't get any more money," or that "These PSAPs only get half of what they think they're going to get." He stressed once again he simply doesn't want anybody to shortchange the opportunity to bring everybody's mind together and focus on this by limiting thought to what's in the legislation today.

In building upon what Mr. Bradford had said, Mr. Bone offered that we may need an interim funding model "for X number of years" but have an end goal of the ideal funding model, with certain legislative changes, as the long term goal. Mr. Bradford interjected that the five-year model was not intended to be implemented for a long period of time, however, there wasn't really anything pushing the Board to change it. Now, he said he thinks the Board has at least one issue lobbying for that—NextGen—and perhaps a couple of others that are pushing for less resources. Chairman Estes said he thinks all are in agreement that the need to change is driven by fewer resources, backup plans, and NextGen, as but three that come to mind right off the top of his head, as well as things like people using their mobile devices to do more than they have in the past. He opined that a forward-facing model, by virtue of the expanded uses of mobile devices, might have to look at costs such as text messaging that don't really exist yet today.

Mr. Taylor said he found it interesting that Chairman Estes mentioned that topic because text messaging and location accuracy for wireless 911 calls are both very big with the FCC right now. He pointed out that 911 text messaging today is strictly a voluntary thing for the wireless providers—it is not a mandate—so as you look at the future with wireless carriers and what will eventually be next generation text messaging, which will be real-time texting, there may be an entirely different cost model associated with it, but as yet we don't know what it will be. He observed that since the carriers are voluntarily providing texting today, nobody is having to pay extra for it, but as we look toward real-time texting (as well as the Z coordinate as an indicator of elevation in wireless call location information), there is the potential for anything. Referring once again to the minutes of the July 2014 911 Board meeting, he noted the discussion that went on about the fact that few, if any, PSAPs actually have a strategic plan—probably 90-95% do not—or a technology plan, for the next five or ten years. He hypothesized that's where a forward

looking model could come into huge play, if they (PSAPs) would sit down and say, “You know, we’re looking at what we’re going to be doing for the next five years (or the next 10 years). Saying he wanted to avoid going down another rabbit hole, Chairman Estes said he would argue, if he were a PSAP, with all due respect, where is the 911 Board’s plan? He offered he would want to see that as an anchor, but we don’t have a good strategic plan to put out as a model for individual PSAPs, so before we ask them to develop a plan he thinks we need to look in a mirror pretty hard. Mr. Taylor agreed that is a great idea, and Chairman Estes added he does think there is a gap on the Board’s part in its strategic plan on where technology is going, how NextGen fits in, how backups fit in, etc., and although that’s not what today’s meeting is about, he thinks that needs to become a to-do item for the Board.

Mr. Taylor said his thinking leans more toward building a funding model around PSAPs’ strategic plans, e.g. the Board looks at a PSAP’s strategic plan and funds the PSAP based upon that plan, a “new outside-of-the-box” idea such as former Board Chair George Bakolia alluded to near the end of the July 2014 meeting. Mr. Taylor suggested that rather than just saying “here’s a formula”, and funding must fit the formula, let’s fund according to a plan. Mr. Bone asked how are small PSAPs going to come up with these strategic plans—will the Board fund them? Mr. Taylor responded that’s where his thinking is going. Ms. Sykora said they couldn’t replicate one from the Board, alluding to Chairman Estes’ comments about the Board not having one. Chief Hauser pointed out that the NG911 project offers a good example of a plan: there is a thorough concept of operations, complete with timelines and pricing to achieve each benchmark, etc. Chairman Estes acknowledged that has some of the elements, but is not complete. Mr. Taylor agreed, saying, “We need to update our state 911 plan,” while pointing out that what goes on in any given PSAP is not necessarily what goes on in another, yet we’re trying to create one funding model that fits all those disparate needs. Noting that Chairman Estes was certainly correct in saying the Board can’t tell a PSAP how to run its business, he speculated that if we built a model around each PSAP’s strategic plan, funding each according to its unique set of circumstances, wouldn’t that be a better approach?

Mr. Isherwood commented that he was following along with Mr. Taylor just fine until he got to the part about building a model around “their” plans. He stated the 911 Board should have a plan, and maybe that could provide directions to the PSAPs that they need to come up with a strategic plan and it needs to address “x, y, and z.” Chief Hauser said he would be concerned that a county might develop a plan saying, “We need table-top glass LCD screens and sixty consoles and radios for every person in the county, and you (the 911 Board) are going to have to pay for it,” regardless of whether or not a genuine need exists. Mr. Taylor acknowledged that concern, but said he was just “brainstorming” to try to stimulate creative thinking “outside of the box.” Chairman Estes speculated that the answer may lie somewhere within both lines of thought. Mr. Cramer offered that NextGen is sort of the blueprint, a template if you’re driving toward this forward-looking approach; here are efficiencies that should be baked in at the end; take consolidation into account; grade it and weight it on a factor of “...whatever you’re going to save on the back end you’re going to have to get rewarded for it,”—that’s where he thinks the Board is going to have to go. He added you have to give PSAPs something to use, not just “fifty grand to develop their own plan because they’re all across the board—you have to give them some consistencies so you can grade it and weight it.” Ms. Sykora likened it to the grant process, and Mr. Cramer replied, “Exactly.”

Mr. Beeman said he had a question from the funding subcommittee perspective, recalling that while we’re talking about strategic plans and looking at money and resources, one of the things the legislature “got their hands on” regarding 911 was the ~\$60M sitting in PSAP fund balances

unappropriated. He asked Marsha Tapler if that figure was correct, and she said it was actually more like \$76M. Mr. Beeman then said that one of the things the Board and committee should be thinking about in their formulary about strategic planning is how do we help those PSAPs that are holding onto that kind of money utilize it before we start jumping out and adding increases to the rate; we need to make sure PSAPs are managing that money first. He admitted that may be far-reaching, but it is an element that needs to be addressed. Chairman Estes offered that could potentially be a component of the “Any other information the Board considers relevant” consideration that the law allows [NCGS § 143B-1406(a)(3)(f)]. Mr. Beeman agreed, noting, however, that it may take some PSAPs five or ten years to build enough of a fund balance to buy, say, consoles, or servers, or whatever. He added that even he is having a struggle with his medium-sized PSAP in Cumberland County in getting the county’s IT department to agree to a three-year refresh cycle, so he can easily imagine some smaller PSAPs being forced to operate with equipment that may be as much as twenty years old, and characterizing that as the elephant in the room.

Chairman Estes said he was going to try to keep things summarized, noting that would definitely be an example of a forward-facing element, although having a bunch of money sitting in reserve could also be seen as backward-facing. He also acknowledged Chief Hauser’s observation that the presence of a large PSAP fund balance could be an indicator of saving toward a major purchase, so it’s not as simple as it might look. Mr. Taylor concurred, referring once again to the minutes of the July 2014 Board meeting where Dinah Jeffries made the observation that when PSAPs are buying equipment, especially smaller PSAPs, not everything they are purchasing can be paid for using 911 funds—they also incur expenses which are not 911 eligible and must have access to general fund money, which may not be as accessible to them as their 911 funds—hence it may take a couple of years to put together all the financial pieces which allow that capital investment to take place.

Chairman Estes observed, “We’re probably not going to be able to publish a set of guidelines out of this session, but I think we’re in agreement we need some.” He speculated that either within the funding committee or a special committee which supports the funding committee, “...we might need a small group to establish a set of perhaps half a dozen guiding principles to bring back to the Board for consideration and approval—I’m feeling like that might be a good way to attack this...” He further speculated that might best be accomplished by a smaller group of Board members who get on a whiteboard and actually start documenting what constitutes these guiding principles based on everything discussed today, as well other things that have not been discussed. Mr. Taylor noted that five Board members already serve on the Funding Committee, so that might be a good group, as well as the non-Board members of the funding committee, and perhaps they could devote a half day—more than just two hours—to a whiteboard session, possibly on September 29th, the Thursday afternoon before the next Board meeting, so people could combine travel needs. Ms. Sykora wondered if it might not be better to expand the next Funding Committee meeting on September 7th so if it needs to be looked at again, filtered, documented, slept on overnight, etc., because to do it the day before the Board meeting the next morning might put undue pressure on it. Mr. Taylor said he was not intending to have answers for the Board meeting—he was just thinking of streamlining travel. Ms. Tapler reminded Mr. Taylor that they are scheduled to review a significant number of funding reconsideration requests the afternoon of the 29th, but he said he felt they could do both things. Ms. Sykora asked what is on the Funding Committee’s agenda for September 7th if they’re doing funding reconsiderations on the 29th, and Ms. Tapler said she hopes to have many of them ready for review on the 7th, but because there are so many, wants to have the extra date as well.

Mr. Taylor took a straw poll of the Board members on the funding committee, and all appeared to be willing to do that. Mr. Grant asked if the minutes from today's meeting could be made available and maybe start generating some bullet points from what has been discussed today. Chairman Estes speculated staff could possibly circulate by email the "two or three" or "four or five" that came out of today's meeting as opposed to the full set of minutes, and maybe members could forward their recommendations to Mr. Taylor so the process could be jump-started a little bit versus starting cold from a whiteboard. He said he thought there has been a lot of good discussion in the room today, and we just need to get something on a piece of paper that people can react to.

Chairman Estes also returned to the question of third party assistance in building a funding model: does the Board need professional help? Ms. Jeffries endorsed that, noting that she's not saying that the funding committee is not capable of doing it, but there are so many perspectives, and everyone has an interest in what the funding model is going to be, that sometimes getting an outside view is an excellent idea. She added that everyone who has been working on this so far has got to be tired, because this has been being discussed for so long. Chairman Estes asked if there might be any best practices in other states that could help, and Mr. Taylor indicated there were not. Mr. Taylor said that after the last Board meeting he had contacted Bill Youell, his counterpart in Connecticut, about the "algorithm" approach they have taken to their funding model, but at the end of the day, it was essentially "...like the same horse that we've been beating for a long time," and some of the things they have done are very radical and he's not sure they would fly in North Carolina. He added that the funding committee does already have a recommendation to come before this Board regarding a third party, but he thinks although that may need to happen, it's really a little premature to do it now: Any third party engaged to help is going to need some parameters to work within, so that needs to happen first. He asserted he does believe bringing in a third party is necessary—that he agrees with the Funding Committee there—but he thinks that we must be able to give them some guidelines to work with. Chairman Estes asked if he was saying the Funding Committee has already decided third party help is needed and was going to bring that to the Board at the appropriate time, and Mr. Taylor replied that was indeed the case.

Chairman Estes reminded everyone that the process to procure a third party may not be a fast one, but there are procedures to follow to make it happen. Mr. Taylor reiterated that if we utilize a state government agency, such as an educational institution—e.g. NC State, UNC, ECU, etc.—we would not have to go through an RFP process. Chairman Estes asked if he is familiar with any of them having expertise in building models, saying he's sure NC State has "lots of analytics guys". Mr. Taylor agreed that they do, and mentioned that the committee has asked that we do not go back to ECU if only to have some fresh eyes, get some fresh perspective. He added he is familiar with Dr. Walden's work at NC State, although he's never met him, and would like to approach him as things move a bit further, although that may yet be a little premature at this point. Chairman Estes asked if perhaps we could write up what we're trying to accomplish in, say, a two-page document, and send it to all of the UNC system's schools, almost like a bidding process among the schools, and let them decide who is best suited to help us—who has the best expertise. Mr. Bradford replied that we could, but he honestly would not recommend it, as he thinks we're more likely to get a positive response if we do a little investigation first as to who has the expertise and who has the interest. He added it seems to him this is a good master's thesis, and Mike Walden is a great guy at NC State, but whether he's interested or has the grad students to do it is an unknown. Mr. Bradford mentioned ECU came up before (in 2009) because some of the faculty members there had particular interest in

911, so they were interested in what the Board needed, but he thinks they may have been more interested in what they wanted. Regardless, the by-product was good for the Board—it just worked out quite well. He concluded he thinks it's easy enough to make some inquiries—look for some papers, who's published what and what they're doing—and then go from there.

Chairman Estes said he thinks the first step is for the Funding Committee to establish what we need a third party to help with; even a paragraph would be a good starting point. He also asked if there is any documentation from what we originally asked ECU to do, and Mr. Taylor said yes, he has copies of all that. Chairman Estes offered that could be a good starting point, basically to refresh that. While acknowledging that ECU took that project, and has subsequently done a lot of work in the 911 arena nationally, including work for the National 911 Program, Mr. Taylor speculated that if we use somebody here in Raleigh to bring fresh eyes to the project, it certainly makes it a lot easier on the staff. He also pointed out that a big difference now is that we have “tons of data” we did not have for ECU to work with, and he thinks that will help tremendously. Chairman Estes commented that the data could help establish patterns that in turn could help with the “forward-facing” concept.

Observing that he was picking up body language indicators that people were ready to head out, Chairman Estes once again attempted to sum up today's discussion. He listed having established a need for some guiding principles; the committee is going to come back with some recommendations for bringing a third party in; what else? He asked if Board members on the committee thought this would help it move forward, and Mr. Bone replied he thought it would. Ms. Jeffries asked what the status is on the North Carolina 911 Assessment performed last year by the National 911 Office—where is that report? Mr. Taylor replied the Director of the National 911 Office, Laurie Flaherty, will be meeting with staff on September 6th to discuss several of the assessment's findings that the Board has contested. He offered that until those contested findings have been resolved, the report will not be finalized.

Mr. Bone picked up the thread of that by mentioning Ms. Evans, who had to leave the meeting earlier, expressed a desire to have access to an assessment of where each PSAP stands, and asked Mr. Beeman if, as a PSAP Funding Model Subcommittee member, he had been part of that conversation. Mr. Beeman replied he had been, and he believes part of that will tie into the standards set within the rules. Ms. Evans then spoke up over the telephone connection, saying she was “still in the meeting,” and Mr. Bone reiterated what he had said about getting a clear picture of what equipment each PSAP has, the services it offers, the inventory, and asked for her comment. She replied she does think it's very important that we know where we are before we can move forward, and she thinks that the checklist for the rules is going to be a very helpful tool, although she also understands Ms. Sykora's point about it taking a while before that is realized. She added, however, she thinks it would be really helpful to have PSAPs do self-assessments, understanding that we don't always get good responses to such requests, because if we didn't try to get their input, and then one (or more) of them does end up being hurt in some way, that wouldn't be good—by asking for their input, we could at least say we tried, we gave them an opportunity to provide it. She also speculated that it may open up opportunities to provide some guidance to PSAPs that are in need of help. She said that, in her opinion, we need to know what PSAPs are not at an appropriate level now, and before we can figure out what to do as a Board we have to get them to at least an appropriate level to function now.

Mr. Taylor replied that's what the Standards Committee is doing right now, and Ms. Evans said she understands that, but it's going to be a while in coming, so should we take the checklist they have developed and the very good work that the committee is doing and see if we could have

the PSAPs do self-assessments in order to get something to work with for developing the funding model instead of having to wait? Admitting they might not be perfect, she said she thinks they would have value. Ms. Sykora said she doesn't disagree, but she thinks about how hard it was to get backup plans from PSAPs submitted, and that was to meet a statutory requirement, so if we could count on compliance from all the PSAPs, it would be great information, but she just doesn't know if that would happen. Mr. Bone said as he recalled the committee discussion of self-assessment, maybe there would need to be some sort of additional consultative study so that we would not be dependent on the PSAPs completing the self-assessment, but rather some consultant doing that study for us. Chairman Estes offered maybe we already have the data we need through ECATS—average speed of answer, number of calls handled, etc.—are those some good first-pass measures of success, and could we use that data to establish some principles on who's doing well and who's not? He noted that way you don't have to ask PSAPs for it and you don't have to hire a consultant; you just look at the data we already collect. Ms. Sykora reminded everyone that some of the factors that contribute to those metrics are not paid for by 911 funds, such as how many employees are available to handle calls, so while she thinks the ECATS data is good information, it's maybe only one leg of a multi-legged stool, and she would be reluctant to make decisions solely upon that data. Ms. Jeffries agreed with Ms. Sykora, but still said she thinks we should push for responses to the checklist. Ms. Sykora offered that maybe if we got only 70% participation versus 100%, that could provide enough data to start with.

Chairman Estes said one other thing that has come up during this meeting that he doesn't want to lose sight of is the 911 strategic plan, and asked if that falls within a committee or is all on staff or some combination of both. Mr. Taylor replied that in the past a committee, or study group, was created specifically for that task. Recalling it had been discussed earlier this year, he said the group was composed of twelve public sector folks—no Board members—recommended by the public side of the Board. He advised he already has received a couple of recommendations—Chief Hauser and NC APCO Immediate Past President Rick Thomas have made recommendations—but he has not had the opportunity to pursue it any further in part due to the fact that the backup PSAP plan mandate has completely overwhelmed staff. Chairman Estes wondered aloud if perhaps a third party could help accelerate development of a strategic plan, and Ms. Sykora offered perhaps a better choice of words would be to facilitate the process, as we need expertise from people from within the 911 community. Chairman Estes concurred, agreeing that our resources would be the experts and the third party could frame the structure, the process, documentation, etc., so that the Board can approve it, admitting that waiting until staff could do it would likely take a long time. Mr. Taylor assured him he would pursue that.

Ms. Sykora reminded everyone that the Board has made a lot of progress, done a lot of good things, and Mr. Taylor added we've accomplished many of the goals set in that plan. Ms. Sykora suggested that maybe at the September Board meeting the old plan could be reviewed to see what has been done and what still needs to be. Chairman Estes offered it would be sort of a status report, and Mr. Taylor suggested it be part of the December work session for setting goals for the next year.

Ms. Sykora took that opportunity to introduce Josh Brown, who will be replacing her on the Board at the first of the year, and intends to be attending meetings, including the December work session and Board meeting, between now and then, to familiarize himself with what his new responsibilities will entail. Conversation then turned to the half dozen or so Board members who will be rolling off the Board this year and who their replacements will be, with Mr. Taylor

stating there will be a new member orientation in November where staff will spend a day introducing new Board members to their new responsibilities.

Chairman Estes asked if any Board members had any other items to bring before the Board prior to adjournment, and Mr. Taylor took the opportunity to remind everyone that the Governor would be presenting tomorrow's telecommunicator recognition at the Governor's mansion at 10:00 AM, so the Board meeting will be delayed until 10:45 AM. He also asked Grant Committee members and Mr. Bradford to meet with him in his office for about ten minutes at the conclusion of this meeting. Chairman Estes asked what tomorrow's agenda timeline will be, and Mr. Taylor said he expected it to move very quickly—that it should conclude by 12:00 or 12:15 PM.

Hearing no calls for any further business, Chairman Estes adjourned the meeting at 4:38 PM.

North Carolina 911 Board Meeting
MINUTES
Banner Elk Room
3514A Bush Street, Raleigh, NC
August 26, 2016
10:45 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Jason Barbour (NCNENA) Johnston Co. 911 (911 Board Vice Chair)	Richard Bradford (DOJ)	Ron Adams, Southern Software
Dave Bone (NCACC) Martin County	Tina Bone (DIT)	Randy Beeman, Cumberland Co ES
Darryl Bottoms (NCACP) Pilot Mountain PD	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Eric Cramer (LEC) Wilkes Communication	Dave Corn (DIT)	Douglas Bissette, Battalion Chief Washington Fire Department
Chris Estes (911 Board Chair)	David Dodd (DIT)	Kimberly Bissette, Pinetown EMT
Andrew Grant (NCLM) Town of Cornelius	Karen Mason (DIT)	Robert Caputo, TC award guest
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Toni Caputo, TC award guest
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	William Caputo, BCSO 911 Award Recipient
Rick Isherwood (CMRS) Verizon		Ernie Coleman, Beaufort Co Sheriff
Dinah Jeffries (NCAPCO) Orange Co. Emergency Services	<u>Staff Absent</u>	Amelia Davidson, TC award guest
Jeff Shipp (LEC) Star Telephone		Melissa Davidson, TC award guest
Rob Smith (LEC) AT&T		Brian Drum, Catawba Co 911
Jimmy Stewart (NCAREMS) Hoke Co. 911		Joe Gurley, Wayne Co
Slayton Stewart (CMRS) Carolina West Wireless		John Flemming, BCEMS Director
Laura Sykora (LEC) CenturyLink		Greg Foster, Alexander Co 911
		Casandra Hoekstra, NCACC
<u>Members Absent</u>		Jeff Holshouser, Airbus
Rick Edwards (CMRS) Sprint		Heather Joyner, Halifax Co 911
		Jesus Lopez, DIT
		Marvin Manning, BCEMS Paramedic
		Linwood McLawhorn, BCSO 911 Award Recipient

		Douglas Glenn Mercer, Jr, BCEMS Operations Chief
		Derrick Myers, Fire Chief Pantego Fire Department
		Melanie Neal, Guilford Metro 911
		Philip Penny, MCP
		David Poston, CMPD
		Betty Jo Shephard, Sen. Richard Burr's Office
		Dean Skidmore, Consultant
		Jason Steward, Martin Co 911
		Candy Strezinski, Iredell Co 911
		Bryson Thomas, TC award guest
		Joe Vanderlip, CMPD
		Nathan van Nortwick, BCEMS EMT
		Victoria van Nortwick, BCSO 911 Award Recipient
		Bridgett Waters, TC award guest
		Bryant Waters, BCEMS Shift Supervisor
		Victor Williams, BCSO 911 Director
		Bruce Williams, Wireless Communications
		Stephanie Wiseman, Mitchell Co 911
		Donna Wright, RCES
		WebEx Attendees
		Cliff Brown, Federal Engineering
		Byron Burns, CRS
		Christie Burris, NC HIEA
		Nelson Clark, Synergem
		Michael Cone, Wilson Co 911
		John Correllus, Deputy State CIO
		Jon Greene, GeoComm
		Grayson Gusa, Davie Co 911
		Del Hall, SCES
		Grant Hunsucker, MCES
		Jeff Ledford, Shelby PD
		Alice Miller, NC HIEA
		Tim Mitchell, CCES
		Denise Pratt, DCSO
		Bob Smith, RCES

		Stacey Tapp, Granville Co 911
		Rick Thomas, Apex PD
		Corinne Walser, MEDIC
		Doug Workman, Cary 911
		Doug Young, PCES

1. **Chairman's Opening Remarks**

North Carolina 911 Board Chair Chris Estes called the meeting to order at ~10:46 AM, thanking everyone in attendance for their flexibility in accepting a late start due to the Governor having personally awarded this month's telecommunicator recognition at the Governor's Mansion at 10:00 AM, necessitating a delay in this meeting's start time. He added, however, those telecommunicators would also be recognized at this meeting when they arrive, but until then the meeting would progress as scheduled, and with that asked Mr. Taylor to perform the roll call. Mr. Taylor attempted to raise Rick Edwards over the telephone bridge but received no response. He then reported all other Board members were present in the room.

2. **Ethics Awareness/Conflict of Interest Statement**

Chairman Estes read the conflict of interest statement and asked if there were any conflicts to be identified. Laura Sykora said she would refrain from voting on all of the grant awards in item 7, as did Rob Smith. Jimmy Stewart indicated he would refrain from voting on the award to his county. Chairman Estes asked if the voting would be on each award individually or on the group as a whole. Mr. Taylor replied as a package, and Mr. Bradford said that while it has typically been true in the past that when there have been conflicts among some but not all that the Board has chosen to break those out, or if there were particular issues or conditions associated with a grant that the Grant Committee wants to discuss and the Board feels that it should then separate those and vote on them individually, it might choose to do that. He recommended waiting until the Board has heard the Grant Committee recommendations before deciding. Chairman Estes thanked Mr. Bradford and asked if anyone else had a conflict. Dave Bone indicated he, too, would refrain from voting on the grant award to his county.

3. **Consent Agenda**

Chairman Estes asked Mr. Taylor to walk through the consent agenda.

Minutes of 7/29/16 Board Meeting – Mr. Taylor reported he had received no requests for changes or corrections to the minutes of the July 29th meeting distributed earlier in the week.

Grant Fund Balance – Mr. Taylor reported the Grant Fund balance now stands at \$2,957,757, with an encumbered amount of \$23,023,397. He observed several existing grant loose ends are being wrapped up, as he acknowledged he seems to say every month (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/DRAFT%20Agenda%20Book%2008262016-1.pdf> pages 28-34 for details).

NG911 Fund Balance – Mr. Taylor observed that the NG911 Fund has still seen no disbursements, with the balance presently standing at \$4,812,547. He added he expects to see some payments for ESINet expenses beginning to be made from that fund around December.

CMRS Fund Balance – Mr. Taylor reported the CMRS fund balance stands at \$3,731,095 after disbursements for the month of \$560,421, noting a good portion of that balance will likely be moved to the grant fund.

PSAP Fund Balance – Mr. Taylor stated the PSAP Fund balance is presently \$19,519,004, with PrePaid revenue having come in at \$962,964.

Mr. Taylor offered to field any questions on the consent agenda, and hearing none, Chairman Estes asked for a motion to accept it as presented. Jason Barbour so moved, Dinah Jeffries seconded, and the motion carried unanimously.

4. Public Comment

Chairman Chris Estes opened up the floor for comments from state and local government officials and other interested parties. No participants had registered with Mr. Taylor prior to the meeting, and no one in the room asked to be recognized, so Chairman Estes reminded everyone that the Board is always anxious to hear from the public, so if anyone does want to address the Board in the future to please let staff know.

5. Executive Director Report

Mr. Taylor said that for the sake of brevity today he would just cover the backup plan implementation status, reporting that staff currently has 51 approved plans, with 44 implemented, for a total approved of 95; those still in the process of being reviewed number 22. He noted that adds up to 117 Primary PSAPs, down 2 from the 119 everyone has been accustomed to hearing him refer to, and that is because of the consolidation of Murfreesboro and Ahoskie with Hertford County. He also mentioned several PSAPs had failed to meet milestones in their backup plan timelines, but Tina Bone is working with them to remediate and refocus their timelines.

Observing she had been unable to access the online agenda book, Ms. Sykora asked Mr. Taylor if it contained the map depicting backup plan compliance. He replied the status report is in the agenda book, including the spreadsheet, but the map is in the Backup Plan section of the website, accessed by selecting the Backup Plan Information tile on the home page. Mr. Bone recalled that he thought at one time there was a map that showed PSAPs which already had implemented backup plans, and Ms. Sykora indicated that was the one she was referring to. Mr. Bone asked Mr. Taylor what the timetable is for completion of the review of the 22 still within that process. Mr. Taylor replied he believed most have been approved except for the financial piece, or maybe a combination of financial and other items, and asked Marsha Tapler or Tina Bone to speak to that. Ms. Bone replied it is a combination of both, including some PSAPs wanting to add 911 trunks as part of their backup plans, and she is talking with them about splitting trunks rather than adding them. She added that in addition to things like that, some Statements of Work and various quotes are only just now coming in and she is forwarding them to Ms. Tapler for financial review.

Mr. Bone said that first of all he wanted to express his appreciation to staff for handling this large influx of work all at one time, but he would like to know something more definitive as to when that will be completed. Mr. Taylor said he wished he could provide that, but if PSAPs are waiting on information from vendors, etc., staff has no control over it: if a vendor is slow to respond, staff has to work at the mercy of that vendor. Ms. Sykora observed, without specifically naming the vendor, that at least "...one vendor is having a hard time getting quotes from our suppliers," adding that the vendor wants the backup centers up and running as much as everyone else does. Saying this is not something the Board can penalize the PSAP for, because the PSAPs are doing all they can to work with the vendors, Mr. Taylor stated that staff is doing all it can do to help, but cannot magically make it happen or set a deadline for when it must be done; if a vendor can't get a commitment from a supplier, staff certainly can't.

Mr. Bone noted that "We're all on the same team and want to get everyone across the finish line at the appropriate time," but he would just urge staff to communicate these challenges to the Legislature to make legislators aware of what the Board is facing. Chairman Estes recalled he thought the Board had discussed writing a letter to the General Assembly about where the Board currently stands regarding the Backup PSAP Plan requirement and asked Mr. Taylor where that stands. Mr. Taylor replied he has not gotten to it yet, but it is on his list. Chairman Estes asked if the DIT liaison to the General Assembly had spoken with Mr. Taylor about it. Mr. Taylor said he believed she was here and he would talk with her about it. Chairman Estes pointed out there has been a lot of good work done here and the lawmakers need to be made aware of the work that is, and has been, going on. Mr. Bone agreed, noting there are many positive things to

stress in the letter as well as ongoing challenges, observing, "The sky is not necessarily falling." Mr. Taylor agreed, observing he didn't think anybody in the legislature has taken that approach or is panicking or anything like that.

6. Education Committee Report

a. Recommendation to fund two classes at the upcoming NC public safety conference

Education Committee Chair Jimmy Stewart reported the North Carolina chapters of APCO and NENA have presented for the Board's consideration a request for it to fund two classes to be offered at their upcoming annual conference at Sea Trail. One is entitled "Caught in the Middle: A Guide to Middle Management," targeting line supervisors and managers, and is to be offered as a pre-conference course at a cost of \$4K. The second class is an active shooter/terrorist class in a four-hour block to be offered on Tuesday, September 13th, from 8:00 AM until 12:00 PM. Mr. Stewart reminded all that the Board has historically funded courses during this annual conference, and the committee recommendation is to grant the request, noting that the Education Committee brings this before the Board in the form of a motion.

At this point the group from Beaufort County arrived from the Governor's Mansion, and Chairman Estes announced the meeting would pause to offer the team which received this month's telecommunicator award recognition at the Governor's Mansion the opportunity to receive the same recognition before this assemblage.

Mr. Taylor moved to the podium and first introduced Betty Jo Shepheard from Senator Burr's office, saying he understood Senator Burr was unable to attend, but how much her attendance was appreciated in his absence. Ms. Shepheard said how glad she was to get to know everyone here, noting that she covers thirty counties in the state for Senator Burr, Beaufort County among them, as well as Martin County, which she noticed on the website was the award recipient at last month's Board meeting. She concluded her comments by congratulating Beaufort County and all of its 'fine staff and workers' on behalf of Senator Burr.

Mr. Taylor mused that it was not only an honor, but also a treat, to be at the Governor's Mansion to see the Governor present this award to Beaufort County's team of telecommunicators and hear his remarks. He was particularly pleased when the Governor acknowledged there is more to 911 than just Law Enforcement, Fire, and Medical; that he knows it starts with the 911 call and the telecommunicator who handles it. Mr. Taylor continued by saying today's award recognizes three individuals who, working as a team, did a super job of handling this incident, which took place at an eighth grade graduation ceremony where Ms. Amelia Davidson was watching her grandson graduate. Pointing out how special it is for a young person to have his grandparents at his graduation, Mr. Taylor played a recording of the 911 call which turned such a happy occasion into a very scary one. He observed that these three telecommunicators turned what could have been a very bad incident turn into something good.

After playing the recording, Mr. Taylor related it was kind of funny when, at the ceremony earlier, Governor McCrory looked at Will Caputo, the telecommunicator whose voice was on the recording, and said, "How did you know to ask all those questions?" That prompted laughter about the room, and Mr. Taylor added he thought the most interesting part of it was that Beaufort County only just began using EMD in January, and the call happened in May, so in just a few short months it showed how well the EMD program is working in Beaufort County, NC. He then asked Ms. Amelia Davidson, who had suffered a stroke when Mr. Caputo stepped into her life, to stand, which she did to a standing ovation around the room. Saying she is living proof that EMD works, Mr. Taylor also introduced her daughter Melissa, who had placed the 911 call, and her grandson Bryson, whose graduation she had been attending. He then asked Victoria van Nortwick, Shift Supervisor, Will Caputo, telecommunicator, and Linwood McLawhorn, telecommunicator, to come forward to receive the award.

While they were coming forward, Mr. Taylor pointed out, for those unfamiliar with how a 911 center functions, that while Mr. Caputo was handling the speaking part of the call and performing EMD, Ms. Van

Nortwick and Mr. McLawhorn were behind the scenes dispatching and communicating with all the responders working the call; they knew Ms. Davidson was having a stroke and were communicating with air care, in this case EastCare out of Vidant, as well as all the first responders on the ground, preparing them so there could be a good outcome, which was exactly what happened. Mr. Taylor then took a moment to introduce other members of the party from Beaufort County in attendance, asking each to stand as he read their name, each having played a part in the response to the call, summarizing that's what makes 911 work—that's what it's all about.

Another round of applause filled the room for everyone associated with the call, then Mr. Taylor asked Chairman Estes to come forward to read the inscription on the award plaque and present it to the awardees, which he did, saying with tongue in cheek that somehow he didn't feel quite so important knowing the Governor had already done it before he did. After the picture-taking was complete and a third round of applause rose and died down, the meeting returned to its original agenda where it left off at the Education Committee report.

Chairman Estes reviewed that Mr. Stewart had just presented the committee recommendation in the form of a motion, with no need for a second, so now he opened the floor to discussion. Before anyone spoke up, he asked Mr. Stewart what the total dollar amount the request was. Mr. Stewart replied it was \$5800 to pay for both classes. Chief Hauser asked if the instructors for the classes were from North Carolina, or if that was known. Mr. Stewart referred the question to David Dodd, who said the entities offering the classes (NENA, The Public Safety Group) would provide instructors, but there is no stipulation they be from North Carolina. Chief Hauser asked if the Education Committee had thought about 'Train the Trainers' for future use at such events, and Mr. Stewart reminded him that 911 funds may not be used for 'Train the Trainer' classes and asked Mr. Taylor to confirm if that was correct. Mr. Taylor replied that was correct in respect to a PSAP using local 911 funds to pay for such instruction, but the 911 Board could elect to pay for 'Train the Trainer' instruction if it so chose. Chief Hauser said he was just thinking about it because of some of the work other committees are doing might be more tailored to meeting North Carolina's needs with locally trained instructors rather than those from anywhere else. Mr. Taylor related that in past years NC's APCO and NENA chapters have asked the Board to simply sponsor a class or classes that they have already selected to offer at the conference, but he would certainly encourage the Education Committee to offer something other than a normally eligible class.

Jason Barbour asked if the funds for this were in the approved budget. Mr. Taylor replied they were. Ms. Jeffries asked, in following up on the 'Train the Trainer' topic, if anyone had any idea of how many instructors APCO already has in North Carolina, saying she thought there were quite a few. She speculated using them could, at least on the APCO side, help give the Board an 'in' to working with APCO International on getting 'Train the Trainer' classes. Mr. Barbour offered that he is a trained 'Active Shooter' instructor. Chairman Estes hypothesized the feedback to the Education Committee is maybe to offer some recommendations that instructors for such Board sponsored training classes be from North Carolina, though not necessarily the ones being discussed today, since they are coming up so quickly. He added it would not be a requirement, but a preference, of the Board. Offering to entertain further discussion, but hearing none, Chairman Estes called the motion which passed unanimously.

b. Recommendation on filing comments regarding reclassifying public safety telecommunicator as a 'Protective' occupation

Mr. Stewart reminded everyone of the issue Beaufort County 911 Director Vic Williams brought up during the public comment section of last month's 911 Board meeting (see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/20160729%20DRAFT%20Minutes.pdf> pages 5 and 6) that APCO International has been outspoken about. He summarized that the United States Department of Labor Statistics, Office of Management and Budget (OMB), lists 911 telecommunicators in the Standard Occupational Classification (SOC) as members of the 'Office and Administrative Support' group along with taxi dispatchers, truck driver dispatchers, office clerks, etc., and when an effort was mounted to recognize them as providing as much of

a life-saving service as other emergency responders (law enforcement, fire, EMS) using the term Public Safety Telecommunicator, OMB responded that since telecommunicators didn't actually put their hands on anybody, they are not considered Public Safety ('Protective' service).

Mr. Stewart observed that didn't go over very well in the 911 community, and subsequently Chairman Estes charged the Education Committee to come up with a letter of support for having 911 telecommunicators reclassified as Public Safety employees, i.e. as members of 'Protective' services under the OMB classifications. Between the July 911 Board meeting and the next Education Committee meeting, Mr. Stewart reported that APCO International met in Orlando and David Dodd and several committee members attended a presentation dedicated to this topic. APCO itself actually came out with a sample letter for interested parties to send to their elected federal representatives regarding this topic, which Mr. Taylor displayed onscreen and which Mr. Stewart said the Education Committee recommends the Board use in doing just that.

Chairman Estes summarized that a motion was coming from committee recommending that the Board submit a letter regarding this topic, the draft of which was displayed onscreen, and that what he thought the Board needed to vote on was the spirit of the letter if not the exact wording of it. Adding that he had asked Mr. Taylor to have the communications team at DIT review the letter and make sure there are no typos or grammar errors of that type of thing, he observed this will probably not be the exact letter the Board will send, but a version of it will be sent. Noting that Senator Burr's representative was in attendance, he hoped that Senator Burr's office would be one of the first to receive it, and also mentioned that he had the opportunity to briefly mention this to the Governor's team this morning, and as the Governor mentioned at the ceremony, that 911 telecommunicators are part of the process, and that he is very supportive of all public safety officials, including 911 telecommunicators. Chief Hauser mentioned he was one of the attendees at the APCO conference in Orlando Mr. Stewart alluded to earlier and took part in the Metro PSAP Managers meeting, and noted he has been in contact with the International Association of Fire Chiefs and they have committed to submit a letter as well. Chairman Estes said that once the Board determines what its position is on this staff will work with the federal liaisons in the Governor's Office who will deal with all the North Carolina delegation members: all House members and Senate members from the North Carolina delegation.

Ms. Sykora cited the telecommunicator recognitions the Board presents every month, and asked if perhaps recordings or transcripts of the calls which obviously have saved lives might not help convince OMB that telecommunicators DO save lives, even if they don't physically touch the people whose lives they save. Chairman Estes acknowledged that as good feedback, and said perhaps that can be incorporated in the letter by the communications team. Mr. Stewart added that while this is being formulated to let OMB know that the EMD system is under medical control the same as a paramedic and is considered an advanced life support program in this state; it's covered by medical control the same way: audit review process, QA, QI, the same way a paramedic program is. Chairman Estes asked to be sure staff captures these points so they are included in the letter, as he thinks they are very important points: e.g. the reference to examples and the medical oversight of EMD. Chief Hauser brought up TERT, the Telecommunicator Emergency Response Task force, which is an arm of NCEM, as another point. Chairman Estes instructed Mr. Taylor to have the communications team rewrite the sample letter to incorporate those points.

Mr. Stewart added that APCO International sent an email yesterday, seeking accounts of how telecommunicators have affected people through the help they have provided over the telephone, whether through use of protocols or not, to illustrate these points. Chairman Estes remarked he thought we just heard one this morning. Mr. Stewart concurred, adding that those who work in 911 see it every day, citing his PSAP having achieved two cardiac saves in the last two weeks, and underscoring that the people at the Department of Labor need to know that. Chairman Estes replied, "We'll make sure they do, soon."

Slayton Stewart volunteered that in looking at the letter he found the spirit of the letter to be good, but said he was curious to know what the opposite argument is, i.e. what is the argument against these individuals being classified as working in a 'protective' occupation. Chief Hauser said he would offer his opinion from what he heard when he had asked the same question: classification and money, because once reclassified, TCs move to a higher earning potential, i.e. a higher cost for employers to bear. He added that other people who operate in this business tell him there are other reasons as well, but Derek Poarch, Ex-Officio Executive Director and CEO of APCO International, urged people not to make it about money when he spoke at the APCO conference. He said, "First, we want respect," and once we get that respect, then we'll work on all the other items. Chairman Estes observed he suspects that's why there is potential opposition, because people are concerned about the downstream cost. Chief Hauser added that no one will tell APCO who the evaluators are, that they are anonymous; no one knows who they are or what their backgrounds are, and no one knows who makes the determinations, so we don't even know who our audience is.

Mr. Bradford interjected that if one were to read the rule-making proceeding, which goes back in time several years at this point, and read the regulations relating to SOC's, there are express, numerous provisions that say this has nothing to do with compensation. He observed this classification system is utilized by many employers, by governments—state governments in particular, sometimes—to relate to classifying people for compensation, but that's not the purpose of the system. He also told the Board to understand that this sample letter is not a comment in the rule-making procedure; it is going to members of congress or the senate to try to get them to exert some influence, and that's fine, if that's what you want to do. He stated, however, that if you want to make an argument, that's a wholly different matter, observing that the letter really is not, frankly, much of an argument. He advised it is wise to leave out anything related to compensation, and based upon the review that he has been able to do thus far, which is not very extensive, it appears to him that the points being made this morning and what has been alluded to from the recent APCO conference regarding EMD and so forth, have not been raised in the rule-making proceeding. Mr. Bradford speculated that was one of the reasons that prior efforts were probably just turned down by SOC.

Chairman Estes asked Mr. Bradford if the federal rule-making process is harder than the North Carolina one. Mr. Bradford replied he thought it was better, not harder, which registered pleasant surprise from Chairman Estes. Chairman Estes then asked if there is a comment period—will this be revisited as part of the official federal rule-making process, or do we need legislators at the federal level to convince them to reopen this issue—i.e. what, exactly, are we needing to have happen legally? In response Mr. Bradford directed everyone's attention to a sentence near the bottom of the letter displayed onscreen: "The final public comment period closes September 20, and OMB plans to announce its final SOC revisions in early 2017." He said that if people are inclined to do so, they may file comments, and this may be part of what APCO hoped to achieve at its recent conference. He added that to date, the arguments being made in terms of what 911 telecommunicators do, point out how they are different from somebody who dispatches delivery trucks for a plumbing company, by way of example. He observed he's sure all the delivery companies and plumbers and HVAC techs and all think it's really important that they get where they need to go, but the bottom line is it's not 911.

Mr. Bradford noted that the SOC reclassification has acknowledged distinguishing 'public safety dispatcher' from the title used today (911 Police, Fire, and Ambulance Dispatcher), but that is something that has not been acknowledged in this letter. He added that he thinks if you want to make a point, then recognize what they've done, together with the points made here this morning, and see if you can drive that home with our elected representatives. He said that at the same time, if the Board wants to file a comment in the proceeding, that's fine—it's due September 20th.

Saying he just wanted to clarify the motion coming from committee, Chairman Estes asked if the motion included offering a comment during the comment period, or was it just to lobby our federal representatives with a letter asking for their support for this initiative? Both Mr. Bradford and Mr. Stewart simultaneously

replied it was just the letter to the elected officials. Mr. Bradford added that his point to the Board is that these are two things that are related, one coming from committee and one coming from him because he's the lawyer and just can't leave things alone. All joking aside, he said he wants everyone to understand that part of what the letter says is to alert people to the comment period, so if you want to present an official act from your office, please do so by September 20th. He indicated he understands the gist of the Board's feelings about this, and if the Board wants him to file a comment, he would be happy to. He made the distinction, however, that a comment is more of a legal matter—not something that goes through communications massaging.

Ms. Sykora said she likes the two pronged approach, thanking Mr. Bradford for bringing up the opportunity to offer comments—that she thinks it would be a more direct approach that automatically gets into the record. She added she thinks the Board should pursue both options, although she doesn't want to hold up the letter to the legislators while the comments are being done. Chairman Estes asked if she was offering that as an amendment to the motion, and Mr. Barbour said he thought it would be cleaner to just vote on the current motion and then offer another. Slayton Stewart then asked if there was a reason the committee didn't recommend both approaches, and Jimmy Stewart said he thought the members were just not aware that both were available. Chairman Estes added he just thought it was due to Mr. Bradford's bringing up new information the committee was unaware of.

Chairman Estes reviewed the motion on the floor as being an intent to send a letter to North Carolina's elected federal representatives that is in keeping with the spirit of the sample letter but which will be subject to some editing based upon comments received today. Jeff Shipp asked if an electronic copy of the final letter could be distributed among Board members, so they in turn could share it with their individual elected representatives, as it may well have a different impact with representatives who know Board members by name than the impact it would have simply coming from the Board as an official body. Chairman Estes acknowledged that request and called the motion, which passed unanimously.

Mr. Barbour made a motion to request that Mr. Bradford draft official comments from the Board to be entered into the proceeding before the deadline of September 20th, with Board approval via a special called teleconference or the like. Ms. Sykora seconded, and Chairman Estes opened the floor to discussion. He then asked if the Board can, based upon its belief that Mr. Bradford has a good grasp of what it is seeking to do, just approve it today, or if it must be approved after it has been completed but before it is filed? Mr. Bradford said he'd be happy to draft it and have the Board approve it, but he sees no need for a special meeting to approve it. He said it is something that would generally be approved by the Executive Director on behalf of the Board and Mr. Bradford would file it. Mr. Barbour said he was fine with that modification to his motion. Chairman Estes called the motion, which passed unanimously. He then asked Mr. Stewart if the committee had anything more to report. Mr. Stewart replied it did not.

7. Grant Committee report

Grant Committee Chair Rick Isherwood advised the Grant Committee met August 11th to complete the scoring process for the twenty grant applications received this grant cycle, and that all Board members should have a two-page handout listing them at their seat. He reported the total dollar amount requested was ~\$37.7M, although that doesn't appear on the sheet. He said that before getting into specific recommendations from the committee he wanted to offer a few comments, first among them being if you look at the brief title descriptions for the grant applications you will see that thirteen of them pertain to backup PSAPs. He observed that given the status of that initiative and all the backup PSAP conversations the Board has had over past months it isn't surprising, but it is unfortunate, because it is definitely putting a strain on funding that might be allocated instead to other grants. He also noted that some of the requests were for substantial sums of money, and that some were for new building construction. He observed that it wouldn't take but three or four of these large dollar amounts to completely exhaust the grant funding available this year, and remarked that we can't continue to fund new building construction; there have to be more cost effective ways for PSAPs to satisfy their requirements. He said that in general, from the

committee, it was disappointing to see the lack of participation from PSAPs in that arena, i.e. an effort to collaborate with their peers to come up with more cost effective solutions.

Mr. Isherwood continued by citing a comment he knows he's made for the past three grant cycles, that the committee has yet to see any evidence of any competitive pricing; there is no indication that any of the grant applicants looked for competitive pricing as part of the financial analysis for the application. He noted that is especially unfortunate because it underscores the question "Do you really need as much money as you're asking for?" Lastly, he pointed out that several applications indicated the PSAPs were going to be cooperating/interacting with other PSAPs in the fulfillment of their grants, but there were no interlocal agreements or binding documentation attached to the applications to support those allegations, to hold those parties to that commitment. He observed that equates to people asking for sizeable sums of money to fund an initiative based upon other PSAPs' participation in it, but nothing compels the other PSAPs to do so.

Mr. Isherwood drew attention to the right side of the handout page where some entries state 'Funding Recon,' explaining that the committee felt seven of the twenty applications met the requirements associated with filing a reconsideration request, so rather than encumber grant funds for these, the recommendation that is going to go back to these applicants is for them to file a reconsideration request which will, obviously, then come before the Board for action. He said the committee recommends offering funding to twelve of the remaining applicants, with the recommended amounts appearing in the right hand column of the handout. He pointed out that in some cases the amount being recommended represents a pretty significant reduction of the amount requested. He added that the committee also took into consideration fund balances that some of the PSAPs were holding, looking for those PSAPs to apply some portion of that fund balance to their particular initiative as well. He also advised the double asterisk found beside some of the recommended funding amounts denotes those awards are contingent upon executed MOUs with participating agencies, and 'claw-back' clauses, if appropriate.

Mr. Isherwood said that in summary the recommendation from the committee is to fund the twelve initiatives indicated on the handout in the amounts indicated for a total of ~\$15.4M. He then asked other committee members to speak up if there was anything else they wanted to share. Mr. Shipp said he felt Mr. Isherwood summarized it very well, and Slayton Stewart agreed, saying the only thing he would reiterate is the perception that there was very limited coordination/cooperation among PSAPs to put together a backup PSAP plan. He observed he thought it would take very little effort to contact your neighboring PSAP to put together a plan where you back each other up instead of spending millions of dollars to build new buildings to put backup PSAPs in place. Noting he has served on the committee for five or more years now, he said this is the first year he's been this disappointed in that piece of the applications.

Chairman Estes summarized there was a motion coming out of committee to approve the grant package as presented in the handout, which requires no second, then opened the floor to questions/comments regarding the motion. Mr. Barbour asked if there is a timeline under which the MOUs are to be executed. Mr. Isherwood replied the committee had not discussed one to date. Mr. Barbour commented that "...so we don't just have money hanging out, I'd like to establish a timeline."

Mr. Bradford responded to Mr. Barbour that there are details related to the plans in the applications—some are more detailed than others. He said that within those plans and within their budgets a timeline can be constructed, but those are somewhat individualized, and there are conditions that he would say can be fairly implied in looking at those plans. He observed if there is a desire to have that in writing, then that can be constructed, but it's not something we have today. Chairman Estes offered that what we have today is that the money is contingent upon executed MOUs, and surmised that what Mr. Barbour is asking is that we set a date for that to be completed, and if the date is not met, then the money reverts back to the Grant Fund. Mr. Barbour concurred, saying then the money could be used for somebody else's project. Chairman Estes asked Mr. Bradford if that could procedurally be offered as a friendly amendment to the motion. Mr. Bradford replied it's probably wise to have the discussion and identify any of the conditions that the Board

would like to include in the award that would subsequently be reflected in the contracts. He advised the Statute permits the Board to have grant contracts to include such terms and conditions as it believes are necessary—this would appear to be one of those conditions—and it has been in the past. Mr. Taylor concurred, reiterating we've done that in the past based upon the particular grant, setting timelines and conditions for it, just for the very reason Mr. Barbour is speaking of. He speculated we would do the same thing here, emphasizing it is on a one by one basis. Chairman Estes once again asked Mr. Bradford how to proceed with the question.

Mr. Bradford pointed out the motion before the Board is to approve the funding. He continued that as a secondary matter, once the funding is approved, he would suggest that there be one or more motions—preferably one—that identifies the conditions you would want to include. He added that at this point, given the comment made that some of these recommended amounts are substantially less than the applicants requested, the applicants may choose to opt out of the award at that level of funding. He observed that in the past Mr. Taylor has contacted each grantee and confirmed whether or not they could proceed with the level of funds offered, and if they say “Yes”, then we can deliver a contract document that has a deadline for signing and returning, and one of the items in that is the production of the interlocal agreement (not really an MOU, but a signed interlocal agreement that commits the participating governments). By doing that, he said, you satisfy both the contract and the condition Mr. Barbour has raised.

Referring to the dollar amounts in the left column on the handout, Chairman Estes asked if he was correct in understanding they represent the amounts requested. Mr. Isherwood confirmed that, and Chairman Estes continued, randomly selecting Halifax County as an example of having requested roughly \$8.9M but only being offered \$2M in grant funding, observing there are a couple of things that could happen. He said that as Mr. Bradford had already referenced, they may say they cannot continue with the project with that amount of grant funding, so they would withdraw their grant request, and that \$2M could be made available to another grantee somewhere on the list, or, it might put them in a position to partner with other PSAPs which had received grant funding to pool their awards to cooperatively achieve their goals. He then asked Mr. Isherwood if that was the intent of the committee in distributing the funds in not only an equitable way, but also to encourage sharing versus fully funding but a few individual projects. Mr. Isherwood affirmed that, and Chairman Estes said he just wanted to clarify it, then asked if there were further points of discussion before calling the motion.

Andrew Grant said that to add on to what Chairman Estes had been talking about, using Halifax County as an example, he asked if there have been any conversations with any of the Grant Committee members with any of these jurisdictions about whether or not they would move forward with the amount they were offered. Mr. Isherwood advised that would be next in the process, and Slayton Stewart observed committee members did not feel they had the authority to do that without first getting approval from the Board. Mr. Grant conceded that was appropriate—that he just wanted to know—and then posited a follow-up question asking if, for example, Halifax County's backup plan has been submitted to staff, reviewed, and approved so they are applying for this grant with the notion that they already have approval for building a new structure. Mr. Taylor replied he was going to go with his memory, but he believes this is one of those where they are saying they are going to have a regional backup but there was no documentation that indicated anybody else was going to be a part of it. Chairman Estes asked if Halifax County's backup plan had been approved contingent upon building a new facility. Mr. Taylor replied it had not been; that was not part of their backup plan. Mr. Grant then asked what their backup plan did call for. Mr. Taylor referred that to Tina Bone, who replied part of their backup plan indicated they were going to join with Northampton County and, she believed of the top of her head, Warren County. Chairman Estes said, “So that's what's in their plan, but that's not what was in the grant application, from what I heard?” Mr. Taylor confirmed that. Chairman Estes then observed, “So there's a disconnect between what was in their plan and what was in the grant application,” which Mr. Taylor again confirmed.

Mr. Grant replied, “Kind of to Jason’s point, but kind of a different track, I want to support PSAPs, but if they’re not submitting for what they asked for, because it sounds like what they asked for would be considerably less, and if staff’s reviewing it and it may be a viable plan and we are putting out there a liability of \$2M, which is a lot less than what they’ve asked for, I don’t know if I’d want to approve even the \$2m, at that point.” He added that not knowing the timing restrictions we have before us, he doesn’t want to delay or cause any timing issues. Chairman Estes asked Mr. Taylor if there is a time because of the calendar and the way grants have to be approved—could he outline that? Mr. Taylor replied the money has to be moved by the end of September; it must be moved into the grant fund and allocated. He added it doesn’t necessarily have to be allocated to any particular PSAP, but it must be moved into the grant fund.

Mr. Grant observed since we are under a time constraint and we can’t resolve this right now, perhaps the motion would be to add onto Mr. Barbour’s motion that there be conversations with “...the Halifax Counties of the world” that have submitted a different backup plan, one that doesn’t coincide with what they’re applying for. He added there is a lot of staff reconciliation in that. Noting the Board can approve the \$15.4M grant award total to go into the grant fund—that has to procedurally happen—Chairman Estes began to ask how that \$15.4 gets distributed to individual PSAPs if...Mr. Taylor interjected “It can be reallocated.”

Observing the conversation has been “picking on Halifax” when it could apply to virtually any county generically, Mr. Taylor used a more generic example, saying a county asked for \$10M but was only awarded \$5M in grant funding, if the county says it cannot work with only \$5M, then the Board has to deliberate as to whether it can do any better (increase the award) or if \$5M is the best it can do—that’s “...where we have to sit down and figure it out.” He noted that in the past, he can recall only two times when a grant was awarded for the total requested amount, but whenever anyone has been presented an opportunity to accept a reduced amount, they have said they would make that amount work. He added that, just as Mr. Isherwood alluded to earlier, when we read through these grant applications we see some very inflated pricing, especially in construction costs. He commented that within the applications you could find per-square-foot costs double those of other, similar applications in the same group. He also noted that both Burke County and Rockingham County, the recipients of the two fully funded grant awards he alluded to earlier, ended up having funds left over; they obviously spent well. Mr. Taylor pointed out that we try to fund as many people as we can, to help as many people as we can, and this year with the backup mandates we especially want to help as many PSAPs as we can, noting that was why the committee moved so many folks toward funding reconsideration.

Chairman Estes said, in an effort to keep the meeting moving forward, he would like to propose and offer as chair that the current motion be tabled for a few minutes while a second motion be entertained setting conditions that the Board would like to apply to this grant cycle, and he would like to hear the motion considering conditions while the current one is tabled. Mr. Barbour asked for staff input regarding what it considers a reasonable timetable: 30 days, 60 days, 90 days, 45 days? He also reminded everyone that the PSAPs’ governing bodies probably only meet once a month, usually early in the month. He continued his train of thought saying he was thinking November 1, as that gives governing bodies two full months to meet. Mr. Taylor, after an aside with Mr. Bradford, said he would suggest December 31. Mr. Barbour remarked “That’s a long ways out,” and Chairman Estes immediately asked if that would allow time to reallocate money to other PSAPs. Mr. Taylor said he was trying to be fair to governing bodies, and asked Mr. Bone, since he is a county manager, if he thought December 31 was fair. Mr. Barbour advised he probably could not comment, since his county is requesting a grant, so Mr. Taylor turned to guest Randy Beeman, currently Director of Cumberland County Emergency Services but formerly a county manager himself, for his opinion, but before he could even answer, Mr. Taylor answered his own question, saying he felt that would be a good date, and was one that had been used in the past. Mr. Bradford added that in the past we have sent contracts out to be executed and returned within 90 days, noting that would essentially give local governments time to review and work on them. He suggested the Board not go more than 90 days; if there is a need for an extension for some reason, that can be managed. Mr. Barbour observed that 90 days puts

it at December 1, and Chairman Estes said he would advise 90 days from the date of approval, which would be today.

Mr. Barbour made a motion that the 90-day window be established for both execution of the MOUs (interlocal agreements) and acceptance of the award amount being offered. Slayton Stewart asked if there are additional considerations that we need besides just timing, and Chairman Estes said that was his question as well. Mr. Barbour replied the conditions he named were the only ones he'd heard discussed at this meeting that need to be accomplished. Slayton Stewart asked, "How about the term of the MOU (interlocal agreement)—we discussed that in a brief committee meeting yesterday." He illustrated that by saying if we're going to spend, say, \$10M on backup facilities, should we require a term for the interlocal agreements—maybe 10 years, maybe longer? Chairman Estes asked Mr. Bradford if there is a historical timeline of interlocal agreements we could use. Mr. Bradford's reply was that they vary—some last a very, very long time. He offered that he thinks the point Mr. Stewart is making here, based upon the committee meeting yesterday, is that in looking at grant applications, if there is an implementation period for a backup, that is before they go live, 36 months or thereabout, then how long is that facility going to be in use, and does that matter to the Board in terms of the expenditure of grant funds? He observed that if the grant agreement is 40 months, because the build-out and go-live is 36, then after 40 months they turn it into something completely unrelated to 911, what then? How would that sit with the Board? He said he thinks that is one of the committee's concerns, and that is the one Mr. Stewart is raising now: does the Board want to have some sort of reasonable life period associated with the term of the agreement, and would it expect that to be reflected in the interlocal agreement? Mr. Bradford explained these are things he typically deals with on behalf of clients or client agencies, but "You can't leave it up to me."

Mr. Grant surmised the interlocal agreements will come back before this body; was that correct? Mr. Bradford replied they would not come back before this body prior to being signed, and Chairman Estes added they just need to exist before the funds are distributed. Mr. Taylor agreed they do; they need to come back as part of the contract, which is maintained by this office. Mr. Grant asked if we have ever implemented or encouraged any length of time for any interlocal agreements for consolidations. Mr. Taylor replied, "Absolutely," and when Mr. Grant asked what the length of time had been, Mr. Taylor said it had been for 10 years.

Chairman Estes stated, "Basically we have a motion on the table, for this grant cycle—2016 grant cycle—and the Board is applying conditions to that cycle." He related one of the conditions is a 90-day window within which interlocal agreements must be signed and returned to staff, and the second is the recipient's acceptance of the dollar amount of grant funding offered by the Board within the same window of time. Mr. Barbour interjected he didn't mind adding that the agreement be in force for a minimum of ten years. Slayton Stewart asked Mr. Bradford if that would only pertain to the interlocal agreement, and Mr. Bradford replied the grant agreement would have to remain in force as well, but no further funds would be expended. Apologizing for "being so difficult today," Mr. Stewart asked "So what about any provisions for breaking the terms? If you have, say, two or three PSAPs committed to an agreement and one pulls out, would there be a claw-back provision against whichever PSAP pulls out." Chairman Estes asked if we have ever done a claw-back, and Mr. Bradford replied yes, that's been done in each of the last two grant cycles, principally for consolidations, to ensure a continuity of operations and continued support. He offered you might look at that as sort of the O&M extending into the future, if you will, but that's been a condition of prior grants. Chairman Estes asked if that's standard in all of our grants now or does the Board need to add that as a condition to this particular 2016 grant process? Mr. Bradford replied it's not necessary in all grant agreements; some of them have just basically been purchase of equipment, in which case he doesn't think it's necessary to have that claw-back, but it is needed in some agreements where there is an extended period of performance; where funds are expended over a period of time prior to when performance really begins, as in construction contracts and things of that nature. Mr. Taylor offered that came about during the first two consolidation grants, Burke County and Rockingham County, and the claw-backs were with all of the agencies that were a part of the consolidations so that if any of those agencies pulled out of that consolidation within that 10-

year period of time, it would be responsible to return that money to the grant fund at a pro-rated amount, providing an incentive to remain a part of the consolidation. Mr. Barbour observed he thinks Mr. Bradford has the vehicle he needs to take care of claw-back provisions without making that a part of the motion.

Eric Cramer asked if they ask for \$4M and we tell them we only have \$2M to offer, do they have to document where they're going to get the rest of the funding to make up the \$4M in their original ask? If they say they're going to get \$1M from here and \$1M from there, but then don't do that, do we then withdraw the award offer, the \$2M, because they can't pull together the entire cost? Mr. Bradford replied this is something we have done throughout the grant program process with grant contracts, noting that one of the first deliverables from the grantee is a revised budget that identifies where the monies come from. So if there are things that cannot be funded that are necessary, he said, then their project plan may be realigned associated with when they expect to have other monies, that type of thing. He explained we take steps within the grant contract to ensure that the overall project can be achieved.

Chairman Estes observed the only other comment that came up in our discussion was alignment with their backup plans, and Mr. Grant offered that he thinks implicit in Mr. Barbour's motion is that issue will "wash itself out" because what will happen is the jurisdiction is going to have to decide which direction it wants to move in, an example being if a submitted plan is a less expensive plan utilizing existing facilities and they are faced with being awarded a lower grant amount than they hoped for, it's their choice whether to move ahead or not. He said he thought Mr. Barbour would agree, adding that takes the Board out of it, which is a good thing; let them resolve their issues, which way to go—they're in charge of their budget, they're in charge of finding other sources of funding—and then they can respond to us within the 90-day period. Mr. Bradford added that he would say, based upon comments we've received today and in past meetings from staff about backup plans, that he thinks it is incumbent upon him, as Board counsel, to check with Tina Bone in particular to look at backup plans for these grantees where that is impacted and make sure that there is some coordination and assurance that the project can be achieved; and if there are particular terms that are reflected in the plans, to understand how those are impacted by the grant and vice versa. He said they would address that in drafting the agreements.

Saying none of us want to see someone get left behind, Mr. Grant said he felt sure if there were some special circumstance staff would bring it to the Board's attention, one possible example being where a PSAP submitted a backup plan to staff that matches up exactly with their grant request. Mr. Taylor said to that point there are several in there, and he will pick out a couple. He cited Pasquotank County as a good example: their grant request matches their backup plan—it falls right in line with it—and their award is pretty close to what they asked for. Another example was Ashe county, which the committee felt was better served by a funding reconsideration.

Chairman Estes asked for a read-back of the motion from the minutes taker, who was unable to quickly collate one from notes. In the interval of silence which followed, Mr. Shipp observed that he realized we are setting policy per se as it relates to this funding year on the grant, but asked is this something we should go ahead and approve from a policy standpoint now so we're not addressing these same issues again next year for the grant awards. Mr. Taylor replied we do this every year as far as the deadline, and Chairman Estes interjected he thinks Mr. Shipp's point is should this become "...these conditions are met every year for a grant." Mr. Bradford said he would say that's a fair topic, perhaps, as something we could put on for another meeting, but, it may be one of those issues that is best addressed a few months from now when we start talking about grant priorities for the next grant cycle; at that point we may be better informed and there may be some NextGen implications that we would want to add to those conditions, for example. He added that NextGen, by the way, is another thing he will address in writing the contracts this year.

Chairman Estes clarified then that the motion on the table applies to this grant cycle, with the conditions of the 90-day window for submitting signed interlocal agreements and indicating acceptance of the grant award amount, as well as a 10-year term for the interlocal agreement. Hearing no further discussion on this

motion, Chairman Estes called it, and it passed with Ms. Sykora, Mr. Smith, Mr. Bone, and Mr. Stewart in abstention as they had indicated earlier during the conflict of interest portion of the meeting.

Chairman Estes indicated he was now bringing back the original, tabled motion, which was a recommendation from committee to approve ~\$15.4M to be transferred into the grant award fund and distributed as outlined in the handout with the understanding that the conditions the Board just approved be applied. Hearing no further discussion on the motion, Chairman Estes called the vote, which passed with the same members abstaining as in the previous vote. Chairman Estes thanked the Grant Committee for its work, observing that's a lot of money about which we must be careful.

8. Standards Committee Report

a. Approval of peer rules review attributes

Ms. Sykora reviewed that the Board approved the work of the Standards Committee on what the peer reviewer checklist would be at the Martin County meeting, and that today the committee is bringing before the Board a list of attributes that the peer reviewers would need to have. She said they looked at, if this is truly to be a peer review, management personnel at one PSAP coming in to review management personnel at another PSAP, etc., and that the committee wants to get the Board's buy-in to these attributes, as well as how the reviewers are to be selected, noting the Board will actually be approving the list of reviewers the Standards Committee selects.

Chairman Estes observed this recommendation comes from the committee as a motion, requiring no second, to approve the peer review team attributes and selection process. He asked for any discussion regarding the motion before the Board, and Mr. Isherwood asked how long these individuals would serve on the team. Ms. Sykora replied committee members have discussed that, wanting to make sure that someone doesn't just perform one review and then quit, but since it is a voluntary thing the committee has not mandated something like "You have to sign up for a three-year stint." She added, however, they would want/expect a level of commitment commensurate with the investment in training, etc. Mr. Isherwood added he was thinking that perhaps as technology changes, new reviewers with different skill sets may present themselves, and Ms. Sykora concurred, saying that's one reason why they wanted to reviewers to have diverse abilities and strengths. Chairman Estes asked for further discussion of the motion, and hearing none, called the vote, which passed unanimously.

9. Update on PSAP funding work session

Chairman Estes reviewed yesterday's work session, including the history and issues historically associated with the PSAP funding model, and the outcome of the session in his notes as high level summaries was:

- to ask for the committee to come back with some guiding principles for the Board to approve at a later date
- to consider hiring a third party to help build any potential future forward-looking model and bring a recommendation back to the Board
- to have the Executive Director commit to a timeline and process for establishing a 911 Board strategy as outlined in the statute

He added we all understand this is a very difficult topic that needs to be handled very carefully because there is a lot of money involved and it affects the way each of the PSAPs operates, so it will be done in a very transparent and clear way with time for transition as any changes are contemplated by the Board.

10. NG911 Committee update

Committee Chair Jeff Shipp reported the committee did meet on August 16th and began by reviewing the project schedule, which he is happy to say remains on schedule. He added they enjoyed a very informative presentation from Allan Sadowski from FirstNet, and continued to discuss the ways that they as a committee and his group can continue to work together and be made aware of both of their projects' progress and how they are set to accomplish their goals. Mr. Shipp observed one of the most interesting documents to come out of their meeting was the risk analysis, as they continue to look at potential risks as

they move ahead and address those. He asserted he thinks that is a very informative document and thanked staff and the consultants and the committee for developing that.

Updating the RFPs, Mr. Shipp reminded everyone that the first RFP was for the ESINet and hosted CPE, reporting the committee received eleven responses to it—many thousands of pages worth! He noted work is continuing there from an evaluation standpoint and he hopes to have something to bring to the Board by the end of the year. He added that the NMAC RFP was released last week with responses due by October 21st.

Chairman Estes asked if there were any questions for Mr. Shipp or the committee. Sheriff Hagaman asked if they could provide a quick timeline of when things are unfolding, and Mr. Shipp advised as it relates to the RFPs they hope to have an award recommendation to present to the Board on the first RFP by the end of the year, with the first ESINets to be deployed hopefully by the beginning of 2018.

11. School Safety Committee update

Committee Co-Chair Greg Hauser reported the committee met in Orange County on August 18th at the first meeting of the state's Safer Schools Committee, with members of NCEM, the Commission for Safer Schools, the Division of Instruction, members of the 911 Board, and some PSAP management personnel in attendance. He characterized it as an information gathering session with a lot to take in. He said they found out, as the Board discovered in the briefing from Director Sprayberry a couple of months ago, that there is a lot going on with the project. He said they're trying to figure out a plan of attack, observing it's a huge initiative that we are mandated by legislation to take part in. He added that without going into the weeds on it, there are two different pieces, a panic button and a panic application, and they had extensive discussion on how school staff were going to activate these things. After being immersed in that for a while, he said they realized that's not what we're really concerned with: our concern is how a PSAP is going to receive those alarms and respond to them. He said he did want to commend NCEM, currently in the process of, or perhaps by now finished with, consultations with 15 counties, which did give our team a draft analysis report. Once the final analysis for all 15 counties is complete, he said they will release the final analysis to the committee and to the Board for comment.

Chief Hauser related that initially, after these consultations, they found five or six categories that stakeholders are concerned about:

- infrastructure and connectivity—e.g. how's it going to work if our school does not have WiFi?
- notification—is it going to go directly to a 911 PSAP or to a third party call center?
- location accuracy—if I'm in the gym is it going to show me in the cafeteria, or if I'm on the third floor is it going to show me in the basement?
- user access—who's going to have it? If substitute teachers are working, are they going to have it?
- requirements for devices—can they afford to buy a smartphone for every teacher or staff worker?

Turning to the concerns of the committee, Chief Hauser listed the following:

- call volume in the center—we know this will be a very labor intensive incident should it occur, so are we going to be able to accept the information they're sending us, or are we going to be completely swamped and on the phone taking calls from citizens reporting the emergency? He observed that is something that this committee is specifically going to have to be concerned with, and that's where they're going to need comments from PSAP management from PSAPs around the state, so please anticipate either Committee Co-Chair Dinah Jeffries or him or other members of the committee reaching out to PSAP management for input
- user training—if a new teacher comes on board and the school hasn't provided the training and something happens at the beginning of the school year, the intent of this initiative will be completely bypassed

Chief Hauser reminded everyone that this project has been going on for some time now, so we're kind of behind the eight ball and need to go full speed ahead on this. He advised the next committee meeting is currently scheduled for September 27th, again in Orange County.

Ms. Jeffries added one thing they discovered is how hard everybody's been working but how disjointed everything remains, noting that the interesting thing is that even with SROs in the schools, we don't even have any indication of what they understand or what's been put out there. She postulated it was one of the greatest informational sessions she has ever attended, and hearing what the Center for Safer Schools is looking at and what they understood, observed it was a little bit different than what we understood. She said this was a great collaborative effort, and she has asked Mr. Taylor to do some research in the next few weeks checking with Arkansas and West Virginia because she understands they already have this in place. She added it is a little scary...when they talked about the way it's being delivered, and if the PSAP will get voice communication, she found out they're not really sure. She said she tried to explain the difference between pressing a button to activate an alarm and receiving an appropriate response. She also speculated that perhaps we sometimes we get too deep in the development of how this is, what it should look like, etc., rather than really looking at the very basics to begin with of what exactly do we need for a fast response.

Chief Hauser added we do not know where things stand monetarily, either, and are not sure whether this is going to be requested as a statewide project, so he just wants the Board to be aware that this may have some "financial ask" to it as well. Mr. Taylor said he wanted to quickly interject that we talk about the alert button and the panic button and it was interesting to him to note that one guy from the Safer Schools was talking about one thing while everyone else was talking about another. He said they finally came up with the distinction between "old school" and "new school" concepts—the other fellow was talking about a button on a desk while everyone else was talking about a button on a phone. Chief Hauser also noted there was a distinct line between "response" and "PSAP"; they were all about the response level but had not taken into account the receipt of the alarm which directly impacts this Board. Mr. Taylor surmised the biggest take-away for everyone was to understand they were "...all talking apples and oranges and some grapefruits thrown in as well."

Ms. Sykora noted that UNC has deployed an app similar to this, and asked Ms. Jeffries if those calls go to the Orange County PSAP, and if so, what information accompanies them? Ms. Jeffries replied campus 911 calls go to UNC's PSAP, not Orange County's, and she did not know how the app worked or what information it supplied. Ms. Sykora then said they could discuss it another time.

Mentioning having created two Co-Chairs for the School Safety Committee, Chairman Estes took a moment to remind everyone that the Board does much of its work in committees, so the committee structure is very important—it allows these Board meetings to be efficient and effective—so please make sure you're looking at the committee structure and participating as appropriate. He also noted that upcoming committee meeting information appears in the agenda book.

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

Ms. Sykora moved for adjournment, Ms. Jeffries seconded, and the meeting adjourned at 12:36 PM.

NG 911 FUND		NG 911 Disbursement		NG 911 Fund Balance
Revenue 10% Interest				
Beginning Fund Balance:				\$ 4,203,563.24
July 2016	\$ 606,312.83	\$ 2,670.51		4,812,546.58
August 2016	695,427.18	3,971.87		5,511,945.63
September 2016	-	-		

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					\$3,632,364.39
July 2016	\$ 656,844.67	\$ 2,307.63	\$ 560,421.36		3,731,095.33
August 2016	693,002.96	3,079.33	-		4,427,177.62
September 2016	-	-	-		

	Revenue						GRANT Allocation Transfer out	Monthly Expenditure	Fund Balance
PSAP FUND	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			\$ 17,961,526.84
July 2016	\$ 2,627,378.63	\$ 1,139,878.21	\$ 978,145.51	\$ -	\$ 11,410.88	\$ 4,756,813.23		\$ 4,162,300.21	18,556,039.86
August 2016	2,772,011.87	984,540.29	944,856.09	801,844.70	15,314.61	5,518,567.56		4,341,807.49	19,732,799.93

Consent Agenda

(vote required)

Executive Director Report

Richard Taylor

Executive Director Report

Richard Taylor

a) PSAP Managers Statewide Meeting



North Carolina 911 Board PSAP Manager's Group Meeting

October 13-14, 2016
Embassy Suites Hotel
Greensboro, NC

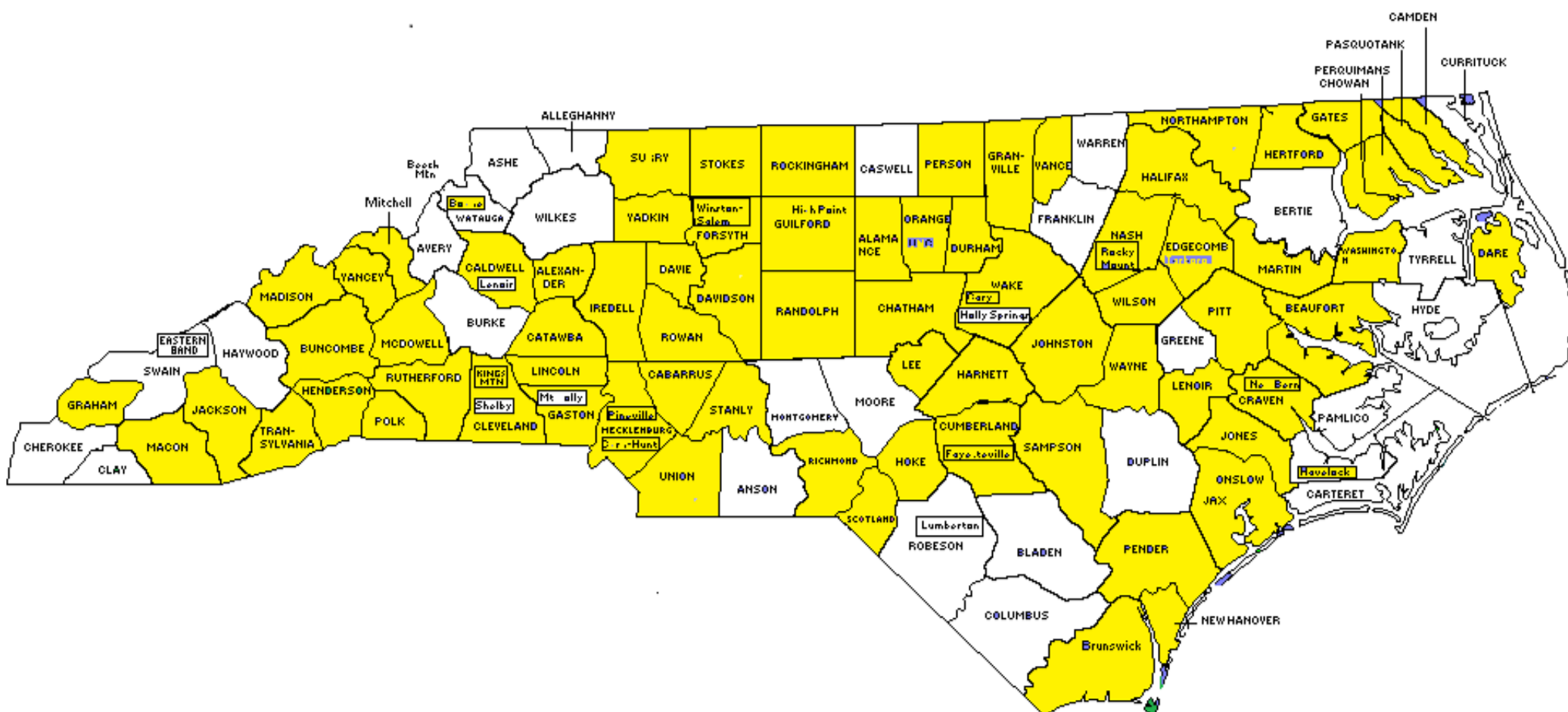
Thursday, October 13

9:00-9:30	Welcome and Introductions 911 Board Members 911 Board Staff PSAP Managers	R. Taylor
9:30-10:15	PSAP Managers Certification Course Update	RCC Staff
10:15-10:30	Morning Break	
10:30-11:00	Communications Resources You Never Knew You Had	G. Hauser
11:00-11:30	NG 911 Updates	D. Corn
11:30-12:00	ECaTS New Reports Update	D. Dupont
12:00-1:00	Lunch	
1:00-2:00	Rules Review Checklist/ Inspection Process/ Peer Reviewers Selection and Training/Questions & Answers	Standards Panel Group
2:00-2:30	Financial Issues	M. Tapler

2:30-2:45	Afternoon Break	
2:45-3:15	Backup PSAP Plans & Implementation Updates	Staff
3:15-4:45	PSAP Managers Regional Breakout Sessions	
4:45	Meeting Concludes for Day One	
6:00-8:00	Dinner and Networking	

Friday, October 14

9:00-9:30	Cybersecurity Issues	T. Bone
9:30-10:30	Time with Vendors & Managers	Staff
10:30-10:45	Morning Break	
10:45-11:30	Open Mike for PSAP Managers	R. Taylor
11:30-11:45	Closing Remarks & 2017 Meeting Dates	R. Taylor
11:45	Adjourn Meeting	



Executive Director Report

Richard Taylor

b) NG911 Fund Report to General Assembly



911 Board
INFORMATION TECHNOLOGY

Report to the
Joint Legislative Commission on Governmental Operations

The State of the
Next Generation 911 Fund
For the Period
January 1, 2016 – June 30, 2016

October 1, 2016

Chris Estes, NC 911 Board Chairman

Richard Taylor, NC 911 Board Executive Director

Background of the Next Generation 911 Reserve Fund

SL2015-261 SECTION 1.(d) requires the North Carolina 911 Board to allocate ten percent (10%) of the total service charges to the newly created Next Generation 911 Reserve Fund (Fund) effective January 1, 2016. The Next Generation 911 Reserve Fund is established as a special fund for the purpose of funding the implementation of the Next Generation 911 systems as approved by the 911 Board.

Expenditures from the Fund for the Prior Fiscal Year

As of June 30, 2016, the following table reflects the revenues and expenditures for the period January 1, 2016 – June 30, 2016 from the Next Generation 911 Reserve Fund.

NG 911 FUND	Revenue 10%	Interest	NG 911 Disbursement	NG 911 Fund Balance
January 2016	\$578,782.48	\$0.00		\$578,782.48
February 2016	630,931.12	329.28		1,210,042.88
March 2016	824,023.25	756.67		2,034,822.80
April 2016	723,910.48	1,432.18		2,760,165.46
May 2016	680,125.09	1,999.20		3,442,289.75
June 2016	\$759,281.07	\$1,992.42		4,203,563.24

Planned Expenditures from the Fund for the Current Fiscal Year

The Next Generation 911 Committee of the 911 Board issued an RFP (Request for Proposal) in May 2016 for an ESINet (Emergency Services IP Network) and a hosted CPE (Call Processing Equipment). Return date on the RFP was August 4, 2016. There were 11 respondents. The evaluation team is currently reviewing the responses and aims to make a recommendation to the 911 Board at the December 2, 2016 meeting for an award.

Once the award is made and contracts are signed, work on implementation of the ESINet and hosted CPE is expected to begin immediately. Funding for this phase of the Next Generation project will be the first expenses paid from the Fund. Until the final contracts are negotiated, it would be premature to give an estimated amount of those costs.

An RFP for the NMAC (Network Management Assistance Center) was issued in August 2016, and responses are due in mid-October 2016. Communication network providers commonly have a Network Operations Center (NOC) to ensure a smooth, consistent flow of communications. The NMAC will be the State's NOC and will function

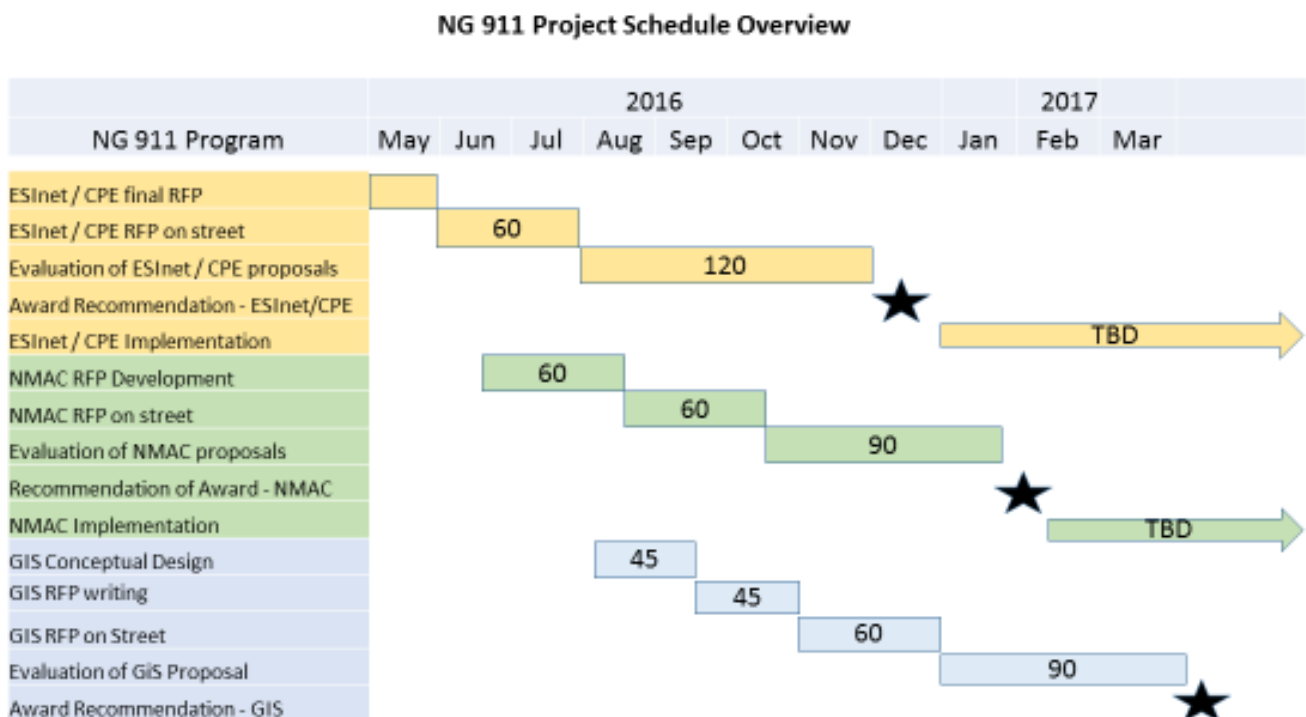
independently from the ESInet provider. It will also provide direct support to Public Safety Answering Points (PSAP) by serving in the role of a Help Desk and will serve in the capacity of a Security Operations Center (SOC). It will be the single point of contact for all vendor provided services, solutions or systems. It will be a separate business entity from the provider of the Emergency Services IP Network (ESInet). Recommendation to the 911 Board is anticipated by February 2017.

Once the award is made and contracts are signed, work on implementation of the NMAC is expected to begin immediately. Funding for this phase of the Next Generation project will be expected late in the third quarter of FY17. Until the final contracts are negotiated, it would be premature to give an estimated amount of those costs.

An RFP for GIS (Geographic Information Systems) Routing is scheduled to be released in late October 2016 with responses expected by late December 2016. The expected award would be in fourth quarter of FY17 with no expected expenses in FY17.

Next Generation 911 Project Schedule

The high-level timeline calls for the first PSAP to be deployed on the ESInet in 2018 and the last PSAP to be deployed in 2020. The current schedule for the Next Generation 911 project is on target based on the project plan. The current project schedule is noted in the chart below.



Executive Director Report

Richard Taylor

c) Update On National 911 Office State Assessment

Funding Committee Report

Dave Bone

Funding Committee Report

Dave Bone

- a) Vance-Henderson 911
Funding Reconsideration
(vote required)

North Carolina 911 Board

PSAP Name: Henderson - Vance Emergency Communications
Contact Name: Brian K. Short
Contact Address: 156 Church Street, Suite 002
City: Henderson
Zip: 27536
Contact Email: eod@vancecounty.org

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. ***PLEASE SEE INSTRUCTIONS tab for further details All requests are due by Aug 15, 2016. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.***

June 30, 2016 Emergency Telephone System Fund Balance: \$ 125,185.60

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
Expenditure				

Phone Systems - Furniture

Selective Rtng/ALI Prov 9-1-1 trk line charges	84,279.22			
Basic line charge only **One administrative line per call-taking position	15,654.92			
Interpretive Services	3,329.39			
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
MPLS-Fiber used for backup PSAPs connections	23,758.74			
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	129,814.23			
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	\$ 256,836.50	\$ -	\$ -	\$ -

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE				
CAD (modules that are part of the call-taking process only)	35,456.11			

GIS (to create and display the base map showing street centerlines and address, address point layer)		60,500.00		
Message switch software **must meet requirements noted in Approved Use of Funds list.				
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder				
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)	235.00			
Quality Assurance for Protocols				
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software MAINTENANCE	25,631.51			
TOTAL	\$ 61,322.62	\$ 60,500.00	\$ -	\$ -

	FY2016 (2015-2016) ACTUAL Expenditures from Reconciled Report	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE				
CAD server		16,736.82		
GIS server				
911 Phone server				93,814.99
Voice logging server				
Monitors		13,863.50		
Computer Workstations	12,063.12	12,539.88		
Time Synchronization				
UPS	51,338.00			
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations	5,165.89			
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				

Alpha / Numeric Pager Tone Generator				
Radio Consolette **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware MAINTENANCE	102,021.74			
TOTAL	\$ 170,588.75	\$ 43,140.20	\$ -	\$ 93,814.99

Training Expenditures Total	\$ 10,118.69
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IMPLEMENTAL FUNCTIONS

Database Provisioning for 911	25,916.80
Addressing for 911	25,916.80
TOTAL	\$ 51,833.60

Total FY2016 Expenditures	\$ 550,700.16
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To be completed by 911 Board Staff:

PROPOSED FY2017 FUNDING	\$ 460,228.35
FY2017 Anticipated Capital Expenditures	\$ 103,640.20
FY2017 Anticipated Monthly Recurring	\$ -
FY2017 Anticipated Annual Recurring	\$ 93,814.99

Requested FY2017 Funding	\$ 657,683.54
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20% Allowable Carry forward \$ 106,916.90

Fund balance as of Jun. 30, 2016	\$ 125,185.60	11/3/2016	install date
Capital Expense applied to fund balance	\$ (86,870.72)		
remaining fund balance:	\$ 38,314.88		



Henderson - Vance County Emergency Operations

156 Church Street Suite 002
Henderson, NC 27536
252-438-8264 Office
252-438-8145 Fax
252-492-0202 Comm. Center

Brian K. Short, Director

August 12, 2016

Marsha Tapler, Financial Analyst
North Carolina 911 Board

Re: 2017 Funding Reconsideration – Vance County – Supportive Documentation

Ms. Tapler,

Vance County continues to see its expenditures increase with the implementation of our backup PSAP and our annual distribution has simply not kept up with those increases. In fact, our situation has now become very troubling. As you know, we used the majority of our fund balance including virtually all of our unrestricted (50/50) monies in 2011 / 2012 to construct and equip our backup PSAP facility.

Simultaneously, we entered into two (2) separate multi-year lease agreements to purchase a new phone system for both the primary and backup facilities that would allow for the instant failover capabilities between PSAP's and a radio system for the backup center identical in function to the one being used at the primary PSAP. Unfortunately, those multi-year lease purchases have proved to be very costly overall and they will continue to tie our hands for another two (2) years until the term of the lease is up.

While we have tried very hard to allow our fund to recover in the hopes of having some additional fund balance in future years, our present fund balance as you can see remains extremely low and I am very concerned about the upcoming fiscal year even being able to cover even our existing recurring expenses and maintenance costs.

Our fund balance as of June 30, 2016 is only \$125,185.60. However, as you can see from the attached documentation we have already encumbered \$86,870.92 of that amount to replace the console furniture in the backup PSAP (This was a reconsideration award from the FY 2015 cycle). Therefore, technically our fund balance going into the current fiscal year is actually only \$38,314.68. Not only do we have virtually no reserve funds to implement new programs or replace equipment but factoring in our proposed distribution for FY 2016 of \$454,018.00, I can honestly say that we will be unable to cover our existing expenses. Therefore a funding reconsideration is absolutely crucial to our survival.

Just to clarify, we did submit a reconsideration request and were approved in the 2016 cycle to purchase several capital outlay items. These items included replacing our existing recorder at the primary PSAP, upgrading our outdated version of Geo Lynx mapping software, and replacing our console furniture at the backup PSAP, which was approximately 17 years old. All but one of those projects has now been completed and as I have stated previously the funds have been encumbered to cover the final project. Given that our fund balance was so low, we simply waited until the additional funds granted during the previous reconsideration request had time to build up to the point where those purchases could be safely made.

With that said, we do have another project in mind that we feel would be a great asset to this department, the County and its citizens and that is the development of an addressing point layer. Presently, we have no such layer in our GIS system, therefore this would be a completely new undertaking and not an upgrade. The cost of this project is estimated at \$60,500.00. Attached you will find a detailed cost breakdown as well as progress milestones and a tentative completion schedule. As you can see, this will be a lengthy project that will take several months to complete.

Additionally, we are need of replacing our CAD workstations and servers at both PSAP's. They were last replaced in 2012 and are therefore long overdue to be phased out. The cost of replacing them is \$43,140.20. Please see the attached quotes for a more comprehensive cost breakdown. I did not include a project milestone schedule but will replace the workstations and servers all at once soon after receiving the approval for the additional funds. All expenditures will be completed by January 31st of 2017.

Lastly, in light of our already low fund balance, I am requesting that the Board consider funding our current lease payment on telephone system at the backup PSAP for the current fiscal year at \$93,814.99. Based on the rotating 5 year average of expenses, we are estimating that once the oldest year drops off we will see enough of an increase in our annual distribution that we will be able to cover that expense for the final year of the lease without any problems. All total, our funding reconsideration request equals \$197,455.20.

I ask that you please give serious consideration to this request. Once the remaining two years of the ongoing lease purchase agreements have concluded, we will re-evaluate our funding position. We fully believe that after that time our funding situation will stabilize and begin to balance out, however for the time being we are really struggling.

Please contact me if you have any additional questions or require any further clarification.

Best Regards,

Brian K. Short

Brian K. Short, Director
Vance County Emergency Operations

Cost Proposal

Based upon the Scope of Services, deliverables and schedule outlined in the previously submitted Qualifications statement from Atlas Geographic Data, Inc. to Vance County, we estimate the following cost for a complete project:

1. Acquire and organize existing databases, documents, etc.----- Oct. 2016.
(a great deal of the Vance data has already been gathered by Atlas)
\$1,000
2. Develop and consolidate existing datasets into an ArcGIS project
(tax, utility, orthos, address points, postal, planimetry, etc.) ----- Oct. /Nov. 2016.
\$1,000
3. Analyze the ArcGIS project databases on a structure-by-structure and
parcel-by-parcel basis at a GIS workstation to determine an *initial*
preliminary address for each apparent structure using the 2013
orthoimagery as a background (A request will be made by Atlas to the 911 Board for
an earliest possible access to *new 2017 imagery* in consideration of this project
timetable). T
This step will also involve:
a). placement of an address centroid within the apparent
addressable structure footprint,
b) entry of the address as an attribute to the centroid by
NENA specification, and
c). development of an internal GIS linkage from the address point
to the appropriate road centerline segment.
The result will be a preliminary initial digital map to be used for
the upcoming field verification task. -----Oct. 2016 to March 2017.
\$16,000
4. Field verify a Pilot area containing both city style and rural addresses--Nov/Dec. 2016.
\$2,000
5. Demonstrate on-site pilot area address structure and road centerline
database for CAD and GIS applications-----Dec. 2016.
\$1,000
6. Complete and deliver an ArcGIS E-911 map database design
(Tri-Tech compatible) based upon results and on-site discussions
of the Pilot area results-----Dec. 2016.
\$ 500

7. Field verify and map addressed structures within the County. Note:
this includes a significant number of multi-addressed structures
which are to be fully field verified and mapped down to the
individual unit number and addresses assigned to vacant
properties-----Jan. 2017 to April 2017.
\$26,000
8. Complete and deliver an *initial* revised road centerline file-----Feb. 2017.
\$2,000
9. Complete and deliver a revised road centerline file that is fully
reconciled to all individual structure address points and
has corrected address ranges-----May 2017.
\$1,000
10. Review and edit all Emergency Service Zones relative to
road registry, GIS road centerline file and MSAG-----Jan. 2017 to April 2017.
\$1,000
11. Consolidate data within ArcGIS and prepare deliverable datasets
to include ArcGIS map having address points, orthoimagery, ESZs,
planimetry, centerlines, etc.-----May to June 2017.
\$4,000
12. Complete a reconciliation of field verified address points to
Telco ALI database----- May to June 2017.
\$2,000
13. Load datasets within Tri-tech CAD on-site and assist/train
Vance County staff in use and maintenance of the new
data and GIS systems----- June 2017.
(includes loading and training with ArcGIS software,
geodatabase, and Atlas custom software programs and tools).
\$1,000
14. Complete and deliver a new MSAG report for Telco data entry-----June 2017.
\$2,000
18. Project wrap-up----- June 2017.
No fee

Project Total: \$60,500

BOND DEBT SERVICE

Contract # 9933003946-00016

Vance County, North Carolina
Vance County, NC NACIS 921140 VIPER 911 SystemDated Date 12/13/2012
Delivery Date 12/13/2012

Period Ending	Principal	Coupon	Interest	Debt Service	Annual Debt Service	Bond Balance	Total Bond Value
12/13/2012						448,895.00	448,895.00
03/13/2013	21,557.17	1.690%	1,896.58	23,453.75		427,337.83	427,337.83
06/13/2013	21,648.24	1.690%	1,805.50	23,453.75		405,689.59	405,689.59
06/30/2013					46,907.49	405,689.59	405,689.59
09/13/2013	21,739.71	1.690%	1,714.04	23,453.75		383,949.88	383,949.88
12/13/2013	21,831.56	1.690%	1,622.19	23,453.75		362,118.32	362,118.32
03/13/2014	21,923.80	1.690%	1,529.95	23,453.75		340,194.52	340,194.52
06/13/2014	22,016.43	1.690%	1,437.32	23,453.75		318,178.10	318,178.10
06/30/2014					93,814.99	318,178.10	318,178.10
09/13/2014	22,109.44	1.690%	1,344.30	23,453.75		296,068.65	296,068.65
12/13/2014	22,202.86	1.690%	1,250.89	23,453.75		273,865.80	273,865.80
03/13/2015	22,296.66	1.690%	1,157.08	23,453.75		251,569.13	251,569.13
06/13/2015	22,390.87	1.690%	1,062.88	23,453.75		229,178.26	229,178.26
06/30/2015					93,814.99	229,178.26	229,178.26
09/13/2015	22,485.47	1.690%	968.28	23,453.75		206,692.80	206,692.80
12/13/2015	22,580.47	1.690%	873.28	23,453.75		184,112.33	184,112.33
03/13/2016	22,675.87	1.690%	777.87	23,453.75		161,436.45	161,436.45
06/13/2016	22,771.68	1.690%	682.07	23,453.75		138,664.77	138,664.77
06/30/2016					93,814.99	138,664.77	138,664.77
09/13/2016	22,867.89	1.690%	585.86	23,453.75		115,796.89	115,796.89
12/13/2016	22,964.51	1.690%	489.24	23,453.75		92,832.38	92,832.38
03/13/2017	23,061.53	1.690%	392.22	23,453.75		69,770.85	69,770.85
06/13/2017	23,158.97	1.690%	294.78	23,453.75		46,611.88	46,611.88
06/30/2017					93,814.99	46,611.88	46,611.88
09/13/2017	23,256.81	1.690%	196.94	23,453.75		23,355.07	23,355.07
12/13/2017	23,355.07	1.690%	98.68	23,453.75			
06/30/2018					46,907.49		
	448,895.00		20,179.95	469,074.95	469,074.95		

Lease Statement for Intrado VIPER 911
System for Backup PSAP

(28)

QUOTE CONFIRMATION



DEAR KEVIN BROWN,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
HKDV236	9/21/2016	HP WORKSTATION	4589346	\$13,386.32

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
HP Workstation Z240 - Core i7 6700 3.4 GHz - 8 GB - 1 TB Mfg. Part#: L9K19UT#ABA UNSPSC: 43211515 Contract: NC CCPA Technology Products (1200800)	12	3912437	\$1,044.99	\$12,539.88

PURCHASER BILLING INFO	SUBTOTAL	\$12,539.88
Billing Address: VANCE COUNTY ACCTS PAYABLE 122 YOUNG ST STE F HENDERSON, NC 27536-4268 Phone: (252) 738-2001 Payment Terms: Net 30 Days-Govt State/Local	SHIPPING	\$0.00
	SALES TAX	\$846.44
	GRAND TOTAL	\$13,386.32
	Please remit payments to: CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515	
DELIVER TO		
Shipping Address: VANCE COUNTY KEVIN BROWN 122 YOUNG ST STE F HENDERSON, NC 27536-4268 Phone: (252) 738-2001 Shipping Method: UPS Ground (2- 3 Day)		

Need Assistance? CDW•G SALES CONTACT INFORMATION



Tiffany Pantow

(866) 254-6893

tiffpan@cdwg.com

This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at <http://www.cdwg.com/content/terms-conditions/product-sales.aspx>
For more information, contact a CDW account manager

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QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
HKDV590	9/21/2016	HPE SERVER	4589346	\$17,866.55

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
HPE Enterprise - hard drive - 450 GB - SAS 12Gb/s Mfg. Part#: 759210-B21 UNSPSC: 43201803 Contract: NC CCPA Technology Products (1200800)	10	3467113	\$848.24	\$8,482.40
HPE ProLiant DL360 Gen9 - Xeon E5-2667V3 3.2 GHz - 32 GB - 0 GB Mfg. Part#: 800081-S01 UNSPSC: 43211501 Contract: NC CCPA Technology Products (1200800)	2	3541294	\$4,127.21	\$8,254.42

PURCHASER BILLING INFO	SUBTOTAL	\$16,736.82
Billing Address: VANCE COUNTY ACCTS PAYABLE 122 YOUNG ST STE F HENDERSON, NC 27536-4268 Phone: (252) 738-2001 Payment Terms: Net 30 Days-Govt State/Local	SHIPPING	\$0.00
	SALES TAX	\$1,129.73
	GRAND TOTAL	\$17,866.55
DELIVER TO	Please remit payments to: CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515	
Shipping Address: VANCE COUNTY KEVIN BROWN 122 YOUNG ST STE F HENDERSON, NC 27536-4268 Phone: (252) 738-2001 Shipping Method: UPS Ground (2- 3 Day)		

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QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
1BNVKY3	8/12/2016	PLANAR LED	4589346	\$14,799.29

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
Planar Simplicity Series SL5551 55" LED display Mfg. Part#: 997-7955-00 UNSPSC: 43211902 Contract: NC CCPA Technology Products (1200800)	14	3731260	\$990.25	\$13,863.50

PURCHASER BILLING INFO	SUBTOTAL	\$13,863.50
Billing Address: VANCE COUNTY ACCTS PAYABLE 122 YOUNG ST STE F HENDERSON, NC 27536-4268 Phone: (252) 738-2001 Payment Terms: Net 30 Days-Govt State/Local	SHIPPING	\$0.00
	SALES TAX	\$935.79
	GRAND TOTAL	\$14,799.29
DELIVER TO	Please remit payments to: CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515	
Shipping Address: VANCE COUNTY ATTN:KEVIN BROWN 122 YOUNG STREET HENDERSON, NC 27536 Phone: (252) 738-2001 Shipping Method: UPS Freight LTL, Special Services		

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Tiffany Pantow

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tiffpan@cdwg.com

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QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
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PURCHASER BILLING INFO	SUBTOTAL	\$12,539.88
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Funding Committee Recommends
Approval of Reconsideration Request
from Vance-Henderson 911 In the
Amount of \$ 657,638.54 for FY17

Funding Committee Report

Dave Bone

b) Update from Committee On PSAP Funding

1) Guiding Principles

2) Hiring Consultant

(possible vote required)

Suggested Guiding Principles For Potential PSAP Funding Model

- 1) No one “size” funding model fits all PSAPs
- 2) A funding model needs to encourage savings, offer incentives for “smart buying”, encourage procurement best practices (current model does not encourage fiscal responsibility)
- 3) Comparison of cost per call, efficiency range of cost per call versus call volume, call volume versus population/economic tiers, cost versus geography, seasonality spikes in operational costs
- 4) Services delivered (EMD, EFD, EPD)
- 5) Consider certain amount of fixed costs (pro rata) for PSAPs
- 6) For consideration costs covered by the 911 Board e.g. Translation Services, Orthography, etc.)
- 7) Other states’ best practices, e.g. eligible versus non-eligible expenses
- 8) PSAP Strategic Planning
- 9) NG911 planning costs considerations
- 10) Routine reevaluation of the funding model
- 11) Consider the validity (positives) of the “5 year rolling average” model
- 12) How should the cost of the Primary PSAP compare to the cost of the Backup PSAP
- 13) Transition period and method consideration from the existing funding model to a new model
- 14) Consideration of authorized staffing vs. equipment/ # of seats allowed to purchase

Update On 2017 Grant Recipients

Richard Taylor

Update On 2017 Grant Recipients

Richard Taylor

a) Grant Recipients Acceptance of Grants

Update On 2017 Grant Recipients

Richard Taylor

b) Approval of Additional Grant
Recipients

(vote required)



North Carolina 911 Board

Chris Estes, Chair

Jason Barbour, Vice Chair

September 30, 2016

To: North Carolina 911 Board

From : 911 Board Grant Committee

Re: Additional 2017 Grant Cycle Recommendations

The 911 Grant Committee makes the following additional recommendations for the FY2017 Grant Cycle Awards:

Catawba Co 2 <u>\$899,476</u>	Backup PSAP Plan	552	\$ 296,827
Hoke Co <u>\$100,000</u>	Telephone System Upgrade	305	\$ 33,000
McDowell Co <u>\$193,400</u>	Backup PSAP Implementation	507	\$ 63,822
Perquimans Co <u>\$533,957</u>	Backup Plan	286	\$ 176,206
Rocky Mount <u>\$505,393</u>	Back Up PSAP need	348	\$ 166,749

Total Grant Awards **\$ 736,604**

**** contingent upon executed grant contract with requirement that any ineligible expense must be paid first from grant funds before any other expenditures are allowed****

www.nc911.nc.gov

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Tel: (919) 754-6624 • Fax: (919) 431-6592 • State Courier MSC 4101
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Update On Backup PSAP Implementation

Tina Bone

<div>✓</div> <div>✓</div> <div>✓</div>								
Total Backup Plans Approved	105	0		Total Responses Received	9	75	75	44

Discussion On Updating State 911 Plan

Richard Taylor

(possible vote required)

Recommendations To The North Carolina 911 Board for Updating The State 911 Plan from the 2012 911 Study Group

Finding Number One:

State and local 911 funding, planning, legislation and authority are functionally tied to the architecture of the current 911 system and state or local public safety operations. Existing laws or authority often do not take into consideration the Next Generation of 911 in which 911 will be an application that utilizes Emergency Services IP Networks (ESInets), along with other emergency services functions.

TARGET AUDIENCE: 911 Board, Public Safety Authorities, Legislature and Governor's Office

WHY: The 911 system and other emergency communications functions are funded by different and disparate funding sources. Those funding structures are used, and indeed are typically required to be used, to create separate and distinctly different systems (e.g. 911; interoperable Police/Fire/EMS radio systems; public health alert networks, poison control centers etc). Absent significant inter-governmental cooperation, this form of planning and funding may not lead to economies of scale that will enable parity of emergency services capabilities, interoperability, increased efficiency or cost savings within all aspects of emergency communications. More so than today, the Next Generation System will be a shared system comprised of multiple entities and components, including 911, the support of which will require coordinated planning and funding.

Recommendation Number One:

The committee recommends that the 911 Board develop alternate and sustainable funding methods be to ensure sufficient resources are made available to implement and operate the existing and Next Generation 911 system.

Finding Number Two:

North Carolina needs to move forward as quickly as possible with Next Generation 911. The current system cannot support new mobile devices and features on the front end or support the transfer of data and emergency information on the back end. NG911

standards are being formulated but there are inconsistencies between states and if not addressed on a statewide basis, these will move into the local level. NG911 cannot be implemented in isolation; it must have standards, a common network, and common databases.

TARGET AUDIENCE: 911 Board, Legislature and Governor's Office

WHY: For North Carolina to have an efficient NG911 system, it must be coordinated from the State level. Currently there is no coordinated effort for planning and technical support for end users (PSAPs and PSAP personnel) regarding issues related to Next Generation 911. Based on national models, NG911 deployment will require the following which does not currently exist in North Carolina:

- a. Statewide ALI repository
- b. Statewide GIS repository
- c. 911 data repository

Recommendation Number Two:

That the Board immediately create a statewide NG911 Committee to develop and maintain a specific plan and deployment model. This Standing Committee should be made up of local subject matter experts, who are tasked with developing a specific plan and update the plan on a periodic basis.

Finding Number Three:

Most current 911 and emergency communications systems are local or regional in nature, both operationally and technically. However, the proposed technical architecture of the NG911 system indicates the need for state-wide management and coordination of IP emergency service networks (ESInets). In addition to technical specifications, the NENA Functional and Interface Standards for Next Generation 911 (i3) provide some guidance on Roles and Responsibilities for ESInets.

TARGET AUDIENCE: 911 and Emergency Services Authorities, Legislature, Regulatory Agencies and Governor's Office

WHY: There are two key aspects to the deployment of ESInets: (1) the physical buildout and coverage of the ESInets and (2) the management and coordination of ESInets. ESInets may be deployed at a state level and there may be increased efficiencies and economies of scale in doing so. However, ESInets will very likely be deployed at a sub-state level (regional/county) in many areas which must then be interconnected with other sub-state ESInets to establish a standardized, interconnected

and interoperable state-wide ESInet. In practice there will be a number of different ways to affect statewide ESInet coverage. A state level entity or organization is recommended to implement and manage the interconnected state-wide ESInet (comprised of the interconnected regional/local IP networks or a single state network). A state level entity or organization can play a significant role by providing an IP backbone network to make interconnection of regional/local ESInets more efficient.

No matter who manages the ESInet(s) in a state, it is desirable to have one entity or organization coordinate development and management of the network in order to ensure adherence to appropriate standards and achieve the economies of scale and efficiencies that NG911 promises. To further improve efficiency, one entity per state should be responsible for arranging interconnect between their network and adjacent state networks. This includes both redundant physical connections and router configuration to allow seamless interagency communications.

Recommendation Number Three:

The North Carolina 911 Board establish a State-Wide Emergency Services IP Networks (ESInets) ensuring that state/regional/local authorities recognize the need and apply directive influence to enable and initiate state-wide ESInets needed for NG911

Finding Number Four:

In the current marketplace Incumbent Local Exchange Carriers (ILECs) are the predominant 911 System Service Providers (SSPs). In the NG911 marketplace it is anticipated that there will be multiple providers offering a variety of service capabilities and options, thereby providing greater choices for 911 governing authorities. As we transition to a full NG911 system, it is also expected, and is indeed a policy objective, that competitive alternatives for current E911 services will emerge as well. An open, competitive E911 environment should be fostered and should be done so with an eye towards a full NG911 system.

TARGET AUDIENCE: 911 and Public Safety Authorities, State Legislature, Regulatory Agencies and Governor's Office, Federal Communications Commission, Congress

WHY: NG911 is not simply an extension of E911. While a full NG911 system must support all E911 functions and features, NG911 is Internet Protocol (IP) based, and software and database controlled in fundamentally new ways, enabling many new technical and operational capabilities to further enhance the coordination and delivery of emergency services nationwide. However, before and during the transition to a full NG911 system, it is expected that new E911 service offerings will be provided by competitive 911 SSPs in direct competition with incumbent SSPs. Such offerings will

likely replicate current E911 functions and advance beyond current E911 system capabilities, while, initially, not being a full NG911 system. In many cases, competitive SSPs will offer individual components of 911 solutions. As these competitive E911 service offerings and full NG911 capabilities are deployed, they will necessarily involve new complex technical and business arrangements that current regulations and laws did not fully contemplate.

Recommendation Number Four:

Modify and update current legislation, regulations and tariffs to ensure a competitive E911 environment and a transition to a full NG911 system. The North Carolina 911 Board should become actively involved with State and Federal agencies regarding the transition to Next Generation 911.

Finding Number Five:

Secondary PSAPs add a lot of value for the citizens they serve and contain many resources that public safety could have at their disposal in the event of mass incidents. Conversely, secondary PSAPs can easily become overwhelmed in mass incidents because of their smaller staffing and lack of resources. The lack of 911 funding for secondary PSAPs restricts the ability of the secondary PSAP to be a part of the locally defined 911 system.

TARGET AUDIENCE: 911 Board, State Legislature, and Governor's Office

WHY: Secondary PSAPS need to be funded in such a way as to maximize the resources they have while balancing the services needed by the community. To make this work, there must be a desire to work together with the established Primary PSAP. It is not necessary for equipment and software to be identical in the geo diverse centers but it is necessary that everything work seamlessly together.

- **Telephone:** The system should have the capability to route any call to any telecommunicator whether in the Primary PSAP or Secondary PSAP and that telecommunicator should be able to transfer that call to any other telecommunicator. It should function as one system as it would in a single communication center.
- **CAD:** This is one area where standards need to be in place. The CAD software would not have to be the same in all locations but it would have to have seamless integration that moves information and updates in real time. Again, it should function as one system.

- **Mapping:** Should be seamless and each position, regardless of location, should have access to the same maps.
- **Radios:** Radios would be interoperable across the region and any telecommunicator could dispatch to any agency.
- **Training:** While not technical, it is crucial that all telecommunicators are trained to the same level of proficiency to be able to deal with all calls regardless of PSAP location.

Recommendation Number Five:

Allow secondary PSAPs to function as a part of a primary PSAP and receive 911 funding on a pro-rata basis. The Secondary PSAP must (1) have an MOU with the Primary agreeing to be a part of the 911 system, (2) must meet all standards as established by the NC 911 Board, (3) and must allow the 911 Board to provide and support a system that collects, stores, and collates data into reports enabling interpretation and evaluation of performance, trends, traffic capacities, and related 911 operations. Pro-rata funding will be based on the 911 call data collected from the secondary PSAP.

Finding Number Six:

Through its oversight of 911 fund use, 911 Board staff has observed marked differences in pricing reported by PSAPs for purchases of similar equipment. These marked differences statewide represent a significant cost to the 911 fund.

TARGET AUDIENCE: 911 Board, State Legislature, and Local Governments

WHY: The disparity in pricing for the same product, and the lack of technical expertise in crafting requests for bid proposals, leaves many entities with less than good outcomes. Having a statewide contract which has vetted the equipment for function, compatibility and interoperability would encourage vendors of CAD, telephone systems and other eligible 911 expenditures to become more cost consistent. A “state contract” type of purchasing agreement with vendors of 911 goods and services within the state could “level the playing field” for such purchases by offering consistent pricing throughout the state and obviating the need for local governments to go to bid for major 911 purchases.

Recommendation Number Six:

The 911 Board work with local governments to implement methods for optimal cost-

effective purchasing and management practices such as providing the ability for PSAPs to purchase 911 goods and services through a state contract.

NG911 Committee Update

Jeff Shipp



NG9-1-1 Project Status Update



Next Generation 9-1-1

Concept of Operations

Completed Dec

Cost Analysis

Completed Jan

Conceptual Designs

ESInet

Completed May

Hosted Call Handling CPE

Completed June

Network Management Assistance Center

Completed July



Next Generation 911

RFP #1 ESInet and Hosted CPE

In Process

RFP # 2 NMAC

Proposals due October 21

RFP #3 GIS 911 Call Routing

Scheduled Completion April

GIS Conceptual Design

GIS RFP



Next Generation 911

Address NC

New Initiative

Radio Interoperability *Statewide Interoperability Coordinator*

CAD Interoperability

Other Potential Solutions



Timeline of Events

2017 ESInet Implementation

2017 Hosted CPE Implementation

2017 NMAC Implementation

2017 GIS Call Routing Implementation

2017 Testing, Testing, Testing, Testing, Testing



Timeline of Events

2018 First PSAP on ESInet

2020 Last PSAP on ESInet



Transfer of Funds to Grant Funds

Marsha Tapler

(vote required)

NC 911 BOARD
Grant FY2015 Transfer Report

NC 911 Board - Fund balance analysis

Fund Balance:

PSAP Fund Balance June 30, 2016	19,661,220.20
CMRS Fund Balance June 30, 2016	3,715,601.04
Grant Fund Balance June 30, 2016	26,440,353.35

Fund balances for use FY2016 Grants:

PSAP Fund Balance June 30, 2016 (transfer)	19,661,220.20
CMRS Fund Balance (transfer to Grant fund)	0.00

Total Transfer to Grant Fund: 19,661,220.20

Grant Fund Balance June 30, 2016	26,440,353.35
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Less Encumbered Previously Awarded: 23,482,595.87

Total Available Grant Fund balance:	2,957,757.48
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TOTAL Grant fund balance with PSAP fund balance

transfer: 22,618,977.68

Approved Grants FY2017:

Image17	3,815,129.00
Chowan County	247,917.00
Forsyth County	1,085,000.00
Halifax County	2,000,000.00
Lincoln County	2,000,000.00
Martin County	4,315,437.00
Mitchell County	2,000,000.00
Moore County	586,404.00
Pasquotank County	1,010,779.00
Rowan County	862,905.00
Shelby PD	920,993.00
Washington County	334,524.00
Wilson County	48,185.00

Grant Award Total: 19,227,273.00

TOTAL available grant fund balance: 3,391,704.68

Additional Grant Recipients	736,604.00
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TOTAL available grant fund balance: \$2,655,101

Other Items

Adjourn

Next 911 Board Meeting	October 21, 2016 Banner Elk Room 3514A Bush Street Raleigh, NC
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911 Standards Committee

Thursday, October 6, 2016

2:30 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC

School Safety Committee

Wednesday, November 2, 2016

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

911 Education Committee

Thursday, November 3, 2016

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

PSAP Manager's Meeting

Thursday/Friday October 13-14, 2016

12:00 pm

Embassy Suites

204 Centreport Drive

Greensboro, NC

911 Funding Committee

Wednesday, November 2, 2016

2:30 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC

911 Standards Committee

Wednesday, November 16, 2016

2:30 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC