

North Carolina 911 Board Meeting
MINUTES
Via Simultaneous Communication
Microsoft Teams Meeting
Friday, December 4, 2020
9:00 AM – 12:30 PM



Call to order — Vice Chair Wright called the meeting to order at 9:00 AM and asked Ms. Harris to proceed with the roll call. Ms. Harris remarked that Chairman Boyette could not attend due to a prior commitment. She also mentioned that item 4 of the agenda would need to be moved to later in the meeting due to Ms. Ward and Ms. Gonyer’s availability to call in.

Roll Call - Ms. Harris advised Sarah Templeton would call the roll of attendees and conduct roll-call votes during the meeting, while also monitoring the chat for the online meeting. Regional Coordinator David Newberry would serve as technical facilitator for today’s virtual meeting. Ms. Harris also noted there are several action items to be addressed today.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL December 4, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 9:00 AM – 12:00 PM 				
NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS/PHONE	NOT PRESENT	
David Bone, County Manager, Martin County (NCACC)	N/A AT THIS TIME	X		
Secretary Eric Boyette, 911 Board Chair (NC DOT)		X		
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		X		
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)		X		
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)		X		
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)		X		
Chuck Greene, Director of Government Affairs, AT&T (LEC)		X		
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)		X		
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)		X		
Buddy Martinette, Fire Chief, City of Wilmington (NC SFA)		X		
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)		X		
Melanie Neal, Director, Guilford-Metro 911 (APCO)		X		
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)		X		
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)		X		
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)		X		
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)		X		
NC 911 BOARD STAFF				
Rick Blumer, NMAC Technician		N/A AT THIS TIME		X
Richard Bradford, (DOJ) NC 911 Board Legal Counsel			X	
Chris Carlin, NMAC Technician				X
Stephanie Conner, Western Regional Coordinator	X			
James Covington, NMAC Technician	X			
Kristen Falco, Financial Review Specialist	X			
Tina Gardner, North Central Regional Coordinator	X			
Saman Gharib, NMAC Technician			X	
Pokey Harris, Executive Director	X			
Jesus Lopez, (NC DIT) NC911 Board PM	X after RC			
Gerry Means, Network Engineer/NG 911 Project Manager	X			
Stanley Meeks, NMAC Manager	X			
David Newberry, South Central Regional Coordinator	X			
Marsha Tapler, Financial Analyst	X			
Sarah Templeton, Financial Review Specialist	X			
Angie Turbeville, Eastern Regional Coordinator	X			

APPROVED

NORTH CAROLINA 911 BOARD MEETING				
ROLL CALL				
December 4, 2020				
Via Simultaneous Communication with Microsoft Teams Meeting				
9:00 AM – 12:00 PM				
				
GUESTS	IN PERSON	VIA MS TEAMS/PHONE	ORGANIZATION	
Mike Reitz	N/A AT THIS TIME	X	Chatham County	
Christine Moore		X	Guilford Metro 911	
Secretary Thomas Parrish		X	Secretary DIT	
Del Hall		X	Stokes County	
Felicia Gaston		X	Hertford County	
Brandy Osborne – Joined after roll call		X	Carteret County	
Jen Johnson – Joined after roll call		X	NC DIT	
Joshua A Briggs – Joined after roll call		X	AT&T	
Leigh Jackson – Joined after roll call		X	Did Not Identify	
Mark T Newsome – Joined after roll call		X	NC DIT	
Terry Grayson – Joined after roll call		X	Did Not Identify	
PHONE NUMBERS			VIA MS TEAMS/PHONE	ORGANIZATION
919-573-7308 John Moore		N/A AT THIS TIME	X	Board Member
919-723-8401 Earl Struble	X		Board Member	
704-361-7833 Stacey Gonyer	X		Recognition Former Member	
252-442-9777 Amy Ward	X		Recognition Former Member	
919-360-1441 – Joined After Roll Call	X		Did Not Identify	
252-222-5841 – Joined After Roll Call	X		Did Not Identify	

APPROVED BY NC 911 BOARD 1/2021

1. Vice Chair’s Opening Remarks — Vice Chair Wright thanked everyone for attending and wished everyone a happy holiday season.

2. Ethics Awareness/Conflict of Interest Statement — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement as published in the agenda. Mr. Foster stated he would abstain from item 9a.

3. Public Comment — Vice Chair Wright read the invitation for public comment as published in the agenda. No one had preregistered to speak, and no one virtually present had comments.

Ms. Harris noted that Secretary Parrish had joined the meeting.

The Board moved forward to item 5 while awaiting the arrival of Ms. Ward and Ms. Gonyer to the virtual meeting.

5. Consent Agenda — Vice Chair Wright asked Ms. Harris to proceed with the consent agenda.

a) Minutes of Previous Meeting – October 23, 2020

b) NG 911 Reserve Fund

October 2020 Account Balance \$80,821,454

October 2020 Disbursement \$2,797,496

c) CMRS Account

October 2020 Account Balance \$5,494,254

October 2020 Disbursement \$90,502

d) PSAP Account

October 2020 Account Balance \$1,931,475

October 2020 Disbursement \$3,954,416

e) PSAP Grant/Statewide Projects Account

October 2020 Account Balance \$14,875,910

Grant/Projects Funds Committed \$21,975,155

f) Grant Project Updates per Reports

Mr. Shipp made a motion to accept the consent agenda as presented with a correction made to the spelling of Jason Steward’s name in the October 23, 2020, minutes. The motion was seconded by Ms. Neal. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*

6. Executive Director Report

- a) 911 Board Appointments Status – Ms. Harris thanked former Board Members Amy Ward and Stacey Gonyer for their service and mentioned that plaques had been sent to them. Each of the ladies shared a few comments. Ms. Ward served the Board from June 2017 to February 2020 filling a LEC representative as an employee of CenturyLink. Ms. Gonyer served the Board from July 2019 to October 2020 filling a CMRS representative seats as an employee of Sprint/T-Mobile. Ms. Harris is awaiting official notice about the replacement for Ms. Gonyer. Unofficial notification has been received for both Donna Wright and David Bone's reappointments to the Board for four more years. The official notification is forthcoming. Notification regarding John Moore's reappointment should be received within the next couple weeks.
- b) COVID-19 Update – Due to a spike in COVID cases across the state, Regional Coordinators will resume their outreach efforts with PSAPs on a weekly basis. ESInet migrations were impacted by the spike as well and was discussed later by Mr. Means in the Technology Committee Report.
- c) Staffing Update – Staff will continue to work virtually at least through March. Board and Committee meetings will also be scheduled virtually until that time. Ms. Harris is working with DIT HR on reclassifying the User Support Specialist position to combine the duties of that position with those of an administrative assistant. Once approved, the recruitment process will begin. There are plans to augment the NMAC staff with additional technicians.
- d) 2020 PSAP Managers Virtual Continuity Planning Workshop Series – The workshop will be spread over 3 days during next week. Registration is not necessary, and it is open to anyone in the PSAP community. Ms. Harris has also asked Greg Hauser to invite the ESF2 group as they are typically involved in continuity planning with communications across the state. Board members were invited and encouraged to attend.
- e) NextGen 911 Migration Status – Currently 61 PSAPs have migrated. The two most recent, Granville County 911 and Davie County 911, are not denoted in the Board packet as they just took place in the past week. (See live status map.)
 - Transylvania 911 (10/21/2020) – Transylvania County 911 migrated to the NC911 statewide ESInet on the Vesta hosted call handling platform as i3, taking their first live call at 1255 hours. This is the first and only PSAP in NC served by Comporium as the LEC. They were PSAP number 55 and the 87th physical location migrating to ESInet.
 - Surry County 911(10/21/2020) – Surry County and its two secondary PSAPs, Mt. Airy PD and Elkin PD, successfully migrated to the NC 911 AT&T managed services ESInet as i3 and hosted Vesta, taking the first live call on October 21 at 1442 hours. This migration brought the total number of PSAPs live on the ESInet in NC to 58 agencies and 90 physical PSAP locations.
 - Mount Airy PD 911 (10/21/2020) – Secondary PSAP migrated with Surry County 911.
 - Elkin PD 911 (10/21/2020) – Secondary PSAP migrated with Surry County 911.
 - Hoke County 911 (11/12/2020) – Hoke County 911 migrated as i3 to the statewide ESInet on November 12, also becoming part of the Viper hosted call handling platform receiving the first live call at 1127 hours. They are the 59th PSAP and 92nd physical location, including backups.
- f) NextGen 911 GIS Status – All 100 jurisdictions continue to work on the uploads of their GIS data. (See live status map.)
- g) Consideration for Nomination for Board Vice Chair (January Meeting) – Ms. Harris reminded the Board that nominations and election for Board Vice Chair will take place in January. If any Board member has someone they wish to nominate, she asked they send her an email with the name by January 15th. Nominations can be made at the January meeting as well.

7. **Executive Committee Report** — Mrs. Wright reported the Committee had met to discuss disruptions in the ESInet deployments due to COVID. A decision was made to hold off on PSAP migrations while the spike in COVID cases continues. It will meet again at the conclusion of today's Board meeting to discuss the other Committee's goals and to look at the potential of legislative updates. Ms. Harris advised that changing the ESInet deployments has a cascading effect on the GIS component as well as the cybersecurity component, and that could cause changes to contractual agreements. Vice Chair Wright added that the delays may impact the date that the Legislature set for all PSAPs to be cut over and an adjustment to the date may need to be made.

With the arrival of Ms. Ward and Ms. Gonyer to the virtual meeting, the Board returned to agenda item 4.

4. Recognition of Former Board Members

- Ms. Amy Ward (June 2017 – February 2020) — On behalf of the Board, Ms. Harris and Vice Chair Wright thanked Amy Ward for her service on the Board and on the Funding Committee. Ms. Ward said she enjoyed her time on the Board and often shared her experiences with coworkers and other citizens of the state.
- Ms. Stacey Gonyer (July 2019 – October 2020) — Ms. Harris and Vice Chair Wright thanked Stacey Gonyer for her service on the Board and the Grant Committee. Ms. Gonyer thanked them for their kind words. She stated she has enjoyed her time with the Board and wished them luck in the coming year.

8. Education Committee Report

- a) Training Eligibility Request/Update Eligible Use of Funds List: Priority Dispatch – EMD and EPD Refresher Course – A brief overview of the refresher course was presented by Ms. Turbeville. The committee approved the course unanimously at their October meeting and brings it to the Board in the form of a motion. After discussion Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) General Report – The Committee met to discuss their goals for the coming year and reviewed the Training Requirements Policy being worked on by an ad hoc committee. The policies were approved by the Committee and will need to be approved by the Standards Committee before presentation to the Board. They also discussed the public relations materials they are working on for the NMAC and information aids. Currently the Committee is working on an information aid about ESInet.

9. Funding Committee Report

- a) Basic Freedom Licensing Approval – Mr. Bone advised this item was discussed at the October Committee meeting but there had not been sufficient time to put on the October Board meeting agenda. Alexander County requested to have licensing paid for the Basic Freedom Application for their fire departments at 100%. Eligibility had been determined at 60% after staff received updated information from the vendor describing the functionality of the application. The application license had been approved at 50% eligibility by the prior Executive Director for 911 Board, with a note that if a PSAP could provide documentation from the vendor that the application did not access ineligible functions it would then be determined 100% eligible. The Committee unanimously approved the request for the Basic Freedom Application licenses at 100% and brought it to the Board in the form of a motion. After discussion Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) Orange County Funding Reconsideration – For several years, the Orange County PSAP applied fund balance to its annual distribution to offset increasing costs of providing 911 services. With the reconsideration they previously received due to an evacuation and rebuild of its primary PSAP, plus the prior spending of funds, Orange County's fund balance is severely depleted. For FY 2021 Orange County requested a funding reconsideration to reestablish a fund balance that can and should be used for one-time purchases, not to sustain monthly expenses. They require upgrades to hardware and versions of software to keep up with technology and to maintain a consistent replacement plan. With a current reconciled fund balance for FY 2020 of \$60,616.13, Orange County does not have any ability to offset any of the expense increases. Staff recommends a funding reconsideration in the amount of \$103,234. The additional funding would allow them to upgrade hardware for its CAD system, creating stability while they begin the 5-year project with partner agencies to replace the current CAD, RMS and JMS system with a solution that works for the county. It would also allow them to maintain a replacement cycle while fixing issues found after the removal and reinstallation during evacuation of the building. VIPER (radio) upgrade requirements are also included that would allow Orange County to remain up to date and at full functionality. The Committee voted unanimously to approve a funding reconsideration in the amount of \$103,234 and brought it to the Board in the form of a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- c) FY 2022 PSAP Estimated Funding Distribution – Mr. Bone presented the FY 2022 PSAP Estimated Funding Distribution. The Board is required to provide these estimates to PSAPs for budgetary forecasting and preparations. Large 911 fund balances have been a concern expressed by the Board as well as the Legislature. Legislators have looked to the Board to address this

situation, and the Board has the authority, responsibility, and duty to review technology replacement plans and to adjust distributions as needed, including withholding. The 911 Board should have been conducting these evaluations and potential adjustments on an annual basis but lacked the staffing resources to conduct that level of work until recently. An approved goal of the 911 Board for FY 2020 was to investigate and address the high PSAP fund balances. Over seven months the PSAP Assistance Teams (PATs) held virtual meetings with PSAPs to create plans to prepare each respective PSAP for current and future technology needs. Staff was asked to provide a recommendation regarding the fund balances and FY 2022 funding distributions and presented recommendations to withhold FY 2022 distributions to seven (7) PSAPs – Carteret County, Graham County, Hertford County, Mount Holly Police, Pineville Police, Wayne County and Winston-Salem 911. The recommendation to withhold funding to these seven (7) PSAPs was based on information provided by PSAP management, including estimated expenditures for future years. This involved an intensive, months-long review engaging multiple PSAPs, and the Funding Committee and 911 Board work within their statutory duty and obligation to provide Estimated PSAP Funding Distributions in December of each year. FY 2022 PSAP Estimated Funding Distribution includes withholding distributions to these seven (7) PSAPs for FY 2022 only. Funding would begin again in FY 2023. The Regional Coordinators presented their findings for the seven (7) referenced PSAPs. Ms. Tapler then reviewed the FY 2022 PSAP Estimated Funding Distribution with the Board. The Funding Committee voted unanimously to approve staff recommendation on the FY 2022 PSAP Estimated Funding Distribution and brought this forward as a motion. After discussion, Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*

- d) General Report – No general report.

10. Finance Team Report — Since the last Board meeting, the team attended several working meetings to assist Regional Coordinators with the Fund Balance reports, completed PSAP report reviews and eligibility completions as well as participated in staff training. Staff continues work on deliverables for the CRM financial module for submission to Mr. Bradford for further review. Ms. Tapler also completed the worksheets for the cost shift and the Estimated Funding Distribution report. Ms. Falco gave an update on FY 2018, FY 2019, and FY 2020 Revenue Expenditure reports status. For FY 2018, 107 are finalized, 18 awaiting the signed revised report and two (2) are in clarification process. For FY 2019, there are 52 finalized, 57 in the clarification process, 15 awaiting the signed revised report and three (3) awaiting review. For FY 2020, there are three (3) finalized, one (1) in the clarification process, one (1) awaiting the signed revised report and 122 awaiting review. She plans to start review on the FY 2020 reports for the PSAPs whose FY 2019 reports are currently finalized. Ms. Templeton has been training with the Finance Team, reviewing the FY 2018, FY 2019, and FY 2020 Revenue Expenditure Reports, responding to written eligibility requests, and reaching out to PSAPs to discuss eligibility. She looks forward to learning more and working with the team.

11. Grant Committee Report — Mr. Shipp commended the committee on a successful grant cycle year, with most grant agreements completed by staff. He also noted that Perquimans County declined their award, and those funds will go back into the grant account. The Committee plans to meet in January to start preparations for the next grant cycle.

12. Standards Committee Report — Vice Chair Wright reported that the committee met and discussed having a virtual class for new Peer Reviewers. Peer reviews have been on hold due to COVID and there have been few opportunities for training. The committee is also working with the Education Committee to review the Training Requirements Policy before it comes before the Board.

13. Technology Committee Report — The advancement of the committee's NextGen goals were affected by COVID, however progress was made. Currently 61 PSAPs have migrated to the ESInet. Mr. Means reported that some of the large PSAPs plan to migrate in the coming year, including Charlotte-Mecklenburg and Raleigh-Wake, although no finalized date has been set for them. For 2021, there are 34 set migration dates so far with another 24 or so planned for the third or fourth quarter of the year, bringing them closer to 110 by calendar year end. Thanks to their awarded grant, the State Highway Patrol (SHP) should be migrating in late March through May, as they are doing a staggered approach. Due to COVID, a process was adopted to mitigate potential exposures by third-party vendor staff by instituting a policy of 14-day quarantine period between PSAP migrations. To do so while staying on-track vendors are cycling through their staff from all over the country and the results so far have been a success. However, as more

states start their own NextGen migrations there is a larger demand for these vendors. In response to this, the plan is to place priority on confirmed dates, with alternate PSAPs in place to migrate if the original PSAP is unable to complete their migration at that time. PSAPs that miss their slot will be moved to the back of the line. This strategy will help accomplish migration objectives for the year. Progress was made by counties in the migration of i3 data sets for GIS. Currently there are 28 PSAPs that are live as i3. Tentative plans are in place for five (5) PSAPs that migrated as RFAI to move to i3. Mr. Means is working with the CGIA team to create a governance model framework due to the importance of maintaining the GIS data. The GeoComm datahub becomes in effect the GIS authority for the statewide dataset. This helps ensure the data stays at the 98% level, as well as regulate how it gets modified and updated. Mr. Means then spoke about cybersecurity and the results from the 33 PSAPs that were reviewed. Mr. Meeks gave a report on the NMAC and stated they were conducting interviews for two additional staff members. Ms. Meeks and Ms. Turbeville also gave an update on the CRM licenses and their rollout to the PSAPs.

14. 911 Regional Coordinator Reports — The Regional Coordinators gave brief reports. Ms. Turbeville reported Wayne County 911 had a ribbon cutting for their new PSAP and are hoping to go live next month. She has also started working on COOP planning for the webinar to be held next week. In addition, she participated in calls with PSAPs about their technology plans and cybersecurity kick-off meetings. Ms. Conner also worked on the COOP and had several project calls and PAT meetings with PSAPs. She mentioned that Rutherford County moved into their new PSAP, and she is working with Mr. Hauser at NC Emergency Management, who is updating the Emergency Field Operation Guide (EFOG) document. She continues working with the Education and Standards Committees to create a policy to track the new legislation requiring EMD and training through the Peer Review process. Ms. Gardner worked with PSAPs on their on-boarding information for ESInet and participated in PAT meetings to determine eligibility and reconsideration requests. Mr. Newberry had conversations with PSAPs about fund balances and has plans to address some technology planning as well.

Break 11:07 AM – 11:15 AM.

Ms. Harris noted that Secretary Parrish and Mr. Conner had left the meeting.

15. NC 911 Board 2020 Board Goals and Year Ahead

- a) 2019 and 2020 Board Goals Review – Ms. Harris started with a review of the 2019 and 2020 Board goals.
- b) 2018 State 911 Plan Review – The 2018 state plan is now two years old and the Board will need to begin preparation for development of a new plan. The Board has accomplished most of the goals that were outlined in the previous plan.
- c) 2021 NC911 Board Goals – Each committee chair presented the goals for 2021. The goals were put forth as a recommendation by each Committee for approval.

i. 2021 Education Committee Proposed Goals Presentation

Education Committee
Develop an information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NG911 and other state projects.
Explore the feasibility of expanding Board sponsored training in conjunction with the Community College System
Explore the feasibility of creating a voluntary Telecommunicator training, certificate and/or certification program in collaboration with the Community College system.
Explore methods for public outreach utilizing nontraditional media outlets.

ii. 2021 Funding Committee Proposed Goals Presentation

Funding Committee
Explore strategies and develop procedures to assist with management of low/high PSAP fund balances.
Review the Approved Use of Funds List and vet expenditures to establish maximum allowable limits, where appropriate, while aligning with legislation.
Continue to explore backup capabilities and alignment with the ESInet.
Continue reviewing the funding model, taking into consideration the ongoing implementation of NextGen 911 Technologies.

iii. 2021 Standards Committee Proposed Goals Presentation

Standards Committee
Review and update potential language of the Rules in order to prepare for the long process of updating them, focusing on the outcomes of legislative sessions.
Consider how a checks and balances would occur if there are new requirements regarding matters such as i3 standards and the need for collaboration between all committees regarding NC911 deployment.
Explore feasibility of establishing PSAP levels based on operational and technical capabilities.

iv. 2021 Technology Committee Proposed Goals Presentation

Technology Committee
Enhance PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform. Define basic elements of continuity planning. PSAPs should have defined rules for abandonment and alternate routing. Continued workshops and outreach for continuity planning with PSAPs.
Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review.
Commit to 60 PSAP migrations to the ESInet. Goal is to map a potential conversion plan to meet or exceed the migration goal.
Exploration of ongoing ALI database maintenance via automated applications.
Assemble workgroup or ad hoc to begin analysis/exploration of a hosted CAD offering to PSAPs, establishing realistic goals and timeline for the first year of this effort.
Perform SWOT analysis.

- v. 2021 Proposed Goals Discussion and Approval – The goals were brought forth as a recommendation by each Committee. After brief discussion, a motion to approve the 2021 NC911 Board Goals was brought forth by Mr. Bone and seconded by Mr. Struble. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*

NC 911 Board 2021 Goals	
<i>As Proposed by Committee per Initiative</i>	
Education	Develop an information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NG911 and other state projects.
	Explore the feasibility of expanding Board sponsored training in conjunction with the Community College system.
	Explore the feasibility of creating a voluntary Telecommunicator training, certificate and/or certification program in collaboration with the Community College system.
	Explore methods for public outreach utilizing nontraditional media outlets.
Funding	Explore strategies and develop procedures to assist with management of low/high PSAP fund balances.
	Review the Approved Use of Funds List and vet expenditures to establish maximum allowable limits, where appropriate, while aligning with legislation.
	Continue to explore backup capabilities and alignment with the ESInet.
	Continue reviewing the funding model, taking into consideration the ongoing implementation of NextGen 911 Technologies.
Standards	Review and update potential verbiage of the Rules in order to prepare for the long process of updating them, focusing on the outcomes of legislative sessions
	Consider how a checks and balance would occur if there are new requirements regarding matters such as i3 standards and the need for collaboration between all committees regarding NC911 deployment.
	Explore feasibility of establishing PSAP levels based on operational and technical capabilities.
Technology	Enhance PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform. Define basic elements of continuity planning. PSAPs should have defined rules for abandonment and alternate routing. Continued workshops and outreach for continuity planning with PSAPs.
	Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review.
	Commit to 60 PSAP migrations to the ESInet. Goal is to map a potential conversion plan to meet or exceed the migration goal.
	Exploration of ongoing ALI database maintenance via automated applications.
	Assemble workgroup or ad hoc to begin analysis/exploration of a hosted CAD offering to PSAPs, establishing realistic goals and timeline for the first year of this effort. Perform SWOT analysis.

d) NC911 PSAP Grant Program

- i. NC911 Grant Program Policy Revisions – Mr. Shipp presented edits to the Grant Policy, as provided in the Board packet. The committee brought this forward as a motion. Ms. Templeton conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*

Day	Month	Date	2021 NC 911 Board and Committees Meetings	Location	Assigned Staff
Thursday	January	7	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	January	14	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	January	21	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Thursday	January	21	Funding Committee Meeting 1:00pm to 12:00pm	TBD	Kristen Falco/Sarah Templeton
Friday	January	22	911 Board Meeting	TBD	Pokey Harris
Thursday	February	4	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	February	11	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	February	18	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Thursday	February	18	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Friday	February	26	911 Board Meeting	TBD	Pokey Harris
Thursday	March	4	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	March	11	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	March	18	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Thursday	March	25	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Friday	March	26	911 Board Meeting	TBD	Pokey Harris
Thursday	April	1	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	April	8	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	April	22	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Thursday	April	22	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Friday	April	23	911 Board Meeting	TBD	Pokey Harris
Thursday	May	6	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	May	13	Technology Committee Meeting 10:00am	TBD	David Newberry
Thursday	May	20	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Thursday	May	20	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Friday	May	28	911 Board Meeting	TBD	Pokey Harris
Thursday	June	3	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	June	10	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	June	17	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Thursday	June	24	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Friday	June	25	911 Board Meeting	TBD	Pokey Harris
Thursday	July	1	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	July	8	Technology Committee Meeting 10:00am	TBD	David Newberry
Thursday	July	22	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Thursday	July	22	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Friday	July	23	911 Board Meeting	TBD	Pokey Harris
Thursday	August	5	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	August	12	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	August	19	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Thursday	August	26	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Friday	August	27	911 Board Meeting	TBD	Pokey Harris
Thursday	September	2	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	September	9	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	September	16	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Thursday	September	23	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Friday	September	24	911 Board Meeting	TBD	Pokey Harris
Thursday	October	7	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Tuesday	October	14	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	October	21	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Thursday	October	21	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
Friday	October	22	911 Board Meeting	TBD	Pokey Harris
Thursday	November	4	Standards Committee Meeting 10:00am to 12:00pm	TBD	Tina Gardner/Stephanie Conner
Thursday	November	11	Technology Committee Meeting 10:00am to 12:00pm	TBD	David Newberry
Thursday	November	18	Education Committee Meeting 10:00am to 12:00pm	TBD	Angie Turbeville
Thursday	November	18	Funding Committee Meeting 1:00pm	TBD	Kristen Falco/Sarah Templeton
	November		*No 911 Board Meeting This Month*		
Friday	December	3	911 Board Annual Work Session and Meeting	TBD	Pokey Harris

- f) Other Board Matters for Discussion – Mr. Foster thanked everyone who reached out to help during Alexander County’s flood on November 12, 2020. Ms. Neal noted the passing of Craig Whittington on December 1, 2020. Craig was a retired Special Projects Coordinator with Guilford Metro 911 and had given thirty years of public service to his community and the 911 industry.

16. Other – Ms. Harris requested each Board Member send a headshot photo to her by the 20th for inclusion on the 911 Board website. She also noted that David Bone would be transitioning his county manager duties to Davie County on December 21, 2020.

The next Board meeting was scheduled for January 22, 2021, using simultaneous communication via Microsoft Teams Meeting. (As a follow up note, prior to preparation of these minutes, the January meeting was cancelled.)

NORTH CAROLINA 911 BOARD MEETING ROLL CALL December 4, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 9:00 AM – 12:30 PM												
NC 911 Board Members	6. Consent	8. a.) EMD-EPD Refresh	9. a.) Basic Freedom	9. b.) Orange County Fund	9. c.) FY 2022 PSAP Est. Dist.	15. c.) v. 2021 Proposed Goals	15. d.) i. NC 911 Grant Policy and Rev.	15. d.) ii. 2022 NC 911 Grant Priorities	15. d.) iii. 2022 NC 911 Grant Timeline	15. e.) 2021 NC 911 Board Meeting Dates	15. f.) Other Board Matters (If Applicable)	
David Bone	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Secretary Eric Boyette	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/A		
Greg Coltrain	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Brian Drew	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Bo Ferguson	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Greg Foster	Y	Y	Recused	Y	Y	Y	Y	Y	Y	N/A		
Chuck Greene	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
J.D. Hartman	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Jeff Ledford	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Buddy Martinette	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
John Moore	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Melanie Neal	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Jude O'Sullivan	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Jeff Shipp	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Earl Struble	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		
Donna Wright	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A		

Adjourn — Vice Chair Wright adjourned the meeting at 12:07 PM.