



# NORTH CAROLINA 911 BOARD MEETING

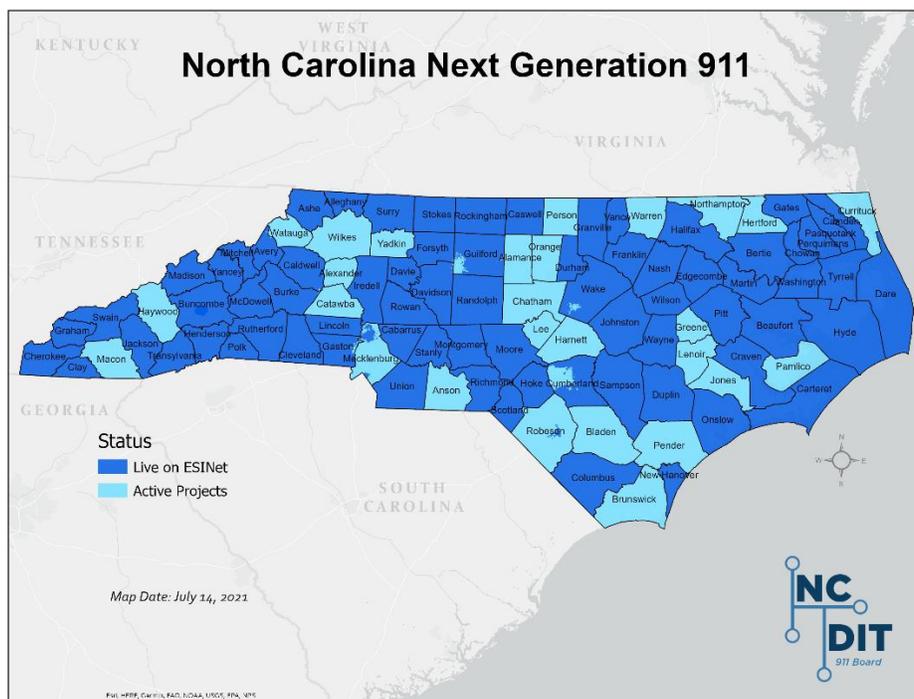
Friday, July 23, 2021

10:00 AM – Noon

NC DOT – 1 South Wilmington Street  
1<sup>st</sup> Floor Boardroom, Raleigh  
and

Via Simultaneous Communication  
[Join Microsoft Teams Meeting](#)

984-204-1487 Conference ID: 539 113 290#



***Call to Order***  
**Eric Boyette**

***Roll Call***  
**Amy Berenson/Stephanie  
Conner**

***Tab 1***  
**Chair's Opening Remarks**  
**Eric Boyette**

## **Tab 2**

### **Ethics Awareness/Conflict of Interest Statement**

**Eric Boyette**

*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.*

## **Tab 3**

### **Public Comment**

**Eric Boyette**

*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.*

***Tab 4***

**Consent Agenda**

**Pokey Harris**

***(Roll Call Vote Required)***

***Tab 4 a)***

**Minutes of Meeting**

**June 25, 2021**

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Friday, June 25, 2021**  
**10:00 AM – 12:00 PM**  
**NCDOT - 1 South Wilmington Street, Raleigh**  
**and Via Simultaneous Communication**  
**Microsoft Teams Meeting**



**Call to Order** – Vice-Chair Shipp called the meeting to order at 10:00 AM and thanked Secretary Boyette and the NC DOT for hosting our meeting. He then asked Ms. Harris to proceed with the roll call.

**Roll Call** – Ms. Harris advised Ms. Berenson would call the roll of attendees and Ms. Conner would conduct roll call votes during the meeting.

<b>NORTH CAROLINA 911 BOARD MEETING</b>			
<b>ROLL CALL</b>			
Friday, June 25, 2021 10:00 AM – 12:00 PM			
1 South Wilmington Street, Raleigh and Via Simultaneous Communication with Microsoft Teams Meeting			
			
<b>NC 911 BOARD MEMBERS</b>	<b>IN PERSON</b>	<b>VIA MS TEAMS OR PHONE</b>	<b>NOT PRESENT</b>
David Bone, County Manager, Davie County (NCACC)		Y	
Secretary Eric Boyette, 911 Board Chair (NC DOT)			N
Tommy Cole, Fire Chief, City of Graham (NCSFA)		Y	
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		Y	
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)			N
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)			N
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)		Y	
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y		
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)		Y	
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)		Y	
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)		Y	
Melanie Neal, Director, Guilford-Metro 911 (APCO)		Y	
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)		Y	
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	Y		
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)			N
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)		Y	
<b>NC 911 BOARD STAFF</b>			
Amy Berenson, Administrative and Logistics Coordinator	Y		
Rick Blumer, NMAC Technician		Y	
Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Y		
Chris Carlin, NMAC Technician		Y	
Stephanie Conner, Western Regional Coordinator	Y		
Iesha Duffy, NMAC Technician		Y	
Kristen Falco, Financial Review Specialist	Y		
Bernard Gardner, NMAC Technician		Y	
Tina Gardner, North Central Regional Coordinator		Y	
Pokey Harris, Executive Director	Y		
Jesus Lopez, (NC DIT) NC 911 Board PM		Y	
Gerry Means, Network Engineer/NG 911 Project Manager	Y		
Stanley Meeks, NMAC Manager		Y	
David Newberry, South Central Regional Coordinator	Y		
Marsha Tapler, Financial Analyst		Y	
Sarah Templeton, Financial Review Specialist	Y		
Angie Turbeville, Eastern Regional Coordinator	Y		

**NORTH CAROLINA 911 BOARD MEETING**  
**ROLL CALL**  
 Friday, June 25, 2021  
 10:00 AM – 12:00 PM  
 1 South Wilmington Street, Raleigh and  
 Via Simultaneous Communication with Microsoft Teams Meeting



GUESTS	IN PERSON	VIA MS TEAMS OR PHONE	ORGANIZATION
Adams, Ron		Y	Southern Software
Allred, Candace		Y	NCGA 911
Briggs, Joshua		Y	AT&T
Cress, Randy		Y	Rowan County
Desmond III, Michael		Y	Charlotte MEDIC
Evitt, Marie		Y	NC Sheriffs Association
Grayson, Terry		Y	Shelby PD
Gusa, Grayson		Y	NC APCO President – Davie Co.
Hall, Del		Y	Stokes County
Hopkins, Dave		Y	NCGA911
Jackson, Leigh		Y	NC DIT
Johnson, Jen		Y	NC DIT
Kerr, Logan		Y	Wilkes County Sheriff
Lamb, Alec	Y		NC DOT
Lassiter, Vivian	Y		911 VC
Main, Rob		Y	DC DIT
Moore, Christine		Y	Guilford Metro
Pratt, Denise		Y	Unknown
Reitz, Mike		Y	Chatham County
Ritter, Barry		Y	State 911 Plan Contractor
Rust, Corrine		Y	Charlotte Medic
Shaw, Jonathan		Y	NC DIT
Sherain, Christy		Y	Franklin County
Short, Brian	Y		911 VC
Smith, Brian	Y		AT&T
Szamosi, Anna		Y	NC DIT
Thomas, Rick		Y	RapidSOS
Turbeville, Jimmy		Y	Johnston County
Walker, Suzanne		Y	Raleigh-Wake Emergency Communications
Weaver, James	Y		Secretary, NC DIT
Williams, Vic		Y	CRS
Womble, Brenda		Y	Wilson County
Workman, Doug		Y	Town of Cary
PHONE NUMBERS	VIA MS TEAMS OR PHONE	ORGANIZATION	
919-946-0347	Y	Unknown	
919-573-7308	Y	Unknown	

1. **Vice-Chair's Opening Remarks** – Vice-Chair Shipp noted North Carolina is sending our prayers to Miami residents and those families involved in the tragic condominium collapse. He welcomed Secretary Weaver and thanked him for his participation.
2. **Ethics Awareness/Conflict of Interest Statement** – Vice-Chair Shipp read the Ethics Awareness/Conflict of Interest statement as published in the agenda. No conflicts were indicated.
3. **Public Comment** – Vice-Chair Shipp read the invitation for public comment as published in the agenda. No public comment was indicated.
4. **Consent Agenda** – Vice Chair Shipp asked Ms. Harris to proceed with the consent agenda.
  - a) Minutes of Previous Meeting – May 28, 2021
  - b) NG 911 Reserve Fund
 

May 2021 Account Balance	\$ 84,614,498
May 2021 Disbursement	\$ 421,541
  - c) CMRS Account
 

May 2021 Account Balance	\$ 3,559,355
May 2021 Disbursement	\$ 290,746

d) PSAP Account		
	May 2021 Account Balance	\$ 8,371,826
	May 2021 Disbursement	\$ 3,998,608
e) PSAP Grant/Statewide Projects Account		
	May 2021 Account Balance	\$ 12,131,692
	Grant Funds Committed	\$ 25,710,759
f) Grant Project Updates per Reports		

Vice-Chair Shipp asked for a motion to approve the consent agenda as presented. Mr. Green made a motion to accept the consent agenda as presented. The motion was seconded by Ms. Wright. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

## 5. Executive Director Report

- a) Ms. Harris announced the retirement of PSAP Director Mike Edge of Scotland County after 34 years of service. Reading information about his years of service and career in EMS and 911, she thanked him for his dedication and said he looks forward to spending time on his boat fishing and enjoying time with his family. Mr. Shipp also congratulated Director Edge for his years of service and thanked him on behalf of the board.
- b) 911 Board Appointment Status – T-Mobile will be presenting an individual to be considered for the vacant CMRS seat on the Board. An Orientation for all new board members, staff members, and Secretary Weaver will be held in August. The date is being confirmed. This meeting has come to be known as a “deep dive” – exploring the history of the board, the role staff plays, and ongoing projects. Invitations will be forthcoming.
- c) Biennial Audit Status - The draft biennial audit status report is in the Secretary’s hands as well as Mark Newsome who is DIT’s CFO. Ms. Harris is very pleased to announce there were no reported findings. Presentation will be made to the Board at the August meeting. She thanked the staff and Marsha for all her efforts with DIT Finance.
- d) State 911 Plan Update – Ms. Harris advised the work group consisting of thirteen (13) members has been assembled. She also noted the members of this working group are aligned with the representation of the Board. Staff will be meeting with the vendor, Ritter Strategic Services (RSS), on July 20<sup>th</sup> for a kickoff meeting. Each of the Regional Coordinators will be hosting meetings during the month of August. They have invited Mr. Ritter to speak about the State Plan in their respective areas, Other items of interest will be presented during these regional meetings. Board members will be made aware of these meetings and are welcome to attend if schedules allow. Mr. Ritter will present to the Board at the August 27 meeting. He will review goal accomplishments and begin discussion about creation of new goals. It is anticipated the updated State 911 Plan will be presented at the December meeting for approval.
- e) NextGen 911 Migration Status – Live Status Map - Currently 88 PSAPs have migrated.
  - Avery County 911 (06/09/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1128 Hours EST. PSAP #81/physical location #129 (including backups).
  - Caswell County 911 (06/09/2021) – Migrated as i3. Vesta hosted call handling equipment First live call at 1554 Hours EST. PSAP #82/physical location #131 (including backups).
  - Johnston County 911- Backup (06/11/2021) – Migrated as i3. Viper hosted call handling equipment. First live call at 1110 Hours EST. PSAP #83/physical location #133 (including backups).
  - Pineville PD 911 (06/16/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1126 Hours EST. PSAP #84/physical location #134 (including backups).
  - Cornelius PD 911 (06/16/2021) – Migrated as i3. Vesta hosted call handling equipment. First live call at 1439 Hours EST. PSAP #85/physical location #135 (including backups).
- f) NextGen 911 GIS Status – All 100 jurisdictions are participating in uploading their GIS data.
- g) 988 Planning Coalition – Ms. Harris, Mr. Bradford and Ms. Turbeville continue their participation in the 988 Planning Coalition. There has been a great effort for 911 to work with 988 to ensure there is collaboration because 988 will become that universal number for assistance for the suicide prevention line.
- h) Legislative Update – Mr. Bradford clarified the purpose of the 988 proposed rules is texting to 988. He reported the FCC has been looking at this very strongly. Analogous to the 911 system

and text to 911, similar regulations may be considered and adopted for text to 911. Mr. Bradford went on to report there was a PCS filed for H67 in the House. This is important to the Board as it makes a technical correction that relates to telecommunicator and other 911 staff liability. Mr. Bradford reminded the Board that HB 404 addressed the same issue, but this new filing is a clarification to the previous bill. Last week HB 203/SL 2021-34 to Extend Deadline for Police Telecommunicators to obtain training in EMD was passed to extend their time to obtain training/certification. The FCC did meet their deadline for the Report and Order. The final order was released and posted today. An item of particular interest is the funding for radio, as this is an issue across the country. The Commission has revisited this issue and has referred an additional question to the Strike Force. Mr. Bradford chairs the working group that is examining the question of whether criminal sanctions would help end fee diversion. Additional details will be announced when available. Mr. Bradford will be happy to entertain any questions Board members may have regarding any of these items.

- i) Staffing Update - Ms. Harris announced Mr. Means will be retiring in December. A plan is in place for filling this vacancy. The position will be posted nationally throughout the month of July with hopes of conducting interviews in August. Ms. Harris anticipates having someone in place by late September or early October to work with Mr. Means for two months before his retirement. She thanked Mr. Means for his tremendous efforts with NextGen911 and commented he would be truly missed. Mr. Bradford has announced he too will be retiring in November. He takes with him a great deal of institutional and historical knowledge, having been with the NC 911 Board since its inception. He has provided exceptional guidance as our legal counsel and north compass, and he will be missed greatly. Ms. Harris has begun work with senior legal counsel at DIT about filling his position and will meet with the Executive Committee to discuss further. Secretary Boyette will be transitioning the chair of the Board to Secretary Weaver in August. Ms. Harris stated the efforts of Board and staff were made better because of these gentlemen. She and Vice-Chair Shipp thanked all three of those departing for their unmatched leadership and guidance.

6. **Executive Committee Report** – Ms. Wright advised there were no matters for the Executive Committee Report at this time.

7. **Education Committee Report** – Ms. Harris reviewed the 2021 Board goals and achievements for the Education Committee. Mr. Greene advised the committee did not meet this past month, but work toward committee goals continues. Ms. Turbeville reported she has been working on the recruitment project. Additionally, she has reached out to DIT Comms to discuss building a website as a landing platform for this initiative. Work continues on the NMAC PR program, and a mouse pad has been created to provide to the PSAPs that will include contact information and key information for the NMAC. She noted that attention will be turned to cyber security and the process has begun with analyzing assessments across the state to see how the Education Committee can deliver helpful cyber security information to the PSAPs.

8. **Funding Committee Report** – Ms. Harris reviewed the 2021 Board goals and achievements for the Funding Committee. Mr. Bone addressed Secretary Weaver to note during his tenure as Chair, Secretary Boyette was a staunch supporter of expanding the 911 Board Staff and this along with the team's diligence and commitment has led to great success in supporting the Board and PSAPs across the state.

- a) Wilkes County Emergency Communications Base Seat Count Request - Wilkes County Emergency Communications has 4 approved seats, plus its overflow seat. They requested one additional base seat, based on policy. Staff recommended the additional base seat, and the Funding Committee voted unanimously at its last meeting to approve the staff recommendation and brought this forward as a motion. Ms. Conner conducted a roll call vote. All attending Board members voted and the motion was carried unanimously. *Roster of roll call votes for all action items for this meeting included below as part of these minutes.*
- b) Cary Police Department is the primary PSAP serving the Town of Cary. 911 centers have recording equipment to record each 911 communication as they come in. The purchase of such equipment is included on the 911 Board's Approved Use of Funds list. Cary has applied for consideration of eligibility for Recording as a Service (RaaS), rather than as an equipment purchase. This is a new cost per seat pricing model the vendor is offering. Onsite equipment is still required, as this is not a hosted solution. This request was discussed at the June 17<sup>th</sup> Funding Committee meeting, and at this meeting, the Funding Committee referred this back to staff to work with Cary P.D. to collect additional details about this request.

9. **Finance Team Report** – Ms. Tapler reported she is excited about the audit being complete with no findings. She has turned her attention to work on the AT & T billing, completion of the annual FCC fee report, worked with staff to determine PSAP eligibility, assisted with CAFRs, completed a risk assessment with the DIT auditors and is working to close the Board's finances for the fiscal year. Ms. Falco reported over the past few weeks, she and Ms. Templeton have attended several virtual and in person PAT meetings with the Regional Coordinators. They continue to assist PSAPs with low fund balances in helping them to determine their upcoming technology needs and purchases. Along with completing several reports she also assisted Ms. Berenson with the onboarding process. Ms. Templeton gave an update on FY 2019 and FY 2020 revenue/expenditure report status. For FY 2019 there are 85 finalized, 34 in the clarification process, and 11 awaiting the signed revised report. For FY 2020 there are 30 finalized, 34 in the clarification process, 11 awaiting the signed revised report, and 52 awaiting review.
10. **Grant Committee Report** – Ms. Harris reported there were twenty (20) grant applications submitted for the 2022 grant cycle. Staff is currently reviewing applications employing a new review checklist. The Grant Committee will convene next week for their initial review. Ms. Harris anticipates moving forward with two (2) presentation days, and will send a calendar invitation to each PSAP, the committee members, and staff for the individual presentation. The committee will then reconvene the last part of July to prepare the recommendations which will go to the Board for approval in August.
11. **Standards Committee Report** – Ms. Harris noted the 2021 Board goals and achievements for the Standards Committee. Ms. Wright stated that the Standards Committee is responsible for overseeing the peer review process of our PSAPs and when COVID struck, it had a great impact on a large part of the committee's work as they travel to the PSAPs to conduct assessments of progress made towards meeting the administrative codes. Due to restrictions, they have been unable to make progress on that goal. She continued to say they have turned their focus to looking at PSAP technology capabilities and grouping them in likeness. An ad hoc committee has been formed and they are drafting a purpose statement that defines efforts in that area. Ms. Wright and Ms. Gardner plan to conduct a refresher peer reviewer training in September. Ms. Wright hopes this will contribute to rebuilding this process.
12. **Technology Committee Report** – Ms. Harris noted the 2021 Board goals and achievements for the Technology Committee. Mr. Means reported there have been several ESInet migrations this month and more scheduled in July. He anticipates 100 migrations will be complete sometime in August. The migration process has made great strides in terms of timeline. In the beginning, migrations would take six to eight hours to complete. Now the average is two to two and a half hours. This is being looked at from a slightly different perspective, developing not only just a sharing technology platform, but a better governance strategy that will aid in creating uniformity in connectivity. Mr. Means concluded the report by delivering a formal prepared statement to the Board to summarize the status of the year-long cybersecurity study assessment process for the record:

*The implementation of Next Generation 911 (NG911) network services for all NC citizens is a complex task. The migration to NG911 entails creation of a statewide IP transport system for 911 call traffic via a private IP network built specifically for Public Safety Answering Points. Like any IP based network, it is beneficial only if it maintains a high level of system availability. Therefore, the importance of maintaining uniform security standards is amplified in a shared network environment.*

*A robust multi-layered cybersecurity environment is mission critical for NC PSAPs to maintain service delivery objectives in a NG911 environment. And, while AT&T is responsible for the overall approach to network security for the ESInet and its hosted applications, PSAPs have the responsibility for the cybersecurity profile of their internal networks that connect to the ESInet. The assessment has provided a detailed view of the existing PSAP cybersecurity environment across the State. The report provides recommendations that will enable the 911 Board to determine the policy environment that will be necessary to ensure ESInet operational availability. Creation of such policies will serve to protect the contract interests of the State with AT&T while also helping the PSAPs to derive maximum benefit from the NG911 ESInet environment.*

*Best practices that govern IP networks are specified in numerous Federal and State security standards. The assessment governance for this project was distilled from numerous standards to create a subset that was tailored to the State's NG911 environment. While the assessment was a snapshot in time view, it has pointed out that regular audits should be performed either internally or by approved third parties to ensure cybersecurity requirements are met. This observation presents an opportunity for the Technology Committee to provide guidance to the Board on a potential strategy. This is also an EEC recommendation in their overall findings report.*

*PSAPs should provide an IP environment that logically separates the ESInet and its related components and services from the local government's IP infrastructure and services. The 911 Board is obligated to follow this rule of separation to ensure that the NG911 network is not compromised in order to protect the security and availability of NG911 services. Consequently, a policy framework should be developed to articulate this policy as an ongoing element of the Board's oversight responsibility. Such a policy must stipulate a clear delineation of operational and fiduciary responsibilities.*

*The assessment reports provided to each PSAP will help guide each PSAP in establishing a secure environment to maintain the highest levels of 911 service availability. This will ensure citizens will always have their 911 calls answered and acted upon as expediently as possible.*

Mr. Meeks gave a report on the NMAC. Since the inception of the NMAC in January of last year, they have handled a total of 1871 tickets. There has been an uptick in admin line issues and connectivity bouncing. Currently there are 157 tickets. New NMAC employees Bernard Gardner and Ilesha Duffy have hit the ground running and are doing well. Interviews for additional technicians will begin next week. Mr. Meeks is continuing to review and update the PSAP NMAC handbook and a review of call flow process improvements. He is pleased to report the SolarWinds redeployment is complete thanks to the work of Chris Carlin and Rick Blumer.

**13. 911 Regional Coordinator Reports** - The Regional Coordinators gave brief reports. Ms. Turbeville congratulated Washington County 911 on their successful ESInet implementation. In the last weeks she has traveled to PSAPs for PAT meetings and reviewed grant applications in preparation of the upcoming grant cycle. Ms. Turbeville has also attended committee meetings and worked with PSAPs on their alt-routing plans. Mr. Newberry added that he has also helped with grant application reviews, virtually attended Johnston County 911's migration, and was able to attend those of Pineville PD 911 and Cornelius PD 911 in person. Ms. Conner visited Ashe and Alleghany Counties for PSAP meetings and attended the migrations of Avery County, Buncombe County as well as Asheville PD. She has plans for additional travel as she assists PSAPs with their grant applications and fund balance reports. Tina Gardner has worked on many of the same tasks as the other Regional Coordinators and added that they need to begin work on their performance evaluations and goals for 2022.

**14. Other** – No additional items were brought forward for discussion.

The next Board meeting will be held on July 23, 2021. It will be decided at a later date whether this meeting will be a hybrid format or solely using simultaneous communication via Microsoft Teams Meeting.

**Roster of Roll Call Votes:**

<b>NORTH CAROLINA 911 BOARD MEETING</b> <b>ROLL CALL VOTE</b> Friday, June 25, 2021 10:00 AM – 12:00 PM 1 South Wilmington Street, Raleigh and Via Simultaneous Communication with Microsoft Teams Meeting 		
NC 911 Board Members	4. Consent Agenda	8. a) Wilkes County Seat Request
David Bone, County Manager, Davie County (NCACC)	Y	Y
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Not Present	Not Present
Tommy Cole, Fire Chief, City of Graham (NCSFA) [Non-Voting for this Meeting]	Y	Y
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)	Y	Y
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)	Not Present	Not Present
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Not Present	Not Present
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	Y
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Y	Y
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)	Not Present	Not Present
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)	Y	Y
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Y	Y
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)	Y	Y
Jeff Shipp, Vice President of Operations, Star Telephone (LEC)	Y	Y
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)	Not Present	Not Present
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)	Y	Y

**Adjourn** – Vice-Chair Shipp adjourned the meeting at 11:54 AM.

*Next NC 911 Board Meeting – Friday, July 23, 2021, 10:00 AM – Noon*  
*Location – TBD*



# **Tab 4 b – e)**

## **b)NG 911 Reserve Fund**

**June 2021 Account Balance \$ 85,235,209**

**June 2021 Disbursement \$ 3,588,723**

## **c)CMRS Account**

**June 2021 Account Balance \$ 3,315,649**

**June 2021 Disbursement \$ 244,283**

## **d)PSAP Account**

**June 2021 Account Balance \$ 8,376,978**

**June 2021 Disbursement \$ 5,087,806**

## **e)PSAP Grant/Statewide Projects Account**

**2021 Account Balance \$ 9,732,429**

**Grant Funds Committed \$ 28,065,951**

## Next Generation 911 Reserve Fund

FY2021 beginning Fund Balance:	\$65,426,679.57											
28% Allocation	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021
<b>Service Charge Receipts</b>	\$1,395,092.02	\$2,085,230.33	\$2,230,932.17	\$2,319,928.70	\$2,283,366.72	\$712,657.19	\$3,519,036.33	\$2,177,477.96	\$2,617,201.67	\$2,197,544.95	\$2,377,675.25	\$2,195,385.47
<b>Interest allocation</b>	\$64,893.33	\$57,000.91	\$48,171.13	\$41,868.24	\$36,337.94	\$29,666.57	\$26,004.53	\$21,844.43	\$17,447.95	\$17,220.13	\$13,744.57	\$14,048.05
<b>PSAP Grant/Statewide Project Allocation (In)</b>	\$14,000,000.00											
<b>NG 911 Reserve Fund Disbursement</b>	-\$2,615,169.69	-\$210,751.08	-\$1,224,925.34	-\$2,797,496.25	-\$115,207.19	-\$1,232,491.74	-\$5,755,069.03	-\$416,408.60	-\$356,037.62	-\$1,957,427.52	-\$421,540.60	-\$3,588,722.85
<b>NG 911 Reserve Fund Balance</b>	\$64,271,495.23	\$66,202,975.39	\$81,257,153.35	\$80,821,454.04	\$83,025,951.51	\$82,535,783.53	\$80,325,755.36	\$82,108,669.15	\$84,387,281.15	\$84,644,618.71	\$86,614,497.93	\$85,235,208.60

## CMRS Account

FY2021 beginning Account Balance:	\$5,964,801.21											
	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021
<b>CMRS Service Charge Receipts</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Interest allocation</b>	\$5,916.18	\$4,942.46	\$4,058.58	\$2,876.10	\$2,470.26	\$1,931.48	\$1,703.72	\$1,397.86	\$1,002.38	\$867.83	\$625.08	\$577.29
<b>CMRS Allocation (out)</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>CMRS Disbursement</b>	-\$397,838.09	\$0.00	\$0.00	-\$90,502.16	-\$91,226.45	\$0.00	-\$268,942.79	-\$424,458.48	-\$465,328.68	-\$404,195.21	-\$290,746.14	-\$244,283.05
<b>CMRS Account Balance</b>	\$5,572,879.30	\$5,577,821.76	\$5,581,880.34	\$5,494,254.28	\$5,405,498.09	\$5,407,429.57	\$5,140,190.50	\$4,717,129.88	\$4,252,803.58	\$3,849,476.20	\$3,559,355.14	\$3,315,649.38

## PSAP Account

FY2021 beginning Account Balance:	\$16,064,101.34											
	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021
<b>Service Charge Receipts</b>	\$3,703,957.11	\$3,037,143.02	\$2,887,243.71	\$3,161,764.33	\$2,991,754.65	\$244,161.92	\$5,193,795.98	\$3,165,184.02	\$3,195,068.11	\$2,856,300.49	\$3,223,001.30	\$3,054,839.72
<b>Wireline Service Charge Receipts</b>	\$614,662.16	\$499,831.63	\$465,005.38	\$392,418.16	\$458,439.36	\$257,467.79	\$606,566.46	\$427,329.44	\$458,240.31	\$413,456.35	\$415,330.67	\$465,485.07
<b>VOIP Service Charge Receipts</b>	\$1,000,935.69	\$787,998.26	\$733,878.84	\$688,776.70	\$737,779.53	\$283,473.29	\$1,228,238.54	\$710,994.99	\$782,177.83	\$745,060.29	\$804,025.02	\$741,657.59
<b>Prepaid Wireless Service Charge Receipts</b>	\$1,499,829.23	\$1,020,790.25	\$779,694.47	\$816,971.03	\$792,212.33	\$769,253.18	\$646,668.61	\$445,726.50	\$1,272,817.50	\$778,185.35	\$743,522.60	\$829,617.89
<b>Interest allocation</b>	\$15,933.15	\$16,542.96	\$14,575.60	\$425.36	\$868.41	\$1,026.14	\$135.36	\$1,117.14	\$1,032.67	\$1,340.76	\$1,166.44	\$1,357.83
<b>Subtotal</b>	\$6,835,317.34	\$5,362,306.12	\$4,880,398.00	\$5,060,355.58	\$4,981,054.28	\$1,555,382.32	\$7,675,404.95	\$4,750,352.09	\$5,709,336.42	\$4,794,343.24	\$5,187,046.03	\$5,092,958.10
<b>PSAP Allocation (out)</b>	-\$20,093,503.00											
<b>PSAP Distributions</b>	-\$4,246,371.10	-\$3,983,693.48	-\$3,993,019.11	-\$3,954,415.97	-\$4,040,728.69	-\$3,997,572.33	-\$3,997,090.43	-\$3,998,607.54	-\$3,998,607.54	-\$4,181,355.04	-\$3,998,607.54	-\$5,087,805.85
<b>PSAP Account Balance</b>	\$18,653,047.58	\$20,031,660.22	\$825,536.11	\$1,931,475.72	\$2,871,801.31	\$429,611.30	\$4,107,925.82	\$4,859,670.37	\$6,570,399.25	\$7,183,387.45	\$8,371,825.94	\$8,376,978.19

UnCertified Reports for June 2021

Cash Basis

**PSAP Grant-Statewide 911 Projects Account**

		Total Disbursed	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Remaining Expenditures
		YTD													
			\$29,744,439.97	\$29,346,605.94	\$30,103,477.33	\$36,490,172.45	\$36,851,064.39	\$37,384,084.52	\$37,208,698.88	\$38,363,197.32	\$38,968,874.72	\$38,348,493.42	\$38,973,419.10	\$37,842,450.71	
<b>FY2017</b>	<b>Award Amount</b>														
Martin G2017-7 (048)	5,196,315.00	-4,724,784.53	-118,276.34					-36,429.50							0.00
Mitchell G2017-9 (049)	3,163,000.00	-2,909,389.86	-105,095.10			-110,718.43									0.00
Pasquotank G2017-11 (051)	1,010,779.00	-990,194.27						-14,540.00							0.00
<b>FY2018</b>	<b>Award Amount</b>														
Iredell G2018B-3 (063)	2,361,230.00	-2,211,577.73													0.00
<b>FY2019</b>	<b>Award Amount</b>														
Pender G2019-02 (068)	361,760.00	0.00								-321,976.50					0.00
Greene G2019-03 (069)	841,964.00	0.00										-118,547.55			723,416.45
Wayne G2019-04 (070)	1,530,693.00	-300,000.00									-904,750.17			-85,939.00	0.00
Rutherford G2019-05 (071)	1,161,548.00	-624,506.15											-537,041.85		0.00
<b>FY2020</b>															
Davie G2020-01 (074)	232,767.00	0.00						-232,767.00							0.00
NC State Highway Patrol G2020-02 (075)	1,102,933.00	0.00													1,102,933.00
Pender G2020-03 (076)	45,873.00	0.00								-45,873.00					0.00
Currituck G2020-04 (077)	583,655.00	0.00													583,655.00
Franklin G2020-05 (078)	3,958,873.00	0.00													3,958,873.00
Cumberland G2020-06 (079)	2,251,387.00	0.00													2,251,387.00
Chatham G2020-07 (080)	2,339,608.00	0.00													2,339,608.00
<b>FY2021</b>															
Bladen Co 911 G2021-01 (084)	\$334,937.99	0.00													334,937.99
Clay County G2021-02 (087)	2,500,000.00	0.00									-16,982.88	-24,049.43		-15,542.95	2,443,424.74
Lumberton PD (City of) G2021-03 (082)	\$99,241.52	0.00									-99,241.52				0.00
Sampson County G2021-05 (088)	\$5,571,543.00	0.00												-55,216.72	5,516,326.28
Surry County G2021-06 (085)	\$238,127.00	0.00													238,127.00
Union County G2021-07 (086)	\$484,021.00	0.00													484,021.00
Wilson County G2021-08 (083)	\$35,900.00	0.00													35,900.00
<b>STATEWIDE PROJECTS:</b>	<b>Award Amount</b>														
E-CATS II (012)	2,688,500.00	-361,640.00	-535,017.38			-166,443.18		-117,125.18	-70,041.34	-160,592.84	-154,729.68		-135,116.68	-78,818.84	908,974.88
Interpretive Services (042)	323,873.94	0.00	-23,979.75			-73,711.50		-23,768.25	-43,982.25	-21,833.25	-19,823.25	-22,820.25		-49,004.25	44,951.19
Ortho Project III Image 20 (073)	4,108,739.00	-1,756,468.06	-80,199.60		-525,464.40	-134,187.60	-299,027.40	-18,625.00					-371,519.02		923,247.92
CRM Statewide One-time Development	700,000.00	-130,473.30	-734.10	-725.00	-9.10	-9.10	-9.10	-9.10				-2,320.00	-480.50	-444.10	564,786.60
Ortho Project III Image 21 (081)	3,723,908.00	0.00				-1,386.00							-942,308.57	-598,974.02	2,181,239.41
Ortho Project III Image 22 (089)	3,430,142.00	0.00													3,430,142.00
Approved Allocation from PSAP & Transfer out to NG 911 Fund				0.00	6,093,503.00										
<b>Interest</b>			29,501.97	26,026.83	21,904.13	18,801.78	16,568.52	13,357.96	11,723.34	10,432.80	8,280.82	7,825.42	6,328.49	6,137.69	
<b>Revenue 5%</b>			435,966.27	731,569.56	796,761.49	828,545.97	815,488.11	254,520.43	1,256,798.69	777,670.69	934,714.88	784,837.49	849,169.74	833,731.83	
<b>Total Ending Fund Balance</b>		\$ 29,744,439.97	\$29,346,605.94	\$30,103,477.33	\$36,490,172.45	\$36,851,064.39	\$37,384,084.52	\$37,208,698.88	\$38,363,197.32	\$38,968,874.72	\$38,348,493.42	\$38,973,419.10	\$37,842,450.71	\$37,798,380.35	

**CASH BASIS REPORTING**  
OSC Certified

Committed: \$ 28,065,951.46  
Grant Account Total \$9,732,428.89

***Tab 4 f)***

# **Grant Project Updates per Reports**



## *County of Bladen*

**NORTH CAROLINA**  
Office of Emergency Services  
Public Safety IT/ GIS and 911 PSAP  
299 Smith Circle; PO Box 396  
Elizabethtown, North Carolina 28337  
Jeffrey Kulp, Supervisor



July 16, 2021

Bladen County 911/ Central Communications – Project Meloriem  
NC 911 Board 2021 Grant monthly update – June 2021

Greetings to all. I hope you are staying safe and healthy. June saw progress with project kickoff meetings involving all agencies as well as some progress on data conversion. Retrieval of RMS data that resides in the cloud may continue to cause some delays. However, Southern Software has advised us that they will not let those delays keep the entire project from moving forward at an acceptable pace.

Some June highlights include:

- Southern Software
  - Kickoff meetings with all involved public safety agencies took place on June 7<sup>th</sup> and June 8<sup>th</sup>.
  - CAD and JMS data has been sent to Southern and the conversion is in progress.
- NeverFail – Installation to take place once Southern has installed their products.
- Server Hardware – Servers have been received and are mounted in their racks at each location. OS install is pending.
- Caliber Public Safety – RMS data resides on Caliber servers. Caliber has not been cooperative in releasing this data to us. This is causing delays on the RMS side of the project.

Our team is working well with our project management team at Southern Software. Behind the scenes work is in full swing with talk of beginning to schedule client installs relatively soon. We strive to make each month better than the last! Thank you for all that you do.

Sincerely,

Jeff Kulp  
911 PSAP Manager  
County of Bladen



# Chatham County Emergency Communications

297 West Street • Pittsboro, NC 27312

Office 919.545.8163  
24-hour Warning Point 919.542.2911  
[www.chathamnc.org](http://www.chathamnc.org)

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July 2, 2021

Attn: L. V. Pokey Harris, Executive Director

N.C. 911 Board

P.O. Box 17209

Raleigh, NC 27609

Reference: Chatham County FY2020 Grant Report

Ms. Harris:

We are still making progress on the radio upgrade project. We are waiting for the Town of Siler City to issue permits for our 5<sup>th</sup> tower. We continue to train stakeholder agencies on the new radios; as well as distribute portal radios and schedule installation of mobile radios. We are working with vendors to install repeaters, lines and antennas and bring network connectivity to the towers. We are also working through the beginning stages of the planning and permitting process for our 6<sup>th</sup> tower which has been recently added to the overall system design.

Please do not hesitate should you have any specific questions.

Regards:

A handwritten signature in black ink that reads 'Mike Reitz'. The signature is fluid and cursive, with the first name 'Mike' being larger and more prominent than the last name 'Reitz'.

Mike Reitz

Director



## Clay County, NC Grant Report – June 2021

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### Activities – June 2021

- Continue with initial facility programming
- Communicate regularly with Project Team (ongoing)
- Begin to define technology needs

### Anticipated Activities – July 2021

- Continue with initial facility programming
- Conduct programming meeting – July 28
- Continue to define technology needs
- Communicate regularly with Project Team (ongoing)

# Clay County, NC Grant Report – June 2021

The tasks listed below will be tracked throughout the project duration and will be updated monthly. Any changes will be noted in the monthly report.

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*Work Plan*

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Task	Projected Timeframe <sup>1</sup>	Actual	Completed
Contract for project oversight	Months 1-2	December 2020	X
Issue RFQ for architectural services	Months 2-3 (December 2020 – January 2021)	December 2020	X
Select architect and contract for services	Months 4-5 (February – March 2021)	February 2021	X
Negotiate fee with architect	Months 5-6 (March – April 2021)	March 2021	X
Define technology needs in conjunction with building design	Months 3-12 (January – October 2021)	June 2021	
Facility design and construction document process	Months 4-11 (February – September 2021)	April 2021	
Establish lead times for major technology systems, including NG911	Months 20-22 (June – August 2022)		

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<sup>1</sup> As the grant agreement was signed in late October 2020, month 1 is considered November 2020.

## Clay County, NC Grant Report – June 2021

Task	Projected Timeframe <sup>1</sup>	Actual	Completed
Bid and award construction project	Months 16-18 (February – April 2022)		
Proceed with construction, including coordination with migration to the State ESInet NG911 network	Months 20-32 (June 2022 – June 2023)		
Procure new technology and furnishings	Months 20-26 (June – December 2022)		
Substantial completion of construction, address any facility punch list issues	Month 30 (April 2023)		
Install, test, and accept new technology: existing equipment and the CAD system will be relocated to the new site prior to and during go-live to ensure that the old and new center remain operational until the transition is complete	Months 30-34 (April – August 2023)		
Go-live / Physically transition the Clay County primary PSAP to the new facility and the State ESInet NG911 system	Months 34-36 (August – October 2023)		
Monitor systems post cutover	Months 32-36 (June – October 2023)		

Woodson "Gene" Booth  
Director



# CUMBERLAND COUNTY

NORTH CAROLINA

## Emergency Services Department

Gene Booth  
131 Dick St.  
Fayetteville, NC 28301  
May 31, 2021

L.V. Pokey Harris, Executive Director  
P.O. BOX 17209  
Raleigh, NC 27609

RE: CUMBERLAND COUNTY FY2020 GRANT REPORT

Dear Ms. Harris,

This letter is to provide an update on the FY2020 911 Board Grant. During the month of May 2021, Engineered Construction Company (ECC) along with sub-contractors completed the demolition process for the interior of the building. Construction Progress meetings were held on May 6<sup>th</sup> and 20<sup>th</sup>. A technology update meeting was held on May 25<sup>th</sup>. I have attached photos of the progress thus far. If you have any questions do not hesitate to reach out.

Stay Safe,

Gene Booth, Director  
Cumberland County Emergency Services

Woodson "Gene" Booth  
Director



# CUMBERLAND COUNTY

NORTH CAROLINA

## Emergency Services Department



911 Training



911 Training

Law Enforcement Center, 131 Dick Street, Room 114 | P.O. Box 1829 | Fayetteville, North Carolina 28301  
Phone: 910-678-7688 | Fax: 910-677-5552

[co.cumberland.nc.us](http://co.cumberland.nc.us)

Woodson "Gene" Booth  
Director



# CUMBERLAND COUNTY

NORTH CAROLINA

## Emergency Services Department



911 Center

PHONE (252)232-2216  
FAX (252) 232-2750



Mary Beth News  
Director

Liz Hodgis  
Supervisor

Currituck County  
**COMMUNICATIONS**  
147 Courthouse Rd,  
Currituck, North Carolina 27929

Date: July 2, 2021  
To: NC 911 Board  
From: Mary Beth News  
RE: 2020 Grant Progress Report

Please see the following highlights from progress notes regarding the Currituck County Public Safety Building construction.

Timeline:

- Radio Communications Study draft being corrected/updated
- Radio Communications equipment and installation quote and contract negotiations by September 2021
- Radio tower build, radio system upgrades and moved into new PSAP by March 2022. \*\*This is a best-case scenario. If the county must purchase land for the tower build, that could add an additional 3 months to the tower build.

Reimbursement:

Reimbursement invoices have been submitted to Marsha Tapler for review.

Building Progress:

- Work in progress
  - Mechanical Insulation
  - Electrical
  - Plumbing
  - Painting
  - Drywall touch up
  - Casework
  - Downspouts
  - Data Cabling
  - Movable Storage
  - Furniture
  - Flooring
  - Elevator
  - Data cabling
  - Fencing
  - Landscaping
- Two-Week look ahead
  - Building 2-week: Finish Mechanical, Plumbing, Painting and Flooring.
  - Site 2-week: Fine grading, Curb and Sidewalks, Courtyard Concrete, Landscaping

No timeline changes to report. Finishing radio study report review.

PHONE (252)232-2216  
FAX (252) 232-2750



Mary Beth News  
Director

Liz Hodgis  
Supervisor

Currituck County  
**COMMUNICATIONS**

147 Courthouse Rd,  
Currituck, North Carolina 27929



# Franklin County, NC Grant Report – June 2021

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## Activities – June 2021

- Hold design team meeting – June 1
- Receive Construction Bids – June 15
- Reviewed Bids – June 23
- Continue to define technology timeframe
- Communicate regularly with project team (ongoing)

## Anticipated Activities – July 2021

- Hold design team meeting – July 13
- Continue reviewing bids for construction
- Continue to define technology timeframe
- Communicate regularly with project team (ongoing)

# Franklin County, NC Grant Report – June 2021

The tasks listed below will be tracked throughout the project duration and will be updated monthly. New additions are shown in the salmon highlighted rows. At this time, the project remains on schedule.

---

## *Work Plan*

---

Task	Projected Timeframe <sup>1</sup>	Actual	Completed
Contract for project oversight	Months 1-2	November 2019	X
Issue RFQ for architectural services	Months 2-3	December 2019	X
Select architect and contract for services	Months 4-5 (February – March 2020)	Selection: February 2020	X
Negotiate fee with architect	Months 5-6 (March – April 2020)	March 2020	X
Receive Commissioners' approval to proceed with contract for architectural services	Month 6 (April 2020)	May 4, 2020	X
Enter into contract for architectural services	Month 6 (April 2020) Revised: Month 8 / June 2020	June 5, 2020	X
Define technology needs in conjunction with building design	Months 13-19 / November 2020 – April 2021	April 2021	X
Facility design and construction document process	Months 9-19 (July 2020 – April 2021)	April 26, 2021	X
Establish lead times for major technology systems, including NG911			

<sup>1</sup> As the grant agreement was signed in late October 2019, month 1 is considered November 2019.

## Franklin County, NC Grant Report – June 2021

Task	Projected Timeframe <sup>1</sup>	Actual	Completed
Bid and award construction project	Months 17-19 (March 2021 – May 2021)  Revised: Months 18-21 <sup>2</sup> (April 2021 – July 2021)		
Proceed with construction, including coordination with migration to the State ESInet NG911 network	Months 20-32 (June 2021 – June 2022)  Revised: Months 22-34 (August 2021 – August 2022)		
Procure new technology and furnishings	Months 26-30		
Substantial completion of construction, address any facility punch list issues	Month 30 (April 2022)		
Install, test, and accept new technology: existing equipment and the CAD system will be relocated to the new site prior to and during go-live to ensure that the old and new center remain operational until the transition is complete	Months 30-34 (April – July 2022)		
Go-live / Physically transition the Franklin County primary PSAP to the new facility and the State ESInet NG911 system	Months 34-36 (July – September 2022)		
Monitor systems post cutover	Months 32-36 (May – September 2022)		

<sup>2</sup> Follow on dates will be adjusted once the timeframes are more clearly defined.

## Greene County, NC

911 Facility Relocation

MCP Project Number 18-128

Monthly Progress Report – June 2021

Activity	This Period	Next Period
<ul style="list-style-type: none"> <li>Design</li> </ul>	<ul style="list-style-type: none"> <li>No activities</li> </ul>	<ul style="list-style-type: none"> <li>None expected</li> </ul>
<ul style="list-style-type: none"> <li>Permits</li> </ul>	<ul style="list-style-type: none"> <li>No activities</li> </ul>	<ul style="list-style-type: none"> <li>None expected</li> </ul>
<ul style="list-style-type: none"> <li>Construction</li> </ul>	<ul style="list-style-type: none"> <li>Finish hanging drywall</li> <li>Installing ductwork</li> <li>Start finishing drywall</li> <li>Install metal soffit panels</li> <li>Install storefronts</li> <li>Continue above ceiling electrical work</li> <li>Complete electrical trim out</li> <li>Complete tile flooring and walls</li> <li>Continue working on interior trim and cabinets</li> </ul>	<ul style="list-style-type: none"> <li>Finish mechanical trim out</li> <li>Complete installation of carpet tile and LVP</li> <li>Complete acoustical ceiling tile</li> <li>Complete installing interior doors and hardware</li> </ul>
<ul style="list-style-type: none"> <li>Communications Systems</li> </ul>	<ul style="list-style-type: none"> <li>Continue meetings with AT&amp;T</li> <li>Continue technology migration planning and vendor out-reach</li> <li>Evaluating recorder options</li> <li>Evaluating options for radio consoles</li> <li>Prep for telecom circuits</li> <li>Continue with procurements of technology needs</li> </ul>	<ul style="list-style-type: none"> <li>Continue meetings with AT&amp;T</li> <li>Continue technology migration planning and vendor out-reach</li> <li>Continue to evaluate recorder options</li> <li>Finalize the radio console option</li> <li>Order telecom circuits</li> <li>Continue with procurements of technology needs</li> </ul>
<ul style="list-style-type: none"> <li>Other Activity</li> </ul>	<ul style="list-style-type: none"> <li>Routine project meetings to coordinate design and technology needs</li> </ul>	<ul style="list-style-type: none"> <li>Continue to hold project meetings to discuss next steps and coordinate project needs</li> </ul>



## Sampson County, NC Grant Report – June 2021

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### Activities – June 2021

- **Construction:**
  - Completion of stripping topsoil
  - Completed slope drainage
  - Completed swale matting and stabilization
  - Completed temp seeding
  - Completed backfill trenches
  - Begin off-site fill and compaction
  - Submittal reviews
- **Technology**
  - Develop plan for new tower
  - Begin technology planning
  - Coordinate access control / security
  - Coordinate structured cabling

### Anticipated Activities – July 2021

- **Construction:**
  - Begin building pad to grade for footings
  - Near completion of stripping topsoil
  - Begin building footing layout
  - Begin to dig footings
  - Begin electrical and plumbing under slab
  - Begin footings at 911 building continuing to main building and EMS wing
  - Begin swale matting and stabilization
  - Begin temp seeding
  - Begin backfilling trenches
  - Continue off-site fill and compaction
  - Continue submittal reviews
- **Technology**
  - Continue developing plan for new tower
  - Continue with technology plan
  - Coordinate access control / security
  - Coordinate structured cabling
  - Coordinate audio-visual

## Sampson County, NC Grant Report – June 2021

The tasks listed below will be tracked throughout the project duration and will be updated monthly. At this time, the project remains on schedule.

---

*Work Plan*

---

Task	Projected Timeframe	Actual	Completed
Bid construction project	Month 1 <sup>1</sup>	December 2020	X
Contract with construction firm	Month 5 (April 2021)	April 2021	X
Construct new 911 facility	Months 5-19 (April 2021 – June 2022)	April 19, 2021 – Ongoing	
Procure equipment and infrastructure for the new facility	Months 7-19 (June 2021 – June 2022)		
Develop migration / transition plan	Months 15-19 (February – June 2022)		
Test and validate all new equipment infrastructure	Months 19-20 (June – July 2022)		
Migrate any equipment, if feasible, while operating from backup center	Month 21 (August 2022)		
Transition operations to new facility	Month 21 (August 2022)		

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<sup>1</sup> Month 1 is December 2020

# Sampson County, NC Grant Report – June 2021

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Task	Projected Timeframe	Actual	Completed
Test back capabilities for Carteret County	Months 22-23 (September – October 2022)		

Pictures:



Figure 1: Structural Fill Delivery



Figure 2: Stockpile Structural Fill



## Union County, NC Grant Report – June 2021

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### Activities – June 2021

- Execution of contract for grant management assistance and oversight completed
- Development of procurement schedule & technology migration plan with project team in-process

### Anticipated Activities – July 2021

- Complete development of procurement schedule & technology migration plan
- Review updated and planned task items with project team
- Continue technical & vendor submittal reviews for alignment with grant funded technology

# Union County, NC Grant Report – June 2021

The tasks listed below will be tracked throughout the project duration and will be updated monthly. **Highlighted information** denotes changes in report since last submitted report.

---

## *Work Plan*

---

Task	Projected Timeframe <sup>1</sup>	Actual	Completed
Contract for project oversight	Months 1-2 (January – February 2021)	Execution completed	June 16, 2021
Determine procurement schedule based on facility project schedule	Month 2 (February 2021)	Project schedule revised – procurement schedule & migration plan in-process	
Outline and finalize a procurement strategy based on expected installation schedules	Months 5-6 (May – June 2021)	Delayed due to construction start delays	
Install generator (dependent on construction contract)	Month 7 (July 2021)	Submittal reviews underway	
Procure equipment and schedule installations	Month 11+ (November 2021 onwards depending on procurement lead times)		

---

<sup>1</sup> As the grant agreement was signed in mid-December 2020, month 1 is considered January 2021.

## Union County, NC Grant Report – June 2021

Task	Projected Timeframe <sup>1</sup>	Actual	Completed
Install structured cabling systems and datacenter needs	Month 12 – 13 (December 2021 – January 2022; construction dependent)		
Install backroom supporting technical systems	Month 14 – 15 (February 2022 – March 2022; construction dependent)		
Test and validate – (pre-go-live decision)	Months 16 – 17 (April – May 2022)		
30-day burn-in – (prior to go-live)	Months 18 – 19 (June – July 2022)		
Train – (just prior to cutover)	Month 19 (July 2022)		
Go-live	Month 19 (July 2022)		
30-day post-cutover monitoring	Month 20 (August 2022)		

*Grant Award Equipment Procurement Status*

Grant Award Equipment Procurement Status						
Item	Grant Award Amount	Expended Amount	Reimbursement Amount Requested / Submitted	Approved / Reimbursed Amount	Award Funds Remaining	Status / Comments
Generator	\$160,000.00	\$0.00	\$0.00	\$0.00	\$160,000.00	Electrical contractor submittal reviews underway
Radio Tower	\$150,000.00	\$0.00	\$0.00	\$0.00	\$150,000.00	Site permitting approved; county engineering firm reviewing preliminary design for bid package
Microwave Link	\$125,000.00	\$0.00	\$0.00	\$0.00	\$125,000.00	Preliminary path review completed
Structured Cabling	\$39,000.00	\$0.00	\$0.00	\$0.00	\$39,000.00	Design review completed; Awaiting compilation of bid documents by county;
Radio Distribution Surge Protection	\$5,016.00	\$0.00	\$0.00	\$0.00	\$5,016.00	Electrical contractor submittal reviews underway
Racks for Equipment	\$5,005.00	\$0.00	\$0.00	\$0.00	\$5,005.00	Awaiting compilation of bid documents by county;
Totals:	\$484,021.00	\$0.00	\$0.00	\$0.00	\$484,021.00	

*Facility Construction Activity Status<sup>2</sup>*

**Construction Schedule**

- Parking lot grading has started. Materials are onsite for underground electrical and telecommunications duct banks. Building foundations scheduled to start 6/28/2021. Building pad completed. Other site grading underway.

**Permitting**

- NCDOT revised encroachment permit pending

**Owner (Union County) Contracted/Owner Furnished Items**

- Structured Cabling
  - Final coordination underway
  - Awaiting bid process start from County

<sup>2</sup> Facility construction summary is provided as reference only for showing alignment with grant award equipment integration.

- Audio Visual System(s)
  - Awaiting bid process start from County
- Facility Security (Access Control/CCTV) Packages
  - Awaiting bid process start from County
- Communications Tower
  - Awaiting 3<sup>rd</sup> party engineering review on preliminary plans
  - Awaiting bid process start from County

Other Activity:

- Revised site plans approved for power, gas, & data service from City/Monroe
- Site grounding/bonding submittals (3<sup>rd</sup> revision) approved



Figure 1: BMP completed & functional



Figure 2: Additional site grading underway

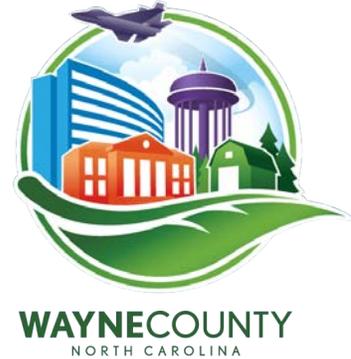


Figure 3: Building pad completed



# Wayne County, North Carolina

## Final Grant Report



In the 2018 grant cycle, Wayne County was awarded a \$1,530,693 grant from the North Carolina 911 Board for the construction of a primary public safety answering point (PSAP) that would also provide opportunities for contiguous counties to use as a back-up 911 Center. The grant agreement was signed by Wayne County and the State in January and February 2019, respectively.

The revised budget was approved by the State in June 2020 with an anticipated costs of \$3,981,971 for the construction of an approximate 11,900-square foot facility, including the generator, uninterruptible power supply (UPS), and grounding. Costs at the time were estimated at approximately \$339 per square foot. Following a request for qualifications, Stewart-Cooper-Newell was selected as the architectural firm. Construction bids and proposals were received on February 19, 2019. Of the ten companies who indicated interest in the project, five submitted bids. The lowest bid was \$4,024,000, including the base bid, contingencies, and alternates.

There were seven goals and objectives identified for the grant.<sup>1</sup>

1. Construct a new facility to house the County's 911 Center, including construction, generator, automatic transfer switch and manual transfer switch. Adhere to the rules for PSAP facilities within 09 NCAC 06C.0210, and for the use of grant funds, as stated within 09 NCAC 06C.0400. Incorporate applicable standards for mission-critical facilities published by the Federal Emergency Management Agency (FEMA), the National Fire Protection Association (NFPA), and the National Emergency Number Association (NENA). Ensure continuity of operations during relation and upfitting activities for all response agencies currently served.
  - Wayne County constructed a new +/- 11,900 square foot facility, of which 7,846 square foot is dedicated for the 911 Center, on County owned land. Construction began in June 2019, with substantial completion in October 2020. A temporary certificate of occupancy was received in November 2020 with the certificate of occupancy received in January 2021. Cutover to the new facility occurred on February 22, 2021.
  - The new facility provides redundant circuitry, proper grounding, generator annunciation, as well as other equipment and technology warnings.
  - Design and construction adhered to NC Board Rules, as applicable, presented in 09 NCAC 06C, Section .0402 Grants for Construction or Renovation.
  - In the grant application, Wayne County respectfully requested \$3,061,386.44 to bring the project to fruition. As the project was funded at just under 50%, Wayne County contributed the remaining funds along with use of the Emergency Telephone System Funds for eligible expenses.

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<sup>1</sup> Goals and objectives are as noted in the grant contract.

# Final Grant Report

- The new communications center has eight console workstations to support Wayne County and five positions to support Duplin County should a failure occur.
  - The current positions are sufficient to support Wayne County and Duplin County operations, should the need arise to abandon their respective center.
2. Install and upgrade equipment for the 911 Center including workstation furniture and chairs, telephony, EMD, CAD system and maintenance, radio consoles and back-up radios, NetClock and logging recorder.
- Wayne County installed eight workstations that have call-handling, CAD, mapping and radio console positions at each.
  - Wayne County purchased and installed eight SBFI console positions. These positions were installed on September 22, 2020. Eight Iron Horse dispatch chairs were also purchased.
  - Eight Harris Symphony radio consoles were installed at each workstation in February 2021.
  - An Eventide NexLog 740 digital recorder, complete with network attached storage, was installed in February 2021.
  - A new Spectracom time synchronization unit was installed in February 2021.
3. Align the new 911 center to continue to meet both technological and operational standards set by the North Carolina 911 Board. Standardize systems for improved interoperability, including the CAD system, CPE and radio. The CAD system and logging recorder will be coordinated with needs of another jurisdiction's back-up PSAP operations in the new facility, if any. Enhance facilities used for 911 communications and dispatch: increasing the number of telecommunicator workstation and additional space for anticipated growth.
- Wayne County increased workstations from seven to eight workstations. This will provide space for the newly hired employees as they continue to add personnel to meet recommendations of a study completed by Mission Critical Partners, LLC and future anticipated growth.
  - The CAD system, digital logging recorder can allow for use for back-up PSAP functions. The radio system provides interoperability through the use of the State VIPER radio system.
4. Consultant services necessary to the scope of 911 operations and new facility.
- Wayne County entered a contract with Mission Critical Partners, LLC for grant support on March 22, 2019.
5. Migrate to the State NG911 system and hosted CPE. Move, update or replace as needed, equipment and software as applicable ensure the capability exists to support Next Generation 911 (NG911) technologies. Acquiring, installing and successful testing 911 system equipment including but not limited to telecommunications systems, radio consoles, CAD, administrative telephony equipment, furniture for telecommunications and workstations, IP networking, and microwave communications equipment.
- Equipment and connectivity to the State ESInet was completed in December 2020 and extensive testing was completed prior to final acceptance.

# Final Grant Report

- Wayne County went live on the State NG911 network with hosted CPE on December 11, 2019, at the establish PSAP.
  - The first call was received at 10:16 AM on December 11, 2019.
  - Equipment and connectivity to the State ESInet was installed at the new facility and was tested in January 2021.
6. Conduct thorough system testing before acceptance.
- Thorough system testing was conducted on February 8, 2021, on each of the eight workstations. Testing included console furniture, CAD, logging recorder, and console radios.<sup>2</sup>
7. Establish one or more interlocal agreements for use of the new 911 Center as a back-up for Duplin County or other local governments.
- Wayne County entered an interlocal agreement (ILA) with Duplin County to provide space for five workstations and for Wayne County to function as a back-up facility.<sup>3</sup> This agreement was executed on July 10, 2018. Duplin County has purchased and has installed five workstations in the new facility. Technology plans are continuing to be implemented by Duplin County.

Each goal has been met for this project.

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<sup>2</sup> Acceptance Test Report is Attachment 1 and full testing documents are available upon request.

<sup>3</sup> Interlocal agreement is in Attachment 2.

## *Final Grant Report*

The table below outlines the grant funds for this project. Respective invoices were provided with each grant reimbursement request. The project came in under budget.

Original Grant Award	\$1,530,693.00
Grant Award Expended	\$1,290,689.17
Balance of Grant Award Not Used	\$240,003.83

# Wayne County, North Carolina



**WAYNECOUNTY**  
NORTH CAROLINA

## Acceptance Testing Report

Acceptance testing was conducted on newly installed equipment at the Wayne County 911 center located at 1520 Clingman Street in Goldsboro. Testing began at 0900 and concluded at 1645 on February 8, 2021. The following systems were tested:

- Dispatch Furniture
- Computer-Aided Dispatch (CAD)
- Digital Logging Recorder
- Radio Consoles
- Time Synchronization

Operational Readiness Testing (ORT) for call handling equipment was tested separately with AT&T. The acceptance testing was conducted with AT&T and Wayne County 911 representatives in January 2021.

There were no representatives from Radio Communications Company (RCC) to participate in the acceptance testing for radio consoles. Acceptance testing was not part of the contract for service and was not part of the scope of work when equipment was procured by the County.

The Acceptance Test Team consisted of:

- Michael Albertson      Wayne County 911
- Chris Barnes            Wayne County 911
- Michael Gillespy        AT&T
- Jeff O'Neal                Carolina Recording Systems
- Philip Penny             Mission Critical Partners
- Craig Schulz             Mission Critical Partners
- Gary Tillman             Wayne County 911
- Donna Wright            Mission Critical Partners

Below are the different areas reviewed for acceptance testing, any issues identified, and resolutions made to ensure all were properly functional at the conclusion of the acceptance testing.

### **Dispatch Furniture:**

Wayne County purchased eight positions of SBFI dispatch furniture. Furniture was reviewed to ensure no physical damage could be seen and that all general functions, such as the doors and drawers properly attached and functioning correctly. The location of each position was reviewed to ensure the installation was as drawn and all were found to be correct. Electrical functions were checked to include touch screen controls, air/heat functions, electrical plug in, to include specific plug in that were on UPS and functionality of raising and lowering of workstations were check.

# Wayne County, North Carolina



**WAYNE COUNTY**  
NORTH CAROLINA

## Acceptance Testing Report

Only one issue was identified at Position 1. There was an issue with the cooling function on the touch screen controls, which were slow to respond. It took several attempts to engage this function. After some adjustments, the issue was resolved.

All remaining functions and positions were found acceptable.

### **Computer-Aided Dispatch (CAD):**

Wayne County installed eight positions of Spillman Computer-Aided Dispatch (CAD) software. Each position was tested to ensure administrative level logins functioned, user logins functioned and the general functions of call entry, search, unit statuses were functioning. The interface between call handling equipment and CAD were tested. Hardware and software were checked to ensure time synchronization with Spectracom NetClock. Mobile CAD functions were validated during the testing at position eight (8) only. During the functional testing, Mobile CAD functions were acceptable.

Issues:

Time Synchronization:

It was noted that all eight positions of CAD were not synchronized with Spectracom NetClock. The Wayne County IT Department was notified by Chris.

This issue will be corrected by Wayne County IT Department on     TBD    .

ProQA:

Wayne County is in the process of implementing Emergency Medical Dispatch (EMD). While the software was loaded and is still being implemented, it was noted that at all eight positions of ProQA software would launch upon log in. The software would not function for actual testing because the individual log-ins have not been created and chief complaint associations were still in progress. The cut live for EMD will be on March 23, 2021.

NCIC:

At all eight positions, it was found the software for NCIC searches are installed but the connections have not been established yet for the functions of NCIC and driver's license searches. Terminal Identifications were needed and will be installed prior to cut live to the center.

### **Digital Logging Recorder:**

Wayne County purchased an Eventide NextLog 740 digital recording system, including a network attached storage device. At each of the eight positions, recording was verified for telephone and radio

# Wayne County, North Carolina

## Acceptance Testing Report



and all were found to be recording and correctly interfaced with the Spectracom NetClock for time synchronization. During the functional testing, it was found the archive distribution hardware was not ordered by the vendor. After verification by Craig Schulz of Mission Critical Partners, a network attached storage (NAS) device was part of the quote, CRS representative, Jeff O'Neal, contacted Account Manager, Victor Williams, who ordered the hardware. Once the hardware is delivered, an IP address will be provided by Wayne County.

During acceptance testing, Text2911 was not tested for the recorder. Jeff O'Neal stated CRS is waiting to capture a log of one.

Wayne County also purchased the QA/QA software with this project. Jeff O'Neal was speaking with Chris Barnes about training for this software, which will be separate from this testing.

The network attached storage (NAS) was installed on February 22, 2021.

### **Radio Consoles:**

Wayne County purchased eight (8) Harris Symphony console positions. Each position was tested for general functions such as transmit, receive, patching between channels, alarms and volume controls. On February 4, 2021, all fire, rescue, and EMS tones were tested by RCC and Wayne County representatives. Pager testing was not part of the February 4<sup>th</sup> acceptance testing. All functions of the radio consoles were found acceptable.

### **Area of Concern:**

During the acceptance testing, it was identified that radio console positions were not synchronized with the Spectracom NetClock device. Because the radio system is tied directly to a core at the tower, the time source of the core is the provided time for the radio consoles. While this was identified as not meeting NENA standards and a possible conflict with NCAC, this requirement is outside of the control of Wayne County. During this same discussion, it was also discovered the Intrado equipment through AT&T is not allowed to be pointed at the Spectracom NetClock when part of a hosted network.

All functions were found acceptable with the noted difference in time synchronization.

All systems have been tested. Any identified areas of concerns have been addressed and all components are fully functioning.



COUNTY OF DUPLIN

P.O. BOX 910 • 224 SEMINARY STREET  
KENANSVILLE, NC 28349-0910 • TEL. 910-296-2100 • FAX 910-296-2107

June 19, 2018

Mr. Daniel Wiggins  
Office of Emergency Services  
911 Communications Manager  
PO Box 227  
Goldsboro, NC 27530

Dear Mr. Wiggins;

Enclosed you will find the Inter-Local Agreement for Wayne County Regional Public Safety Answering Point (PSAP). Once it is signed by your Board of Commissioners Chairman, would you please forward me a copy.

I have also enclosed another original copy of the Resolution Supporting the Application for a Grant From North Carolina 911 Board. Would you please have your Board of Commissioners Chairman sign that also and return to me so that I will have an original copy of the Resolution to go with my records.

If you have any questions, please feel free to contact me.

Sincerely,

Jaime W. Carr  
Administrative Officer  
Duplin County Manager's Office

INTER-LOCAL AGREEMENT  
WAYNE COUNTY REGIONAL  
PUBLIC SAFETY ANSWERING POINT (PSAP)

Original – \_\_\_\_\_  
Amended – \_\_\_\_\_

**This Agreement**, effective as of \_\_\_\_\_, 2018, made and first entered into by and among the undersigned governmental jurisdictions to include the County of Wayne and the County of Duplin.

**WHEREAS**, in \_\_\_\_\_ 2018, the Wayne County Board of Commissioners approved a resolution authorizing a joint application for a back-up 911 Center with Duplin County; and

**WHEREAS**, in \_\_\_\_\_ 2018, the Duplin County Board of Commissioners approved a similar resolution; and

**WHEREAS**, This proposal would include:

- The relocation of the Wayne County Public Safety Answering Point (PSAP) facility;
- The new facility would be a back-up facility for Duplin County; and
- The current Wayne County Public Safety Answering Point (PSAP) facility would be maintained as a back-up facility for the new Wayne County 911 Public Safety Answering Point (PSAP) facility.

**WHEREAS**, Wayne County funded a feasibility study to support the relocation of the Wayne County Public Safety Answering Point (PSAP); and

**WHEREAS**, Mission Critical Partners was the chosen consultant to conduct the feasibility study; and

**WHEREAS**, the feasibility study was completed in \_\_\_\_\_ 2016 and the study found that the Public Safety Answering Point (PSAP) facility would benefit the citizens of Wayne County; and

**WHEREAS**, this inter-local agreement was adopted in its original form by the Wayne County Board of Commissioners on \_\_\_\_\_ 2018 and by the Duplin County Board of Commissioners on \_\_\_\_\_ 2018; and

**WHEREAS**, Wayne County plans to submit a grant application for the regional PSAP to the NC 911 Board in June of 2018; and

**WHEREAS**, the NC 911 Board may approve a grant for this project at its August 2018 meeting; and

**WHEREAS**, the NC 911 Board may place certain conditions on the grant; namely, a 10-year clawback provision if either Wayne County or Duplin County terminates the inter-local agreement; and

**WHEREAS**, the undersigned governmental jurisdictions wish to agree to the establishment and maintenance of a regional Public Safety Answering Point (PSAP), to be hereafter known as "Wayne County Regional PSAP"; and

**WHEREAS**, the establishment of such PSAP will provide improved law, fire and emergency medical service communications within the boundaries of Wayne County and provide state-of-the-art back-up law, fire and emergency medical service communications for Duplin County, together with such other jurisdictions as may hereafter contract with the undersigned for back-up communications facilities; and

**WHEREAS**, the establishment and maintenance of such PSAP will be of substantial benefit to the citizens of the undersigned governmental jurisdictions and the public in general;

**NOW THEREFORE**, as an exercise of the police power and authority granted by the Constitution and laws of the State of North Carolina, and in consideration of the mutual terms, covenants and conditions set forth herein, it is hereby agreed and covenanted among the undersigned as follows:

#### **1.0 PURPOSE:**

This Intergovernmental Agreement to establish the Wayne County Regional PSAP contains the following organizational objectives:

- 1.1 To promote the health, safety and general welfare of the citizens throughout Wayne and Duplin Counties. To that end, the parties wish to continually improve procedural efficiency and technical capabilities of emergency call-taking, emergency call processing, and all emergency response communications.
- 1.2 To design and build a facility with a "last building standing" mindset.
- 1.3 To include redundant and diverse systems to maximize fault-tolerance and resiliency.
- 1.4 To help prepare the organizations for Next Generation 9-1-1 technologies.
- 1.5 To provide a new, state-of-the-art facility for Wayne County.
- 1.6 To provide a state-of-the-art facility as a back-up facility for Duplin County.

## **2.0 DEFINITIONS:**

As used in this Agreement the following words and phrases shall have the meanings indicated unless the context clearly requires otherwise:

- 2.1 "PSAP" (Public Safety Answering Point) shall mean the facility housing the equipment and personnel that provide 9-1-1 call answering, processing and dispatching services.
- 2.2 "9-1-1 Services" shall mean those services and equipment to answer 9-1-1 calls on a 24 hours-per-day basis.
- 2.3 "Other Services" shall mean services related to emergency service or jurisdictional communications provision, such as administrative call-taking.
- 2.4 "E9-1-1" (Enhanced 9-1-1) shall mean the emergency communications system which connects the public to emergency response.
- 2.5 "Participants" shall mean the parties to this Agreement and such other entities as become parties in the future.
- 2.6 "Wayne County Regional PSAP " shall mean collectively the parties to this Agreement in their capacity as providers and/or receivers of 9-1-1 services; or, as the context may require, the system of providing such services; or the facility housing the countywide 91-1 operations.

## **3.0 WAYNE COUNTY COMMUNICATIONS:**

The parties agree that Wayne County, through operational funding as established in Section 5, will maintain a Communications Department, which will operate the Wayne County Regional PSAP. Wayne County will provide the backbone structure to provide important and necessary services such as facilities maintenance, budget/finance, legal, risk management and procurement. The Wayne County Communications Manager and all employees of the Wayne County Regional PSAP will be Wayne County employees, subject to all Wayne County personnel policies and procedures.

## **4.0 PROGRAMMING AND CONSTRUCTION OF FACILITY:**

Wayne County and Duplin County will pursue a grant from the NC 911 Board for the construction and equipment of the facility. Wayne County will be the primary applicant. Other uses of the land and the building to be used for the Wayne County Regional PSAP may also be considered. Construction or renovation of the Regional PSAP and other related

capital costs not covered by 9-1-1 grant / fees will be based upon appropriations made at the discretion of the Wayne County Board of Commissioners.

The Wayne County Regional PSAP will include at least the following: (1) dispatch area, (2) Manager and supervisor administrative offices, technology specialist offices, clerical office space, (3) radio/recording/CAD/9-1-1 technology equipment rooms, (4) storage for inventory, supplies and records, (5) locker room, (6) bathroom/shower facilities, (7) kitchen, (8) lunch/break room, (9) training area, and (10) multi-purpose classroom/conference room.

Wayne County agrees that the existing Communications Centers or other suitable facilities will be available as a backup center in the event that the Wayne County Regional PSAP employees must evacuate the primary Wayne County Regional PSAP. This will not preclude Wayne County from utilizing this space for other purposes, with the understanding that the space must be secured, maintained, accessible and activated as needed under the primary purpose and use as the Wayne County Regional PSAP's alternate/back-up/overflow site. This site may also be used for dispatch training purposes.

## **5.0 FUNDING:**

**5.1 Capital:** Capital costs will include start-up costs associated with building & equipping Wayne County Regional PSAP, to include such things as land acquisition, programming, designing and constructing the facility, computer Aided Dispatch (CAD) for multijurisdictional use, dispatch Center furnishings & equipment not funded through 9-1-1 surcharge, in-building circuitry, grounding, HVAC (heating ventilation and air conditioning), electrical, cable pathways, cabling for radio, CAD, 9-1-1 equipment (CPE), local area network (LAN) and future networks, systems networking & connection needs (911 & other phone lines, radio, CAD, NCIC) to Wayne County Regional PSAP, with builtin redundancy.

Wayne County and Duplin County will pursue a grant from the NC 911 Board for the construction and equipment of the facility. Wayne County will be the primary applicant.

Wayne County will provide additional funding for Capital costs as authorized by Wayne County Board of Commissioners.

**5.2 Operational:** Wayne County will be fully responsible for the operational cost of the Wayne County Regional PSAP. An average operational daily cost (to include utility and facility maintenance costs) will be determined annually by Wayne County. This will be determined by September 1st of each year for the prior July 1st – June 30th fiscal year. In the event that Duplin County utilizes the Wayne County Regional PSAP for back-up services, training or any other use, Duplin County will reimburse Wayne County for 50% of the average daily operational costs (to include utility and facility maintenance costs) for each day (or portion thereof) that Duplin County uses the Wayne County Regional PSAP. For the first year of operation, \$50 will be used as the “average operational daily cost”.

## **6.0 EQUIPMENT:**

Equipment and furnishings for the PSAP shall be purchased in Wayne County's name and be the property of Wayne County. The purchase and maintenance of all equipment necessary to receive calls, radio transmissions, and data at the locations (or vehicles) of participating jurisdictions will be the responsibility of the jurisdictions. The parties may engage in cooperative purchasing activities, including but not limited to use of North Carolina State Contracts.

Wayne County and the participating jurisdictions will cooperate together and with local, state and federal agencies in order to maximize interoperability and economies of scale, grantfunding, and other means to reduce costs for equipment and operations. The Wayne County and Duplin County Communications Managers will develop uniform standards for a multijurisdictional Computer Aided Dispatch (CAD) system with expandable ports for multiple interfaces such as Records Management System (RMS), Fire Reporting, EMS Reporting and message switching for MDTs or other data-sharing interfaces. Each jurisdiction will be responsible for purchasing and maintaining its own records/data management module and related CAD interface. Access to internal CAD information via the internet may also be an option, and will be funded by each participating jurisdiction. All participating jurisdictions, including those jurisdictions electing not to purchase separate modules and interfaces, will have access to their jurisdiction's call counts and calls for service CAD data upon request to the Center.

## **7.0 DURATION OF AGREEMENT - WITHDRAWAL:**

The initial duration of this Agreement shall be for a period of ten (10) years from the date hereof and thereafter shall be automatically extended for consecutive two (2) year periods unless terminated by the parties. In the event that any party desires to withdraw from this Agreement, said party must give 12 months' advance written notice to the other parties, and the withdrawal shall take effect only as of the beginning of the succeeding fiscal year of the County, unless otherwise agreed between the parties. (By way of example and not in limitation, if notice is delivered later than the end of business June 30 of a given year, the Agreement shall continue until the end of the following fiscal year. Notice delivered June 30, 2018, equals withdrawal June 30, 2019. Notice given July 1, 2018, or later, equals withdrawal June 30, 2020.)

Additionally, either county assumes the risks in regards to the 10-year clawback provision required by the 911 Board.

## **8.0 ADMISSION OF NEW JURISDICTIONS:**

Additional jurisdictions may become participants by written addendum to this Agreement, with the approval of the majority of participating governing bodies, with terms and conditions as agreed upon.

## **9.0 MEDIATION:**

Any controversy between the members with regard to the application or interpretation of this may be submitted for mediation. Upon failure of mediation, each party reserves all rights and remedies otherwise available under North Carolina law.

## **10.0 RESPONSIBILITY FOR LOSS:**

Each participating jurisdiction agrees to be responsible and assume the risk of liability for its own wrongful and/or negligent acts or omissions, or those of its officers, agents, or employees to the extent that liability exists.

## **11.0 SEVERABILITY:**

Should any part of the Agreement be determined by a court of competent jurisdiction to be invalid, illegal or against public policy, said offending section shall be void and of no effect, and shall not render any other section herein, nor this Agreement as a whole, invalid. Those rights and obligations under this Agreement, which by their nature should survive, shall remain in effect after termination, suspension or expiration hereof.

## **12.0 EXECUTION:**

This Agreement, or amendments hereto, shall be executed on behalf of each participating jurisdiction by its duly authorized representative and pursuant to an appropriate motion, resolution or ordinance of each participating jurisdiction. This Agreement, or any amendment thereto, shall be deemed adopted upon the date of execution by the last so authorized representative.

## **13.0 SIGNATURES:**

Each party to this Agreement shall sign a signature page to constitute valid execution.

## **14.0 ENTIRE AGREEMENT:**

This document encompasses the entire Agreement of the members. No understanding or amendment, addendum, or addition to this Agreement shall be effective unless made in writing and signed by all members.

*Wayne County Signature Page*

ADOPTION OF AN INTERLOCAL AGREEMENT  
BETWEEN WAYNE COUNTY AND DUPLIN COUNTY REGARDING THE WAYNE  
COUNTY PUBLIC SAFETY ANSWERING POINT AND  
REGIONAL BACK-UP 911 CENTER

WAYNE COUNTY BOARD OF COMMISSIONERS

By:  Date: 7-10-18  
Chairperson

Attest:

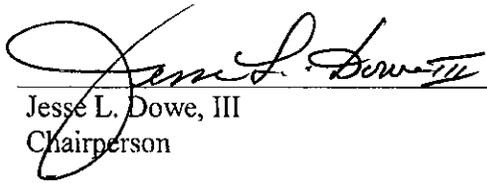
  
County Clerk



*Duplin County Signature Page*

ADOPTION OF AN INTERLOCAL AGREEMENT  
BETWEEN WAYNE COUNTY AND DUPLIN COUNTY REGARDING THE WAYNE  
COUNTY PUBLIC SAFETY ANSWERING POINT AND  
REGIONAL BACK-UP 911 CENTER

DUPLIN COUNTY BOARD OF COMMISSIONERS

By:   
Jesse L. Dowe, III  
Chairperson

Date: June 18, 2018

Attest:

  
Davis H. Brinson  
Clerk to the Board



July 16, 2021

L.V. Pokey Harris  
Executive Director  
North Carolina 911 Board

This status report is for Cycle 3, Phase 2 of the Statewide Orthoimagery Program, funded by the NC 911 Board. The project will be referred to as the Eastern Piedmont 2021 Orthoimagery Project. This report summarizes the project status for the period from April 1, 2021 – June 30, 2021.

### **Accomplishments**

The accomplishments by the project team during the period include the following items organized by team member:

#### CGIA

- Coordinated with military partners at Seymour Johnson AFB, Fort Bragg, and Camp Mackall.
- Obtained approval from Fort Bragg and Camp Mackall to not black-out the publicly available orthoimagery inside the military installations in the final deliverables. They only require 7 tiles to be resampled to 1 foot resolution. All past projects that included Fort Bragg were required to redact the imagery inside the installation, except for final deliverables going to the local and county 911 PSAPs.
- Received revised regional tile samples from some vendors to analyze radiometry adjustments at borders between each vendor.
- Received preliminary online map services of full study area imagery from each vendor to assess radiometry across the entire project area. Identified areas that needed further adjustments for two vendors and approved resubmitted web map services.
- Received and evaluated compliance documentation from contractors for Imagery Acquisition Compliance Reports and GNSS-IMU Post-Processing & AT Reports.
- Continued coordination with state partners in South Carolina and Virginia to receive latest products to be incorporated in final deliveries to PSAPs in the fall.
- Held kick-off and development meeting with vendor for VOICE online quality review platform.
- Performed beta testing on VOICE online quality review platform to prepare for end-user review that begins in July.
- Coordinated outreach to PSAPs and local/county GIS organizations in the project area to prepare for the online VOICE quality review period that begins in July.
- Held a training webinar for the online VOICE quality review program with over 50 participants from PSAPs and local/county GIS organizations. The recording and slides of the webinar were made available after the webinar for those who could not attend.
- Developed new workflows for validating final imagery deliverables in the fall using CGIA's new Amazon Web Services cloud server environment. This includes requiring imagery acquisition vendors to directly upload all final deliverables to the cloud, instead of by mailing hard drives as in past years.
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners.

NC Department of Transportation (NCDOT)

- Attended weekly project meetings.
- Received and evaluated compliance documentation from contractors for Imagery Acquisition Compliance Reports and GNSS-IMU Post-Processing & AT Reports.
- Evaluated revised radiometry samples from contractors.
- Attended VOICE quality review training webinar.
- Continued technical support for project planning.

NC Department of Public Safety: NC Geodetic Survey (NCGS)

- Attended weekly project meetings.
- Performed CORS maintenance when needed in the project area.
- Started process of reviewing existing horizontal quality control points in the project area using the preliminary online map services of full study area imagery from each vendor.

Acquisition Vendors

This section summarizes the accomplishments of the four prime acquisition vendors selected through the Qualifications-Based Selection (QBS) process. The selected vendors are Atlas Geographic Data, Sanborn Map Company, Spatial Data Consultants, and Surdex Corporation. The fully executed contracts were awarded on December 9, 2020. Each of the contracts consists of six primary tasks as follows:

- Task 1 – Flight Planning
- Task 2 – Imagery Acquisition
- Task 3 – Aerotriangulation and Ortho Generation
- Task 4 – Product Delivery and Data Acceptance
- Task 5 – Quality Review and Resolutions Reporting
- Task 6 – Closeout

For the April through June 2021 reporting period, the status of all tasks is listed below:

Task	Reported Percent Complete (as of latest invoice)			
	Atlas Geographic Data	Sanborn Map Company	Spatial Data Consultants	Surdex Corporation
Task 1: Flight Planning	100%	100%	100%	100%
Task 2: Acquisition	100%	99%	100%	100%
Task 3: Aerotriangulation and Ortho Generation	93%	40%	89%	100%
Task 4: Product Delivery and Data Acceptance	60%	0%	60%	70%
Task 5: Quality Review Resolutions	0%	0%	0%	0%
Task 6: Closeout	0%	0%	0%	0%

[Acquisition of imagery for 26 counties is started on January 29<sup>th</sup>, 2021 and was completed on March 29<sup>th</sup>, 2021.]

**Schedule**

The following represents the project’s core deliverables milestones for plan and actual status:

Task	Item	Planned Start	Planned Finish	Actual Finish/Percent Complete
<b>1</b>	<b>Project Initiation</b>	<b>7/1/2020</b>	<b>12/31/2020</b>	
	Issue RFQ for Orthoimagery QBS	7/30/2020	7/30/2020	7/30/2020
	Closing date for RFQ responses	8/20/2020	8/20/2020	8/20/2020
	Contract NCGS and NCDOT	8/1/2020	8/1/2020	9/15/2020
	Host workshop for selected applicants	9/24/2020	9/24/2020	9/24/2020
	Technical and cost proposals due	10/6/2020	10/6/2020	10/6/2020
	Negotiate with selected applicants	10/26/2020	10/26/2020	10/26/2020
	Issue Purchase Orders	11/22/2020	11/22/2020	12/9/2020
	Conduct Kickoff Meeting	12/15/2020	12/15/2020	12/15/2020
	Contract QC Service Provider	1/1/2021	1/1/2021	3/10/2021
<b>2</b>	<b>Planning and Design</b>	<b>10/15/2020</b>	<b>4/30/2021</b>	
	CORS Upgrades	10/15/2020	3/1/2021	1/26/2021
	Validation Range	10/15/2020	1/14/2021	3/2/2021
	RTN Maintenance	10/15/2020	Ongoing	
	Control Surveys and Attachment C-1: Control Surveys Report	12/15/2020	4/2/2021	5/14/2021
<b>3A</b>	<b>Acquisition</b>	<b>1/20/2021</b>	<b>4/26/2021</b>	
	Acquire Imagery for 26 Counties	1/20/2021	3/15/2021	3/29/2021
	Attachment D: Imagery Acquisition Compliance Report	2/1/2021	4/26/2021	6/3/2021
<b>3B</b>	<b>Acquisition Post-Processing</b>	<b>2/1/2021</b>	<b>5/21/2021</b>	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2021	5/14/2021	6/23/2021
	Ortho Generation Workshop	3/24/2021	3/24/2021	3/31/2021
	Study Area Web Map Service	4/1/2021	5/21/2021	6/4/2021
<b>4</b>	<b>Quality Review Production and Product Delivery</b>	<b>5/21/2021</b>	<b>10/16/2021</b>	
	QC Production Cycle	5/21/2021	10/16/2021	
<b>5</b>	<b>Implementation</b>	<b>11/15/2021</b>	<b>1/29/2022</b>	
	Product Delivery	11/15/2021	11/19/2021	
	Implement the NC OneMap Geospatial Portal solution	12/1/2021	Ongoing	
	60 day End-User Evaluation	11/19/2021	1/28/2022	
<b>6</b>	<b>Project Closeout</b>	<b>12/1/2021</b>	<b>4/31/2022</b>	
	Final Data Packaging and Final Reports	12/1/2021	4/31/2022	
	Project Closeout	4/1/2022	4/31/2022	

**Budget**

The expenditures for the project are summarized below. Note the current reporting period represents April 1, 2021 – June 30, 2021. The total budget for the project is \$3,723,908.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
<b>CGIA</b>			
CGIA Labor	\$31,248.00	\$71,064.00	20.3%
ITS Hosting and Information Technology	\$0.00	\$0.00	0.0%
CGIA Travel & Reimbursable Expenses	\$0.00	\$0.00	0.0%
<b>CGIA Total</b>	\$31,248.00	\$71,064.00	19.3%
<b>Subcontractors</b>			
NCDPS-NCGS	\$2,455.43	\$138,051.23	67.3%
NCDOT	\$10,076.47	\$42,129.71	24.8%
Sanborn Map Company	\$205,145.84	\$428,891.74	54.1%
Atlas Geographic Data	\$217,512.47	\$464,503.92	69.9%
Surdex	\$264,946.50	\$308,316.28	48.2%
Spatial Data Consultants	\$166,096.10	\$393,804.45	56.1%
VOICE	\$0.00	\$0.00	0.0%
<b>Subcontractor Total</b>	\$866,232.81	\$1,775,697.33	54.7%
<b>Total (for Project)</b>	\$897,480.81	\$1,846,761.33	49.6%

**Major Tasks Identified for 3<sup>rd</sup> Quarter 2021**

CGIA

- Begin VOICE quality review and coordinate review activities for PSAPs and local/county government representatives for the 26 counties in the project area.
- Continue outreach with PSAPs and County end-users about participating in the VOICE quality review process through September.
- Screen all issues identified by end users during the online quality review.
- Work with vendors to rectify any issues identified during the online quality review.
- Receive the final orthoimagery deliverables from vendors in September.
- Begin validation process on received final deliverables to ensure compliance with project specifications.
- Begin creation of compressed imagery formats of final orthoimagery.
- Purchase hardware for validation and delivery of final deliverables to the PSAPs in the project area.
- Receive, reproject, and process latest imagery products from state partners in South Carolina and Virginia to be incorporated in final deliveries to PSAPs in the fall.
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners.

## NCDOT

- Attend weekly project meetings.
- Perform quality review in the online VOICE platform for 30% of the tiles in the project area.
- Continue technical support for project planning.

## NCGS

- Attend weekly project meetings.
- Perform CORS maintenance when needed in the project area.
- Continue evaluation of horizontal control points using the VOICE imagery service to ensure that new control is not required.

### **Project Issues**

There are no financial or technical issues to prevent the team from completing the project on time and within budget.

Please contact me by phone at (919) 754-6588 or email at [tim.johnson@nc.gov](mailto:tim.johnson@nc.gov) if you have questions about this report or about contractual or administrative aspects of the project. Contact Ben Shelton of CGIA at (919) 754-6377 or email at [ben.shelton@nc.gov](mailto:ben.shelton@nc.gov) regarding technical matters related to the project.

Sincerely,



Tim Johnson, GISP  
Director  
Center for Geographic Information and Analysis

E-BILL

**Account Summary for DIT-410229005003081-MGI**

	This Month	Year-to-Date
<b>Previous Balance</b>	<b>\$281,921.59</b>	
Payments	\$0.00	\$0.00
Outstanding Balance	\$281,921.59	
New Charges	\$16,585.10	\$16,585.10
<b>Current Balance</b>	<b>\$298,506.69</b>	

Payment Location/Address  
 NC Dept of Information Technology  
 Fiscal Services  
 P.O. Box 17209  
 Raleigh, NC 27619-7209

Payment Due: 31-Jul-21

DIT Customer Support Center  
 919-754-6000 or toll free 1-800-722-3946

Approved for payment: \_\_\_\_\_

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## Categorized Services & Equipment

DIT-410229005003081-MGI - 911 BOARD - CGIA-IMAGE21

CGIA	\$16,585.10
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**Network, Circuits & Other Services, Equipment**

BILLCODE\_MGI      Other Line Items

126.5	PROJECT CONSULTING SVCS-911 30-Jun-21	\$10,626.00
5,959.1	IMAGE - DIRECT BILL FOR 911 30-Jun-21	\$5,959.10
	Subtotal	\$16,585.10

**Total for BILLCODE\_MGI      \$16,585.10**

ACCOUNTS PAYABLE

FUND	CENTER	ACCOUNT	PAY ENTITY	CTRL NO	PAYMENT DATE	CHECK NO	INVOICE NO	AMOUNT PAID	VENDOR NO	VENDOR GROUP	VENDOR NAME	INVOICE DATE	LINE ITEM DESCRIPTION	PO NUMBER	PO LINE NO	REMIT MESSAGE
								866,232.81								
7115	1082	532199	41PT	02162	4/22/2021	146069	AGD-EP-21-1004	38,050.35	203251160	01	ATLAS GEOGRAPHIC DATA INC	4/7/2021	PLANNING, ACQUISITIO	EP4998862	00001	CGIA CONTRACT # IMAGE21-05
7115	1082	532199	41PT	02162	4/22/2021	146069	AGD-EP-21-1004	52,482.75	203251160	01	ATLAS GEOGRAPHIC DATA INC	4/7/2021	ORTHO GENERATION, PR	EP4998862	00002	CGIA CONTRACT # IMAGE21-05
7115	1082	532199	41PT	02162	4/22/2021	146188	90760710	4,117.37	566000967	Y	NC DEPT OF TRANSPORTATION	4/13/2021	IMAGE21 - FY20-21	EP4939123	00001	CUST# 67549
7115	1082	532199	41PT	02162	4/22/2021	146100	EP21-03	13,899.45	561963091	02	SPATIAL DATA CONSULTANTS	4/6/2021	PLANNING, ACQUISITIO	EP4998853	00001	IMAGE21-03
7115	1082	532199	41PT	02162	4/22/2021	146100	EP21-03	67,930.70	561963091	02	SPATIAL DATA CONSULTANTS	4/6/2021	ORTHO GENERATION, PR	EP4998853	00002	IMAGE21-03
7115	1082	532199	41PT	02162	4/22/2021	146083	5202	52,164.50	430690641	B	SURDEX CORPORATION	4/7/2021	PLANNING, ACQUISITIO	EP4998828	00001	IMAGE21-06
7115	1082	532199	41PT	02162	4/22/2021	146083	5202	143,099.92	430690641	B	SURDEX CORPORATION	4/7/2021	ORTHO GENERATION, PR	EP4998828	00002	IMAGE21-06
7115	1082	532199	41PT	02162	4/22/2021	146062	COS00008347	105,064.90	133980333	03	THE SANBORN MAP COMPANY INC.	3/10/2021	PLANNING, ACQUISITIO	EP4998879	00001	IMAGE21-04
7115	1082	532199	41PT	02162	4/22/2021	146062	COS00008402	111,454.14	133980333	03	THE SANBORN MAP COMPANY INC.	4/12/2021	PLANNING, ACQUISITIO	EP4998879	00001	IMAGE21-04
7115	1082	532199	41PT	02166	5/6/2021	227624	S-532	2,455.43	300712287	13	NC DPS GENERAL OPERATIONS	4/14/2021	IMAGE21 - FY20-21	EP4948410	00001	EASTERN PIEDMONT ORTHOIMAGERY PROJECT 2021
7115	1082	532199	41PT	02172	5/20/2021	146400	5229	8,260.25	430690641	B	SURDEX CORPORATION	5/6/2021	PLANNING, ACQUISITIO	EP4998828	00001	IMAGE21-06
7115	1082	532199	41PT	02172	5/20/2021	146400	5229	13,987.80	430690641	B	SURDEX CORPORATION	5/6/2021	ORTHO GENERATION, PR	EP4998828	00002	IMAGE21-06
7115	1082	532199	41PT	02174	5/27/2021	146550	AGD-EP21-1005	9,447.74	203251160	01	ATLAS GEOGRAPHIC DATA INC	5/7/2021	PLANNING, ACQUISITIO	EP4998862	00001	CGIA CONTRACT # IMAGE21-05
7115	1082	532199	41PT	02174	5/27/2021	146550	AGD-EP21-1005	105,165.00	203251160	01	ATLAS GEOGRAPHIC DATA INC	5/7/2021	ORTHO GENERATION, PR	EP4998862	00002	CGIA CONTRACT # IMAGE21-05
7115	1082	532199	41PT	02174	5/27/2021	146573	EP21-04	84,265.95	561963091	02	SPATIAL DATA CONSULTANTS	5/4/2021	ORTHO GENERATION, PR	EP4998853	00002	CGIA CONTRACT # IMAGE21-03
7115	1082	532199	41PT	02174	5/27/2021	146543	COS#00008456	8,081.91	133980333	03	THE SANBORN MAP COMPANY INC.	5/12/2021	PLANNING, ACQUISITIO	EP4998879	00001	CGIA CONTRACT # IMAGE21-04
7115	1082	532199	41PT	02174	5/27/2021	146543	COS#00008456	40,345.55	133980333	03	THE SANBORN MAP COMPANY INC.	5/12/2021	ORTHO GENERATION, PR	EP4998879	00002	CGIA CONTRACT # IMAGE21-04
7115	1082	532199	41PT	02182	6/22/2021	146900	4000027816	5,959.10	566000967	Y	NC DEPT OF TRANSPORTATION	5/18/2021	IMAGE21 - FY20-21	EP4939123	00001	CUST# 67549

LABOR



**DIT - CGIA**  
**Staff Billing Report**

Activity: April 2021

	Client	Date	Product/Service	Memo/Description	Rates	Duration	Billable	Amount
	IMAGE21	04/01/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	04/07/2021	Services:15	Consulting	84.00	0.5	Yes	42.00
	IMAGE21	04/08/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	04/14/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	04/16/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	04/22/2021	Services:15	Consulting	84.00	1	Yes	84.00
<b>Johnson</b>						<b>5.5</b>		<b>\$ 462.00</b>
<b>Total</b>						<b>127.5</b>		<b>\$ 10,710.00</b>

**DIT - CGIA**  
**Staff Billing Report**

Activity: May 2021

	Client	Date	Product/Service	Memo/Description	Rates	Duration	Billable	Amount
<b>Ben Shelton</b>								
	IMAGE21	05/03/2021	Services:55	Project Management	84.00	8	Yes	672.00
	IMAGE21	05/04/2021	Services:55	Project Management	84.00	7	Yes	588.00
	IMAGE21	05/07/2021	Services:55	Project Management	84.00	5.5	Yes	462.00
	IMAGE21	05/10/2021	Services:55	Project Management	84.00	8	Yes	672.00
	IMAGE21	05/11/2021	Services:40	Presentations/Demonstrations/Meetings	84.00	0.5	Yes	42.00
	IMAGE21	05/11/2021	Services:55	Project Management	84.00	6.5	Yes	546.00
	IMAGE21	05/12/2021	Services:40	Presentations/Demonstrations/Meetings	84.00	1	Yes	84.00
	IMAGE21	05/12/2021	Services:55	Project Management	84.00	7	Yes	588.00
	IMAGE21	05/13/2021	Services:55	Project Management	84.00	5.5	Yes	462.00
	IMAGE21	05/13/2021	Services:40	Presentations/Demonstrations/Meetings	84.00	1.5	Yes	126.00
	IMAGE21	05/14/2021	Services:55	Project Management	84.00	1	Yes	84.00
	IMAGE21	05/17/2021	Services:55	Project Management	84.00	8	Yes	672.00
	IMAGE21	05/18/2021	Services:55	Project Management	84.00	4.5	Yes	378.00
	IMAGE21	05/19/2021	Services:55	Project Management	84.00	3.5	Yes	294.00
	IMAGE21	05/20/2021	Services:55	Project Management	84.00	5	Yes	420.00
	IMAGE21	05/21/2021	Services:55	Project Management	84.00	4	Yes	336.00
	IMAGE21	05/24/2021	Services:55	Project Management	84.00	7	Yes	588.00
	IMAGE21	05/25/2021	Services:55	Project Management	84.00	5	Yes	420.00
	IMAGE21	05/26/2021	Services:55	Project Management	84.00	5	Yes	420.00
	IMAGE21	05/26/2021	Services:40	Presentations/Demonstrations/Meetings	84.00	1	Yes	84.00
	IMAGE21	05/27/2021	Services:55	Project Management	84.00	4.5	Yes	378.00
	IMAGE21	05/27/2021	Services:40	Presentations/Demonstrations/Meetings	84.00	0.5	Yes	42.00
	IMAGE21	05/28/2021	Services:55	Project Management	84.00	8	Yes	672.00
<b>Shelton</b>						<b>107.5</b>		<b>\$ 9,030.00</b>
<b>McLamb</b>								
	IMAGE21	05/06/2021	Services:15	IMAGERY Status Meeting	84.00	0.5	Yes	42.00
	IMAGE21	05/12/2021	Services:15	IMAGERY Status Meeting	84.00	1.5	Yes	126.00
	IMAGE21	05/13/2021	Services:15	IMAGERY Status Meeting	84.00	0.5	Yes	42.00
	IMAGE21	05/19/2021	Services:15	IMAGERY Status Meeting	84.00	1.5	Yes	126.00
	IMAGE21	05/20/2021	Services:15	IMAGERY Status Meeting	84.00	0.5	Yes	42.00
	IMAGE21	05/26/2021	Services:15	IMAGERY Status Meeting	84.00	1	Yes	84.00
<b>Matthew</b>						<b>5.5</b>		<b>\$ 462.00</b>

**DIT - CGIA**  
**Staff Billing Report**

Activity: May 2021

	Client	Date	Product/Service	Memo/Description	Rates	Duration	Billable	Amount
<b>Tim Johnson</b>								
	IMAGE21	05/13/2021	Services:15	Consulting	84.00	2	Yes	168.00
	IMAGE21	05/14/2021	Services:15	Consulting	84.00	2	Yes	168.00
	IMAGE21	05/20/2021	Services:15	Consulting	84.00	1	Yes	84.00
<b>Johnson</b>						<b>5</b>		<b>\$ 420.00</b>
<b>TOTAL</b>						<b>118</b>		<b>\$ 9,912.00</b>



**DIT - CGIA**  
**Staff Billing Report**

Activity: June 2021

	Client	Date	Product/Service	Memo/Description	Rates	Duration	Billable	Amount
	IMAGE21	06/03/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	06/09/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	06/10/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	06/17/2021	Services:15	Consulting	84.00	1	Yes	84.00
	IMAGE21	06/25/2021	Services:15	Consulting	84.00	1.5	Yes	126.00
<b>Johnson</b>						<b>5.5</b>		<b>\$ 462.00</b>
<b>TOTAL</b>						<b>126.5</b>		<b>\$ 10,626.00</b>

# APPROVED INVOICES



**INVOICE**

<b>Bill To</b>
Center for Geographic Information and Analysis Attn: Tim Johnson 3700 Wake Forest Rd. Raleigh, NC 27609

<b>Order Information</b>	
Invoice Number	AGD-EP21-1004
CGIA Contract Number	IMAGE21-05
Purchase Order Number	EP4998862
Invoice Amount	\$ 90,533.10
Invoice Date	April 07, 2021
Performance Period	March 1 thru March 31 2021

<b>Remit To</b>
Issuing Vendor Firm: Atlas Geographic Data, Inc. Issuing Vendor Fiscal Division: A Issuing Vendor Address: 215 Racine Drive, Suite 201, Wilmington, NC 28403

<b>Contact Information</b>
Issuing Vendor Administrator: Larry Kirkpatrick Issuing Vendor Email: <a href="mailto:kirkpatrick@atlasgeodata.com">kirkpatrick@atlasgeodata.com</a> <a href="mailto:hlambert@atlasgeodata.com">hlambert@atlasgeodata.com</a> Issuing Vendor Phone: 910 256 9892 Issuing Vendor Fax: 910 256 9979

<b>Invoice Summary (per Primary Task)</b>		
<b>Task</b>	<b>Item Description</b>	<b>Amount</b>
2.	Acquisition	\$ 38,050.35
3.	Aerotriangulation and Ortho Generation	\$ 52,482.75
	<b>Total</b>	<b>\$ 90,533.10</b>

**RECEIVED**  
By Ben Shelton at 2:08 pm, Apr 08, 2021



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

ROY COOPER  
GOVERNOR

J. ERIC BOYETTE  
SECRETARY

Invoice

**Bill To:**  
ITS-CGIA  
ATTN: TIM JOHNSON  
PO Box 17209  
RALEIGH NC 27609-7209

**Order Information**  
Customer Number: 67549  
Invoice Number: 90760710  
Purchase Order #: 006749-001\_8543\_0001 **EP4939123**  
Purchase Order Date: 09/01/2020  
Sales Order Number: 677242  
Payment Terms: Net due 30 days  
Billing Date: 04/13/2021  
Due Date: 05/13/2021

**Remit To:**  
North Carolina Department of Transportation  
Fiscal Section - Accounts Receivable Unit  
1514 Mail Service Center  
Raleigh, North Carolina 27699-1514

**Contact Person:** Stephanie Benson  
**Phone:** (919)707-4208 Ext. 00  
**Fax:** (919)715-8718  
**Internet:** sbenson@ncdot.gov

Invoice Details				
Item	Description	Quantity	Unit Price	Amount
0010	NC State Agency Participation Reim.  INTERAGENCY REIMBURSEMENT AGREEMENT EXECUTED ON 9/1/2020 WITH THE NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY CENTER FOR GEOGRAPHIC INFORMATION AND ANALYSIS CONSISTING OF PROVIDING ORTHOIMAGERY ADVISORY AND TECHNICAL SERVICES FOR DIGITAL EAST PIEDMONT ORTHOIMAGERY 2021 PROJECT IN 26 COUNTIES OF NORTH CAROLINA, TOTALING APPROXIMATELY 15,145 SQUARE MILES AND 16,889 ORTHOIMAGERY TILES (THE STUDY AREA).  COSTS INCURRED FOR THE MONTH OF MARCH 2021 TOTAL \$4,117.37 PER ATTACHED EMAIL AND DOCUMENTATION RECEIVED FROM RANDY DILLARD OF NCDOT'S PHOTOGRAMMERY UNIT.	1 EA	4,117.37	4,117.37
<b>Total Amount Due</b>				<b>\$ 4,117.37</b>

Please return the attached copy of this invoice to ensure proper credit for your payment. Remittances should be made payable to N.C. Department of Transportation. According to State Cash Management G.S.25- 3-506, a \$35.00 fee may be imposed for a check on which payment has been refused.

**RECEIVED**

By Ben Shelton at 3:27 pm, Apr 13, 2021



1008 Hutton Lane, Suite 109  
 High Point, NC 27262  
 Phone: (336) 841-1247  
 Fax: (336) 841-1248  
[www.spatialdc.com](http://www.spatialdc.com)

## INVOICE

Bill To
<b>Center for Geographic Information and Analysis</b> Attn: Tim Johnson, GISP 3700 Wake Forest Rd. Raleigh, NC 27609

Remit To
<b>Spatial Data Consultants, Inc.</b> 1008 Hutton Lane, Suite 109 High Point, NC 27262

Order Information	
Invoice Number	EP21-03
CGIA Contract Number	IMAGE21-03
Purchase Order Number	EP4998853
Invoice Amount	\$81,830.15
Invoice Date	04/06/21
Performance Period	03/01/21 through 03/31/21

Contact Information
Susan L. Schall, President sschall@spatialdc.com (336) 841-1247 (office) (336) 906-3261 (cell) (336) 841-1248 (fax)

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
1	Flight Planning	\$1,120.05
2	Acquisition	\$12,779.40
3	Aero-Triangulation and Ortho Generation	\$67,930.70
	Invoice Total	\$81,830.15

**RECEIVED**  
 By Ben Shelton at 2:04 pm, Apr 08, 2021



## FINAL INVOICE

<b>Bill To</b>		<b>Order Information</b>	
Center for Geographic Information and Analysis Attn: Tim Johnson 3700 Wake Forest Rd. Raleigh, NC 27609		Invoice Number	5202
		CGIA Contract Number	IMAGE21-06
		Purchase Order Number	EP4998828
		Invoice Amount	\$195,264.42
		Invoice Date	April 07, 2021
		Performance Period	March 01, 2021 – March 31, 2021
<b>Remit To</b>		<b>Contact Information</b>	
Surdex Corporation Accounts Receivable 520 Spirit of St. Louis Blvd. Chesterfield, MO 63005		Harold Feldman Haroldf@surdex.com 636-368-4400 636-368-4401	

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
2	Task 2 Acquisition	52,164.50
3	Task 3 GNSS-IMU PP, AT and Ortho Gen	143,099.92
	<b>Total</b>	<b>\$195,264.42</b>

**RECEIVED**  
By Ben Shelton at 11:07 am, Apr 14, 2021



Sanborn | Charlotte  
 6701 Carmel Road  
 Suite 301  
 Charlotte, NC 28226

Phone: 704.347.4552  
 Toll-Free: 1.866.726.2676  
 Fax: 704.347.4515  
 www.sanborn.com

## INVOICE

Bill To
41PT ITS ACCOUNTS PAYABLE PO BOX 17209 Raleigh, NC 27619-7209 United States Phone: 1919-754-6314 Department of Information Technology

Order Information	
Invoice Number	COS00008347
CGIA Contract Number	IMAGE21-04
Purchase Order Number	PO EP4998879
Invoice Amount	\$105,064.90
Invoice Date	March 10, 2021
Performance Period	February 01, 2021 through February 28, 2021

Remit To
Sanborn Map Company, Inc. Accounts Receivable 1935 Jamboree Dr., Ste 100 Colorado Springs, CO 80920

Contact Information
Maralyn Kuentler mkuentler@sanborn.com Phone: (719) 264.5564 Fax: (719) 623.0074

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
2	Acquisition	\$ 105,064.90
	<b>Total</b>	<b>\$ 105,064.90</b>

**RECEIVED**  
 By Ben Shelton at 2:17 pm, Apr 08, 2021



Sanborn | Charlotte  
 6701 Carmel Road  
 Suite 301  
 Charlotte, NC 28226

Phone: 704.347.4552  
 Toll-Free: 1.866.726.2676  
 Fax: 704.347.4515  
 www.sanborn.com

## INVOICE

<b>Bill To</b>
41PT ITS ACCOUNTS PAYABLE PO BOX 17209 Raleigh, NC 27619-7209 United States Phone: 1919-754-6314 Department of Information Technology

<b>Order Information</b>	
Invoice Number	COS00008402
CGIA Contract Number	IMAGE21-04
Purchase Order Number	PO EP4998879
Invoice Amount	\$111,454.14
Invoice Date	April 12, 2021
Performance Period	March 01, 2021 through March 31, 2021

<b>Remit To</b>
Sanborn Map Company, Inc. Accounts Receivable 1935 Jamboree Dr., Ste 100 Colorado Springs, CO 80920

<b>Contact Information</b>
Maralyn Kuentler mkuentler@sanborn.com Phone: (719) 264.5564 Fax: (719) 623.0074

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
1	Flight Planning	\$ 2,739.70
2	Acquisition	\$ 108,714.44
<b>Total</b>		<b>\$ 111,454.14</b>

**RECEIVED**  
 By Ben Shelton at 1:51 pm, Apr 12, 2021



North Carolina Geodetic Survey  
 4298 Mail Service Center  
 Raleigh, NC 27699-4298

# Invoice

Date	Invoice #
4/14/2021	S-532

Bill To
NC Department of Information Technology CGIA Attn: Tim Johnson 20322 Mail Service Center Raleigh, N.C. 27699-0322

P.O. No.	Terms	Project
EP4948410	Net 30	Eastern Piedmont Orthomag...

Quantity	Description	Rate	Amount
52.5	Eastern Piedmont Orthoimagery Project 2021 Determine horizontal control points (Task 3.1.1), February 4 - March 31, 2021 / WR	46.77	2,455.43
<b>Total</b>			<b>\$2,455.43</b>

**RECEIVED**  
 By Ben Shelton at 10:22 am, Apr 16, 2021



## FINAL INVOICE

Bill To	Order Information	
Center for Geographic Information and Analysis Attn: Tim Johnson 3700 Wake Forest Rd. Raleigh, NC 27609	Invoice Number	5229
	CGIA Contract Number	IMAGE21-06
	Purchase Order Number	EP4998828
	Invoice Amount	\$22,248.05
	Invoice Date	May 06, 2021
	Performance Period	April 01, 2021 – April 30, 2021

Remit To	Contact Information
Surdex Corporation Accounts Receivable 520 Spirit of St. Louis Blvd. Chesterfield, MO 63005	Harold Feldman Haroldf@surdex.com 636-368-4400 636-368-4401

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
1	Task 2 Acquisition	8,260.25
2	Task 3 GNSS-IMU PP, AT and Ortho Gen	13,987.80
	<b>Total</b>	<b>\$22,248.05</b>

**RECEIVED**  
By Ben Shelton at 3:04 pm, May 11, 2021



**INVOICE**

<b>Bill To</b>
Center for Geographic Information and Analysis Attn: Tim Johnson 3700 Wake Forest Rd. Raleigh, NC 27609

<b>Order Information</b>	
Invoice Number	AGD-EP21-1005
CGIA Contract Number	IMAGE21-05
Purchase Order Number	EP4998862
Invoice Amount	\$114,612.74
Invoice Date	May 07, 2021
Performance Period	April 1 thru April 30 2021

<b>Remit To</b>
Issuing Vendor Firm: Atlas Geographic Data, Inc. Issuing Vendor Fiscal Division: A Issuing Vendor Address: 215 Racine Drive, Suite 201, Wilmington, NC 28403

<b>Contact Information</b>
Issuing Vendor Administrator: Larry Kirkpatrick Issuing Vendor Email: <a href="mailto:lirkpatrick@atlasgeodata.com">lirkpatrick@atlasgeodata.com</a> <a href="mailto:hlambert@atlasgeodata.com">hlambert@atlasgeodata.com</a> Issuing Vendor Phone: 910 256 9892 Issuing Vendor Fax: 910 256 9979

<b>Invoice Summary (per Primary Task)</b>		
<b>Task</b>	<b>Item Description</b>	<b>Amount</b>
2.	Acquisition	\$ 9,447.74
3.	Aerotriangulation and Ortho Generation	\$ 105,165.00
	<b>Total</b>	<b>\$114,612.74</b>

**RECEIVED**  
By Ben Shelton at 3:03 pm, May 11, 2021



1008 Hutton Lane, Suite 109  
 High Point, NC 27262  
 Phone: (336) 841-1247  
 Fax: (336) 841-1248  
[www.spatialdc.com](http://www.spatialdc.com)

# INVOICE

Bill To
Center for Geographic Information and Analysis Attn: Tim Johnson, GISP 3700 Wake Forest Rd. Raleigh, NC 27609

Remit To
Spatial Data Consultants, Inc. 1008 Hutton Lane, Suite 109 High Point, NC 27262

Order Information	
Invoice Number	EP21-04
CGIA Contract Number	IMAGE21-03
Purchase Order Number	EP4998853
Invoice Amount	\$84,265.95
Invoice Date	05/04/21
Performance Period	04/01/21 through 04/30/21

Contact Information
Susan L. Schall, President sschall@spatialdc.com (336) 841-1247 (office) (336) 906-3261 (cell) (336) 841-1248 (fax)

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
2	Acquisition	\$0.00
3	Aero-Triangulation and Ortho Generation	\$84,265.95
	<b>Invoice Total</b>	<b>\$84,265.95</b>

**RECEIVED**  
 By Ben Shelton at 3:02 pm, May 11, 2021



Sanborn | Charlotte  
 6701 Carmel Road  
 Suite 301  
 Charlotte, NC 28226

Phone: 704.347.4552  
 Toll-Free: 1.866.726.2676  
 Fax: 704.347.4515  
 www.sanborn.com

## INVOICE

<b>Bill To</b>
41PT ITS ACCOUNTS PAYABLE PO BOX 17209 Raleigh, NC 27619-7209 United States Phone: 1919-754-6314 Department of Information Technology

<b>Order Information</b>	
Invoice Number	COS#00008456
CGIA Contract Number	IMAGE21-04
Purchase Order Number	PO EP4998879
Invoice Amount	\$48,427.46
Invoice Date	May 12, 2021
Performance Period	April 01, 2021 through April 30, 2021

<b>Remit To</b>
Sanborn Map Company, Inc. Accounts Receivable 1935 Jamboree Dr., Ste 100 Colorado Springs, CO 80920

<b>Contact Information</b>
Maralyn Kuentler mkuentler@sanborn.com Phone: (719) 264.5564 Fax: (719) 623.0074

Invoice Summary (per Primary Task)		
Task	Item Description	Amount
2	Acquisition	\$ 8,081.91
3	Aerotriangulation and Ortho Generation	\$ 40,345.55
	<b>Total</b>	<b>\$48,427.46</b>

**RECEIVED**  
 By Ben Shelton at 2:11 pm, May 17, 2021



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

ROY COOPER  
GOVERNOR

J. ERIC BOYETTE  
SECRETARY

Invoice

<b>Bill To:</b> ITS-CGIA ATTN: TIM JOHNSON PO Box 17209 RALEIGH, NC 27609-7209	<b>Order Information:</b> BP Number: 1000177066 Customer Number: 67549 Invoice Number: <b>4000027816</b> Sales Order Number: 2000047200 Payment Terms: Net due 60 days Billing Date: 06/18/2021 Due Date: 07/17/2021
--	---

**EP4939123**

**Remit To:**

North Carolina Department of Transportation  
 Fiscal Section - Accounts Receivable Unit  
 1514 Mail Service Center  
 Raleigh, North Carolina 27699-1514

**Contact Person:** Stephanie Benson

**Phone:** +1 (919) 707-4208-00  
**Fax:** +1 (919) 715-8718-000  
**Email:** sbenson@ncdot.gov

**Invoice Details**

Item	Description	Quantity	Unit Price	Amount
0010	INTERAGENCY REIMBURSEMENT AGREEMENT EXECUTED ON 9/1/2020 WITH THE NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY CENTER FOR GEOGRAPHIC INFORMATION AND ANALYSIS CONSISTING OF PROVIDING ORTHOIMAGERY ADVISORY AND TECHNICAL SERVICES FOR DIGITAL EAST PIEDMONT ORTHOIMAGERY 2021 PROJECT IN 26 COUNTIES OF NORTH CAROLINA, TOTALING APPROXIMATELY 15,145 SQUARE MILES AND 16,889 ORTHOIMAGERY TILES (THE STUDY AREA).  COSTS INCURRED FOR THE MONTH OF APRIL 2021 TOTAL \$5,959.10 PER ATTACHED EMAIL AND DOCUMENTATION RECEIVED FROM RANDY DILLARD OF NCDOT'S PHOTOGRAMMERY UNIT.	1	\$5,959.10	\$5,959.10
<b>Total Amount Due</b>				\$5,959.10

Please return the attached copy of this invoice to ensure proper credit for your payment. Remittances should be made payable to N.C. Department of Transportation. According to State Cash Management G.S.25- 3-506, a \$35.00 fee may be imposed for a check on which payment has been refused.

**RECEIVED**  
 By Ben Shelton at 11:09 am, May 18, 2021

***Tab 5***  
**Executive Director's Report**  
**Pokey Harris**

***Tab 5 a)***  
**Financial Statement Audit**  
**Report Year Ended**  
**June 30, 2020**  
**Beth Wood**

Please click the link below to view OSA's latest audit report.

Beth A. Wood, CPA  
State Auditor of North Carolina

Report Title : North Carolina 911 Fund-Financial Statement Audit

Report URL :  
<https://www.auditor.nc.gov/EpsWeb/Reports/Financial/FIN-2020-8560.pdf>

This report has no findings.

***Tab 5 b)***

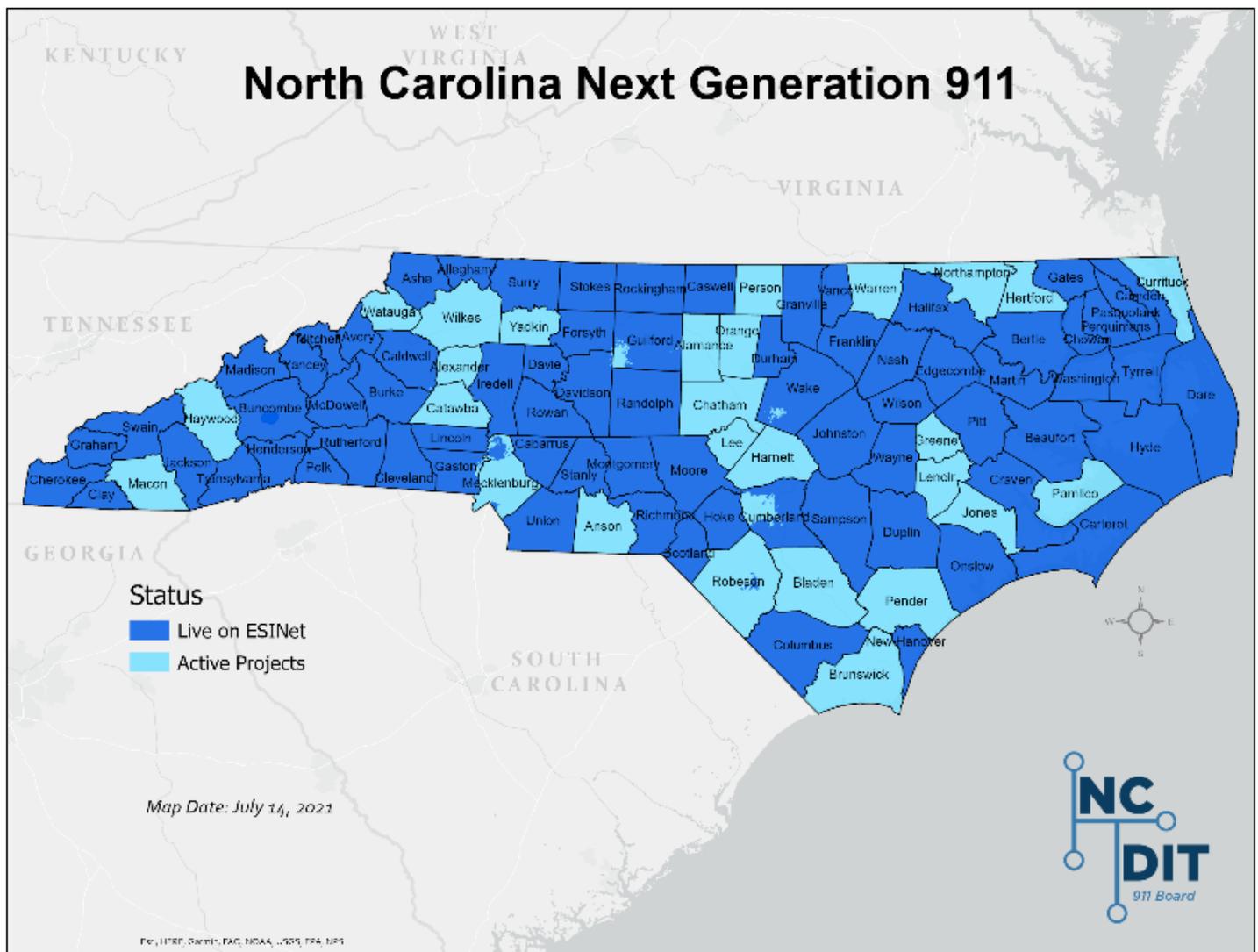
**911 Board Appointment Status**

***Tab 5 c)***

**State 911 Plan Update**

# Tab 5 d) NextGen 911 Migration Status

## NC NG911 Migration Status



# **ESInet Migrations**

## **June 23, 2021 – July 14, 2021**

---

*Due to ESInet migrations now being conducted under Covid-19 restrictions and limited accessibility requirements, photos and quotes may or may not be included.*

## **Kudos and Congratulations to All!!!**

### **Asheville PD (Western Region) ESInet Migration June 24, 2021**

- **Migration as i3**
- **Viper Hosted Call Handling Equipment**
- **First Live Call at 1113 Hours EDT**
- **PSAP #86/Physical Location #137 (Including Backups)**

# Buncombe County 911 (Western Region) ESInet Migration June 24, 2021

- Migration as i3
- Viper Hosted Call Handling Equipment
- First Live Call at 1152 Hours EDT
- PSAP #87/Physical Location #138 (Including Backups)



# **Washington County 911 (Eastern Region) ESInet Migration June 24, 2021**

- Migration as i3
- Viper Hosted Call Handling Equipment
- First Live Call at 1214 Hours EDT
- PSAP #88/Physical Location #139 (Including Backups)

# **Halifax County 911 (North Central Region) ESInet Migration June 30, 2021**

- Migration as i3
- Vesta Hosted Call Handling Equipment
- First Live Call at 1107 Hours EDT
- PSAP #89/Physical Location #141 (Including Backups)

# **Duplin County 911 (Eastern Region) ESInet Migration July 14, 2021**

- Migration as i3
- Viper Hosted Call Handling Equipment
- First Live Call at 1231 Hours EDT
- PSAP #90/Physical Location #143 (Including Backups)

# **Welcome to Our ESInet Partners North Carolina State Highway Patrol June 30, 2021**

- **Migration as i3**
- **Vesta Hosted Call Handling Equipment**
- **Troop F First Live Call at 1241 Hours EDT**
- **Troop G First Live Call at 1446 Hours EDT**

## **UPCOMING ESINET MIGRATIONS SCHEDULED PRIOR TO JULY 911 BOARD MEETING**

**Harnett County 911  
(South Central Region)  
ESInet Migration  
July 21, 2021**

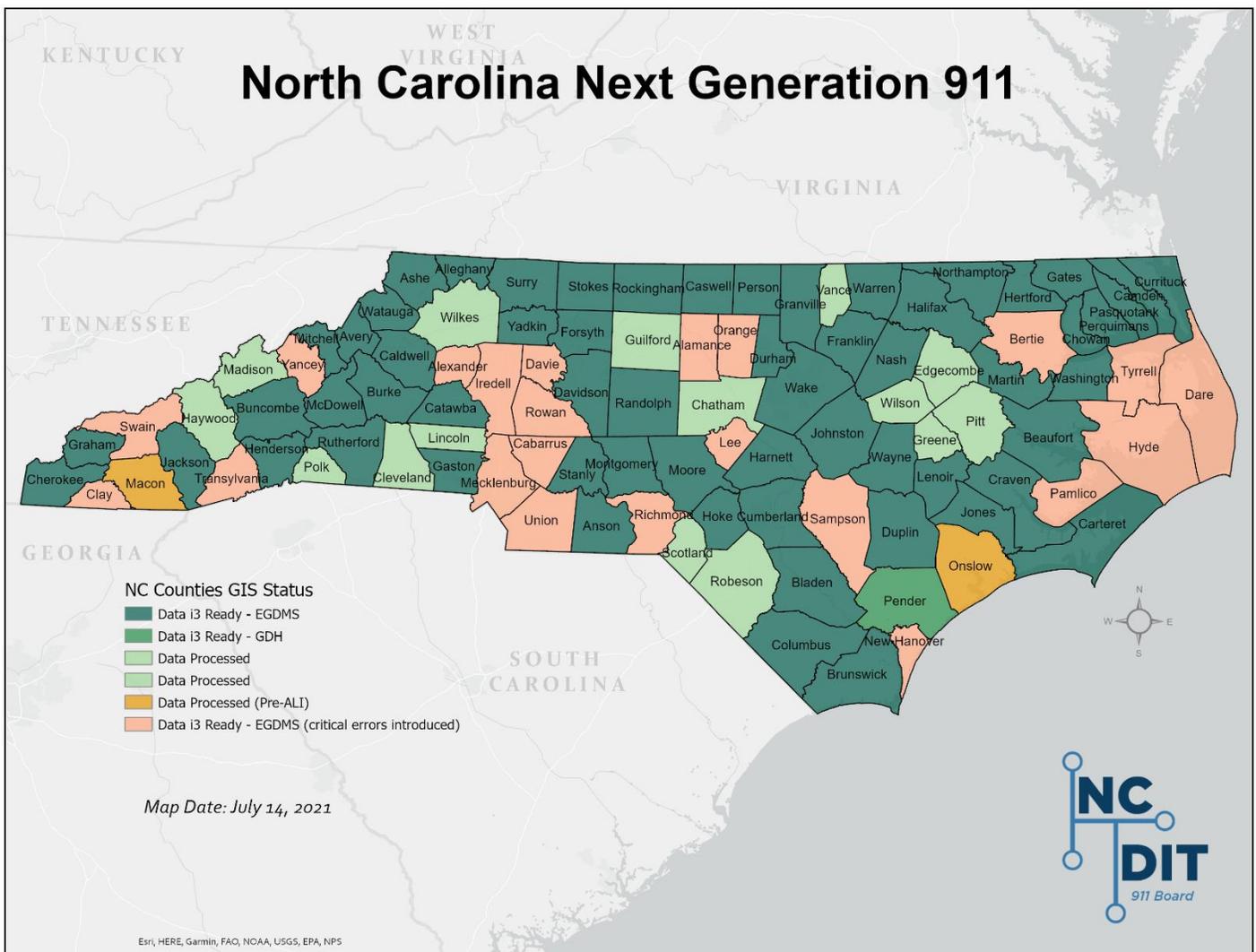
**NCSHP Troup B  
ESInet Migration  
July 21, 2021**

**NCSHP Troup H  
ESInet Migration  
July 21, 2021**

# Tab 5 e)

# NextGen 911 GIS Status Map

## NC NG911 GIS Status



***Tab 5 f)***

**988 Planning Coalition –  
National Suicide Prevention  
Lifeline**

***Tab 5 g)***

**Staffing Update**

***Tab 5 h)***

**Legislative Update**

**Richard Bradford**

***Tab 6***

**Executive Committee Report**

**Donna Wright**

***Tab 7***

**Education Committee Report**

**Chuck Greene**

***Tab 8***

**Funding Committee Report**

**David Bone**

***Tab 9***

**Finance Team Report**

**Marsha Tapler/Kristen Falco/**

**Sarah Templeton**

***Tab 10***

**Grant Committee Report**

**Jeff Shipp/Pokey Harris**

***Tab 11***

**Standards Committee Report**

**Donna Wright**

***Tab 12***

**Technology Committee Report**

**Jeff Shipp/Gerry Means/Stanley  
Meeks**

***Tab 13***

**911 Regional Coordinator Reports**

**Newberry/Conner/Gardner/ Turbeville**

***Tab 14***

**High Point 911**

**Backup Plan Appeal**

**(Roll Call Vote Required)**

## Appeal Process for 911 Board Decisions

a) A PSAP or Service Provider aggrieved in connection with any action taken by the Board under this Part may request a hearing before the Board.

b) Requests for hearings shall be made in writing to the Executive Director and Chair of the Board and shall be filed within 30 calendar days after the aggrieved party knows or should have known of the facts giving rise to the request. A request for hearing is considered filed when physically received by the Executive Director or Chair. Requests filed after the 30 calendar day period shall not be considered. To expedite handling of requests, the envelope should be labeled "911 Funds Request for Hearing". The written request shall include as a minimum the following:

- 1) the name and address of the party;
- 2) the action of the Board;
- 3) a statement of reasons for the hearing; and
- 4) supporting exhibits, evidence, or documents necessary to substantiate the party's complaint.
- 5) Requests for hearing shall be sent to:

Executive Director, NC 911 Board

c/o NC Office of Information Technology Services

P.O. Box 17209

Raleigh, NC 27609

c) Any additional information requested by the Board shall be submitted within the time periods established in order to expedite consideration of the request. Failure of the requesting party to comply expeditiously with a request for information by the Board may result in resolution of the request without consideration of that information.

d) A decision on a request shall be made by the Board as expeditiously as possible after receiving all relevant requested information.

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MAY 25 2021

NC 911 Board

MAY 25 2021 PM 12:27



# PSAP Backup Plan Review

PSAP Name: High Point 911 Communications

PSAP Director: Ellis Frazier

Backup Plan Submission Date: 3/8/2021

Regional Coordinator: Tina Gardner

Reviewed by: Tina Gardner

Initial Review Date: 3/31/2021

Final Review Date: 4/20/2021

Financial Review Specialist: Sarah Templeton

Reviewed by: Sarah Templeton

Initial Review Date: 3/12/2021

Final Review Date: 3/12/2021

Approved Backup Seat Count: 10

Requested Backup Plan Costs: \$743,448.21

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MAY 25 2021

NC 911 Board

Backup Plan Comments:

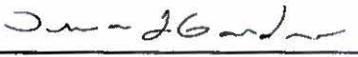
The first amended backup plan was received May 18, 2020. Another amended backup plan was submitted March 8, 2021. The plan submitted May 18, 2020 does show the capability to operate as part of the 911 system and all other features of its primary PSAP. This plan does allow technology that enables a communications service connection to reach the PSAP by dialing 911, receive ANI/ALI, provides enhanced 911 service, and delivers 911 calls to the state ESInet. This plan only provided costs for customer premise equipment (\$98,833.78).

The revised plan submitted March 8, 2021 is identical to the May 18, 2020 plan, but with an increased cost. The amount indicated is a total cost of \$743,448.21. High Point has advised this will necessitate a funding reconsideration, as they currently do not have a fund balance for the identified eligible expenditures. The NC 911 legislation and 911 Board State Plan require the Board to monitor trends in 911 and enhanced 911 technology, incorporate GIS mapping and other resources into the plan, ensure that each PSAP has a back-up; and implement strategies for the efficient and effective delivery of enhanced 911 services. The Board is also charged with setting operating standards for PSAPs and back-up PSAPs. NC legislation does require PSAPs to have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. This does not require a PSAP to construct an alternate facility to serve as a back-up PSAP. The revised plan has been evaluated in accordance with legislation, NC administrative code, state plan, and the 911 Board goals.

Though this is a viable plan as a standalone option for backup purposes, legislation does not require a standalone backup facility. The current backup center and plan located at Guilford Metro 911's backup center sufficiently meets the backup/continuity needs of High Point 911. (Per data analytics High Point 911 receives 8.25 calls per hour.) This also meets the intent of legislation, 143B-1406(f)(5), that all PSAPs must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. By instituting a new backup plan that includes the upfitting of a new location with an estimated cost of \$743,448.21 and located only 3 miles away from the primary PSAP, to process 8.25 calls per hour contradicts the goals of the Funding Committee, Technology Committee, and subsequently the 911 Board. These goals are backup capabilities that align with the ESInet, and development of continuity plans based on technology enhancement offered by the NG 911 service platform. It is note-worthy that aside from utilization of their current backup location, the PSAP has working relationships with three additional localities as High Point geographically sits within these counties. A collaborative effort to develop continuity planning among these neighboring jurisdictions would exemplify practicality and efficiencies in serving the citizens, leveraging the capabilities of the statewide ESInet.

High Point's approved back-up is Guilford Metro's backup facility. Per NC administrative code, every back-up plan must be tested at least once a year. Documentation has not been submitted to indicate this plan has not, did not, or could not work. Necessary equipment has been purchased and implemented as approved eligible expenditures. The only upgrade noted for the currently approved backup location would be for the telephone system as it is at end of life. This upgrade would occur at the Guilford Metro backup facility for the designated seats for High Point 911 with expenditures for the telephone system being reviewed and approved at the allowable cost per seat amount. Based on the findings of the review of the revised backup plan as submitted, it is the determination the ESInet can continue to provide the most efficient 911 call

delivery at the currently approved backup facility without purchasing equipment to outfit a standalone back-up. Approval of plan not recommended by staff.

Regional Coordinator Signature:  Date: 4/20/2021

Operational Approval/Denial: Plan Denied

Financial Approval/Denial: Plan Denied

Comments:

Concur with recommendation of staff.

Executive Director Signature:  Date: 4/22/2021

References:

GS 143B-1400  
09 NCAC 06C .0100  
NC 911 Board State Plan/Goals

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MAY 25 2021  
NC 911 Board

MAY 25 2021 PM 12:28

W. Ellis Frazier Jr.  
211 S Hamilton St, PO Box 230  
High Point, NC 27261  
May 14, 2021

Pokey Harris  
Executive Director  
NC 911 Board  
P O Box 17209  
Raleigh, NC 27609

RECEIVED  
MAY 25 2021  
NC 911 Board

Dear Executive Director Harris:

The NC 911 Board officially denied operational and financial approval requests for both the City of High Point's updated **Back-up PSAP Plan Version 2.0** and the request to designate 211 S Hamilton Street, High Point, NC 27261 as the approved backup PSAP for High Point 911. Please consider this document a formal request for appeal as identified by the NC 911 Board's Document titled, "**Appeal Process for 911 Board Decisions**".

Secondarily, we also request the NC 911 Board's Funding Committee be provided notice of approval so they may provide the requested \$743,448.21 for the S Hamilton Facility previously submitted by High Point 911 in February 2020 and updated in the second submission dated February 19, 2021. The funding reconsideration request and quotes required updating since first quotes from the previous fiscal year were no longer valid. The funding reconsideration titled "**HIGH POINT 911 COMMUNICATIONS, Back-Up Public-Safety Answering Point Plan Version 2.0**", sent March 2021 is the document with included costs High Point 911 is seeking for the purposes of the appeal. Responses to the NC 911 Board's decision to deny approval are included below. For clarity, NC 911 Board reviewer comments will appear in *italics* and High Point 911 comments will appear in regular font text. High Point 911 requests the opportunity to appeal the following:

**1. NC 911 Board Staff comments:**

*(1a) "The plan submitted May 18, 2020 does show the capability to operate as part of the 911 system and all other features of its primary PSAP. This plan does allow technology that enables a communications service connection to reach the PSAP by dialing 911, receive ANI/ALI, provides enhanced 911 service, and delivers 911 calls to the state ESInet. This plan only provided costs for customer premise equipment (\$98,833.78).*

*The revised plan submitted March 8, 2021 is identical to the May 18, 2020 plan, but with an increased cost. The amount indicated is a total cost of \$743,448.21. High Point has advised this will necessitate a funding reconsideration, as they currently do not have a fund balance for the identified eligible expenditures. The NC 911 legislation and 911 Board State Plan require the Board to monitor trends in 911 and enhanced 911 technology, incorporate GIS mapping and other resources into the plan, ensure that each PSAP has a back-up; and implement strategies for the efficient and effective delivery of enhanced 911*

MAY 25 2021 PM 12:28

*services. The Board is also charged with setting operating standards for PSAPs and back-up PSAPs. The revised plan has been evaluated in accordance with legislation, NC administrative code, state plan, and the 911 Board goal."*

**High Point 911 Comment - (1a)** High Point 911 refers to comments from the "PSAP Backup Plan Review" by NC 911 Board Staff reviewers, Sarah Templeton and Tina Gardner confirm the plans meet statutory and North Carolina Administrative Code (NCAC) requirements. High Point 911 feels this justifies an approval for the S Hamilton Facility to serve as the back-up PSAP and receive NC 911 Board funding. High Point 911 continued to follow-up with NC 911 Board staff after several of the Funding Committee decision dates identified in the NC 911 Board's document titled, "Funding Reconsiderations", continued to pass without a response. Ref: NCGS 143B-1400, NCGS 143B-1406(a)(1)(4) "Reconsideration of the Monthly Distribution", and NCGS 143B-1406(a)(4)(4), "Reconsideration for Additional Distributions", "Bylaws of the North Carolina 911 Board, Article IV – Committees, a. Funding Committee, c. Technology Committee, and e. Standards Committee", 09 NCAC Subchapter 06C.0100-0405

*(1b) NC legislation does require PSAPs to have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. This does not require a PSAP to construct an alternate facility to serve as a back-up PSAP. Though this is a viable plan as a standalone option for backup purposes, legislation does not require a standalone backup facility."*

**High Point 911 Comment - (1b)** Legislation does not require denials for stand-alone back-up PSAP's. The Back-up PSAP plans submitted state how High Point 911 does meet requirements of the Funding, Technology, and Standards committees. The Meadowood Facility can no longer provide the NC 911 Board compliance with statutory, administrative, and operational requirements of a Back-up PSAP for call processing and delivery. Ref: NCGS 143B-1400, NCGS 143B-1406(a)(1)(4) "Reconsideration of the Monthly Distribution", and NCGS 143B-1406(a)(4)(4), "Reconsideration for Additional Distributions", "Bylaws of the North Carolina 911 Board, Article IV – Committees, a. Funding Committee, c. Technology Committee, and e. Standards Committee", 09 NCAC Subchapter 06C.0100-0405

## **2. NC 911 Board Staff comments:**

*(2a) "The current backup center and plan located at Guilford Metro 911's backup center sufficiently meets the backup/continuity needs of High Point 911. (Per data analytics High Point 911 receives 8.25 calls per hour.) This also meets the intent of legislation, 143B-1406(f)(5), that all PSAPs must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP."*

**High Point 911 Comment - (2a)** The Guilford-Metro 911 Meadowlawn facility cannot supply dispatch circuits to meet completion of call processing requirements under statute or NCAC. The Meadowlawn facility lacks the ability to duplicate primary PSAP operations. Portable, Mobile, and consolette

control stations solutions are also incapable of meeting requirements for PSAP operational capabilities or call processing completion via dispatch circuits. Ref NCGS 143B-1400, NCGS 143B-1406(a)(1)(4) "Reconsideration of the Monthly Distribution", and NCGS 143B-1406(a)(4)(4), "Reconsideration for Additional Distributions", "Bylaws of the North Carolina 911 Board, Article IV – Committees, a. Funding Committee, c. Technology Committee, and e. Standards Committee", 09 NCAC Subchapter 06C.0100-0405

*(2b) " By instituting a new backup plan that includes the upfitting of a new location with an estimated cost of \$743,448.21 and located only 3 miles away from the primary PSAP, to process 8.25 calls per hour contradicts the goals of the Funding Committee, Technology Committee, and subsequently the 911 Board. These goals are backup capabilities that align with the ESInet, and development of continuity plans based on technology enhancement offered by the NG 911 service platform.*

**High Point 911 Comment - (2b)** The High Point S Hamilton Facility will not require a complete "upfitting" as a new center but is recognized by NC 911 Board staff to duplicate primary PSAP services including use of a dispatch circuit which the Meadowood facility cannot provide.

There are no statutory requirements nor recommendations of distances between primary and backup PSAP's and the distance between the facilities and survival of each would be relative to the scope, magnitude, and consequences of a disaster. High Point 911 Administrative staff are comfortable the location is sufficient and have completed preparations to make primary and secondary PSAP's independently survivable. In contrast, common and easily foreseeable weather events have confirmed the Meadowood facility does not have space for simultaneous occupation and operation of one Guilford-Metro 911 shift and one High Point 911 shift simultaneously. Ref: NCGS 143B-1400, NCGS 143B-1406(a)(1)(4) "Reconsideration of the Monthly Distribution", and NCGS 143B-1406(a)(4)(4), "Reconsideration for Additional Distributions", "Bylaws of the North Carolina 911 Board, Article IV – Committees, a. Funding Committee, c. Technology Committee, and e. Standards Committee", 09 NCAC Subchapter 06C.0100-0405

*(2c) "It is note-worthy that aside from utilization of their current backup location, the PSAP has working relationships with three additional localities as High Point geographically sits within these counties. A collaborative effort to develop continuity planning among these neighboring jurisdictions would exemplify practicality and efficiencies in serving the citizens, leveraging the capabilities of the statewide ESInet".*

**High Point 911 Comment - (2c)** ESINet options allow High Point 911 to collaborate through selective routing of 9-1-1 calls to our partners during transition to the S Hamilton Facility. Dispatch agency partners are not able to re-produce the dispatch circuitry or call processing capabilities of the primary PSAP and meet the standards required. Specific information about each individual partner PSAP's inability to duplicate statutory or NCAC requirements are listed for each agency below:

1. **Guilford County** – Cannot access or duplicate the following primary PSAP service(s):

HPFD toning and paging	Automated fire dispatch and delivery of call
Emergency Alert and “Mayday” declarations	Clear emergency alert and “Mayday” declarations and release repeater/channel to transmit call by radio dispatch
Dispatch circuit continuity via portable, mobile, control station, or consolette radio	Peripheral device connection for call taking completions and dispatch

2. **Davidson County**- cannot access or duplicate the following primary PSAP service(s):

HPFD toning and paging	Automated fire dispatch and delivery of call
Emergency Alert and “Mayday” declarations	Clear emergency alert and “Mayday” declarations and release repeater/channel to transmit call by radio dispatch
Dispatch circuit continuity via portable, mobile, control station, or consolette radio	Peripheral device connection for call taking completions and dispatch

3. **Randolph County** - cannot duplicate primary PSAP service(s) including:

HPFD toning and paging	Automated fire dispatch and delivery of call
Emergency Alert and “Mayday” declarations	Clear emergency alert and “Mayday” declarations and release repeater/channel to transmit call by radio dispatch
Dispatch circuit continuity via portable, mobile, control station, or consolette radio	Peripheral device connection for call taking completions and dispatch
Disparate CAD software prohibits call entry and tracking/inability to maintain records of calls	

4. **Forsyth County** - cannot access or duplicate the following primary PSAP service(s):

HPFD toning and paging	Automated fire dispatch and delivery of call
Emergency Alert and “Mayday” declarations	Peripheral device connection for call taking completions and dispatch
Dispatch circuit continuity via portable, mobile, control station, or consolette radio	Clear emergency alert and “Mayday” declarations and release repeater/channel to transmit call by radio dispatch

**(3) NC 911 Board Staff comments:**

*(3a) Per NC administrative code, every back-up plan must be tested at least once a year. Documentation has not been submitted to indicate this plan has not, did not, or could not work.*

**High Point 911 Comment - (3a)** Documentation is included with enclosed documents from the City of High Point Information and Technology

Services and High Point 911 Communications Manager showing a combination of virtual and physical site testing of systems at the Meadowood facility. High Point 911 created a contingency plan to also assess the site via virtual means in case physical access was not possible. Virtual access also aids with system updates for call processing software and systems implementation when/as needed and approved.

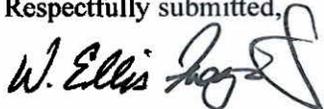
*(3b) Necessary equipment has been purchased and implemented as approved eligible expenditures. The only upgrade noted for the currently approved backup location would be for the telephone system as it is at end of life. This upgrade would occur at the Guilford Metro backup facility for the designated seats for High Point 911 with expenditures for the telephone system being reviewed and approved at the allowable cost per seat amount.*

**High Point 911 Comment - (3b)** Equipment purchased by the NC 911 Board for High Point 911 has been located at the consoles allowed by Guilford-Metro 911 for use unless occupied. Accessibility, use, or continued use of the Meadowood facility are not guaranteed for High Point 911 or vendor staff. Guilford-Metro 911 staff retain priority rights to use the facility regardless of the need of High Point 911 for regional incidents/disasters. High Point 911 Administration and Staff have been proactive in completing contingent plans for service should use of the Meadowood facility is not possible for regional events.

In conclusion, High Point 911 seeks the NC 911 Board's appeal so it may rescind the denial of operational and financial requests for the S Hamilton facility to become the High Point 911 backup PSAP. High Point 911 continues to support the statutory, operational and continuity requirements. The updated quotes expenses meet eligible expenditures determined and approved by the NC 911 Board. General Statutes also show the updated plan, site, and expenditures meet requirements. Furthermore, the use of the funds supplied by the NC 911 Board are the determined method of funding via the Emergency Telephone Fund budget, and a funding reconsideration is the process to request and receive additional funding if fiscal needs remain beyond the allocated portion of the surcharges. The NC 911 Board and committees continue to be supportive of the NC PSAP Community with their focus on the needs of the public. The request for appeal we wish to give also fits the priority focus of the NC 911 Board's commitment. Thank you for your time and consideration.

Please contact me via e-mail [ellis.frazier@highpointnc.gov](mailto:ellis.frazier@highpointnc.gov) or phone 336-883-3049 if I may be of service.

Respectfully submitted,



W. Ellis Frazier Jr., Telecommunications Manager

High Point 911 Communications

# HIGH POINT 911 COMMUNICATIONS

## BACK-UP PUBLIC-SAFETY ANSWERING POINT PLAN

VERSION 2.0  
FEBRUARY 19, 2021



**CITY OF HIGH POINT**  
INFORMATION TECHNOLOGY SERVICES  
911 EMERGENCY COMMUNICATIONS

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# INTRODUCTION

## Objective

The purpose of this plan is to comply with the North Carolina laws and regulations to ensure a continuity of operations for Next Generation (NextGen) 911 services in the City of High Point.

## Requirements

North Carolina General Statute (“GS”) §143B-1406 (f)(5)<sup>1</sup> and North Carolina Administrative Code 09 NCAC 06C .0206<sup>2</sup> requires all primary Public-Safety Answering Points (PSAP) have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP which shall be approved by local management and tested annually.

## Elements to the Back-up Plan

- 1) High Point 911 (“HP911”) shall establish a back-up PSAP or have an arrangement for back-up provided by another PSAP.
  - a) High Point 911 may also pool resources and create a regional back-up center.
  - b) Alternate methods for receiving and processing 911 calls may include interlocal agreements among one or more PSAPs for sharing physical resources, entail a use of portable equipment that may be implemented wherever secure network connectivity is accessible, construction and maintenance of a back-up PSAP facility that would only be utilized when High Point 911’s Primary PSAP is inoperable, or other alternative solution.
- 2) There shall be a local management approved, written, dated, and annually tested back-up PSAP plan.
- 3) The back-up PSAP plan will be submitted to the NC 911 Board.
  - a) The plan shall include start-up costs, projected recurring expenses, and any local agreements which may exist, or which are anticipated, that provide for the back-up PSAP.
  - b) Any back-up PSAP plan revisions will be provided to the 911 Board staff.
- 4) The back-up PSAP shall be capable, when staffed, of performing the emergency functions performed at the primary PSAP.
- 5) The back-up PSAP shall be separated geographically from the primary PSAP at a distance that ensures the survivability of the alternate center.
- 6) Each PSAP shall develop a formal written plan to maintain and operate the back-up PSAP or, if back-up is provided by another PSAP, a formal written plan that defines the duties and responsibilities of the alternate PSAP.

<sup>1</sup> [North Carolina General Statute §143B-1406](#)

<sup>2</sup> [North Carolina Administrative Code 09 NCAC 06C .0206](#)



- 7) The plan shall include the ability to reroute incoming 911 call traffic to the back-up center and to process and dispatch 911 calls at that center.
- 8) The plan shall be included in the Comprehensive Emergency Management Plan (CEMP).
- 9) The PSAP shall be capable of operation long enough to enable the transfer of operations to the back up PSAP in the event of an emergency in the PSAP or in the building that houses the PSAP.

## **Operations**

High Point 911 provides NextGen 911 services to an average populace of 115,526<sup>3</sup> within the city limits of High Point, as well as telecommunications services to the High Point Police Department, High Point Fire Department, and the High Point Park Rangers.

## **Interoperability Partnerships**

The City of High Point is unique in that its local jurisdictional boundaries lie within four county jurisdictions: Guilford County, Davidson County, Forsyth County and Randolph County. Due to this unique jurisdictional situation, mutual aid and interoperability obligations require partnerships with the following agencies:

- Guilford County Sheriff's Office
- Guilford County Fire Departments
- Guilford County EMS
- Guilford County Emergency Management
- Forsyth County Sheriff's Office
- Forsyth County Fire Departments
- Forsyth County EMS
- Davidson County Sheriff's Office
- Davidson County Fire Departments
- Davidson County EMS
- Randolph County Sheriff's Office
- Randolph County Fire Departments
- Randolph County EMS
- Archdale Police Department
- Greensboro Police Department
- Greensboro Fire Department
- Winston-Salem Police Department
- Winston-Salem Fire Department
- Kernersville Police Department
- Kernersville Fire Department
- Thomasville Police Department
- Thomasville Fire Department
- NC State Highway Patrol Troop D
- NC State Highway Patrol Troop E

It is normal for jurisdictions in one county to possess unified systems for interoperability, however, in this situation it poses a distinctive interoperability issue as the organizations in the four different counties have their own systems or even separate communication centers. It is incumbent upon High Point 911 to take into consideration the relationships to all these organizations in the creation and implementation of its Back-up Plan.

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<sup>3</sup> [City of High Point Demographics](#)



High Point 911 is a critical partner to Guilford Metro 911, providing back-up call-taking services for 911 call overflow and operational outages for their entire service populace of 421,648. Likewise, the partnership with Guilford Metro 911 allows their agency to provide back-up call-taking services for High Point 911.

### **Primary Setting, Equipment and Features**

High Point 911's primary PSAP is located at 1730 Westchester Drive in High Point, North Carolina. This location has 16 available positions; six (6) positions dedicated to call-answering, and ten (10) positions that are multifunctional with call handling and dispatching abilities. Normal minimum staffing requirements are seven (7) personnel and ten (10) personnel required for peak conditions. In exigent circumstances and during critical events, maximum staffing at the primary site is 16 personnel. The primary location has a geo-diverse telephone system, with two SIP circuits provided by AT&T-Spectrum and Segra-Palmetto, for complete on-site redundancy utilizing the Motorola Vesta NextGen 911 system. The radio equipment is a stand-alone Motorola P25 radio network with its own core and infrastructure, utilizing the MCC 7500 E radio console system. For both systems, the primary location has an i3 NextGen 911 IP-Based P25 recording system with a redundant network archive. Dispatching and call-processing are handled through Central Square's One Solution computer aided dispatch (CAD) system located in its own Nutanix server network.

### **Additional Information**

High Point 911 is a division of the City of High Point's Information Technology (IT) Services Department, which falls under the direction of the Department Director. Technical support is provided by the City of High Point's Radio Division of IT Services, the City of High Point's Technical Operations (TechOps) Division of IT Services, Central Square Customer Support, Mobile Communications of America (MCA), Carolina Recording, AT&T, and Segra.



**CITY OF HIGH POINT**  
INFORMATION TECHNOLOGY SERVICES  
911 EMERGENCY COMMUNICATIONS

# THE BACK-UP PLAN

## Location

The location of the Back-up PSAP shall be 211 South Hamilton Street in High Point, North Carolina<sup>4</sup>. The linear distance between the Primary PSAP and the Back-up PSAP is 1.873 miles<sup>5</sup>. The shortest, most direct route by car is 2.641 miles.



Figure 1: Distance between the Primary and Secondary PSAPs

While both the primary and the secondary PSAP's have redundant power supplies in the form of UPS batteries and diesel-powered generators, the distance between both locations effectively places both locations on separate sections of the power grid<sup>6</sup>. Additionally, the location for the Back-up PSAP is on the basement/bottom floor of the Municipal building on the interior, with no windows or walls that can be breached from the outside, giving it some of the qualities associated with that of a bunker. The Back-up PSAP was previously used as the Primary PSAP<sup>7</sup> which is already tied into the City's IT infrastructure and is configured to operate as a PSAP.

<sup>4</sup> [09 NCAC 06C .0206\(e\) BACK-UP PSAPS](#)

<sup>5</sup> [Map Tools: 211 S Hamilton St to 1730 Westchester Dr High Point, North Carolina](#)

<sup>6</sup> [09 NCAC 06C.0206\(g\) BACK-UP PSAPS](#)

<sup>7</sup> [09 NCAC 06C .0206\(d\) BACK-UP PSAPS](#)



**CITY OF HIGH POINT**  
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## North Carolina ESInet

The Back-up PSAP utilizes the North Carolina Emergency Services IP Network (ESInet) for NextGen 911 services<sup>8</sup>. The ESInet provides interoperability, geo-fencing call routing, text-to-911, and video-to 911.

The State of North Carolina and AT&T will maintain the ESInet.

## Equipment

The equipment at the Back-up PSAP shall be maintained in accordance with the manufacturers recommendations and replaced as the equipment ages out, in accordance with the NC 911 Board's guidance for equipment replacement and the Department's Strategic Technology Plan.

### Telephone Equipment

The Back-up PSAP has (one) 1 session initiation protocol (SIP) circuit for redundancy. It is served by a Motorola Vesta NextGen 911 telephone system, deployed as a geo-diverse setup, with Side B physically being located at the Back-up PSAP, while Side A at the Primary PSAP. The Back-up PSAP has eight (8) enhanced 911 trucks, provided by AT&T's ESInet, with access to Text-to-911 and automated Telecommunications Device for the Deaf (TDD) call-taking capabilities. The Emergency Call Tracking System (ECaTS) is capable of capturing data from the 911 and administrative lines at the Back-up PSAP.

There are ten (10) Motorola Vesta Mobile Command Post phone units being utilized as fully functioning call-taker workstations with ANI/ALI to replicate the same features at the Primary PSAP<sup>9</sup>. The Mobile Command Posts allow headset integration with the radio console and utilizes a single headset for the telephone and radio. Since the Mobile Command Post unit is portable, they can be moved quickly to a tertiary Back-up site should both the Primary and Back-up sites become compromised. These Mobile Command Posts are packed in a watertight case with foam padding and can be setup in minutes. Their primary setup will be used with a docking station at the Back-up PSAP. The Mobile Command Posts can be used in addition to the Vesta NextGen Desktop systems at the Primary PSAP, effectively allowing for 26 workstations to be used simultaneously. Finally, the Mobile Command Posts give our agency the flexibility to report to and operate at the scene of major events, such as the International Furniture Market, barricaded subjects, weather events, etc.

A 24/7 maintenance agreement is in place with Mobile Communications of America (MCA) for the Customer Premise Equipment (CPE).

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<sup>8</sup> [09 NCAC 06C .0206\(f\)\(1\) BACK-UP PSAPS](#)

<sup>9</sup> [09 NCAC 06C .0206\(d\) BACK-UP PSAPS](#)



*In 2021, High Point 911 will conduct a hardware refresh of the current Vesta system with all new hardware, including all backroom equipment and all call-taker workstation equipment, in accordance with the Strategic Technology Plan and end-of-life replacement recommendations by the NC 911 Board.*

### **Radio Equipment**

The Back up PSAP utilizes the same stand-alone radio system that the Primary PSAP utilizes, with seven (7) Motorola MCC-7500 VPM consoles to allow for full access to the same features at the Primary PSAP<sup>10</sup>. In addition to the seven (7) MCC-7500 VPM's, the Back-up PSAP has one MCC-7500 Mobile, which is a portable console, with just a slight reduction in available resources to the MCC-7500 VPM. It has all the peripherals of the MCC-7500 VPM and network security is provided by two-point authentication with a PIN and RSA token code, and routes network traffic through a proxy server and Juniper firewall. If the Back-up PSAP and the Primary PSAP are compromised, the MCC-7500 Mobile can be setup on its own at a tertiary site.

24/7 Maintenance is provided by the City of High Point's Radio Division of IT Services.

*In 2021, High Point 911 will conduct a hardware refresh of the current MCC-7500 VPM's with all new hardware for the dispatcher workstation equipment, in accordance with the Strategic Technology Plan and end of-life replacement recommendations by the NC 911 Board.*

### **Recording Equipment**

The Back-up PSAP utilizes the same P25 trunked and conventional Eventide NexLog NextGen 911 (i3) IP-Based recording system with redundant network archiving as the Primary PSAP<sup>11</sup>. The Back-up PSAP houses the physical redundant recorder system, with the primary recorder being housed at the Primary PSAP.

A 24/7 maintenance agreement is in place with Carolina Recording.

*In 2021, High Point 911 will conduct a hardware refresh of the current Eventide NexLog recording system in accordance with the Strategic Technology Plan and end-of-life replacement recommendations by the NC 911 Board.*

### **Computer Aided Dispatch Equipment**

The Back up PSAP utilizes Central Square's One Solution CAD with GIS mapping. The Back-up PSAP will house the disaster recovery (DR) Nutanix server which is identical in specification to the production Nutanix server in operation at the Primary PSAP. The Nutanix system has a feature called data protection domain (metro availability) built into it, which has a pre-specified and active storage container in the local cluster that is linked to an inactive container with the same name on the disaster

<sup>10</sup> [09 NCAC 06C .0206\(d\) BACK UP PSAPS](#)

<sup>11</sup> [Ibid](#)



recovery server in which synchronous data replication occurs. Simply speaking, the Nutanix server at the primary site takes a snapshot of the data on the CAD server every couple of seconds and replicates that data via a point to point connection provided by Segra, to the Back-up PSAP<sup>12</sup>.

A 24/7 maintenance agreement is in place with Central Square for CAD related issues. The City of High Point's Technical Operations Division of IT Services provides 24/7 support for the Nutanix system along with the service agreement with 5S Technologies for warranty and regular service.

*In 2021, High Point 911 will conduct a hardware replacement of the Tetric server system to a Nutanix system and replace the Zerto software to replicate the data between the Primary PSAP and the Back-up PSAP with the Data Protection Domain (Metro Availability) feature in accordance with the Strategic Technology Plan and end-of-life replacement recommendations by the NC 911 Board.*

## Consoles

The Back-up PSAP has ten (10) positions, which allows for a fully staffed team to operate under peak conditions<sup>13</sup>. Minimum staffing guidelines state that there should be at least seven (7) positions available for normal operations.

*In 2021, High Point 911 will replace the ten (10) consoles at the Back-up PSAP in accordance with the Strategic Technology Plan and end-of-life replacement recommendations by the NC 911 Board.*

## Activation

In the event the Primary PSAP is to be evacuated in an exigent manner, the plan outlined in the High Point 911 Continuity of Operations Plan (COOP) shall be followed. In general, either the Director of IT Services, the Telecommunications Manager, the On-Duty Telecommunications Supervisor, or the On-Duty Acting-Telecommunications Supervisor will have the authority to implement the COOP. 911 calls will initially follow the abandonment rules as outlined in the ESInet protocols should there be an immediate disaster. The ESInet evacuation rule should be implemented, allowing the ESInet to use the geo-fencing rules to allocate 911 callers to their appropriate county PSAP. Personnel will then make their way to the Back-up PSAP where they will resume normal operations. 911 calls can be rerouted to High Point 911 by contacting the Network Operations Center (NOC) or reversing the ESInet evacuation rule.

If the Primary PSAP can be abandoned or evacuated at a controlled pace, Telecommunicators will be appointed to relinquish their duties individually or in small groups and ordered to proceed to the Back-up PSAP. Once there, they will assume their duties, which will allow another individual or small group to

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<sup>12</sup> [09 NCAC 06C .0206\(d\) BACK-UP PSAPS](#)

<sup>13</sup> [Ibid](#)



be relieved and make their way to the Back-up PSAP. This process will continue until the primary PSAP is completely evacuated.

## **REVIEW**

### **Plan Evaluation**

High Point 911 shall review and appraise the PSAP Back-Up plan at least every three (3) years to ensure compliance with North Carolina regulations, to conform with the Department's Strategic Technology Plan and ensure that the plan is viable in practical operation. The Back-up plan will be given a new version number following an annual review. The number assigned should be a full number, i.e., 1.0; 2.0; or 3.0. Any changes made to the plan on the interim cycle are given a fractional number, such as 1.1; 1.2; or 1.3. The date of the official change to the Back-up Plan should be documented.

### **Back-up Plan Testing**

High Point 911 administrators will coordinate and schedule triannual operations at the Back-up PSAP to ensure the equipment is functioning properly, to allow employees to familiarize themselves with the process of evacuating while training to operate at the other location and to ensure that the plan continues to remain viable in practical execution<sup>14</sup>.

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<sup>14</sup> [09 NCAC 06C .0206\(b\) BACK-UP PSAPS](#)



# APPENDIX

## Appendix A – Back-up PSAP One-Time Costs (2021)

<i>Eligible Products / Services</i>	<b>One-Time Capital Purchase Cost</b>	<b>Comments</b>
<i>Furniture</i>	\$172,987.30	Xybix & Max Miller
<i>Voice Logging Recorder</i>	\$37,855.00	Carolina Recording
<i>Software Licensing</i>	\$8,500.00	SS
<i>Radio Console Software</i>	\$14,783.57	Motorola
<i>CAD Server</i>	\$15,000.00	SS
<i>Voice Logging Server</i>	\$2,447.50	Carolina Recording
<i>Monitors</i>	\$4,740.00	Dell
<i>Computer Workstations</i>	\$10,855.50	Dell
<i>UPS</i>	\$28,450.60	Data Power & Air
<i>Radio Network Switching</i>	\$7,875.00	Motorola
<i>Radio Console Workstations</i>	\$328,307.00	Motorola
<i>Radio Ethernet Switch</i>	\$1,890.00	Motorola
<i>Radio Access Router</i>	\$4,672.50	Motorola
<i>Hardware Maintenance</i>	\$105,084.24	Motorola
<b>TOTAL</b>	<b>\$743,448.21</b>	

## Appendix B – Back-up PSAP Recurring Costs (2021)

<i>Eligible Products / Services</i>	<b>Recurring Annual Cost</b>	<b>Comments</b>
<i>CAD Software</i>		Included in <b>Primary Site License</b>
<i>Voice Logging Recorder</i>		Included in <b>Primary Maintenance Fees</b>
<i>Dispatch Protocols</i>		Included in <b>Primary Site Licenses</b>
<i>Software Licensing</i>		Included in <b>Primary Site Licenses</b>
<i>Radio Console Software</i>		Included in <b>Primary Maintenance Fees</b>
<i>CAD Server</i>		Included in <b>Primary Maintenance Fees</b>
<i>Voice Logging Server</i>		Included in <b>Primary Maintenance Fees</b>
<i>CPE Equipment</i>		Included in <b>Primary Lease</b>
<i>Furniture</i>		N/A
<b>TOTAL</b>	<b>\$0</b>	

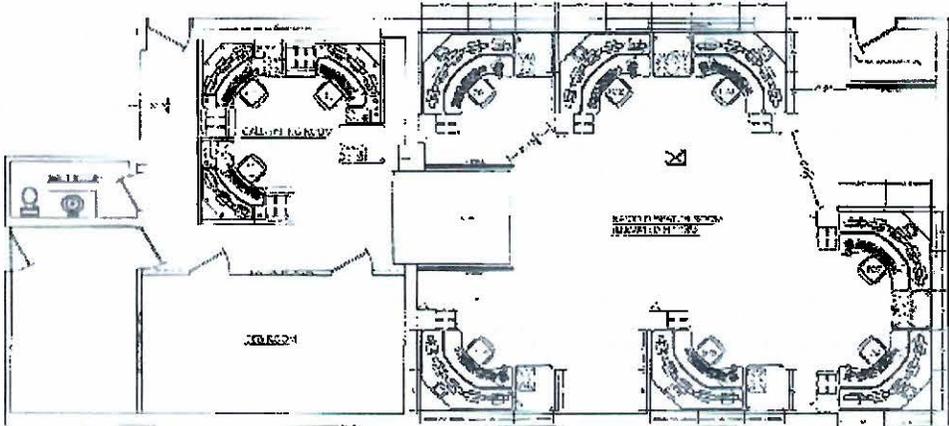


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# Appendix C - Diagram For Back-up PSAP



## HIGH POINT 911 NEW BACKUP CENTER



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### Backup Site Log

Date	Reason for Visit
6/29/16	To view layout of center
11/1/16	Config radio channel/Vesta – MCP Phone Consoles
	<b><u>2017</u></b>
2/22/17	Meetings with Wireless Communications Tech Jimmy Laws, Bruce Williams, High Point IT and Metro Personnel to determine needed connectivity and equipment
3/6/17	Supervisor Site Visits and Testing
4/19/17	Team Members Site Visits and Testing
6/20/17	Team Members Site Visits and Testing
8/15/17	Team Members Site Visits and Testing
11/07/2017	Audit by the NC 911 Board
	<b><u>2018</u></b>
3/9/18	Manager, Supervisor site visit and testing
5/8/18	Manager, Supervisor site visit and testing
09/19/18	Virtual testing and updating including CAD failover
09/23/18	Virtual testing and updating including CAD failover
10/01/18	Virtual testing and updating including CAD failover
11/17/18	Virtual testing and updating including CAD failover
11/26/18	Manager, Supervisor site visit and testing
12/06/18	Virtual testing and updating including CAD failover
12/2018	Adam Team Site Visit and Testing
	<b><u>2019</u></b>
1/2019	Baker Team Site Visit and Testing
02/13/2019	Virtual testing and updating including CAD failover



NORTH CAROLINA'S INTERNATIONAL CITY™

2/2019	Charlie Team Site Visit and Testing
3/2019	David Team Site Visit and Testing
7/2019	Supervisor visits and testing
8/2019	Supervisor visits and testing
11/11/19	Virtual testing and updating including CAD failover
	<b><u>2020*</u></b>
11/18/2020	Virtual testing and updating including CAD failover

\*- virtual testing conducted to reduce and eliminate staff cross exposures associated with physical contact of both GM911 and IIP911 staff to COVID-19, and comply with applicable Local/Gubernatorial/Presidential Executive Orders.

## Funding Reconsiderations

PSAP funding reconsiderations are not grants as authorized by G.S. 143B-1407. There are two methods by which a PSAP's funding distribution may be modified. Both are identified as funding reconsiderations. The first (Section A below) occurs following notice of the 911 Board's proposed funding in December of each year, and the second (Section B below) occurs within the first quarter of the fiscal year (i.e. after 1 July and before 1 October) after distributions begin. Funding reconsiderations may be considered by the NC 911 Board pursuant to GS 143B-1406(a)(1) and 143B -1406(a)(2).

### A. GS 143B-1406(a)(1), Reconsideration of the Monthly Distribution

The Board must notify PSAPs of the estimated distributions no later than December 31 of each year. The Board must determine actual distributions no later than June 1 of each year. The Board must determine a method for establishing distributions that is equitable and sustainable and that ensures distributions for eligible operating costs and anticipated increases for all funded PSAPs. The Board must establish a formula to determine each PSAP's base amount. The formula must be determined and published to PSAPs in the first quarter of the fiscal year preceding the fiscal year in which the formula is used. The Board may not change the funding formula for the base amount more than once every year.

1. The Board will provide estimated monthly distribution amounts to eligible PSAPs on or before 31 December of each year. Those amounts will apply to distributions beginning 1 July of the next calendar year and extend for the fiscal year beginning on that date.
  - a. Following receipt of the Board's notice of estimated distributions, an eligible PSAP may provide notice to the Board that the estimated distribution will not meet the eligible expenses of the PSAP for the fiscal year beginning 1 July.
  - b. Any such notice by a PSAP must include the PSAP's budget, most recent final revenue expenditure report, itemized detailed invoices, itemized detailed quotes, any statements of Work associated with the request, 5 year capital replacement plan, identification of capital expenses and operating expenses together with the PSAP's budget supporting the request, and demonstrating financial support for any necessary but ineligible expenses.
  - c. Any notice and request for additional funds must be delivered by 28 February.
2. The 911 Board Staff will review all requests. The Staff may request such other and further information as deemed necessary to fully consider the request. PSAPs shall provide such information as requested pursuant to GS 143B-1406(f).
3. The Board's Funding Committee will review Staff recommendations for each PSAP request. PSAP representatives shall attend meetings, or participate by conference call, of the Funding Committee to present their requests, provide additional information, clarification, and address issues identified by the Staff or the Committee.
4. The Funding Committee shall act without delay in any action taken, and shall make a recommendation to the 911 Board for action no later than the Board's May meeting.

### B. GS 143B-1406(a)(4), Reconsideration for Additional Distributions

In the first quarter of the Board's fiscal year, the Board must determine whether payments to PSAPs during the preceding fiscal year exceeded or were less than the eligible costs incurred by each PSAP during the fiscal year. If a PSAP receives less than its eligible costs in any fiscal year, the Board may increase a PSAP's distribution in the following fiscal year above the base amount as determined by the formula to meet the estimated eligible costs of the PSAP as determined by the Board. The Board may not distribute less than the base amount to each PSAP except as provided in subsection (c) of this section. The Board must provide a procedure for a PSAP to request a reconsideration of its distribution **or eligible expenses.**

1. The increase in a PSAP's distribution pursuant to GS 143B-1406(a)(4), if any, shall have an effective date commensurate with the beginning of the fiscal year; actual distributions will be determined by the Board in an equitable manner.
  - a. In the event a PSAP determines that the monthly distributions will not be sufficient to meet its eligible expenses, and such determination is made during the first quarter of the Board's fiscal year, the PSAP may request additional distributions.
  - b. Any such request by a PSAP must include the PSAP's budget, most recent final revenue expenditure report, itemized detailed invoices, itemized detailed quotes, any statements of Work associated with the request, 5 year capital replacement plan, identification of capital expenses and operating expenses together with the PSAP's budget supporting the request, and demonstrating financial support for any necessary but ineligible expenses.
  - c. Any notice and request for additional funds must be delivered by 31 August.
2. The 911 Board Staff will review all requests. The Staff may request such other and further information as deemed necessary to fully consider the request. PSAPs shall provide such information as requested pursuant to GS 143B-1406(f).
3. The Board's Funding Committee will review Staff recommendations for each PSAP request. PSAP representatives shall attend meetings, or participate by conference call, of the Funding Committee to present their requests, provide additional information, clarification, and address issues identified by the Staff or the Committee.
4. The Funding Committee shall act without delay in any action taken, and shall make a recommendation to the 911 Board for action no later than the end of the first quarter of the Board's fiscal year.

#### C. 911 Board Action

1. Increased funding for operating expenses, if any, will be provided with monthly distributions of the base amount. Increased funding for capital expenses, if any, will be provided upon receipt of invoices and other supporting documentation that the PSAP has procured the goods and services funded.
2. PSAP representatives shall attend 911 Board meetings to present their requests, provide additional information, clarification, and support their requests.

# Bylaws of the North Carolina 911 Board

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## ARTICLE I - NAME, PURPOSE, POWERS, MEMBERSHIP

**Section 1: Name.** The name of the organization shall be “North Carolina 911 Board,” hereafter referred to as “the 911 Board.”

**Section 2: Creation.** The North Carolina General Assembly created the North Carolina 911 Board by Session Law 2007-383, s. 3 to be effective 1 January 2008.

**Section 3: Purpose.** The purposes of the 911 Board include managing, overseeing, and monitoring administration of the 911 service fees and Public Safety Answering Points (PSAPs); distributions of such fees to eligible service providers and PSAPs; preparing and administering a 911 plan for the State; executing duties and responsibilities under the Act; and other such purposes as enabled through the Acts of the General Assembly. The 911 Board serves as the central 911 policy planning body of the State and shall communicate and coordinate with federal, state, regional, and local agencies and private entities in order to implement coordinated policies of the 911 Board. The 911 Board promotes and supports professional development and training for PSAP staff.

**Section 4: General Powers.** The property and business of the 911 Board shall be managed under the direction of the 911 Board who may exercise all powers permitted by G.S. §143B-1400 *et seq.*

**Section 5: Reporting.** The 911 Board submits periodic reports to the Governor, and Legislative Committees as required. Reports summarize the 911 Board’s activities during the reporting period and contain any information about the 911 Board’s activities that is requested by the Governor or the Committee.

**Section 6: Membership.** The 911 Board members are appointed as provided in G.S. §143B-1401.

**Section 7: Policies and Procedures.** Committees and the Executive Director shall develop policies as directed by the Board, and as desired by the Committees and Executive Director. Draft policies shall be presented to the Board for discussion and shall not be adopted for implementation until a later meeting of the Board. The Executive Director shall develop procedures for internal operations of the Board’s staff and shall inform the Board of such procedures in a timely manner.

## ARTICLE II - 911 BOARD

**Section 1: 911 Board Role.** The 911 Board is responsible for administration of laws and policies regarding 911 services, 911 service fees, and delegates responsibility for day-to-day operations to the Executive Director and Committees.

**Section 2: Service of 911 Board Members.** 911 Board members shall serve the term of their respective appointments subject to changes effected by law, action of the appointing authority, resignation, disqualification, or other cause. Board members shall serve on at least one committee of the 911 Board. Board members shall actively participate by regularly attending meetings of the Board and their respective Committee(s). Regular attendance shall mean at least seventy-five (75%) percent of the meetings of the Board; unless a higher percentage is required by law or other authority. The

911 Board Chair may report inactivity or ethical violations of any Board member to their appointing authority, or other appropriate authority, for consideration of further action.

**Section 3: Compensation.** No part of the revenues or assets of the 911 Board shall inure to the benefit of or be distributable to the members of the 911 Board, officers, 911 Board staff, or other private persons. The members of the 911 Board shall receive no salary for their services but may receive per diem and allowances in accordance with G.S. §138-5.

**Section 4: Oath.** As the holder of an office, each member of the 911 Board must take the oath required by Section 7 of Article VI of the North Carolina Constitution before assuming the duties of a 911 Board member.

**Section 5: Terms.** Board members are restricted by a number of terms. Board members shall serve no more than two appointed terms. This provision shall be superseded by any Act of the General Assembly establishing term limits or terms of appointment.

**Section 6: Chair.** The 911 Board Chair shall be the State Chief Information Officer or designee as provided by G.S. §143B-1401(4). The Board shall select a vice-chair annually from the appointed members by simple majority vote. The vice-chair term of office shall be one year.

**Section 7: Conduct of Business.** The 911 Board may use any appropriate communication technology to conduct its business including, but not limited to, audio conferencing, video conferencing, electronic mail, fax, or internet-based applications. All meetings will be conducted in conformance with the open meetings laws and public records laws of the State. Meetings may be conducted in an informal manner by the 911 Board Chair, but Robert's Rules of Order (newly revised) may be invoked at any time by the Chair upon request of a majority of the members present.

**Section 8: Meetings.** The 911 Board shall meet at least six times each calendar year on a bimonthly schedule, but may meet more frequently upon the call of the 911 Board Chair, or by Special Meeting, at designated times and places.

**Section 9: Special Meetings.** Special meetings may be called by the 911 Board Chair or by a majority vote of the 911 Board members. Special meetings of the Board require at least forty-eight (48) hours notice by mail, electronic mail, fax, or telephone.

**Section 10: Notice.** Every six (6) months, the 911 Board Chair shall notify 911 Board members of the dates of regular 911 Board meetings for the following six (6) months. Additional notice shall be given to each 911 Board member, by mail or electronic mail at least ten (10) days prior to the regular meeting. Any member may waive notice of any meeting. Attendance of a meeting by a member shall constitute a waiver of notice for the meeting, unless the member attends for the express purpose of objecting to the transaction of any business because the meeting was unlawfully called or convened.

**Section 11: Quorum.** A quorum shall consist of a simple majority of the 911 Board members, exclusive of vacancies, before business can be transacted or motions made or passed.

**Section 12: Voting.** It shall be the responsibility of every board member to vote on every item unless the member has a conflict of interest. Each member shall have one (1) vote on each issue that comes before the 911 Board. An Individual who is representing a 911 Board member may participate in discussion but shall not have a vote on any issues that come before the 911 Board. Proxy voting shall not be permitted. A simple majority of the votes cast on any issue, except amendment of these bylaws or a motion and affirmative vote requiring a larger majority for specific action, will establish the 911 Board's decision.

**Section 13: Records.** The 911 Board staff shall be responsible for keeping records of 911 Board actions, overseeing the taking of minutes at all 911 Board meetings and Committee meetings, sending out meeting announcements, distributing copies of minutes and the agenda to each 911 Board member, and assuring that 911 Board records are maintained.

**Section 14: Conflict of Interest, Ethics.** Members of the 911 Board shall comply with the statutory and policy provisions of G.S. §14-234, G.S. §138A-1 *et seq.* (State Government Ethics Act), and G.S. §120C-100 *et seq.* (Lobbying) prohibiting conflicts of interest, governing ethics and lobbying activities. In addition, if any member, officer, or employee of the 911 Board is interested either directly or indirectly, or is an officer or employee of or has an ownership interest in any firm or corporation, not including units of local government, interested directly or indirectly, in any contract with the 911 Board, the member, officer, or employee must disclose the interest to the 911 Board, which must set forth the disclosure in the minutes of the 911 Board. The member, officer, or employee having an interest may not participate on behalf of the 911 Board in the authorization of any contract. 911 Board members must also comply strictly with the State Ethics Act.

**Section 15: Removal of 911 Board Members.** The Governor may remove any member of the 911 Board for misfeasance, malfeasance, or nonfeasance in accordance with G.S. §143B-13(d). The Governor or the person who appointed a member may remove the member for using improper influence in accordance with G.S. §143B-13(c).

**Section 16: Vacancies.** All members of the 911 Board shall remain in office until their successors are appointed and qualified. A vacancy in an appointment made by the Governor shall be filled by the Governor for the remainder of the unexpired term. A vacancy in an appointment made by the General Assembly shall be filled in accordance with G.S. §120-122. A person appointed to fill a vacancy must qualify in the same manner as a person appointed for a full term.

### **ARTICLE III – STAFF**

**Section 1: Executive Director.** The 911 Board Chair shall identify potential appointees to the position of Executive Director and seek advice from the Board prior to selecting an individual for the position. The Executive Director shall be the principal executive officer of the 911 Board and, subject to the direction of the 911 Board, shall be responsible for daily operations regarding business and affairs of the 911 Board, except as otherwise prescribed by the Chair. The Executive Director shall execute and administer all contracts implementing the Board's budget, and as otherwise approved by the Board.

**Section 2: Staff.** The Executive Director shall supervise administrative and professional staff support for the 911 Board.

### **ARTICLE IV – COMMITTEES**

**Section 1: Standing Committees.** There shall be five (5) permanent committees. They shall include: the Funding Committee, Grants Committee, Technology Committee, Education Committee and Standards Committee. Committees shall have a minimum of three (3) members of the 911 Board.

**a. Funding Committee.** The Funding Committee will receive and review information regarding costs of 911 service pursuant to G.S. 143B-1406, review uses of 911 funds under applicable law, regulations and policies, and make recommendations to the 911 Board. The Committee will conduct any other reviews as requested by the 911 Board Chair or assigned by the 911 Board. The Committee shall have other duties as assigned by the 911 Board.

**b. Grants Committee.** The Grants Committee will oversee and monitor processes to establish grants pursuant to G.S. §143B-1407. These processes comprise development and publication of grant

applications, review and recommendations for funding grant applications received, development and use of standard grant agreements and such other matters as may be necessary or proper for the grant program. The Committee will monitor other grant opportunities related to 911 grants. The Committee shall have other duties as assigned by the 911 Board.

c. **Technology Committee.** The Technology Committee will oversee, and monitor operation of the State 911 network and technologies used by the PSAPs. These operations include communications technologies, CAD, GIS services for 911 call taking, and shall include review of interfaces, integrations or other uses regardless of funding sources. The Committee shall have other duties as assigned by the 911 Board.

d. **Education Committee.** The Education Committee will oversee development of lists or an index of training classes eligible for financial support pursuant to G.S. § 143B-1406(d). The Committee shall work with other Committees to develop and coordinate educational materials or presentations to implement policies of the Board. The Committee shall have other duties as assigned by the 911 Board.

e. **Standards Committee.** The Standards Committee will oversee development of standards and administrative rules. Proposed standards and administrative rules shall be presented to the Board for discussion and adoption in the manner of policies in Art. I, Sec. 7 of these Bylaws. The Committee shall have other duties as assigned by the 911 Board.

## **Section 2: Non-Standing Committees.**

a) **Executive Committee.** The Chair may appoint an Executive Committee to address matters not assigned to a Standing Committee including but not limited to governance, legislative or regulatory issues. An executive committee shall reflect the Board's composition to the extent practicable. The Executive Committee may be convened quickly to act on matters that may not allow time for assembly of the full Board. As such, this Committee will act in good faith to review the matter at hand and make a recommend action that it believes is representative of the majority of the Board. The Executive Director and legal counsel will participate in Committee meetings. Any Committee recommendations and actions will be provided to the 911 Board for action as soon as possible. The Chair may rotate Executive Committee membership as may be needed. The Committee shall have other duties as assigned by the 911 Board.

**Section 3: Chairs and Vice-Chairs.** The 911 Board Chair shall appoint all Committee Chairs and Vice Chairs.

**Section 5: Meetings.** Committee chairs shall call meetings in a timely manner to complete the business of their Committees. 911 Board staff shall be responsible for securing a location and providing all Committee members with notices of meetings and meeting materials.

**Section 6: Membership.** Any Committee may include persons who are not 911 Board members at the discretion of the Committee Chair upon approval of the 911 Board Chair. Committee members shall not miss two (2) consecutive meetings of the Committee without the approval of the Committee Chair and must attend seventy-five (75%) percent of the Committee meetings scheduled.

**Section 7: Non-Board Members of Committees.** Non-Board members of committees may be selected from the public having particular subject matter knowledge and expertise. The 911 Board may give public notice of its desire to select non-Board members and may seek recommendations for such members from the Executive Director. The Executive Director or Committee Chairs shall forward names of individuals from the public who are interested in serving as non-Board members to the 911 Board Chair for approval. Non-Board members may not participate in official votes of any Committee, unless such privilege is granted by the 911 Board Chair.

**Section 8: Reporting.** The Chair of each Committee or designee shall report to the 911 Board at each 911 Board meeting if there are items for discussion from their Committee or for decision making by the 911 Board. The majority opinion of the Committee shall be reported. Committee recommendations, if presented for action by the 911 Board, shall not require a second prior to discussion or vote on the recommendation.

**Section 9: Creation of Additional Committees.** The 911 Board, or the 911 Board Chair, may create additional committees as deemed necessary or proper. Such committees may serve specific time limited purposes or other purposes at the pleasure of the 911 Board.

## **ARTICLE V - FINANCES**

**Section 1: Fiscal Year.** The fiscal year of the 911 Board shall end on the last day of June.

**Section 2: Budget.** The 911 Board must approve the budget and any major changes in the budget. The approved budget shall be administered by the Executive Director.

**Section 3: Financial Records and Reporting.** All accounts of the 911 Board shall be maintained by the Department of Information Technology. An annual report shall be submitted to the 911 Board showing income and expenditures.

**Section 4: Contracts.** The 911 Board shall enter into contracts and execute and deliver any instrument in the name of and on behalf of the 911 Board, upon the signature of the Executive Director.

**Section 5: Audits.** The accounts of the 911 Board shall be audited as provided by G.S. §143B 1410.

## **ARTICLE VI - AMENDMENTS**

**Section 1: Amendments.** These Bylaws may be amended when necessary by a two-thirds majority of the 911 Board. Proposed amendments must be submitted in writing to the Executive Director at least thirty (30) days prior to a vote on said amendment to be sent out with regular 911 Board announcements.

These Bylaws were approved at a meeting of the 911 Board North Carolina on July 16, 2010, and revised December 6, 2019.

By:           The North Carolina 911 Board

## Part 10. Emergency Telephone Service.

### § 143B-1400. Definitions.

The following definitions apply in this Part.

- (1) **911 Board.** – The 911 Board established in G.S. 143B-1401.
- (2) **911 Fund.** – The North Carolina 911 Fund established in G.S. 143B-1403.
- (3) **911 State Plan.** – A document prepared, maintained, and updated by the 911 Board that provides a comprehensive plan for communicating 911 call information across networks and among PSAPs, addresses all aspects of the State's 911 system, and describes the allowable uses of the 911 Fund, including, but not limited to, transfer of 911 calls between geographically dispersed PSAPs, increased aggregation and sharing of call taking data, resources, procedures, standards, and requirements to improve emergency response and implementation of a NG911 network.
- (4) **911 system.** – An emergency communications system using any available technology that does all of the following:
  - a. Enables the user of a communications service connection to reach a PSAP by dialing the digits 911.
  - b. Provides enhanced 911 service.
  - c. Delivers 911 calls to the State ESInet as provided by G.S. 143B-1406(e1) or a Next Generation 911 Network.
- (5) **911 system provider.** – An entity that provides an Enhanced 911 or NG911 system to a PSAP.
- (5a) **Agent.** – An agent is an authorized person, including an employee, contractor, or volunteer, who has one or more roles in a PSAP or for a communications service provider. An agent can also be an automaton in some circumstances.
- (6) **Back-up PSAP.** – The capability to operate as part of the 911 System and all other features of its associated primary PSAP. The term includes a back-up PSAP that receives 911 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP.
- (7) **Call taking.** – The act of processing a 911 call for emergency assistance by a primary PSAP, including the use of 911 system equipment, call classification, location of a caller, determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder.
- (8) **Commercial Mobile Radio Service (CMRS).** – Defined in 47 C.F.R. § 20.3.
- (9) **Communications service.** – Any of the following:
  - a. The transmission, conveyance, or routing of real-time communications to a point or between or among points by or through any electronic, radio, satellite, cable, optical, microwave, wireline, wireless, Internet protocol, or other medium or method, regardless of the protocol used.
  - b. The ability to receive and terminate voice calls, text-to-911, short message service (SMS) or other messages, videos, data, or other forms of communication to, from, and between the public switched telephone network, wireless networks, IP-enabled networks, or any other communications network.
  - c. Interconnected VoIP service.

- (10) Communications service connection. – Each telephone number or trunk assigned to a residential or commercial subscriber by a communications service provider, without regard to technology deployed.
- (11) Communications service provider. – An entity that provides communications service to a subscriber.
- (12) CMRS connection. – Each mobile handset telephone number assigned to a CMRS subscriber with a place of primary use in North Carolina.
- (13) CMRS provider. – An entity, whether facilities-based or nonfacilities-based, that is licensed by the Federal Communications Commission to provide CMRS or that resells CMRS within North Carolina.
- (13a) Emergency medical dispatch. – The management of requests for emergency medical assistance by utilizing a system of:
  - a. A tiered response or priority dispatching of emergency medical resources based on the level of medical assistance appropriate for the victim; and
  - b. Pre-arrival first aid or other medical instructions given by trained telecommunicators responsible for receiving 911 calls and dispatching emergency response services.
- (14) Enhanced 911 service. – Directing a 911 call to an appropriate PSAP by selective routing or other means based on the geographical location from which the call originated and providing information defining the approximate geographic location and the telephone number of a 911 caller, in accordance with the FCC Order.
- (15) Exchange access facility. – The access from a subscriber's premises to the telephone system of a service supplier. The term includes service supplier provided access lines, private branch exchange trunks, and centrex network access registers, as defined by applicable tariffs approved by the North Carolina Utilities Commission. The term does not include service supplier owned and operated telephone pay station lines, Wide Area Telecommunications Service (WATS), Foreign Exchange (FX), or incoming only lines.
- (16) FCC Order. – The Order of the Federal Communications Commission FCC Docket No. 94-102, adopted on December 1, 1997, and any consent decrees, rules, and regulations adopted by the Federal Communications Commission pursuant to the Order.
- (17) GIS. – Computerized geographical information that can be used to assist in locating a person who calls emergency assistance, including mapping elements such as street centerlines, ortho photography, or other imaging, and geospatial call routing to deliver 911 calls to an appropriate PSAP.
- (18) Interconnected VoIP service. – Defined in 47 C.F.R. § 9.3.
- (19) Local exchange carrier. – An entity that is authorized to provide telephone exchange service or exchange access in North Carolina.
- (19a) Next generation 911 network. – Managed Internet Protocol based networks, gateways, functional elements, and databases that augment E-911 features and functions enabling the public to transmit digital information to public safety answering points replacing Enhanced 911, that maintains P.01 for Basic 911 or Enhanced 911 services or NENA i3 Solution standard for NG911 services, and that includes Emergency Service IP Network (ESInet), GIS, cybersecurity, and other system components.

- (20) Next generation 911 system. – An Internet Protocol-enabled emergency communications system enabling the public or subscriber of a communications service to reach an appropriate PSAP by sending the digits 911 via dialing, text, or short message service (SMS), or any other technological means.
- (21) Next generation 911 system provider. – An entity that provides a next generation or IP-enabled 911 system to a PSAP.
- (22) Prepaid wireless telecommunications service. – A wireless telecommunications service that allows a caller to dial 911 to access the 911 system, which service must be paid for in advance and is sold in predetermined units or dollars of which the number declines with use in a known amount.
- (23) Primary PSAP. – The first point of reception of a 911 call by a public safety answering point.
- (24) Proprietary information. – Subscriber lists, technology descriptions, technical information, or trade secrets that are developed, produced, or received internally by a communications service provider or by a communications service provider's employees, directors, officers, or agents.
- (25) Public safety answering point (PSAP). – The public safety agency that receives an incoming 911 call and dispatches appropriate public safety agencies to respond to the call.
- (25a) Regional PSAP. – Any of the following:
  - (1) A primary PSAP operated by or on behalf of two or more counties and any number of municipalities, approved by the Board, for 911 call taking.
  - (2) A PSAP operated by any combination of a county or city and a major military installation, as defined in G.S. 143-215.115, if operated subject to an intergovernmental support agreement under 10 U.S. Code Section 2679.
- (26) Retail transaction. – The sale of prepaid wireless telecommunications service for any purpose other than resale.
- (27) Service supplier. – An entity that provides exchange telephone service or communications service to the public or a subscriber.
- (27a) State Emergency Services IP (ESInet) Network. – A NG911 network contracted by the 911 Board to one or more communications service providers for the purpose of securely receiving 911 calls, transferring 911 calls and all associated data, providing centralized network management and security monitoring, and enabling GIS call routing.
- (28) Subscriber. – A person who purchases a communications service and is able to receive it or use it periodically over time.
- (28a) Telecommunicator. – A person qualified to provide 911 call taking employed by a PSAP. The term applies to 911 call takers, dispatchers, radio operators, data terminal operators, or any combination of such call taking functions in a PSAP.
- (29) Voice communications service. – Any of the following:
  - a. The transmission, conveyance, or routing of real-time, two-way voice communications to a point or between or among points by or through any electronic, radio, satellite, cable, optical, microwave, wireline, wireless, or other medium or method, regardless of the protocol used.

- b. The ability to receive and terminate voice calls to and from the public switched telephone network.
  - c. Interconnected VoIP service.
- (30). (31) Repealed by Session Laws 2015-261, s. 4(a), effective January 1, 2016.
- (32) VoIP provider. – An entity that provides interconnected VoIP service. (2007-383, s. 1(a); 2010-158, s. 1; 2011-122, s. 2; 2014-66, s. 1.1; 2015-241, s. 7A.3(2); 2015-261, ss. 1(a), 4(a); 2019-200, s. 7(a); 2019-214, s. 2(a).)

**§ 143B-1406. Fund distribution to PSAPs.**

(a) **Monthly Distribution.** – The 911 Board must make monthly distributions to primary PSAPs from the 911 Fund. A PSAP is not eligible for a distribution under this section unless it complies with the requirements of this Part, provides enhanced 911 service, and received distributions from the 911 Board in the 2008-2009 fiscal year. The Board may reduce, suspend, or terminate distributions under this subsection if a PSAP does not comply with the requirements of this Part. The Board must comply with all of the following:

- (1) **Administration.** – The Board must notify PSAPs of the estimated distributions no later than December 31 of each year. The Board must determine actual distributions no later than June 1 of each year. The Board must determine a method for establishing distributions that is equitable and sustainable and that ensures distributions for eligible operating costs and anticipated increases for all funded PSAPs. The Board must establish a formula to determine each PSAP's base amount. The formula must be determined and published to PSAPs in the first quarter of the fiscal year preceding the fiscal year in which the formula is used. The Board may not change the funding formula for the base amount more than once every year.
- (2) **Reports.** – The Board must report to the Joint Legislative Commission on Governmental Operations and the Revenue Laws Study Committee within 45 days of a change in the funding formula. The report must contain a description of the differences in the old and new formulas and the projected distributions to each PSAP from the new formula.
- (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 to operate a regional PSAP, or 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.
- (4) **Additional distributions.** – In the first quarter of the Board's fiscal year, the Board must determine whether payments to PSAPs during the preceding fiscal year exceeded or were less than the eligible costs incurred by each PSAP during the fiscal year. If a PSAP receives less than its eligible costs in any fiscal year, the Board may increase a PSAP's distribution in the following fiscal year above the base amount as determined by the formula to meet the estimated eligible costs of the PSAP as determined by the Board. The Board may not distribute less than the base amount to each PSAP except as provided in subsection (c) of this section. The Board must provide a procedure for a PSAP to request a reconsideration of its distribution or eligible expenses.

(b) **Percentage Designations.** – The 911 Board must determine how revenue that is allocated to the 911 Fund for distribution to primary PSAPs and is not needed to make the base amount distribution required by subdivision (a)(1) of this section is to be used. The 911 Board must designate a percentage of the remaining funds to be distributed to primary PSAPs on a per capita basis and a percentage to be allocated to the Accounts established in G.S. 143B-1407. If the 911 Board does not designate an amount to be allocated to the Accounts, the 911 Board must distribute all of the remaining funds to regional or primary PSAPs on a per capita basis. The 911 Board may not change the percentage designation more than once each fiscal year.

(c) **Carryforward.** – A PSAP may carry forward distributions for eligible expenditures for capital outlay, capital improvements, or equipment replacement if shown pursuant to subsection (f) of this section. The 911 Board may allow a PSAP to carry forward a greater amount without changing the PSAP's distribution. Amounts carried forward to the next fiscal year from distributions made by the 911 Board may not be used to lower the distributions in subsection (a) of this section, unless either of the following is true:

- (1) The amount is greater than twenty percent (20%) of the average yearly amount distributed to the PSAP in the prior two years.
- (2) The amount in subsection (a) of this section is modified based upon the Board's expenditures for statewide 911 projects or the PSAP's migration to a next generation 911 network.

(d) **Use of Funds.** – A PSAP that receives a distribution from the 911 Fund may not use the amount received to pay for the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring or compensating telecommunicators, or the purchase of mobile communications vehicles, ambulances, fire engines, or other emergency vehicles. Distributions received by a PSAP may be used only to pay for the following:

- (1) The lease, purchase, or maintenance of:
  - a. Emergency telephone equipment, including necessary computer hardware, software, and database provisioning.
  - b. Addressing, provided that addressing shall not be paid following the earlier of July 1, 2021, or compliance with subsection (e1) of this section.
  - c. Telecommunicator furniture.
  - d. Dispatch equipment located exclusively within a building where a PSAP or back-up PSAP is located, excluding the costs of base station transmitters, towers, microwave links, and antennae used to dispatch emergency call information from the PSAP or back-up PSAP.
  - e. Emergency medical, fire, and law enforcement pre-arrival instruction software.

(1a) Any costs incurred by a city or county that operates a PSAP to comply with the terms of an intergovernmental support agreement if all of the following apply:

- a. The city or county, or both, have an intergovernmental support agreement under 10 U.S. Code Section 2679, with a major military installation as defined in G.S. 143-215.115 that operates a PSAP.
- b. The intergovernmental support agreement permits the parties to serve as a back-up PSAP or secondary PSAP for each other's 911 system.
- c. The costs aid the PSAP operated by the city or county to establish and maintain the maximum amount of next generation 911 system compatibility with the PSAP operated by the major military installation.

(2) Repealed by Session Laws 2019-200, s. 7(f), effective August 21, 2019.

(f) **Compliance.** – A PSAP, or the governing entity of a PSAP, must comply with all of the following in order to receive a distribution under this section:

- (1) A county or municipality that has one or more PSAPs must submit in writing to the 911 Board information that identifies the PSAPs in the manner required by the FCC Order.
- (2) A participating PSAP must annually submit to the 911 Board a copy of its governing agency's proposed or approved budget detailing the revenues and expenditures associated with the operation of the PSAP. The PSAP budget must identify revenues and expenditures for eligible expense reimbursements as provided in this Part and rules adopted by the 911 Board.
- (3) A PSAP must be included in its governing entity's annual audit required under the Local Government Budget and Fiscal Control Act. The Local Government Commission must provide a copy of each audit of a local government entity with a participating PSAP to the 911 Board.
- (4) A PSAP must comply with all requests by the 911 Board for financial information related to the operation of the PSAP.
- (4a) On or before July 1, 2019, each primary PSAP dispatching emergency medical services shall develop policies and procedures for implementing an Emergency Medical Dispatch program approved by the Office of Emergency Medical Services. Emergency medical dispatch instructions must be offered by a telecommunicator who has completed an emergency medical dispatch course approved by the Office of Emergency Medical Services.
- (5) A primary PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP.
- (5a) On or before July 1, 2020, each PSAP shall deploy equipment, products, and services necessary or appropriate to enable the PSAP to receive and process calls for emergency assistance sent via text messages in a manner consistent with FCC Order 14-118 and any other FCC order that affects the deployment of text-to-911.
- (5b) Persons employed as telecommunicators who are not required to be certified by the North Carolina Sheriffs' Education and Training Standards Commission shall successfully complete all of the following:
  - a. A minimum of 40 hours in a nationally recognized training course for 911 telecommunicators or a basic telecommunicator course offered by the North Carolina Sheriffs' Education and Training Standards Commission within one year of the date of their employment for any person beginning employment after July 1, 2019, or a substantially similar minimum training acceptable to the telecommunicator's employer.
  - b. A nationally recognized emergency medical dispatch course or an emergency medical dispatch course approved by the Office of Emergency Medical Services not later than July 1, 2020, or if employed subsequent to July 1, 2020, within six months of the date of employment.
- (6) A primary PSAP must comply with the rules, policies, procedures, and operating standards for primary PSAPs adopted by the 911 Board.

(g) **Application to Cherokees.** – The Eastern Band of Cherokee Indians is an eligible PSAP. The Tribal Council of the Eastern Band is the local governing entity of the Eastern Band

- (3) Expenditures for in-State training of 911 personnel regarding the maintenance and operation of the 911 system. Allowable training expenses include the cost of transportation, lodging, instructors, certifications, improvement programs, quality assurance training, training associated with call taking, and emergency medical, fire, or law enforcement procedures, and training specific to managing a PSAP or supervising PSAP staff. Training outside the State is not an eligible expenditure unless the training is unavailable in the State or the PSAP documents that the training costs are less if received out-of-state. Training specific to the receipt of 911 calls is allowed only for intake and related call taking quality assurance and improvement. Instructor certification costs and course required prerequisites, including physicals, psychological exams, and drug testing, are not allowable expenditures.
- (4) Charges associated with the service supplier's 911 service and other service supplier recurring charges. The PSAP providing 911 service is responsible to the communications service provider for all 911 installation, service, equipment, operation, and maintenance charges owed to the communications service provider. A PSAP may contract with a communications service provider on terms agreed to by the PSAP and the provider. Service supplier 911 service and other recurring charges supplanted by the State ESInet costs paid by the Board shall not be paid from distributions to PSAPs following the earlier of July 1, 2021, or compliance with subsection (e1) of this section.

(e) Local Fund. – The fiscal officer of a PSAP to whom a distribution is made under this section must deposit the funds in a special revenue fund, as defined in G.S. 159-26(b)(2), designated as the Emergency Telephone System Fund. The fiscal officer may invest money in the Fund in the same manner that other money of the local government may be invested. Income earned from the invested money in the Emergency Telephone System Fund must be credited to the Fund. Revenue deposited into the Fund must be used only as permitted in this section.

(e1) State NG911 Emergency Service IP Network (ESInet). –

- (1) No later than July 1, 2021, the Board and local governments operating primary PSAPs shall develop and fully implement NG911 transition plans to migrate PSAPs to the State ESInet. To the extent practicable, the migration of PSAPs will be implemented on a sequential region-by-region basis for those PSAPs served by each legacy 911 selective router. The Board may extend the implementation date for a primary PSAP for good cause. For purposes of this section, "good cause" means an event or events reasonably beyond the ability of the Board to anticipate or control.
- (2) All communications service providers required to provide access to 911 service shall route the 911 calls of their subscribers to ESInet points of interconnection designated by the Board. The Board shall identify points of interconnection no later than July 1, 2019. The Board shall establish ESInet points of interconnection in a manner that minimizes cost to the communications service providers to the extent practicable while still achieving necessary 911 service and ESInet objectives.
- (3) The State ESInet service provider shall receive the 911 calls delivered by the communications service provider at the designated ESInet points of interconnection and deliver the calls to the appropriate PSAP. The State ESInet service provider shall not charge a communications service provider to connect to the State ESInet point of interconnection nor for the delivery of the 911 calls to the PSAP.

for purposes of this section. The Tribal Council must give the 911 Board information adequate to determine the Eastern Band's base amount. The 911 Board must use the most recent federal census estimate of the population living on the Qualla Boundary to determine the per capita distribution amount.

(h) Every local government shall participate in a 911 system. The establishment and operation of regional PSAPs shall be a coordinated effort among local governments, local government agencies, and the Board. Nothing in this Article prohibits or discourages in any way the formation of regional PSAPs.

(i) Application to Major Military Installations. – If a PSAP is a party to an intergovernmental support agreement under 10 U.S. Code Section 2679 which includes a PSAP operated by a major military installation, as defined in G.S. 143-215.115, the 911 Board shall treat the population of the major military installation as part of the population of the PSAP and shall treat the intergovernmental support agreement under 10 U.S. Code Section 2679 as an interlocal agreement under sub-subdivision (a)(3)e. of this section for purposes of funding any city or county that is a party to the intergovernmental support agreement under the funding formula under subdivision (a)(3) of this section. (2007-383, s. 1(a); 2008-134, ss. 1(b), (c); 2010-158, ss. 7(a)-(d); 2011-291, s. 2.18; 2014-66, s. 1.3; 2015-219, s. 1; 2015-241, s. 7A.3(2); 2015-261, ss. 1(e), 4(e); 2019-200, s. 7(f); 2020-69, s. 5.2; 2020-78, s. 12.4(a).)

**SUBCHAPTER 06C – 911 BOARD** *(Effective July 1, 2016)*

**SECTION .0100 – FORMS, DEFINITIONS, ADMINISTRATION**

**09 NCAC 06C .0101 FORMS**

(a) The 911 Board shall prescribe forms by or for use by Public Safety Answering Points (PSAPs), service providers, and any other parties as may be needed to ensure uniformity in the operation of these Rules and policies adopted by the Board.

(b) All forms referenced in this Subchapter are published on the Board's website at <https://www.nc911.nc.gov> and may be accessed free of charge.

*History Note: Authority G.S. 62A-42;  
Eff. July 1, 2016.*

**09 NCAC 06C .0102 PHYSICAL ADDRESS OF 911 BOARD**

(a) The physical and mailing address of the 911 Board is:

911 Board  
c/o NC Department of Information Technology  
3700 Wake Forest Road  
Raleigh, NC 27609

(b) Contact information for staff is located on the Board's website at <https://www.nc911.nc.gov>.

*History Note Authority: G.S. 62A-42;  
Eff. July 1, 2016.*

**09 NCAC 06C .0103 DEFINITIONS**

In addition to the terms defined in G.S. 62A-40, the following terms have the following definition when used in this Subchapter:

- (1) "911 Line/Trunk" means a telephone line/trunk which is dedicated to providing a caller with access to the designated PSAP by dialing the digits 911.
- (2) "Addressing" means the local government's assigning of a numerical address and street name (the street name may be numerical) to all locations within a local government's geographical service area for the purpose of providing Enhanced 911 service.
- (3) "Back-up PSAP" means a facility equipped with automatic number identification, automatic location identification displays, and all other features of a primary PSAP that it serves. A back-up PSAP shall receive 911 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP. A back-up PSAP facility may be unattended when not in use, remote from the Public Safety Answering Point, and used to house equipment necessary for the functioning of an emergency communications system.
- (4) "Circuit" means the conductor or radio channel and associated equipment used to perform a specific function in connection with a 911 call system.
- (5) "CMRS" means a commercial mobile radio service.
- (6) "CMRS Non-recurring cost (NRC)" means one-time costs incurred by CMRS service providers for initial connection to selective routers and the wireless systems service provider (third party vendor non-recurring) cost.
- (7) "Communications System" means a combination of links or networks that serve a general function such as a system made up of command, tactical, logistical, and administrative networks supporting the operations of an individual PSAP.
- (8) "Comprehensive Emergency Management Plan (CEMP)" means a disaster recovery plan that conforms to guidelines established by the PSAP and is designed to address natural, technological, and man-made disasters.
- (9) "Computer-Aided Dispatch (CAD)" means a combination of hardware and software that provides data entry, makes resource recommendations, and notifies and tracks those resources before, during, and after 911 calls, and preserves records of those calls and status changes for later analysis by a PSAP or the Board.
- (10) "Computer-Aided Dispatch (CAD) Terminal" means an electronic device that combines a keyboard and a display screen to allow the exchange of information between a telecommunicator and one or more computers in the system or network.

- (11) "Control Console" means a wall-mounted or desktop panel or cabinet containing controls to operate communications equipment.
- (12) "Designated Public Safety Answering Point (PSAP)" means a Primary PSAP determined pursuant to the FCC Order or a Board approved Back-up PSAP.
- (13) "Dispatch Circuit" means a circuit over which a signal is transmitted from the PSAP to an Emergency Response Facility (ERF) or Emergency Response Unit (ERU) to notify the Emergency Response Unit to respond to an emergency.
- (14) "Emergency 911 Call Processing/Dispatching" means a process by which a 911 call answered at the PSAP is transmitted to Emergency Response Facilities (ERFs) or to Emergency Response Units (ERUs) in the field.
- (15) "Emergency Response Facility (ERF)" means a structure or a portion of a structure that houses PSAP equipment and personnel for receiving and dispatching 911 calls.
- (16) "Emergency Response Unit (ERU)" means a first responder, such as a police vehicle, a fire truck, or an ambulance. It also includes personnel who respond to fire, medical, law enforcement, or other emergency situations for the preservation of life and safety.
- (17) "FCC Order" means the Order in FCC Docket 94-102 adopted by the Federal Communications Commission on December 1, 1997, and subsequent Orders, decisions, consent decrees, rules, and regulations including 47 C.F.R. 20.18 which are incorporated by reference in these rules. The FCC Order and regulations may be obtained free of charge from the FCC website: <http://transition.fcc.gov/pshs/services/911-services/>, <http://www.fcc.gov/encyclopedia/9-1-1-and-e9-1-1-services> and <http://www.fcc.gov/encyclopedia/rules-regulations-title-47>.
- (18) "Geographic Information Systems (GIS)" means computer programs linking features seen on maps, such as roads, town boundaries, water bodies, with related information including type of road surface, population, type of agriculture, type of vegetation, or water quality information.
- (19) "GIS Base Map" means a map comprising streets and centerlines used in a Geographic Information System.
- (20) "Logging Voice Recorder" means a device that records voice conversations and automatically logs the time and date of such conversations; normally, a multichannel device that keeps a semi-permanent record of operations.
- (21) "Notification" means the time at which a 911 call is received and acknowledged at a PSAP.
- (22) "Operations Room" means the room in the PSAP where 911 calls are received and processed and communications with emergency response personnel are conducted.
- (23) "Phase I Wireless Enhanced 911 Service" has the same meaning as provided in the FCC Order and FCC regulations. The FCC Order and regulations may be obtained free of charge from the FCC website: <http://transition.fcc.gov/pshs/services/911-services/>, <http://www.fcc.gov/encyclopedia/9-1-1-and-e9-1-1-services> and <http://www.fcc.gov/encyclopedia/rules-regulations-title-47>.
- (24) "Phase II Wireless Enhanced 911 Service" has the same meaning as provided in the FCC Order and FCC regulations, as defined in Item (16) of this Rule.
- (25) "Place of Primary Use" has the same meaning as provided in the Mobile Telecommunications Sourcing Act, 4 U.S.C. 124(8), if applicable; and otherwise sourcing shall be determined pursuant to G.S. 105-164.3 or G.S. 105-164.4B.
- (26) "PSAP Nonrecurring Costs" means non-repetitive charges incurred by a Primary PSAP to pay for equipment or services that do not occur on a fixed schedule. Examples include computer equipment that has become functionally outdated, software upgrades, or repair costs that are not covered by any maintenance agreement.
- (27) "PSAP Recurring Costs" means repetitive charges incurred by a primary PSAP, such as database management, lease of access lines, lease of equipment, network access fees, and applicable maintenance costs.
- (28) "Public Safety Agency" means an organization that provides law enforcement, emergency medical, fire, rescue, communications, or related support services.
- (29) "Public Safety Answering Point (PSAP)" means the public safety agency that receives incoming 911 calls.
- (30) "Selective Routing" or "Tandem Routing" means routing a 911 call to the designated PSAP based upon the caller's location.
- (31) "Service provider" means an entity that provides voice communications service, including resellers of such service.

- (32) "Standard" shall refer to and include such standards, policies, and procedures adopted by the Board pursuant to authority found in Article 3 of Chapter 62A of the N.C. General Statutes.
- (33) "Standard Operating Procedures (SOPs)" means written organizational directives that establish or prescribe specific operational or administrative methods that are to be followed for the performance of designated operations or actions.
- (34) "Stored Emergency Power Supply System (SEPSS)" means a system consisting of a Uninterruptible Power Supply, or a motor generator, powered by a stored electrical energy source, together with a transfer switch designed to monitor preferred and alternate load power source and provide desired switching of the load, and all necessary control equipment to make the system functional.
- (35) "Sworn Invoice" means an invoice prepared by a CMRS service provider's vendor that describes the goods or services and identifies the costs that the CMRS service provider submits for cost recovery pursuant to an approved cost recovery plan, and that is accompanied by an affidavit that complies with a form provided by the Board.
- (36) "Telecommunicator" means any person engaged in or employed as a full-time or part-time 911 communications center call taker, whether called by that or another term, such as emergency communications specialist or emergency dispatcher.
- (37) "Uninterruptible Power Supply (UPS)" means a system designed to provide power, without delay or transients, during any period when the primary power source is incapable of performing.
- (38) "Voice Communication Channel" means a single path for communication by spoken word that is distinct from other parallel paths.

*History Note:* Authority G.S. 62A-42; 47 C.F.R. 20.18;  
Eff. July 1, 2016.

**09 NCAC 06C .0104 FAILURE TO COMPLY WITH RULES**

If the Board determines that a PSAP or CMRS service provider is not adhering to an approved plan or is not using funds in the manner prescribed in these Rules or G.S. 62A, the Board may, after notice and hearing, take action authorized by G.S. 62A affecting distributions or reimbursements until satisfactory evidence of compliance is provided to the Board.

*History Note:* Authority G.S. 62A-42; 62A-46; 62A-48;  
Eff. July 1, 2016.

**09 NCAC 06C .0105 SERVICE PROVIDER FAILURE TO COMPLY WITH RULES**

(a) If the Board determines that a service provider does not appear to have complied with G.S. Chapter 62A, these Rules, or the requirements of the FCC Order, a certified, return receipt letter shall be mailed to the company representative known to the Board. The letter shall request justification or an explanation from the service provider for the apparent non-compliance. The service provider shall have 15 calendar days to respond to the letter.

(b) Board staff shall send a report to the Board. The Board shall review the staff's report. If it appears to the Board that the service provider has failed to comply with applicable law, these Rules, or the FCC Order, the Board shall notify the service provider to that effect and to the consequences arising from such failure, and shall provide an opportunity for the service provider to appear before the Board.

(c) If the non-compliant service provider is a CMRS service provider eligible for reimbursement pursuant to G.S. 62A-45, all reimbursements shall be suspended until compliance with applicable law, these Rules, or the FCC Order has been completed.

(d) If after notice and hearing, the Board determines that the service provider's failure was caused by one or more primary PSAPs, Rule .0106 and procedures regarding PSAP compliance shall be followed.

*History Note:* Authority G.S. 62A-42; 62A-48; Part 20 of Title 47 of the Code of Federal Regulations;  
Eff. July 1, 2016.

**09 NCAC 06C .0106 PSAP FAILURE TO COMPLY WITH RULES**

(a) If the Board determines that a Primary PSAP does not appear to have complied with G.S. 62A, these Rules, or the requirements of FCC Order, a certified, return receipt letter shall be mailed to the PSAP representative known to

the Board. The letter shall request justification or an explanation from the Primary PSAP for the apparent non-compliance. The Primary PSAP shall have 15 calendar days to respond to the letter.

(b) Board staff shall send a report to the Board. The Board shall review the staff's report. If it appears to the Board that the PSAP has failed to comply with applicable law, these Rules, or the FCC Order, the Board shall notify the PSAP to that effect and to the consequences arising from such failure, and shall provide an opportunity for the PSAP to appear before the Board.

(c) If after notice and hearing, the Board determines that the Primary PSAP is not at fault, the Board shall investigate to determine the cause of failure and take action to achieve a reasonable solution. A "reasonable solution" shall be defined as one that complies with applicable law, these Rules, or the FCC Order within 30 days or upon such other conditions as the Board may find reasonable.

*History Note:* Authority G.S. 62A-46; 62A-48;  
Eff. July 1, 2016.

#### **09 NCAC 06C .0107 REVIEW 911 FUNDS EXPENDITURES, DISBURSEMENTS AND REIMBURSEMENTS**

(a) PSAPs shall maintain books and records of 911 Funds received and use of such funds in accordance with the Local Government Budget and Fiscal Control Act G.S. 159-7 et seq. PSAPs shall maintain these books and records to support Fund distributions, reviews, or audits, in accordance with the funding formula adopted by the Board pursuant to G.S. 62A-46(a)(3). All books and records shall be available for review by the Board or its representatives, or audit by other governmental entities with such authority. If any review or audit indicates excess distributions to a PSAP, the Board shall adjust future or final distributions otherwise due. If no distributions are due and owed to a PSAP, or if the excess distribution exceeds the amount otherwise due during that fiscal year, the PSAP shall refund all amounts due to the 911 Fund as requested by the Board.

(b) PSAPs shall provide copies of any audit reports to the Board if such audit reports include receipts or expenditures for 911 systems.

(c) CMRS service providers subject to G.S. 147-64.7 shall maintain records related to service charges remitted, and records necessary to support requested reimbursements in accordance with applicable law and generally accepted accounting principles. If any audit or review indicates excess distributions to a CMRS service provider, or subcontractor, the Board shall adjust future or final distributions otherwise due. If no distributions are due and owed to a CMRS service provider, or if the excess distribution exceeds the amount otherwise due during that fiscal year, the CMRS service provider shall refund all amounts that may be due to the 911 Fund.

*History Note:* Authority G.S. 62A-42(a)(5); 62A-46(d); 62A-46(e); 62A-48; 62A-50;  
Eff. July 1, 2016.

#### **09 NCAC 06C .0108 WAIVER OF RULES**

Upon receipt of a written request to waive a rule, the Board shall consider the request and may waive any rule in this Chapter. The factors the Board shall use in determining whether to grant a waiver are:

- (1) Whether the requested waiver is consistent with Article 3 of Chapter 62A or other North Carolina Statutes;
- (2) Whether any applicable Rule should be amended;
- (3) Costs to the 911 Fund if the waiver is granted;
- (4) Costs to the party requesting a waiver if the waiver is not granted;
- (5) Whether granting the waiver is consistent with the statewide 911 plan;
- (6) The benefit to the public;
- (7) Whether granting the waiver is consistent with the requirements and intent of the FCC Order;
- (8) Prior, concurrent, or similar waiver requests; and
- (9) Whether the waiver is supported or opposed by PSAPs or service providers.

*History Note:* Authority G.S. 62A-42; 150B-19(6);  
Eff. July 1, 2016.

#### **09 NCAC 06C .0109 HEARINGS**

(a) The following, if aggrieved pursuant to G.S. 62A in connection with any action by the Board, may request a hearing before the Board:

- (1) A PSAP; or
- (2) A service provider.

(b) A request for a hearing shall be made in writing to the Executive Director of the Board and shall be filed within 30 calendar days after the aggrieved party knows or should have known of the facts giving rise to the request. A request for hearing is considered filed when physically received by the Executive Director. Requests filed after the 30 calendar day period shall not be considered. To expedite handling of requests, the envelope shall be labeled "911 Funds Request for Hearing." The written request shall include the following:

- (1) The name and address of the party;
- (2) The action of the Board;
- (3) A statement of reasons for the hearing; and
- (4) Supporting exhibits, evidence, or documents necessary to substantiate the party's complaint.

Requests for hearing shall be sent to the Executive Director at the address listed in .0102 of this Section.

(c) Following review of the information set forth in Paragraph (b) of this Rule, if the Board determines it needs additional information, it shall request the information from the aggrieved party. Any additional information requested by the Board shall be submitted at the address listed in Rule .0102 of this Section within the time periods established by this Paragraph in order to expedite consideration of the request. Failure of the aggrieved party to comply with a request for information by the Board within 60 days shall result in resolution of the request without consideration of that information.

(d) A decision on a request shall be made by the Board within 120 days after receiving all relevant requested information.

*History Note: Authority G.S. 62A-42; 62A-48;  
Eff. July 1, 2016.*

#### **09 NCAC 06C .0110 DECLARATORY RULINGS**

(a) Any request for a determination regarding the application of a rule, statute, or order established by the 911 Board to a specific factual situation shall be directed to the Board Chair or Executive Director at the address in Rule .0102 of this Section. The request for a ruling shall follow Rules .0109 through .0114 of this Section. A declaratory ruling proceeding may include written submissions, an oral hearing, or other procedure as may be appropriate in the circumstances of the particular request.

(b) Declaratory rulings pursuant to G.S. 150B-4 shall be issued by the Board only on the validity of a rule or on the applicability of a statute, rule, or order of the Board to stipulated facts. A declaratory ruling shall not be issued on a matter requiring an evidentiary proceeding.

(c) A person aggrieved must possess such an interest in the question to be ruled on that the petitioner's need to have such a ruling in order to comply with statutory requirements, rules, or standards shall be apparent from the petition and shall be explained therein.

*History Note: Authority G.S. 62A-42(a)(4); 62A-46(e)(5); 150B-4;  
Eff. July 1, 2016.*

#### **09 NCAC 06C .0111 REQUESTS FOR DECLARATORY RULINGS**

(a) Requests for a declaratory ruling shall be in writing and dated.

(b) The request shall contain:

- (1) The petitioner's name, address, and telephone number;
- (2) The rule, statute, or order referred to;
- (3) A statement of facts supporting the petitioner's request for a declaratory ruling;
- (4) A statement of the manner in which the petitioner is aggrieved by the rule, statute, or standard, or its potential application to the petitioner;

(c) After review of the information required in Paragraph (b) of this Rule, the Board may request the following additional information:

- (1) A statement of any legal authorities that support the interpretation of the given statute or rule by the petitioner;
- (2) A statement of the practices or procedures likely to be affected by the requested declaratory ruling and the persons likely to be affected by the ruling;
- (3) A draft of the declaratory ruling sought by the petitioner, if a specified outcome is sought by the petitioner; and

- (4) A statement of whether the petitioner desires to present oral argument.

*History Note* Authority G.S. 62A-42; 150B-4;  
Eff. July 1, 2016.

**09 NCAC 06C .0112 RESPONSE TO A REQUEST FOR A DECLARATORY RULING**

- (a) The Board shall consider the request within 30 days of receipt. The Board shall issue a ruling except:
- (1) When the Board finds that the person making the request is not a "person aggrieved," as defined in G.S. 150B-2(6);
  - (2) When the petition does not provide the information required in Rule .0111 of this Section, the question is presented in such a manner that the Board cannot determine what the question is, or that the Board cannot respond with a specific ruling that shall be binding on all parties;
  - (3) When the Board has made a determination in a similar contested case, or where the factual context being raised for a declaratory ruling was specifically considered upon the adoption of the rule or directive being questioned, as evidenced by the rulemaking record; or
  - (4) Where the subject matter of the request is involved in pending litigation or contested case in any state or federal court in North Carolina.
- (b) The Board shall, not later than the 30th day after receiving such a request, deposit in the United States mail, postage prepaid, a written statement addressed to the person making the request and setting forth the Board's decision to grant or deny the request. The Board may rule at any meeting convened to consider the request, or defer the ruling until a later date, but not later than the 45<sup>th</sup> day after granting the request for a ruling. The Board may gather additional information, give notice to other persons, and permit such other persons to submit information or arguments under such conditions as are set forth in any notice given to the requesting party.

*History Note* Authority G.S. 62A-42; 150B-4;  
Eff. July 1, 2016.

**09 NCAC 06C .0113 DURATION OF A DECLARATORY RULING**

For purposes of this Section, a declaratory ruling shall be deemed to be in effect until:

- (1) The portion of the statute, rule, or order interpreted by the declaratory ruling is amended or repealed;
- (2) The Board changes the declaratory ruling prospectively; or
- (3) Any court sets aside the ruling.

*History Note* Authority G.S. 62A-42; 150B-4(a);  
Eff. July 1, 2016.

**09 NCAC 06C .0114 RECORD OF RULING**

A record of all declaratory ruling proceedings shall be maintained at the Board's office and shall be available for public inspection during business hours.

*History Note* Authority G.S. 62A-42; 150B-4;  
Eff. July 1, 2016.

**SECTION .0200 – PUBLIC SAFETY ANSWERING POINTS (PSAPS)**

**09 NCAC 06C .0201 PSAP ELIGIBILITY**

- (a) Before receiving distributions from the 911 Fund, a primary PSAP shall meet the following criteria and confirm in writing to the Board:
- (1) The PSAP is separately identified in its governing agency's budget and in any audit conducted under the Local Government Budget and Fiscal Control Act.
  - (2) The PSAP meets the definition of primary PSAP under G.S. 62A-40. Callers shall be able to reach the PSAP by placing a call using only the digits 911. The PSAP shall operate an Enhanced 911 system.
- (b) The PSAP equipment vendor or a service provider operating in the PSAP's jurisdiction shall also certify that the PSAP is capable of receiving and dispatching Phase I wireless Enhanced 911 service. If neither an equipment

vendor nor a service provider is available, a city or county may use certification from a technology specialist who demonstrates compliance with FCC regulation 47 C.F.R. 20.18.

(c) The PSAP shall provide copies of all documentation evidencing agreements with other PSAPs governing the manner in which 911 Funds are used in overlapping geographic service areas, as identified by zip code or other identifier such as telephone exchange or township.

*History Note: Authority G.S. 62A-46;  
Eff. July 1, 2016.*

#### **09 NCAC 06C .0202 PSAP ELIGIBLE EXPENSES**

(a) Expenses that are solely incurred to enable a PSAP to receive and utilize the voice and data elements necessary for wireline 911 and wireless Phase I or Phase II compliance may be fully paid from a PSAP's 911 Fund distributions if approved by the Board. A PSAP may submit a request for approval for an expense by identifying the expense item together with an explanation of the necessity of the expense item to the Executive Director.

- (1) Eligible costs for necessary computer hardware include Computer Aided Dispatch (CAD) workstation computers, servers, and ancillary equipment; GIS workstation computers, servers, and ancillary equipment; and voice logging recorder computers;
- (2) Eligible costs for necessary computer software include software used in conjunction with the computer hardware to provide callers with access to the PSAP by dialing 911;
- (3) Database provisioning includes creation of the automatic location identification (ALI) database and the GIS base map database;
- (4) GIS base map eligible expenses include mapped street centerlines, together with costs for creation and maintenance of the base map;
- (5) Nonrecurring costs of establishing a wireless Enhanced 911 system include emergency generator or uninterruptible power supplies, and telecommunicator furniture necessary for 911 system operation; and
- (6) Rates associated with local telephone companies' charges related to the operation of the 911 system include monthly charges for delivery of 911 calls, automatic number identification (ANI), ALI, and monthly charges for telephone interpreter services.

(b) Eligible lease, purchase, and maintenance expenses for emergency telephone equipment include 911 telephone equipment/system costs.

The 911 Board shall publish on its website <https://www.nc911.nc.gov/> and periodically revise a list of approved eligible expenditures.

(c) Ineligible costs include:

- (1) Basic termination charges incurred due to the disconnection of telephone equipment to be replaced with 911 equipment;
- (2) Capital outlay expenditures, such as buildings, remodeling, communication towers, and equipment not directly related to providing the user of a voice communications service connection access to a PSAP by dialing the digits 911;
- (3) Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles;
- (4) Seven-digit transfer-to-lines;
- (5) Private line circuit costs;
- (6) Directory listings; and
- (7) Maintenance costs for radio equipment or other miscellaneous equipment not necessary, as determined by the Board and the affected PSAP, to provide the user of a voice communications service connection access to a PSAP by dialing the digits 911.

*History Note: Authority G.S. 62A-46(c);  
Eff. July 1, 2016.*

#### **09 NCAC 06C .0203 EFFECT OF 911 FUND DISTRIBUTION TERMINATIONS AND SUSPENSIONS**

(a) A primary PSAP operated by or for a local government that is not identified or included in its governing agency's budget or in any audit conducted pursuant to the Local Government Budget and Fiscal Control Act shall not be eligible for distributions from the 911 Fund.

- (b) 911 Fund distributions that lapse due to termination of a primary PSAP shall be re-allocated by the Board.
- (c) 911 Fund distributions that are suspended shall be maintained by the Board until such time as the PSAP entitled to such distributions complies with the requirements of applicable statutes, these Rules, and the Board's standards, policies, and procedures.
- (d) Primary PSAPs that cease independent operation due to consolidation with other such PSAPs, or that are consolidated with newly formed PSAPs, shall give notice to the Board. 911 Fund distributions for such PSAPs that cease operations shall revert to the 911 Fund for distribution under G.S. 62A-46.

*History Note:* Authority G.S. 62A-46; 62A-48;  
Eff. July 1, 2016.

#### **09 NCAC 06C .0204 PSAP REPORTING**

- (a) PSAPs shall submit the following to the Board by September 1 of each year:
  - (1) A copy of the PSAP's governing agency's approved budget;
  - (2) A report detailing the revenues and expenditures associated with the operation of its 911 system; and
  - (3) Additional information if requested by the Board including installation schedules, installation expenses, anticipated 911 system changes, other system related costs, expenses and other information deemed necessary by the Board or by the PSAP to ensure funding in compliance with G.S. 62A-46(e).
- (b) If a PSAP fails to report its revenues and expenditures, the Board shall inform the PSAP's governing agency. The notice shall also inform the governing agency that failure to provide the requested information within 15 days shall be cause for suspension of monthly PSAP fund distributions until the information is received. The notice shall further inform the governing agency that continuing failure to provide the information shall result in a report to the North Carolina Local Government Commission of the PSAP's failure.
- (c) After 60 days from September 1 the Board shall inform the North Carolina Local Government Commission in writing of the PSAP's failure to respond to the requested information. A copy of the notice to the North Carolina Local Government Commission shall also be sent to the PSAP manager and the governing agency.
- (d) Each county or municipality shall submit a list of PSAPs operating within its jurisdiction each year; or, if none are known, a statement to that effect.

*History Note:* Authority G.S. 62A-4; 62A-46; 62A-49;  
Eff. July 1, 2016.

#### **09 NCAC 06C .0205 COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP)**

- (a) Each PSAP shall have a written Comprehensive Emergency Management Plan (CEMP) that includes:
  - (1) An emergency fire plan;
  - (2) A damage control plan; and
  - (3) A back-up PSAP plan that includes alternate 911 call routing conforming to 47 C.F.R. 20.18 and G.S. 62A-49.
- (b) The PSAP shall test the plans in Paragraph (a) of this Rule and the CEMP at least once annually.

*History Note:* Authority G.S. 62A-42; 62A-46; 47 C.F.R. 20.18;  
Eff. July 1, 2016.

#### **09 NCAC 06C .0206 BACK-UP PSAPS**

- (a) Each Primary PSAP shall establish a back-up PSAP or have an arrangement for back-up provided by another PSAP. Agencies may also pool resources and create regional back-up centers. Alternate methods for receiving and processing 911 calls may include interlocal agreements among one or more PSAPs for sharing physical resources, entail a use of portable equipment that may be implemented wherever secure network connectivity is accessible, construction and maintenance of a back-up PSAP facility that would only be utilized when the Primary PSAP is inoperable, or other alternative solution.
- (b) Back-up Plan. There shall be a local management approved, written, dated, and annually tested back-up PSAP plan.
- (c) The Board shall disburse 911 Funds for back-up PSAPs to the extent eligible expenses are incurred for such PSAPs, and provided:

- (1) A back-up PSAP plan is submitted to the 911 Board. The plan shall include start-up costs, projected recurring expenses, and any local agreements which may exist, or which are anticipated, that provide for the back-up PSAP.
- (2) Any back-up PSAP plan revisions have been provided to the 911 Board staff.
- (d) The back-up PSAP shall be capable, when staffed, of performing the emergency functions performed at the primary PSAP.
- (e) The back-up PSAP shall be separated geographically from the primary PSAP at a distance that ensures the survivability of the alternate center.
- (f) Each PSAP shall develop a formal written plan to maintain and operate the back-up PSAP or, if back-up is provided by another PSAP, a formal written plan that defines the duties and responsibilities of the alternate PSAP.
  - (1) The plan shall include the ability to reroute incoming 911 call traffic to the back-up center and to process and dispatch 911 calls at that center.
  - (2) The plan shall be included in the Comprehensive Emergency Management Plan (CEMP).
- (g) The PSAP shall be capable of operation long enough to enable the transfer of operations to the back-up PSAP in the event of an emergency in the PSAP or in the building that houses the PSAP.

*History Note: Authority G.S. 62A-42(a);  
Eff. July 1, 2016.*

#### **09 NCAC 06C .0207 PSAP OPERATIONS AND MANAGEMENT**

**(a) Personnel:**

- (1) PSAP equipment and systems shall be under the oversight of an employee or employees of the PSAP.
- (2) The PSAP Emergency services dispatching entities shall have trained and qualified technical assistance available for trouble analysis and repair by in-house personnel or by authorized outside contract maintenance services. Where maintenance is provided by an organization or person other than an employee of the PSAP, written records of all installation, maintenance, test, and extension of the system shall be forwarded to the responsible employee of the PSAP. Maintenance performed by an organization or person other than an employee of the PSAP shall be by written contract that contains a guarantee of performance.
- (3) Maintenance personnel other than an employee of the PSAP shall be approved by the PSAP pursuant to its access controls as presenting no threat to the security of the facility or the employees and equipment within it.
- (4) All equipment shall be accessible to the PSAP for the purpose of maintenance.
- (5) When a device monitoring the 911 system for integrity indicates that trouble has occurred, the telecommunicator shall act as follows:
  - (A) Take appropriate steps as provided in the PSAP manual or operating procedures to repair the fault.
  - (B) If the telecommunicator determines repair is not possible, isolate the fault and notify the official responsible for maintenance.

**(b) Time.**

- (1) The clock for the main recordkeeping device in the PSAP shall be synchronized with all timekeeping devices in the 911 system.
- (2) All timekeeping devices in the PSAP shall be maintained within 15 seconds of the main recordkeeping device clock.

**(c) Recording.**

- (1) PSAPs shall have a logging voice recorder with one channel for each of the following:
  - (A) Transmitted or received emergency radio channel or talk group;
  - (B) Voice dispatch call for service circuit; and
  - (C) Telecommunicator telephone that receives emergency 911 calls for service.
- (2) Each Telecommunicator workstation shall have the ability to recall telephone and radio recordings from that workstation without delay.
- (3) 911 calls that are transmitted over the required dispatch circuit(s) shall be automatically recorded, including the dates and times of transmission.

**(d) Quality Assurance/Improvement.**

- (1) PSAPs shall establish a quality assurance/improvement process to ensure the consistency and effectiveness of 911 call taking.
- (2) Statistical analysis of 911 call taking shall be completed monthly and compiled over a one year period and retained as operational records under Rule .0215 of this Section.

*History Note:* Authority G.S. 62A-42(a)(4); 62A-46(e); 62A-46(a)(3);  
Eff. July 1, 2016.

#### **09 NCAC 06C .0208 TELECOMMUNICATOR QUALIFICATIONS, TRAINING AND STAFFING**

- (a) There shall be sufficient telecommunicators available to complete the call taking process for 911 calls.
- (b) Where communications systems, computer systems, staff, or facilities are used for both emergency and non-emergency functions, the non-emergency use shall not delay use of those resources for 911 operations.
- (c) 911 calls for service and completing the call taking process shall have priority above nonemergency activities.
- (d) The PSAP shall provide standard operating procedures to its telecommunicators.
- (e) Telecommunicators shall not be assigned any duties prohibiting them from receiving 911 calls and completing the call taking process in accordance with Rule .0209(a) of this Section and the PSAP standard operating procedures.

*History Note:* Authority G.S. 62A-42(a)(4);  
Eff. July 1, 2016.

#### **09 NCAC 06C .0209 PSAP 911 CALL OPERATING PROCEDURES**

- (a) Ninety percent of 911 calls received on emergency lines shall be answered within 10 seconds, and 95 percent of 911 calls received on emergency lines shall be answered within 20 seconds. The PSAP and the Board shall evaluate call answering times monthly by using data from the previous month.
- (b) When 911 calls need to be transferred to another PSAP, the telecommunicator shall transfer the call without delay. The Telecommunicator shall advise the caller of the transfer. The telecommunicator shall maintain the call connection until it is certain that the transfer is complete and verified by the agency receiving the call transfer.
- (c) An indication of the status of all Emergency Response Units shall be available to Telecommunicators at all times.
- (d) The PSAP shall establish and maintain standard operating procedures including:
  - (1) The procedures shall specify that the telecommunicator is expected to perform without direct supervision;
  - (2) The procedures shall specify operations, facilities, and communications systems that receive 911 calls from the public;
  - (3) An implementation plan for testing and fail-over operation to a back-up PSAP pursuant to Rule .0206 of this Section;
  - (4) Procedures related to the CEMP required in Rule .0205 of this Section;
  - (5) Emergency response personnel emergencies;
  - (6) Activation of an emergency distress function;
  - (7) Assignment of incident radio communications plan;
  - (8) Time limit for acknowledgment by units that have been dispatched;
  - (9) Responding to and processing TDD /TTY calls or other calls from hearing impaired callers;
  - (10) Providing requirements for dispatching of appropriate emergency response personnel;
  - (11) A policy that limits access to the PSAP to authorized personnel;
  - (12) Procedures for answering open-line or "silent calls"; and
  - (13) Maintaining training records for each employee required by the PSAP.

*History Note:* Authority G.S. 62A-42(a)(4);  
Eff. July 1, 2016.

#### **09 NCAC 06C .0210 PUBLIC SAFETY ANSWERING POINT (PSAP) FACILITIES**

- (a) All 911 system equipment, software, and services used in the operation of the PSAP shall be implemented and maintained to ensure continuity of 911 call taking.
  - (1) Systems that are essential to the operation of the PSAP shall be designed to accommodate peak workloads.

- (2) PSAPs shall be designed to accommodate the staffing level necessary to accommodate peak workloads.
- (b) Primary and secondary power sources shall be determined by the PSAP including the following provisions:
  - (1) At least two independent and reliable power sources, one primary and one secondary, shall be provided. Each shall be of adequate capacity for operation of the PSAP.
  - (2) Power sources shall be monitored for integrity, with annunciation provided in the operations room.
  - (3) Primary Power Source. One of the following shall supply primary power:
    - (A) A feed from a commercial utility distribution system;
    - (B) An engine-driven generator installation or equivalent designed for continuous operation, with a person specifically trained in its operation on duty at all times; or
    - (C) An engine-driven generator installation or equivalent arranged for cogeneration with commercial light and power, with a person specifically trained in its operation on duty or available at all times.
  - (4) Secondary Power Source.
    - (A) The secondary power source shall consist of one or more standby engine-driven generators. The PSAP shall ensure that a person specifically trained in its operation is on duty or available at all times.
    - (B) Upon failure of primary power, transfer to the standby source shall be automatic.
  - (5) Engine-driven generators shall be sized to supply power for the operation of all functions of the PSAP.
    - (A) When installed indoors, engine-driven generators shall be located in a ventilated and secured area that is separated from the PSAP by fire barriers having a fire resistance rating of at least two hours.
    - (B) When installed outdoors, engine-driven generators shall be located in a secure enclosure.
    - (C) The area that houses an engine-driven generator shall not be used for storage other than spare parts or equipment related to the generator system.
    - (D) Fuel to operate the engine-driven generator for a minimum of 24 hours at full load shall be available on site.
    - (E) Equipment essential to the operation of the generator shall be supplied with standby power from the generator.
    - (F) Generators shall not use the public water supply for engine cooling.
  - (6) A Stored Emergency Power Supply System (SEPSS) shall be provided for telecommunications equipment, two-way radio systems, computer systems, and other electronic equipment determined to be essential to the operation of the PSAP.
    - (A) The SEPSS shall be of a class that is able to maintain essential operations long enough to implement the formal Comprehensive Emergency Management Plan.
    - (B) The instrumentation required to monitor power shall be remotely annunciated in the operations room.
  - (7) Power circuits shall include their associated motors, generators, rectifiers, transformers, fuses, and controlling devices.
  - (8) The power circuit disconnecting means shall be installed so that it is accessible only to authorized personnel.
  - (9) Surge Arresters otherwise known as Transient Voltage Surge Suppression (TVSS) shall be provided for protection of telecommunications equipment, two-way radio systems, computers, and other electronic equipment essential to the operation of the PSAP.
  - (10) Isolated Grounding System. Telecommunications equipment, two-way radio systems, computers, and other electronic equipment essential to the operation of the PSAP shall be connected to an isolated grounding system.
  - (11) Uninterruptible Power Supply (UPS) and Battery Systems. A UPS and battery system shall be installed in accordance with local, State, and the federal safety regulations and be sufficient to prevent power surges from damaging equipment in the PSAP as well as provide power for all essential 911 Emergency Center operations until the backup power source can be fully activated.
    - (A) Each UPS shall be provided with a bypass switch that maintains the power connection during switch over and that is capable of isolating all UPS components while allowing power to flow from the source to the load.
    - (B) The following UPS conditions shall be annunciated in the operations room:

- (i) Source power failure, overvoltage, and under-voltage;
  - (ii) High and low battery voltage; and
  - (iii) UPS in bypass mode.
- (C) The UPS and Battery Systems shall be capable of providing power for the PSAP when the Primary Power Source is not functioning but the duration of the outage is not sufficient to activate the Secondary Power Source.

*History Note* Authority G.S. 62A-42;  
Eff. July 1, 2016.

**09 NCAC 06C .0211 TELEPHONES**

(a) Equipment and Operations.

- (1) PSAPS shall be equipped with telephone lines and telephone devices as follows:
  - (A) A minimum of two 911 telephone lines and 911 telephone devices shall be assigned exclusively for receipt of 911 calls. These lines shall appear on at least two telephone devices within the PSAP.
  - (B) Additional 911 telephone lines and 911 telephone devices shall be provided as necessary for the volume of calls handled by the PSAP.
  - (C) Additional telephone lines shall be provided for the normal business (non-emergency) use as needed.
  - (D) At least one outgoing-only line and telephone device shall be provided.
- (2) 911 lines and 911 telephone devices shall be answered prior to non-emergency telephone lines and non-emergency telephone devices.
- (3) When all 911 telephone lines and 911 telephone devices are in use, 911 calls shall be routed to other predetermined telephone lines and telephone devices that shall be monitored for integrity, and that are approved by the PSAP.
- (4) Calls to the business number shall not hunt to the designated emergency lines.
- (5) When transferring a 911 call pursuant to Rule .0209(b) of this Section, the PSAP shall transfer the call data to the designated PSAP when possible. If the call transfer is not possible, call data shall be relayed by the telecommunicator.
- (6) All 911 calls shall be recorded.

(b) Circuits/Trunks.

- (1) PSAPS shall have at least two 911 call delivery paths with diverse routes arranged so that no single incident interrupts both routes.
- (2) Where multiple PSAPs that serve a jurisdiction are not located in a common facility, at least two circuits with diverse routes, arranged so that no singular incident interrupts both routes, shall be provided between PSAPs.
- (3) The PSAP shall have sufficient 911 trunk capacity to receive 99.9 percent of all calls during the busiest hour of the average week of the busiest month of the year.

*History Note* Authority G.S. 62A-42;  
Eff. July 1, 2016.

**09 NCAC 06C .0212 DISPATCHING SYSTEMS**

- (a) A 911 call dispatching system shall be designed, installed, operated, and maintained to provide for the receipt and retransmission of calls.
- (b) Telecommunicators who receive 911 calls shall have redundant means within the PSAP premises to dispatch calls.
- (c) The failure of any system component or one dispatching means shall not affect the operation of another dispatching means.

*History Note* Authority G.S. 62A-42;  
Eff. July 1, 2016.

**09 NCAC 06C .0213 COMPUTER AIDED DISPATCHING (CAD) SYSTEMS**

(a) PSAPs shall use computer-aided dispatching (CAD) systems. The CAD system shall contain all hardware and software components necessary for interface with the 911 system.

- (1) The CAD system shall include data entry; resource recommendations, notification, and tracking; store records relating to all 911 calls and all other calls for service and status changes; and track those resources before, during, and after emergency calls, preserving records of those 911 calls and status changes for later analysis by the PSAP.
- (2) The CAD system shall include a data backup system, utilizing either removable media or independent disk storage arrays dedicated to the backup task and additional equipment as needed, as determined by the PSAP.
- (3) The failure of any single component shall not disable the entire system.
  - (A) The CAD system shall provide automatic switchover in case of failure of the required system component(s).
  - (B) Manual intervention by telecommunicators or others shall not be required.
  - (C) Notwithstanding automatic switchover, the CAD system shall provide the capability to manually initiate switchover.
  - (D) CAD systems that utilize server and workstation configuration shall accomplish automatic switchover by having a duplicate server available with access to all the data necessary and required to restart at the point where the primary server stopped.
  - (E) CAD systems that utilize distributed processing, with workstations in the operations room also providing the call processing functions, shall be considered to meet the requirements of automatic switchover, as long as all such workstations are continuously sharing data and all data necessary to pick up at the point where the failed workstation stopped are available to all other designated dispatch workstations.
- (4) The system shall continuously monitor the CAD interfaces for equipment failures, device exceptions, and time-outs. Upon detection of faults or failures, the system shall send an appropriate message consisting of visual and audible indications to personnel designated by the PSAP. A log of system messages and transactions shall be generated and maintained as determined by the PSAP.

(b) PSAPs shall maintain a secondary CAD for use in the event of a failure of the CAD system.

(c) Operation of the CAD system software shall be limited to authorized personnel by log-on/password control, workstation limitations, or other means as required by the PSAP.

(d) The PSAP shall provide network isolation necessary to preserve bandwidth for the efficient operation of the CAD system and processing of 911 calls.

(e) The CAD system shall have the capability to allow 911 call data exchange between the CAD system and other CAD systems, and between the CAD system and other systems.

(f) CAD configurations shall include:

- (1) Recommending units for assignment to calls.
  - (A) Ensuring that the optimum response units are selected.
  - (B) Allowing the telecommunicator to override the CAD recommendation for unit assignment.
  - (C) The CAD system shall have the ability to prioritize all system processes so that emergency operations take precedence.
- (2) Detecting and reporting errors, faults or failures.
- (3) The CAD system shall include automatic power-fail recovery capability.

*History Note: Authority G.S. 62A-42;  
Eff. July 1, 2016.*

#### **09 NCAC 06C .0214 TESTING**

(a) Tests and inspections of all systems necessary for receiving 911 calls and completing the call taking process shall be made at the intervals specified in a PSAP standard operating procedures conforming to Rules .0207, .0209, and .0210 of this Section.

(b) All equipment shall be restored to operating condition after each test or 911 call for which the equipment functioned.

(c) When tests detect failure or poor performance anywhere on the system, the PSAP shall take appropriate steps to repair or isolate the failure or poor performance and notify the person(s) responsible for repair or maintenance.

(d) All new equipment shall be tested in accordance with the manufacturers' specifications and accepted PSAP practices before being placed in service. PSAPs shall provide equipment operation manuals for operations and testing procedures to PSAP personnel.

*History Note* Authority G.S. 62A-42;  
Eff. July 1, 2016.

#### **09 NCAC 06C .0215 RECORDS**

(a) PSAPs shall maintain records to ensure operational capability of all system functions for at least five years.

(b) After completion of acceptance tests, the PSAP shall retain:

- (1) A set of reproducible, as-built installation drawings;
- (2) Operation and maintenance manuals;
- (3) Written sequence of operation; and
- (4) Results of all operational tests and values at the time of installation.

(c) PSAPs shall have access to site-specific software for software-based systems..

(d) Operational Records.

- (1) Call and dispatch performance statistics shall be compiled and maintained by the PSAP.
- (2) Statistical analysis for call and dispatch performance measurement shall be done monthly and compiled over a one year period. A management information system (MIS) program shall track incoming 911 calls and dispatched 911 calls and provide real-time information and strategic management reports.
- (3) Records of the following, including the corresponding dates and times, shall be kept:
  - (A) Test, 911 call, and dispatch signals;
  - (B) Circuit interruptions and observations or reports of equipment failures; and
  - (C) Abnormal or defective circuit conditions indicated by test or inspection.

(e) Maintenance Records.

- (1) Records of maintenance, both routine and emergency, shall be kept for all 911 call receiving equipment and 911 call dispatching equipment.
- (2) All maintenance records shall include the date, time, nature of maintenance, and repairer's name and affiliation.

*History Note* Authority G.S. 62A-42;  
Eff. July 1, 2016.

#### **09 NCAC 06C .0216 ASSESSING PSAP OPERATIONS**

(a) The Board shall conduct annual reviews of PSAP operations to determine whether a PSAP meets the requirements of Section .0200 of these Rules. Reviews shall be conducted by at least two persons selected by the Board based on each person's knowledge and experience of 911 systems and PSAP operations. The Board shall provide notice to a PSAP at least 90 days in advance of a review. The notice shall include the scope of the review and shall identify the reviewers.

(b) A written report shall be provided to a PSAP within 30 days of the date of review. The report shall state any deficiencies that identify a failure to fulfill the requirements of Section .0200 of these Rules.

(c) The report shall include procedures and recommendations to remediate the identified deficiencies. PSAPs shall respond to the report no more than 30 days following receipt and identify actions taken or planned to remediate deficiencies.

(d) Notwithstanding the annual review in Paragraph (a) of this Rule, a PSAP having no deficiencies or remediating deficiencies identified within 30 days of the report delivery date shall not be subject to review for three years.

*History Note* Authority G.S. 62A-42(a)(4); 62A-42(a)(5);  
Eff. July 1, 2016.

### **SECTION .0300 – COMMERCIAL MOBILE RADIO SERVICE (CMRS) PROVIDERS**

#### **09 NCAC 06C .0301 REGISTRATION OF CMRS SERVICE PROVIDERS**

(a) CMRS service providers or resellers of any CMRS that receive authority to serve any area within the State of North Carolina, shall register with the Board within 30 calendar days of the later of receiving authority to operate, or of beginning operations, in North Carolina.

(b) Such registration shall be filed with the Commission's Executive Secretary and shall include the following information:

- (1) The legal name of CMRS service provider;
- (2) All business names used by the CMRS service provider in North Carolina;
- (3) The name, title, mailing address, telephone number, fax number, and email address (if available) of the person to be contacted regarding 911 matters;
- (4) A listing of all areas in which the CMRS service provider is authorized to serve any portion of North Carolina; and
- (5) The FCC filer ID and FCC Registration Number of the CMRS service provider.

(c) Changes to any of the information required by Paragraph (b) of this Rule shall be filed with the Board's Executive Director within 30 calendar days of the effective date of such change(s). This filing requirement includes providing notice to the Board's Executive Director of any and all mergers, divestitures, acquisitions, or other similar actions affecting North Carolina service areas.

*History note: Authority: G.S. 62A-42(a)(9); 62A-45; 62A-49; Part 20, Title 47 Code of Federal Regulations; Eff. July 1, 2016.*

#### **09 NCAC 06C .0302 CMRS SERVICE PROVIDER REIMBURSEMENT**

(a) Sworn invoices shall be attested to by a person having authority to represent the CMRS service provider. Only costs that are commercially reasonable are eligible for cost recovery. The CMRS service provider may present costs as the actual incurred costs of the CMRS service provider, an estimate of the incurred costs, or the approved rate per subscriber multiplied by the actual subscriber count. If estimated costs are used, the CMRS service provider shall annually true up its costs to ensure that over-recovery does not occur. CMRS service providers shall maintain records consistent with Generally Accepted Accounting Principles as applied by the provider to demonstrate that costs were actually incurred as submitted for reimbursement. Internal costs (engineering time, facilities, proportionate share of software, etc.) shall be supported by documentation. All costs are subject to review by the Board.

(b) As used in this Rule, "commercially reasonable" shall mean the cost that takes into account the facts and circumstances at the time the cost is incurred. The Board shall determine whether costs are commercially reasonable pursuant to Chapter 25 of the General Statutes.

*History note: Authority G.S. 62A-45; Eff. July 1, 2016.*

#### **09 NCAC 06C .0303 RESERVED FOR FUTURE CODIFICATION**

#### **09 NCAC 06C .0304 RESERVED FOR FUTURE CODIFICATION**

#### **09 NCAC 06C .0305 REMITTANCE OF SERVICE CHARGES**

(a) Service providers shall remit service charges to the 911 Board at the address listed in Rule .0102 of this Subchapter.

(b) Service providers may remit funds by check payable to the Board, or by electronic funds transfer upon satisfaction of transaction processing requirements.

(c) Voice communications service providers that assess the service charge to resellers of their services shall remit such service charges to the Board.

(d) The Department of Information Technology Fiscal Services shall act as the receiving agent for the service providers' monthly reimbursements and as the administrator of the 911 Fund.

*History note: Authority G.S. 62A-43; 147-86.11; Eff. July 1, 2016.*

#### **09 NCAC 06C .0306 PREPAID WIRELESS SERVICE**

- (a) A voice communications service provider of prepaid wireless service is not eligible for reimbursements to CMRS providers.
- (b) Rules .0109 through .0114 of this Chapter governing hearings and declaratory rulings shall not apply to a voice communications service provider of prepaid wireless service for issues arising under the administration authority of the Department of Revenue.
- (c) Contract or other information submitted to the Board by a voice communications service provider of prepaid wireless service may be proprietary under G.S. 62A-52. Service providers shall mark any proprietary or other non-public information as such before sending to the Board.

*History Note* Authority G.S. 62A-43; 62A-44; 62A-52; 62A-54;  
Eff. July 1, 2016.

## **SECTION .0400 – GRANT FUND**

### **09 NCAC 06C .0401 PSAP GRANTS**

- (a) When there are funds available, the Board shall publish a notice on its website, as set forth in Rule .0102 of this Subchapter, of grant availability to primary PSAPs and governing entities operating primary PSAPs.
- (b) Any primary PSAP or the governing entity operating a primary PSAP may apply for a grant.
- (c) Each applicant applying for grant funds shall complete and submit an application that may be obtained from the Board office or from the Board website at the address as set forth in Rule .0102 of this Subchapter.
- (d) The Board shall accept grant applications as stated in the Board's published notice of grant availability. Grant applications submitted that do not conform to the Board's published requirements may be considered at the discretion of the Board, provided that grant funds are not exhausted by conforming grant applications and the non-conforming grant applications satisfy G.S. 62A-47.
- (e) Applications for grants for each item over twenty-five thousand dollars (\$25,000) shall be accompanied by at least three written competitive quotes. The Board shall compare the three quotes to any existing State contract in order to determine appropriate funding.

*History note* Authority G.S. 62A-47;  
Eff. July 1, 2016.

### **09 NCAC 06C .0402 GRANTS FOR CONSTRUCTION OR RENOVATION**

- (a) The requirements in this Rule, Grants for Construction or Renovation, shall apply only to new construction and construction renovations of an existing structure or facility funded by the North Carolina 911 Board. PSAPs receiving grants for construction or renovation shall ensure compliance with the provisions of this Rule.
- (b) HVAC
  - (1) HVAC systems shall be designed to maintain temperature and relative humidity within limits specified by the manufacturer of the equipment critical to the operation of the PSAP.
  - (2) HVAC systems shall be independent systems that serve only the PSAP.
  - (3) HVAC system intakes for fresh air shall be arranged to minimize smoke intake from a fire inside or outside the building and to resist intentional introduction of irritating, noxious, toxic, or poisonous substances into the HVAC system.
  - (4) HVAC emergency controls shall be provided in the operations room to permit closing of outside air intakes.
  - (5) Back-up HVAC systems shall be provided for the operations room and other spaces housing electronic equipment essential to the operation of the PSAP.
  - (6) HVAC systems shall be designed so that the PSAP is capable of uninterrupted operation with the largest single HVAC unit or component out of service.
- (c) Fire Protection.
  - (1) The PSAP and spaces adjoining the PSAP shall be provided with an automatic fire detection, alarm, and notification system.
  - (2) The alarm system shall be monitored in the operations room.
  - (3) Operation of notification appliances shall not interfere with communications operations.
  - (4) Electronic computer and data processing equipment shall be protected in accordance with the manufacturer's recommended specifications, and common business practices.

(d) Security.

- (1) The PSAP and other buildings that house essential operating equipment shall be protected against damage from vandalism, terrorism, and civil disturbances.
- (2) Entry to the PSAP shall be restricted to authorized persons.
- (3) Exterior entryways to the PSAP shall have a security vestibule. "Security Vestibule" means comprising a compartment with two or more doors to prevent unobstructed passage by allowing the release of only one door at a time.
- (4) Door openings shall be protected by listed, self-closing fire doors that have a fire resistance rating of not less than 1 hour.
- (5) Where a PSAP has windows, the following requirements shall apply:
  - (A) Windows shall be a minimum of 4 ft (1.2 m) above floor level.
  - (B) Windows shall be rated for bullet resistance to Level 4 as defined in UL 752, Standard for Safety Bullet-Resistant Equipment, which is hereby incorporated by reference, including subsequent amendments and editions. This may be accessed at no cost at <http://ulstandards.ul.com/standard/?id=752>.
  - (C) Windows that are not bullet resistant shall be permitted provided that they face an area that cannot be accessed or viewed by the general public.
  - (D) Windows that are required to be bullet resistant shall be configured so that they cannot be opened.
  - (E) Walls with bullet-resistant windows shall be required to provide the same level of protection as the window.
- (6) Means shall be provided to prevent unauthorized vehicles from approaching the building housing the PSAP to a distance of no less than 82 ft (25 m). Alternatively, unauthorized vehicles shall be permitted to approach closer than 82 ft (25 m) if the building has been designed to be blast resistant.

(e) Lighting.

- (1) Artificial lighting shall be provided to enable personnel to perform their assigned duties.
- (2) The PSAP shall be equipped with emergency lighting that shall illuminate automatically immediately upon failure of normal lighting power.
- (3) Illumination levels shall be sufficient to allow all essential operations.

(f) Circuit Construction and Arrangement.

- (1) As-built drawings shall be provided.
- (2) Circuits shall not pass over, under, through, or be attached to buildings or property that are not owned by, or under the control of, the PSAP or the entity that is responsible for maintaining the system.
- (3) 911 call instruments installed in buildings not under control of the PSAP shall be on separate dedicated circuits.
- (4) The combination of public emergency services communication and signaling (C&S) circuits in the same cable with other circuits shall comply with the following:
  - (A) Other municipally controlled C&S circuits shall be permitted; or
  - (B) Circuits of private signaling organizations shall be permitted only by permission of the PSAP.

(g) Underground Cables.

- (1) Underground communication and signal cables shall be brought above ground only at points where the PSAP has determined there is no potential for mechanical damage or damage from fires in adjacent buildings.
- (2) All cables that are installed in manholes, vaults, and other enclosures intended for personnel entry shall be racked and marked for identification.
- (3) Cable splices, taps, and terminal connections shall be located only where accessible for maintenance and inspection and where no potential for damage to the cable due to falling structures or building operations exists.
- (4) Cable splices, taps, and terminal connections shall be made to provide and maintain levels of conductivity, insulation, and protection that are at least equivalent to those afforded by the cables that are joined.

(h) Aerial Cables and Wires. Protection shall be provided where cables and wires pass through trees, under bridges, and over railroads, and at other locations where damage or deterioration is possible.

(i) **Wiring Inside Buildings.**

- (1) Wiring at the PSAP shall extend to the operations room in conduits, ducts, shafts, raceways, or overhead racks and troughs of a construction type that protects against fire and mechanical damage.
- (2) Cables or wiring exposed to fire hazards shall be protected from the hazards.
- (3) At the PSAP, cable terminals and cross connecting facilities shall be located either in or adjacent to the operations room.
- (4) All wired dispatch circuit devices and instruments whose failure can adversely affect the operation of the system shall be mounted in accordance with the following:
  - (A) On noncombustible bases, pedestals, switchboards, panels, or cabinets; and
  - (B) With mounting designed and constructed so that all components are readily accessible to authorized personnel.

(j) **Circuit Protection.**

- (1) All protective devices shall be accessible for maintenance and inspection.
- (2) Wired surge arresters shall be designed and listed for the specific application.
- (3) Each conductor that enters a PSAP from a partial or entirely aerial line shall be protected by a surge arrester.

(k) **Grounding.**

- (1) Sensitive electronic equipment determined by the PSAP to be essential to the operation of telecommunications and dispatching systems shall be grounded.
- (2) Listed isolated ground receptacles shall be provided for all cord-and-plug-connected essential and sensitive electronic equipment.
- (3) Unused wire or cable pairs shall be grounded.
- (4) Ground connection for surge suppressors shall be made to the isolated grounding system.
- (5) All surge arresters shall be connected to earth ground.

(l) **Access.** All equipment shall be accessible to authorized personnel for the purpose of maintenance.

*History Note* Authority G S 62A-42; 62A-47;  
Eff. July 1, 2016.

**09 NCAC 06C .0403 GRANT AGREEMENTS**

- (a) Grant agreements shall comply with G.S. 62A-47.
- (b) Unless otherwise determined by the Board based upon the grant application, grant agreements shall be for a term not to exceed one year.
- (c) Grant agreements shall include terms ensuring compliance with G.S. 159-26, G.S. 159-28, and G.S. 159-34.

*History Note* Authority G S 62A-42; 62A-47; 143C-6-22; 143C-6-23;  
Eff. July 1, 2016

**09 NCAC 06C .0404 GRANT FUNDS**

- (a) The grantee shall deposit grant funds in a bank account maintained by the grantee and the grantee shall assign each grant a unique accounting code designation for deposits, disbursements, and expenditures. All grant funds in the account shall be accounted for separately from other grantee funds. Grant funds may be used only between the beginning and ending dates of the grant, unless the grantee requests an extension and it is granted by the Board.
- (b) Grant funds are not transferable to any other entity. If equipment purchased using grant funds is sold or transferred within three years of the end of the grant period, the grantee shall return the grant funds to the Board on a pro-rata basis using depreciation schedules.

*History note* Authority G S 62A-47;  
Eff. July 1, 2016.

**09 NCAC 06C .0405 GRANTEE REPORTS**

- (a) Grantees shall submit reports to the Board summarizing expenditures of the grant funds and the activities supported by the grant funds.
- (b) Unless otherwise stated in a grant agreement, the reports are due 15 days after September 30, December 31, March 31, and June 30.

(c) A final report shall be submitted to the Board no more than 45 days after completion of the grant, detailing the activities, expenditures of the funds, and the ways in which the needs identified in the grant application were met. The final report shall be accompanied by supporting documentation for all expenditures of the grant funds.

*History Note: Authority G.S. 62A-47; 143C-6-22; 143C-6-23;  
Eff. July 1, 2016.*



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**Executive Director, NC 911 Board  
c/o NC Office of Information Technology Services**

**P.O. Box 17209  
Raleigh, NC 27609**

**911 Funds Request for Hearing**

***Tab 15***

**Other**

**Pokey Harris**

***Tab 16)***

**Recognition of Outgoing Chair,  
J. Eric Boyette**

***Adjourn***

*Next NC 911 Board Meeting - Friday, August 27, 2021, 10:00 AM – Noon  
Robeson 911 Communications Center - 38 Legends Drive, Lumberton, NC  
and Via Simultaneous Communication with Microsoft Teams*

