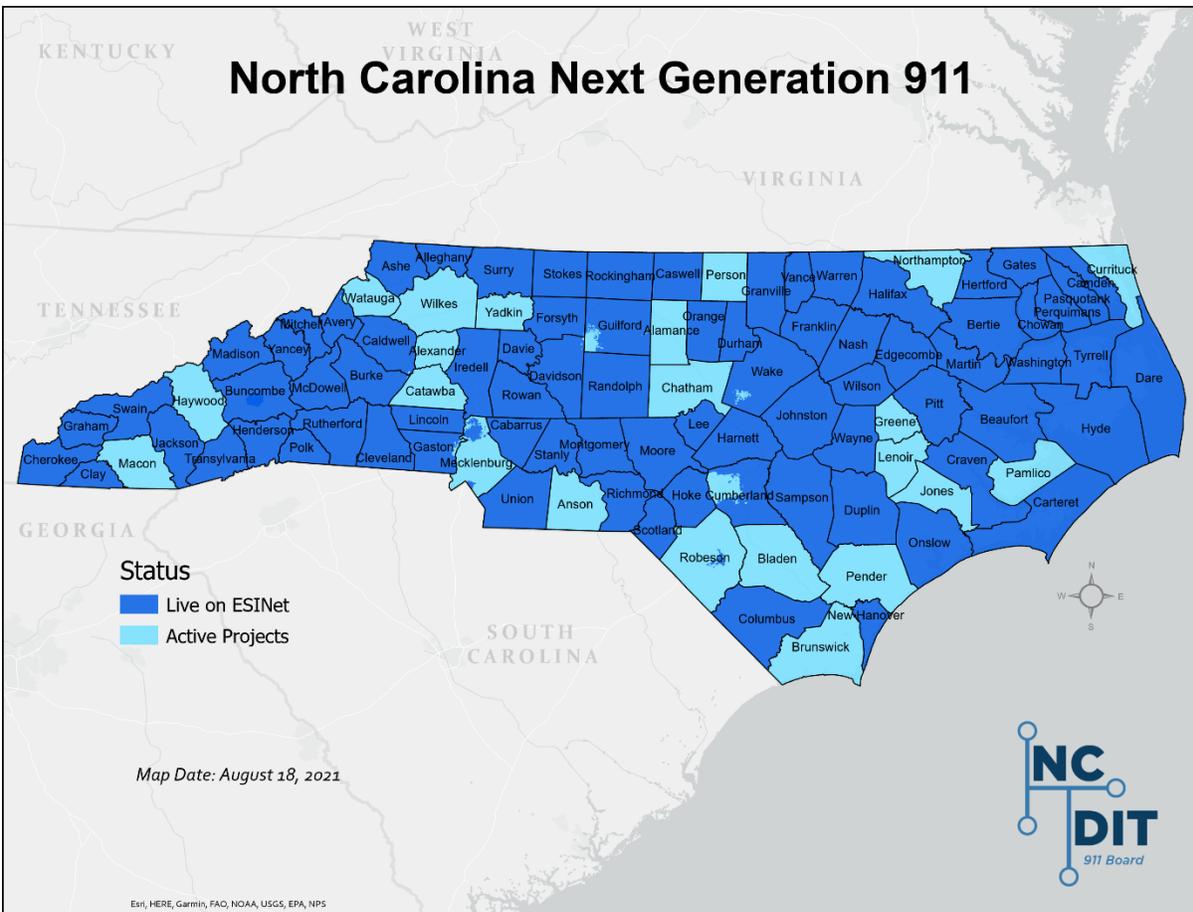




NORTH CAROLINA 911 BOARD MEETING
Friday, August 27, 2021
10:00 AM – Noon
Via Simultaneous Communication
Join Microsoft Teams Meeting
984-204-1487 Conference ID: 153 788 892#



Call to Order
Jim Weaver

Roll Call
**Amy Berenson/Stephanie
Conner**

Tab 1
Chairman's Opening Remarks
Jim Weaver

Tab 2

Ethics Awareness/Conflict of Interest Statement

Jim Weaver

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

Jim Weaver

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

July 23, 2021

North Carolina 911 Board Meeting

MINUTES

Friday, July 23, 2021

10:00 AM – 12:00 PM

NCDOT - 1 South Wilmington Street, Raleigh

and Via Simultaneous Communication

Microsoft Teams Meeting



NORTH CAROLINA 911 BOARD MEETING

ROLL CALL

Friday, July 23, 2021

10:00 AM – 12:00 PM

1 South Wilmington Street, Raleigh and

Via Simultaneous Communication with Microsoft Teams Meeting



NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS OR PHONE	NOT PRESENT
David Bone, County Manager, Davie County (NCACC)	Y		
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Y		
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)	Y		
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)			N
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)		Y	
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)	Y		
NC 911 BOARD STAFF			
Amy Berenson, Administrative and Logistics Coordinator	Y		
Rick Blumer, NMAC Technician			
Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Y		
Chris Carlin, NMAC Technician			
Stephanie Conner, Western Regional Coordinator	Y		
Iesha Duffy, NMAC Technician			
Kristen Falco, Financial Review Specialist	Y		
Bernard Gardner, NMAC Technician			
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		

2. **Ethics Awareness/Conflict of Interest Statement** - Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as published in the agenda. Mr. Moore and Ms. Neal both indicated a conflict with Agenda item #14.
3. **Public Comment** - Chairman Boyette read the invitation for public comment as published in the agenda. No public comment was indicated.

Financial Statement Audit Report Year Ended June 30, 2020 - In deference to the State Auditor's schedule, Chairman Boyette announced a change in the agenda and introduced Ms. Beth Wood to present the Financial Statement Audit Report Year Ended June 30, 2020. Ms. Wood reported the NC 911 Board finances are notably healthy. Ms. Wood continued to say she has great confidence in the accuracy of these numbers, and they are sound and reliable for anyone who wants to use this data for decision making. She was pleased to report the audit found no deficiencies and the NC 911 fund received a clean report. Ms. Wood also mentioned the audit process could be started sooner and therefore numbers would show a more current snapshot of the financial well-being of the 911 Board. Before departing, Ms. Wood recognized her team and Board staff for their coordinated commitment and dedication to this process.

4. **Consent Agenda (Roll Call Vote Required)** - Chair Boyette asked Ms. Harris to proceed with the consent agenda.
 - a) Minutes of Previous Meeting - June 25, 2021
 - 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

June 2021 Account Balance	\$ 9,732,429
Grant Funds Committed	\$ 28,065,951
 - f) Grant Project Updates per Reports

Chairman Boyette called for the vote of the Consent Agenda. Ms. Berenson conducted the roll call vote. All attending Board members voted in the affirmative. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*

5. Executive Director Report

Ms. Harris thanked Ms. Tapler, stating she had done an extraordinary job throughout the audit. Please note, due to the change in the agenda the Financial Statement Audit Report Year Ended June 30, 2020, presented by Ms. Wood is reported above.

- b) 911 Board Appointment Status - Ms. Harris acknowledged this was Secretary Boyette's last meeting, and Secretary Weaver will be joining next month in this capacity. For the CMRS seat, she reported the President Pro Tempore's office is in the process of putting someone forward in the upcoming appointments bill. She expects this progression to move forward quickly.
- c) State 911 Plan Update - Ms. Harris advised staff held a kickoff meeting on Tuesday, July 20, and it was encouraging to see the accomplishments over the last two (2) years. As noted previously, the thirteen (13) member study group will hold their first meeting on August 24. In addition, each of the Regional Coordinators will be hosting PSAP meetings in their respective regions, highlighting the state plan and other items of interest. Board members are welcome to attend if schedules allow. Mr. Barry 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.
- d) 911 Migration Status - [Live Status Map](#) - Currently 91 PSAPs have migrated.
 - Asheville PD (06/24/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1113 Hours EDT. PSAP #86/physical location #137 (including backups).

- Buncombe County 911 (06/24/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1152 Hours EDT. PSAP #87/physical location #138 (including backups).
 - Washington County 911 (06/24/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1214 Hours EDT. PSAP #88/physical location #139 (including backups).
 - Halifax County 911 (06/30/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1107 Hours EDT. PSAP #89/physical location # 141 (including backups).
 - Duplin County 911 (07/14/2021) - Migrated as i3. Viper hosted call handling equipment. First live call at 1231 Hours EDT. PSAP #90/physical location #143 (including backups).
 - North Carolina State Highway Patrol, Troop F (06/30/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1241 Hours EDT. ESInet partner.
 - North Carolina State Highway Patrol, Troop G (06/30/2021) - Migrated as i3. Vesta hosted call handling equipment. First live call at 1446 Hours EDT. ESInet partner.
- Ms. Harris expressed excitement for the migration completion for the North Carolina State Highway Patrol; noting the significance as the only statewide ESInet in the country in which the entire state police communications unit is a participating public safety partner. She also noted great anticipation regarding the 100th PSAP migration expected to occur in August.

- e) NextGen 911 GIS Status - All one hundred (100) jurisdictions are participating in uploading GIS data. This is proving to be a project of great value not only for NextGen 911 but for the jurisdictional GIS/addressing.
- f) 988 Planning Coalition - Ms. Harris, Mr. Bradford, and Ms. Turbeville continue participation in the coalition for the National Suicide Prevention Lifeline. Focus is on assisting those individuals who are reaching out for help for themselves or loved ones who find themselves in dire circumstances.
- g) Staffing Update - As previously reported, Mr. Bradford and Mr. Means will be retiring in November and December respectively. The recruitment process is moving forward for Mr. Means' position and the goal is to have someone in place by October, so they will be able to sit with Mr. Means for sixty (60) days before his departure. Ms. Harris is working with the Executive Committee to develop a strategy for replacing Mr. Bradford.
- h) Legislative Update - Richard Bradford reported HB 67 passed as Session Law 2021-88. This reflects a correction which relates to telecommunicators and other 911 staff liability immunity. Mr. Bradford stated HB 404 addressed similar issues, and he expects this relationship is the reason why HB 404 was again assigned to conference. As to the 988 Planning Coalition, Mr. Bradford said the FCC has proposed a rule requiring the providers deliver a text just as they do for 911. This does not necessarily mean deliver them to a PSAP, but to some other location. Essentially this places the financial burden for compliance on the providers. Mr. Bradford will report on the FCC Strike Force when information is made public and noted the work groups are drafting their recommendations and there will be a mid-term public meeting on August 3. At this meeting each work group will have a read out of their conclusions, but not a disclosure of the full reports – those will be released in September. Mr. Bradford will be happy to entertain any questions Board members may have regarding any of these items.

6. **Executive Committee Report** - Ms. Wright advised preliminary work was being done to prepare for Mr. Bradford's upcoming retirement, including developing a job description and determining the best path forward for securing legal counsel for the Board.
7. **Education Committee Report** - Mr. Greene reported the Education Committee had a productive meeting on Thursday, July 22. The committee approved several items including approving a class for funding as well as a sponsorship for an upcoming event. He is pleased to share the Education Committee has reached one of the 2021 goals with initial stages related to the production of a public service announcement (PSA) to assist with the recruitment of telecommunicators. As previously reported, the committee received the PSA from Washington State along with the creative rights and will soon begin shooting footage in North Carolina. Mr. Green recognized Spectrum, Cindy Morgan, and John Moore for their help in securing funding for the production of the video, ensuring the Board would not incur any of these costs. A strategy has been put in place to produce a pilot in the Durham market, so the impact of the results in this area can be easily measured. In addition, the Education Committee is working on a website with DIT Comms to serve as a landing page for this project. Further details on these items will be presented during the August Board meeting.
8. **Funding Committee Report** - Mr. Bone reported due to the very rare occurrence of the Funding Committee not meeting this month, there was no report.

- 9. Finance Team Report** - Ms. Tapler is working on closing the fiscal year, has attended numerous PAT meetings, and has assisted the Finance Team with various tasks. Ms. Falco reported that she and Ms. Templeton have been working on several reports for FY2019 and FY2020. In addition to working on reports, she is collaborating with several PSAPs on their outstanding funding reconsiderations and is waiting for additional information regarding the quotes for the funding reconsiderations, and PSAP FY2021 revenue expenditure reports to be submitted for the review prior to presentation to the Funding Committee. Ms. Falco stated over the past few weeks, she and Ms. Templeton have attended several virtual and in person successful PAT meetings. Ms. Templeton gave an update on FY2019 and FY2020 revenue/expenditure report status. For FY2019, 97 revenue expenditure reports are finalized, 12 are awaiting signed revised reports to be submitted, and 18 reports are in the clarification process. For FY2020, 49 revenue expenditure reports are finalized, 14 are awaiting signed revised reports to be submitted, 60 are in the clarification process, and 4 reports are remaining to be reviewed by the financial review specialists.
- 10. Grant Committee Report** - Mr. Shipp congratulated the Grant Committee for the outstanding work, reporting they had two productive days of grant presentations from PSAPs. He thanked applicants and committee members for their dedication to this process. Ms. Harris added the final review by the Grant Committee will be held next week. Recommendations to the Board will be prepared and presented during the August meeting for vote and follow up.
- 11. Standards Committee Report** - Ms. Wright reported there is a critical need for peer reviewers. The peer review process was created to give PSAPs an opportunity to be involved and learn and reinforce what they know in the PSAPs. A refresher/new training will be held on September 21 at Guilford Metro. She thanked Ms. Neal for her hospitality in hosting this meeting. Ms. Wright and Ms. Gardner have updated the peer review form and will present this to committee, then to the Board in the near future. Ms. Wright also mentioned the committee will examine this process to incorporate changes to promote sustainability to better align with the current administrative rules.
- 12. Technology Committee Report** - Mr. Means reported there are ninety-one (91) launched sites with thirty-six (36) migrations remaining. The hosted sites are running well and have successfully overcome resource limitations. However, ESInet only sites who rely on third party vendors for equipment upgrades have experienced some resource challenges. In terms of GIS, there are now ninety-nine (99) production-ready data sets. Mr. Means continues his work on the governance model which will inform individual counties how to keep their data up to date. An Invitation for Bid (IFB) has been published for data analytics for a cloud solution that will provide near real time analytics of 911 call data generated by PSAPs across the state in a true business intelligence environment. This will create the ability to employ "what if" types of analysis and the capacity to spot trends and create parameters, by which the system will monitor various areas to alert us to potential problems. As reported in the June meeting, the cybersecurity assessment of the PSAPs is complete. Ms. Harris added there have been a number of discussions addressing the inquiries of Board members who sought details for context and confidence in the investment made in the cybersecurity assessment initiative. Mindful of the sensitive nature of the findings, she anticipates scheduling a closed session where sanitized information for the overall assessment will be presented. In addition, Ms. Harris will extend the invitation to PSAP managers seeking participation of those who may be amenable to share a synopsis of their report as deemed appropriate by their legal counsel and governing authority. Additional details regarding the closed session will be forthcoming. The Technology Committee will be holding their next meeting during the first week in August where Mr. Means will present several opportunities regarding radio and radio interoperability, CAD data sharing and SIP admin line capabilities. Mr. Shipp expressed his enthusiasm for the further development of CAD data sharing, SIP admin, in addition to radio and radio interoperability.

Ms. Harris noted the Regional Coordinators have been focused on alt routing and continuity plans. A productive workshop with staff was held last week and the cascading effect of alt call routing was discussed. It was clear from discussions the PSAPs will need to examine current SOPs and SOGs to identify areas which require updating. She indicated plans are to work closely with the PSAPs to facilitate this process.

Mr. Meeks gave an update on the NMAC. He reported on May 16, there was a Viper 2 host issue presenting intermittent ANI/ALI issues and frozen agent screens. The affected PSAPs were Graham, Guilford Metro, Henderson County Sheriff, Moore, and Rowan Counties. Intrado determined the POTS

server went offline due to a Windows driver error and Intrado has initiated a fix which will trigger an alarm and simultaneously stop and restart services on the application servers. Additional protection was added from the Viper 2 KB updates. Viper 1 was having similar issues during this timeframe, but as software updates have been completed, there have not been multiple PSAPs experiencing ANI/ALI issues. On June 28, there was also a Vesta 2 platform issue affecting login capabilities after being logged out. The affected PSAPs included Surry, Caldwell, Stokes, Cherokee, Davie, Kernersville, Columbus, and Ashe Counties. It was found the problem was part of the provisioning work which was done for a PSAP preparing for their migration. Disruption time was approximately 5-10 minutes. On Tuesday, July 20, there was an ISP service disruption affecting multiple PSAPs in the northwest part of the state. As those lines were being restored, PSAPs reported problems with admin lines – dialing out and receiving calls. Affected PSAPs were Caldwell, Stokes, Cherokee, Davie, Kernersville, Columbus, Montgomery, and Ashe Counties. The NMAC continues to evaluate processes and procedures and hiring efforts should be wrapping up soon.

13. **911 Regional Coordinator Reports** - The Regional Coordinators gave brief reports. Mr. Newberry noted July has been extremely busy with grant review, and planning for the August regional PSAP meetings. Mr. Newberry virtually attended Harnett County's ESnet migration. He has also participated in volume distribution testing with Raleigh-Wake 911 and two other PSAPs in preparation of potential abandonment status. Ms. Conner and Ms. Templeton traveled to several successful PAT meetings in the Southwestern part of the state, including Clay, Cherokee, Graham, Macon, Swain, Jackson Counties. They also visited with the Eastern Band. Ms. Conner continues to work with the PSAPs in the Western region on fund balances, technology plans and addressing general inquiries. Ms. Gardner thanked Ms. Neal for agreeing to host the August regional meeting and the peer review training in September. Due to travel distance, she is planning to hold an additional peer review training for the Southwestern part of the state. Ms. Gardner stated work continues on the secondary PSAP agreements and PSAP back up plans. Ms. Turbeville reported Ms. Harris, Mr. Shipp, and she traveled to Fayetteville 911 to celebrate their winning the National Telecommunicator Week photo contest to deliver pizza as the winner's prize. Following this, they traveled to Brunswick County 911 to acknowledge the center's second place finish in the contest, delivering cupcakes. Ms. Turbeville and Ms. Falco spent a day in Craven County meeting with five (5) additional PSAP representatives to work on expenditure reports. As previously discussed, Ms. Turbeville has been working on grants and looks forward to holding her regional meeting in August.
14. **High Point 911 Back Up Plan Appeal** (*Roll Call Vote Required*) - Ms. Harris led discussion with 911 Board members, staff, and High Point representatives regarding the High Point 911 Back Up Plan Appeal. When the discourse concluded, Mr. Shipp made the motion to deny High Point's 911 Back Up Plan Appeal and support the 911 Board Staff refusal. Mr. Greene seconded the motion. With the exception of Ms. Neal and Mr. Moore, having recused themselves, all Board members voted, with the majority voting in the affirmative. *The roster of roll call votes for all action items for this meeting included below as part of these minutes.*
15. **Other** - No additional items were brought forward for discussion.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, July 23, 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	14. High Point 911 Back-up Plan Appeal
David Bone, County Manager, Davie County (NCACC)	Y	Y
Secretary Eric Boyette, 911 Board Chair (NC DOT)	Y	Y
Tommy Cole, Fire Chief, City of Graham (NC SFA) [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)	Y	Y
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)	Y	Y
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)	Y	N
Chuck Greene, Director of Government Affairs, AT&T (LEC)	Y	Y
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)	Not Present	Not Present
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	Recused
Melanie Neal, Director, Guilford-Metro 911 (APCO)	Y	Recused
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)	Y	Y
Donna Wright, Director (Retired), Richmond CO Emergency Services (NENA)	Y	N

16. Recognition of Outgoing Chair, J. Eric Boyette - Ms. Harris presented Secretary Boyette a plaque recognizing his dedication and service to the NC 911 Board, having served the Board from 2017 to 2021. She thanked him for his leadership and all he has done for the 911 Board and telecommunicators across North Carolina. Ms. Harris noted her appreciation for Secretary Boyette's mentorship, sense of humor, and friendship. Secretary Boyette will be greatly missed in his role as the Chair of the North Carolina 911 Board.

Adjourn - Chairman Boyette adjourned the meeting at 11:57 AM, with Board members and staff enjoying lunch and farewell cake with the Chairman.

*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*



Tab 4 b – e)

b)NG 911 Reserve Fund

July 2021 Account Balance \$ 86,527,608

July 2021 Disbursement \$ 1,184,567

c)CMRS Account

July 2021 Account Balance \$ 3,128,973

July 2021 Disbursement \$ 187,292

d)PSAP Account

July 2021 Account Balance \$ 9,313,675

July 2021 Disbursement \$ 4,159,451

e)PSAP Grant/Statewide Projects Account

July 2021 Account Balance \$ 10,573,665

Grant Funds Committed \$ 27,085,983

PSAP Grant-Statewide 911 Projects Account

		Total	Jul-20	Remaining
		Disbursed YTD	\$37,798,380.35	Expenditures
FY2019	Award Amount			
Greene G2019-03 (069)	841,964.00	-118,547.55	-161,722.04	561,694.41
FY2020	Award Amount			
NC State Highway Patrol G2020-02 (075)	1,102,933.00	0.00		1,102,933.00
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	-293,298.21	1,958,088.79
Chatham G2020-07 (080)	2,339,608.00	0.00		2,339,608.00
FY2021				
Bladen County (084)	\$334,937.99	0.00	-113,021.92	221,916.07
Clay County G2021-02 (087)	2,500,000.00	-56,575.26	-33,549.67	2,409,875.07
Sampson County (088)	\$5,571,543.00	-55,216.72		5,516,326.28
Surry County (085)	\$238,127.00	0.00		238,127.00
Union Count (086)	\$484,021.00	0.00		484,021.00
Wilson County (083)	\$35,900.00	0.00		35,900.00
STATEWIDE PROJECTS:	Award Amount			
E-CATS II (012)	2,688,500.00	-1,779,525.12	-69,746.84	839,228.04
Interpretive Services (042)	323,873.94	-278,922.75	-25,683.75	19,267.44
Ortho Project III Image 20 (073)	4,108,739.00	-3,185,491.08		923,247.92
CRM Statewide One-time Development	700,000.00	-135,213.40	-1,024.10	563,762.50
Ortho Project III Image 21 (081)	3,723,908.00	-1,542,668.59	-281,921.59	1,899,317.82
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				
Interest			7,014.59	
Revenue 5%			834,221.97	
Total Ending Fund Balance		\$ 37,798,380.35	\$37,659,648.79	

CASH BASIS REPORTING
Uncertified July 2021

Committed: \$27,085,983.34
Grant Account Total \$10,573,665.45

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



August 10, 2021

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

Greetings to all. I hope you are staying safe and healthy. July saw some progress in the area of data conversion. However, we still are seeing struggles with getting some data from our current vendor.

Some July highlights include:

- Southern Software - CAD and JMS data conversion is in progress.
- NeverFail – Installation to take place once Southern has installed their products.
- Server Hardware –OS installs at about 50%. Server-side software install has been scheduled with Southern starting Wednesday, September 1st.
- 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 servers soon taking shape. Some workstations will be seeing some RAM upgrades in the near future as well. 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



Clay County, NC Grant Report – July 2021

Activities – July 2021

- Continue with initial facility programming
- Conduct programming and schematic design meeting – July 28
- Finalized location change
- Continue to define technology needs
- Communicate regularly with Project Team (ongoing)

Anticipated Activities – August 2021

- Continue with initial facility programming
- Conduct programming and schematic design meeting – August 4
- 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.

Work Plan

Task	Projected Timeframe ¹	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)		

¹ 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 ¹	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



Emergency Services Department

Gene Booth
131 Dick St.
Fayetteville, NC 28301
July 30, 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 July 2021, Engineered Construction Company (ECC) along with sub-contractors continued focus on interior renovations pertaining to electrical, mechanical, plumbing, and fire suppression installation preparing for the rough in inspection. Continued submittal approval for various construction areas. Construction progress meetings were held July 14th and 29th. I have attached photos of the progress thus far. If you have any questions do not hesitate to reach out.

A handwritten signature in blue ink that reads "Gene Booth".

Gene Booth, Director
Cumberland County Emergency Services

Woodson "Gene" Booth
Director

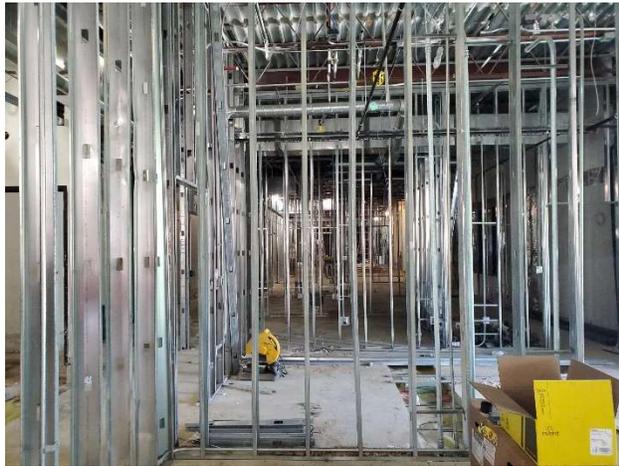
CUMBERLAND COUNTY

NORTH CAROLINA

Emergency Services Department



Server and UPS rooms



Front Offices/Conference rooms

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 30, 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:

No additional reimbursement documents at this time.

Building Progress:

- Work in progress
 - Mechanical Insulation
 - Plumbing
 - Painting
 - Drywall touch up
 - Cleaning
 - Flooring
 - Phone line installation
 - Data cabling
 - Landscaping
 - Audio visual quotes being worked on

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 – July 2021



Activities – July 2021

- Hold design team meetings – July 13 and 29
- Continue reviewing bids for construction
- Continue to define technology timeframe
- Communicate regularly with project team (ongoing)

Anticipated Activities – August 2021

- Hold design team meeting, if needed
- 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 ¹	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			

¹ 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 ¹	Actual	Completed
Bid and award construction project	Months 17-19 (March 2021 – May 2021) Revised: Months 18-21 ² (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)		

² 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 – July 2021

Activity	This Period	Next Period
<ul style="list-style-type: none"> Design 	<ul style="list-style-type: none"> Review equipment layout in the 911 equipment room 	<ul style="list-style-type: none"> Finalize equipment layout in the 911 equipment room
<ul style="list-style-type: none"> Permits 	<ul style="list-style-type: none"> No activities 	<ul style="list-style-type: none"> None expected
<ul style="list-style-type: none"> Construction 	<ul style="list-style-type: none"> Finished first coat of paint Installed ceiling grid Finished hanging ductwork and flex Poured Generator Pads and Duke Energy Pad Electrical above ceiling rough-in Bathroom tile was laid Finished lightning protection system 	<ul style="list-style-type: none"> Lay in ceiling tiles Power on to the building HVAC up and running Point up walls Final paint on walls Install roll up door Install temporary exterior door frames Install interior storefronts Install interior doors Install plumbing fixtures Install floor Install cabinets
<ul style="list-style-type: none"> Communications Systems 	<ul style="list-style-type: none"> Continue meetings with AT&T Continue technology migration planning and vendor out-reach Continue to evaluate recorder options Finalize the radio console option Order telecom circuits Continue with procurements of technology needs 	<ul style="list-style-type: none"> Continue meetings with AT&T Continue technology migration planning and vendor out-reach Prepare for migration of recording system to the new facility Continue to finalize the radio console option Order telecom circuits Continue with procurements of technology needs
<ul style="list-style-type: none"> Other Activity 	<ul style="list-style-type: none"> Routine project meetings to coordinate design and technology needs 	<ul style="list-style-type: none"> Continue to hold project meetings to discuss next steps and coordinate project needs



Sampson County, NC Grant Report – July 2021

Activities – July 2021

- **Construction:**
 - Complete building pad to grade for footings
 - Complete stripping topsoil
 - Complete footing layout
 - Complete digging footings
 - Continue electrical and plumbing under slab
 - Complete footings at 911 building continuing to main building and EMS wing
 - Complete installation of swale matting and stabilization
 - Complete temp seeding
 - Continue 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

Anticipated Activities – August 2021

- **Construction:**
 - Begin CME to grade
 - Complete under slab utilities
 - Begin damp proofing
 - Installation of temporary power
 - Continue submittal reviews
- **Technology**
 - Finalize plan for new tower
 - Continue to refine the technology plan
 - Finalize access control/security
 - Continue to coordinate structured cabling
 - Continue to 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 ¹	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)		

¹ Month 1 is December 2020

Sampson County, NC Grant Report – June 2021

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

Pictures:



Figure 1: Footings



Figure 2: Underground Utilities



Union County, NC Grant Report – July 2021

Activities – July 2021

- Review & modify procurement schedule & technology migration plan with project team
- Bids released for structured cabling, data center buildouts
- Completed submittal reviews for generator

Anticipated Activities – August 2021

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

Union County, NC Grant Report – July 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 ¹	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)	Procurement schedule & migration plan edits under review by county project team	
Outline and finalize a procurement strategy based on expected installation schedules	Months 7-8 (July - August 2021)	Delayed due to construction timeline changes	
Install generator (dependent on construction contract)	Month 10 (October 2021)	Design reviews completed; Procurement start underway	
Procure equipment and schedule installations	Month 11+ (November 2021 onwards depending on procurement lead times)		
Install structured cabling systems and datacenter needs	Month 13 - 14 (January – February 2022; construction dependent)	Bid openings scheduled for August 5.	

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

Union County, NC Grant Report – July 2021

Task	Projected Timeframe ¹	Actual	Completed
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)		

Union County, NC Grant Report – July 2021

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	Submittal reviews completed; procurement process started
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	Path design review completed
Structured Cabling	\$39,000.00	\$0.00	\$0.00	\$0.00	\$39,000.00	Bid documents issued; Bid openings scheduled for August 6, 2021
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	Bid documents issued; Bid openings scheduled for August 6, 2021
Totals:	\$484,021.00	\$0.00	\$0.00	\$0.00	\$484,021.00	

Facility Construction Activity Status²

Construction Schedule

- Footings are poured; CMU stem walls in-progress; Concrete curb & gutter in-progress; Some additional finish grading underway behind curbs; Entrance driveway areas started; Walking trail underway; Below slab plumbing and electrical piping is in progress.

Permitting

- NCDOT revised encroachment permit pending

Owner (Union County) Contracted/Owner Furnished Items

- Structured Cabling
 - Bid document(s) issued by County with scheduled bid opening date of August 6, 2021
- Audio Visual System(s)

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

- Bid document(s) issued by County with scheduled bid opening date of August 6, 2021
- Facility Security (Access Control/CCTV) Packages
 - Awaiting bid process start from County
- Communications Tower
 - 3rd party engineering review on preliminary plans underway
 - Awaiting bid process start from County

Other Activity:

- Additional coordination completed for telecommunications/data connectivity



Figure 1: CMU walls started



Figure 2: Under slab rough-ins underway



Figure 3: Entrance driveway construction started



Figure 4: Curb and gutter for parking/driveways underway



Figure 5: Grounding installation in progress

Tab 5

Executive Director's Report

Pokey Harris

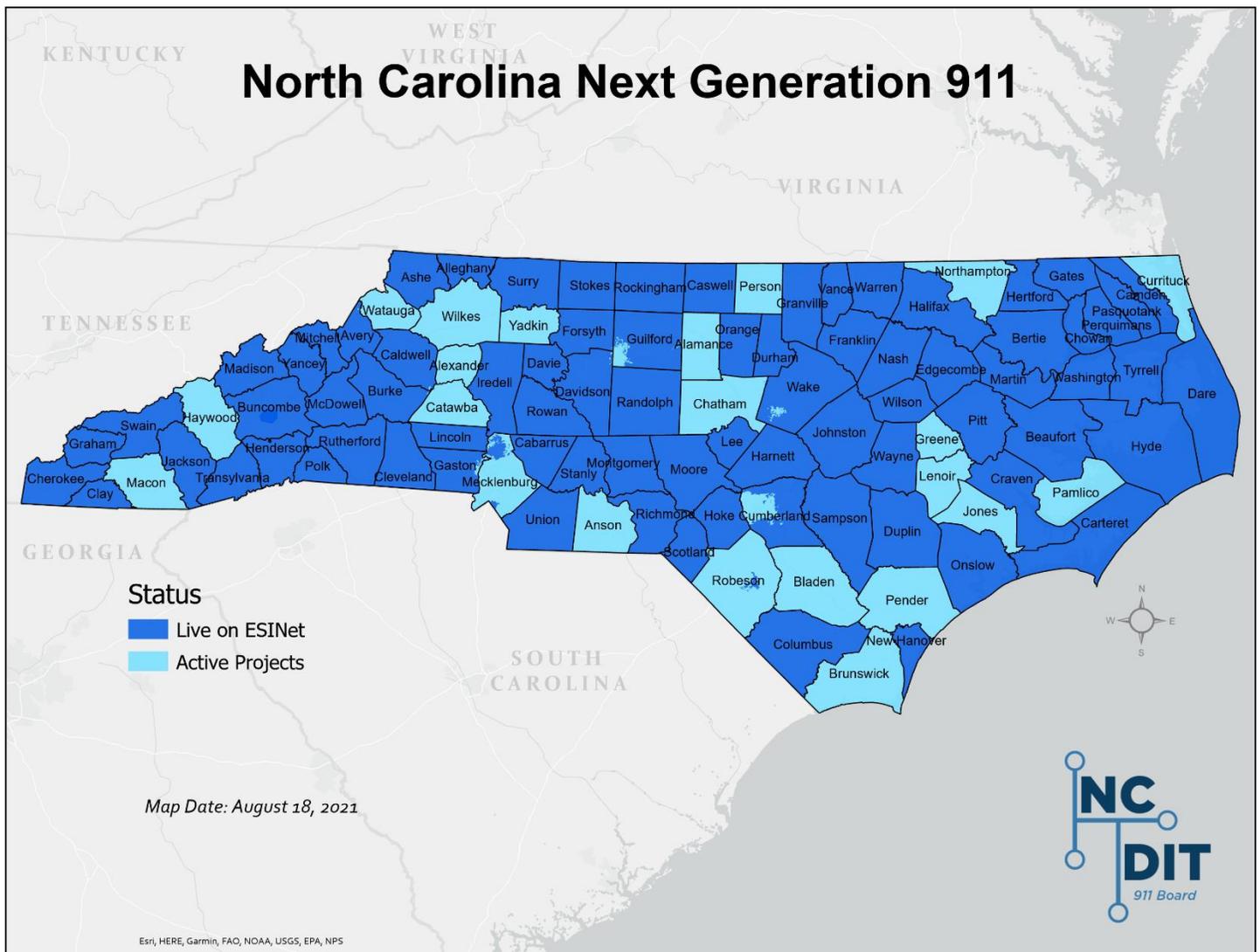
Tab 5 a)

911 Board Appointment Status

Tab 5 b)

NextGen 911 Migration Status

NC NG911 Migration Status



ESInet Migrations

July 21, 2021 – August 19, 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!!!

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

- Migration as i3
- Viper Hosted Call Handling Equipment
- First Live Call at 1128 Hours EDT
- PSAP #91/Physical Location #143 (Including Backups)

Orange County 911 (North Central Region) ESInet Migration July 28, 2021

- Migration as i3
- Vesta Hosted Call Handling Equipment
- First Live Call at 1357 Hours EDT
- PSAP #92/Physical Location #145 (Including Backups)

**Sanford PD 911
(South Central Region)
ESInet Migration
August 11, 2021**

- Migration as i3
- Viper Hosted Call Handling Equipment
- First Live Call at 1123 Hours EDT
- PSAP #93/Physical Location #147 (Including Backups)

**Hertford County 911
(Eastern Region)
ESInet Migration
August 11, 2021**

- Migration as i3
- Vesta Hosted Call Handling Equipment
- First Live Call at 1329 Hours EDT
- PSAP #94/Physical Location #148 (Including Backups)

Warren County 911 (North Central Region) ESInet Migration August 18, 2021

- Migration as i3
- Vesta Hosted Call Handling Equipment
- First Live Call at 1038 Hours EDT
- PSAP #95/Physical Location #149 (Including Backups)

Holly Springs PD 911 (South Central Region) ESInet Migration August 19, 2021

- Migration as i3
- Viper Hosted Call Handling Equipment
- First Live Call at 1248 Hours EDT
- PSAP #96/Physical Location #150 (Including Backups)



UPCOMING ESINET MIGRATIONS SCHEDULED PRIOR TO AUGUST 911 BOARD MEETING

**Mt. Holly PD 911
(South Central Region)
ESInet Migration
August 25, 2021**

**City of Fayetteville 911
(Eastern Region)
ESInet Migration
August 25, 2021**

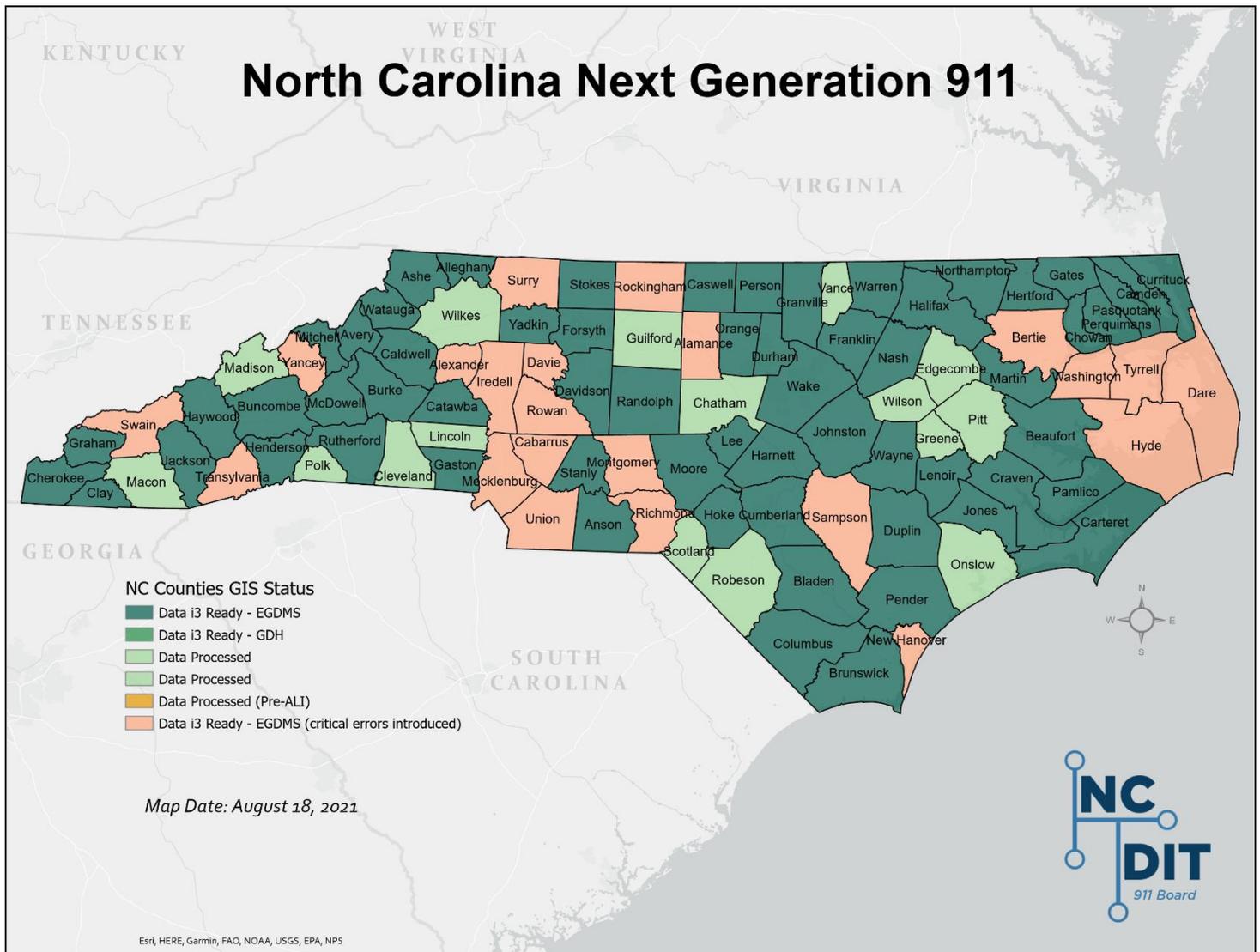
**Welcome to Our ESInet Partners
North Carolina State Highway Patrol
July 21, 2021**

- **Migration as i3**
- **Vesta Hosted Call Handling Equipment**
- **Troop B First Live Call at 1129 Hours EDT**
- **Troop H First Live Call at 1215 Hours EDT**

Tab 5 c)

NextGen 911 GIS Status Map

NC NG911 GIS Status



Tab 5 d)

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

Tab 5 e)

Staffing Update

Tab 5 f)

Legislative Update

Richard Bradford

Tab 6

Executive Committee Report

Donna Wright

Tab 7

Education Committee Report

Chuck Greene/Angie Turbeville

Tab 7 a)

Training Eligibility – NENA

Telecommunicator Core

Competencies Online Program

(Roll Call Vote Required)

Enter search criteria...



MENU

Telecommunicator Core Competencies

Essential & foundational training for 9-1-1 professionals

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Syllabus

https://www.nena.org/resource/resmgr/tcc/TCC_Syllabus_Flyer.pdf



Pricing

Telecommunicator Core Competencies Course Promo



NENA's Telecommunicator Core Competencies is a forty-hour, self-paced, online course that provides the essential and foundational training that 9-1-1 professionals need to deliver effective and efficient 9-1-1 service to the public. The curriculum, built to meet and exceed the recommended minimum-training guidelines issued by the National 911 Program, provides best-in-class practical knowledge and skills in areas required daily in the 9-1-1 center and under the headset, including: Call handling and processing for all emergency types, using emergency management systems and databases, quality assurance and quality improvement, customer service, critical thinking, PSAP-technology basics, radio systems, legal concepts, interpersonal communications, health and wellness, and more. Upon completion of this course, students are equipped to excel in their roles and are prepared to begin a long and successful career in 9-1-1.

Pricing

The NENA Telecommunicator Core Competencies program has a low, one-time cost with no recurring recertification requirements or fees. **Individuals can register for only \$299** for the full forty-hour course!

Looking to purchase fifty or more seats? We can ensure your team starts off on the right path! Contact Lisa Fulton (mailto:lfulton@nena.org?subject=TCC%20Course%20Inquiry) for agency, region, or statewide pricing.

CONTACT US

1700 Diagonal Road
Suite 500
Alexandria, VA 22314
Phone: 202.466.4911
Fax: 202.618.6370

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  (<mailto:it@nena.org>)

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Introduction | 6.75 Hours

1. Course Introduction
2. 9-1-1's Mission & Basic Terminology
3. The Public-Safety Team
4. Personal Conduct
5. Governance
6. Field-Responder Safety

Health & Wellness | 4 Hours

1. Definition, Causation, & Identification of Stress Issues
2. Strategies for Dealing with Stress
3. Management of Critical-Incident Stress

Legal Concepts | 4.25 Hours

1. Liability
2. Negligence
3. Documentation
4. Freedom of Information
5. Law-Enforcement-Specific Laws
6. Fire/Rescue/EMS-Specific Laws

Emergency-Communications Technology 4.5 Hours

1. Telephony Technologies
2. Next Generation 9-1-1
3. Computer Aided Dispatch (CAD) Systems
4. Support Systems
5. Security Breaches & Cybersecurity Threats
6. Radio Systems

Interpersonal Communications | 3.5 Hours

1. Communication Techniques
2. Customer Service
3. Problem Solving & Critical Thinking

Call Processing | 11 Hours

1. Call Receiving
2. Callers with Disabilities & Special Needs
3. Call Categorization & Prioritization
4. Fire-Service Overview
5. EMS Overview
6. Law-Enforcement Overview
7. Low-Frequency/High-Consequence Calls

Emergency Management | 4 Hours

1. Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI)
2. Introduction to the Incident Command System (ICS 100)
3. An Introduction to the National Incident Management System (NIMS 700)
4. Disaster Preparedness
5. Mutual Aid & the National Joint TERT Initiative (NJTI)

Quality Assurance | 1 Hour

1. Quality Assurance (QA)
2. Quality Improvement (QI)

Conclusion | 1 Hour

1. Making Every Day a Training Day
2. Follow-Up Agency-Specific Training
3. Wrap Up

Telecommunicator Core Competencies

A forty-hour, self-paced, online course that provides the essential and foundational training that 9-1-1 professionals need to deliver effective and efficient 9-1-1 service to the public. nena.org/tcc.

Developed & delivered by

NENA
THE 9-1-1 ASSOCIATION

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Tab 7 b)

**NC NENA and NC APCO – Training
Sponsorship Request
*(Roll Call Vote Required)***

NC Chapters of NENA & APCO Training Sponsorship Request

From: Jason Compton <Jason.Compton@wakegov.com>

Sent: Tuesday, July 13, 2021 10:42 AM

To: Turbeville, Angie F <angie.turbeville@nc.gov>

Cc: Jeryl Anderson <jbesttraining@yahoo.com>; Harris, Pokey <pokey.harris@nc.gov>

Subject: RE: [External] Education Committee Meeting for July 22

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Angie,

Thanks for your assistance in ensuring that we are appropriately making this request! Please see below and accept my apologies for the delay.

On behalf of the North Carolina Chapters of NENA & APCO, and the APCO-NENA Joint Conference Committee, I'm writing to request the one-time sponsorship of a half-day (3-hour) condensed version of Tony Harrison's "Critical Incident Stress" training seminar to be presented following the joint APCO-NENA Membership meetings in September.

Given the limited-to-no opportunities for our State's 911 professionals to attend training over the last 18-months—and particularly in-person training—during the on-going COVID-19 pandemic and the subsequent fiscal strain on local governments, the leadership of both Chapters have prioritized efforts to deliver timely and relevant training at little or no cost to attendees. Therefore, in lieu of the typical bi-monthly membership meeting format, NC NENA and NC APCO are hosting an all-day event on Friday, September 17, 2021 at the Embassy Suites in Wilmington to bring a full day of training, information sharing, and collaboration to North Carolina's 911 Telecommunicators for **free**. As a part of this event, we will be offering this 3-hour training seminar:

Tony Harrison, from The Public Safety Group, has graciously agreed to provide a half-day (3-hour) version of his "Critical Incident Stress" seminar to attendees for a flat fee of \$750.00. The full-day seminar on this topic is approved by the Committee & Board as an eligible training/education expense, and the normal pricing for this class is \$239 per student. Space has been reserved for 110 attendees:

- Full day price \$239 x 110 students = \$25,190
- Half day price \$139 x 110 students = \$15,290
- \$750.00 flat rate / 110 students = \$6.81 per student

By working together to offer this half-day seminar at no-cost, we are able to effect a massive cost savings to both local government operating budgets and in ETSF funds that might otherwise be utilized to provide attendance to the already approved full-day seminar.

The Chapters of NENA & APCO are respectfully requesting that the Education Committee and the NC 911 Board consider the one-time sponsorship of this course, in the amount of \$750.00, to further aid in the lowering of costs to PSAPs across the state and allow for greater attendance

of 911 professionals. We believe this seminar is particularly timely and relevant given the numerous critical incidents handled by Telecommunicators across our State over the last 18-months along with the cumulative stress imposed by the still on-going pandemic response.

We thank you in advance for your consideration of our request and very much look forward to your response. And, as always, we thank you for your service and commitment to the education and support of North Carolina's 911 professionals.

Respectfully submitted,

Jason Compton
Co-Chair, APCO-NENA Joint Conference Committee
1st Vice President, North Carolina NENA

Thanks again, everyone. Have a great weekend!

With kindest regards,
Jason

Jason Compton

Information Security Analyst

Wake County Government

Information Services | Security Services

Jason.Compton@wakegov.com

+1.919.856.6601 office | +1.919.368.3314 mobile

337 S. Salisbury St | PO Box 550 | Raleigh, NC 27601

wakegov.com

North Carolina NENA, 1st Vice President



The Public Safety Group

**PO Box 1468
Wake Forest, NC 27588
(877) 794-9389 toll free
(239) 676-7468 fax**

COURSE OBJECTIVES

Critical Incident Stress

1. The participant will define critical incident stress.
2. The participant will identify what they can do to deal with critical incident stress.
3. The participant will identify what they can do for others who suffer from critical incident stress.
4. The participant will define a debriefing.
5. The participant will learn how they can be affected by a critical incident.
6. The participant will identify warning signs for suicide.

Critical Incident Stress

What is critical incident stress?

Critical incident stress historically has been known by many names, such as traumatic stress, combat fatigue, and rapid-onset burnout.

However, critical incident stress results from any situation that causes emergency personnel to experience unusually strong emotional reactions that could interfere with their ability to function.

A critical incident is a workplace event — such as an accident, injury, fatality, or robbery — that causes emotional or psychological trauma in people directly, or even indirectly, exposed to the incident. It is a sudden, powerful event outside the range of normal experience — and outside workers' control. A critical incident will often overwhelm a worker's ability to function in a normal way by causing strong emotional reactions.



Robert Flint has defined it as any situation where one feels overwhelmed by forces beyond his or her control.

Roger Solomon has defined it as any situation where one feels overwhelmed by a sense of vulnerability and/or lack of control over the situation.

The most recent study on stress is from Dr. Michelle Lilly of the University of Northern Illinois (2013).

The study examined levels of stress in new hires and experienced telecommunicators.

Findings:

3.7% of trainees had symptoms of PTSD

24.6% of experienced telecommunicators had symptoms of PTSD

- Depressive symptom scores in **trainees**:
 - 78% had no depressive symptoms
 - 12% had mild depressive symptoms
 - 10% had moderate to severe symptoms

- Depressive symptom scores in **experienced telecommunicators**:
 - 58% had no depressive symptoms
 - 18% had mild depressive symptoms
 - 24% had moderate to severe symptoms

- Probable alcohol dependence in **trainees**:
 - 5% had probable drinking problems

- Probable alcohol dependence in **experienced telecommunicators**:
 - 12% with probable drinking problems

- Body Mass Index (BMI):
 - Trainees:
 - 36.8% normal; 21.1% overweight; 42.1% obese
 - Experienced telecommunicators:
 - 15.7% normal; 29.6% overweight; 54.7% obese
 - ⇒ 88.5% of experienced telecommunicators reported a desire to lose weight
 - ⇒ 52.9% reported having gained weight in the past three months alone

- Days that activity was limited due to illness in ***past three months***:
 - Trainees: average = 2.50
 - Experienced telecommunicators: average = 4.85
 -

- Visits to physician in ***past three months***:
 - Trainees: average = .63 (SD = 1.20)
 - Experienced telecommunicators: average = 1.88 (SD = 2.27)

Most difficult calls are

- Unexpected death or injury of a child
- Child sexual assault
- Violent domestics
- Calls involving family and/or friends

Some common terms that we often hear:

Defusing is a short session during which people affected by the incident meet with a trained leader to talk about the incident.

Critical incident stress debriefing (CISD) is a process designed to prevent and mitigate the development of post-traumatic stress.

Post-traumatic stress disorder (PTSD) is a term for severe psychological consequences of exposure to stressful events.

How do you get CIS?

This is a complex question that is not easy to answer.

When an event occurs, your body gains information about that event through your senses, and your brain gives that information meaning.

Two people working the same incident may have totally different reactions to an event. One person may feel the effects of CIS while the other does not.

There are five characteristics of critical incidents

1. Sudden and unexpected.
2. Disruptive of one's sense of control.
3. Disruptive of one's beliefs, values, and basic assumptions concerning how the world and people within it work.
4. Involving the perception of a life-damaging threat.
5. May include an element of physical or emotional loss.

What to expect

Physical: Fatigue, thirst, headaches, visual difficulties, vomiting, grinding of teeth, weakness, dizziness, profuse sweating, chills, rapid heart rate, nausea, muscle tremors, twitches, chest pain,* difficulty breathing, elevated blood pressure,* shock symptoms, fainting, etc. (* indicates the need for medical evaluation.)

Cognitive (affecting thoughts): Blaming others, confusion, poor attention span, poor decisions, heightened or lowered alertness, poor concentration, memory problems, hyper-vigilance, difficulty identifying familiar objects or people, increased or decreased awareness of surroundings, poor problem solving, poor abstract thinking, loss of time, place, or person orientation, disturbed thinking, nightmares, intrusive images, etc.

Emotional: anxiety, guilt, grief, denial, severe panic (rare), emotional shock, fear, uncertainty, loss of emotional control, depression, inappropriate emotional response, apprehension, feeling overwhelmed, intense anger, irritability, agitation, etc.

Behavioral: change in activity, change in speech patterns, withdrawal, emotional outbursts, suspiciousness, change in usual communications, loss or increase of appetite, alcohol consumption, inability to rest, antisocial acts, nonspecific bodily complaints, hyper-alertness to environment, intensification of startle reflex, pacing, erratic movements, change in sexual functioning, etc.

What else can affect your response?

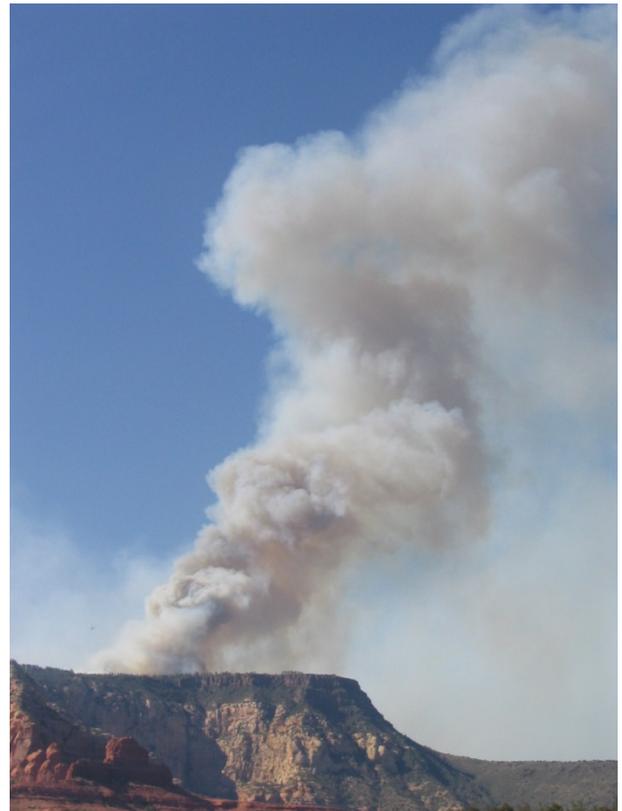
Degree of sensory exposure (severity, frequency, and duration)

Perceived and actual safety of family members or significant others

Characteristics of recovery environment (existence of, access to, utilization of social support).
Perceived level of preparedness.

Pre-incident level of psychosocial functioning (coping efforts).

Pre-incident level of psychosocial stress (vulnerability/resilience).



What can I do?

You are going to have to do the work and process the information.

Talk it out, or you will act it out.

Alternate between strenuous exercise and relaxation for the first 24 to 48 hours after the incident. Exercise helps to burn the excess cholesterol dumped into your system.

Get plenty of rest.

Spend time with supportive family, friends or others who have been there.

Keep busy. Structure your time. Spend time with people, especially those who have been there. Maintain as normal a schedule as possible.

Remember that you are normal.

Your feelings are normal; you are not crazy or weak.

Keep your life as routine as possible; do not make life-changing decisions.

Make a lot of little decisions to help return a sense of control to your life.

Avoid alcohol and drug use.

Do things you enjoy.

Watch your diet. Avoid sugar and caffeine. Eat regular and balanced meals. Increase your intake of fruits and vegetables.

Give yourself permission to feel bad.

Realize that others have gone through this before and have felt the way you feel now.

Recurring thoughts, dreams, or flashbacks are normal; don't try to fight them. They will decrease over time and become less painful. Help your co-workers as much as possible by sharing feelings and checking out how they are doing.

Keep a journal. Write your way through sleepless hours.

If needed, call for help from a critical incident stress expert. If you do not know one, contact your local Red Cross.

Life will never go on like it did before the traumatic event.

What can I do for others?

Be available – listen.

Acknowledge their feelings as normal.

Be sensitive to individual circumstances and different points of view.

Don't respond with, "You're lucky it wasn't worse."

Offer to spend time with the person involved.

Provide reassurance.

Respect the person's need for privacy and time alone.

Help the person with everyday tasks like cleaning, cooking, caring for the family, and minding children.



After the incident

Debriefing is a complex process led by specially trained personnel and typically occurs two to fourteen days after the event. A debriefing normally takes two to three hours and is a peer-driven process.

A debriefing is not an operational critique session.

From the CISD team perspective, this is a voluntary process.

Introduction phase:

Ground rules are established for the process. Confidentiality is paramount.

Only individuals involved in the event should be present.

No one should leave in the middle of the CISD.

You do not have to talk.

All personnel introduce themselves and identify their role in the incident.

During a debriefing, there is no rank.

Fact phase:

During this phase, specific details emerge for the group. Usually, a few individuals provide core facts, while others fill in missing details.

Thought phase:

Talking about the emotional aspects begins during the thought phase.

Reaction phase:

"How did you react to the incident?"

Not everyone feels comfortable talking, especially at this juncture. The important part of participation is being present and listening. Many participants discover that their reactions were similar to their peers' reactions.

Symptom phase:

The many varied symptoms that people have been experiencing are discussed. In this phase, along with the reaction phase, workers realize that they are not alone in how they have been feeling. People only feel abnormal if they are different from a comparison group.

Reentry phase:

This final phase allows an opportunity for team members to expand upon points that they feel are important and for answering questions. The main purpose of this phase is to ensure that emotions are not still raw when the participants leave.

What about critical incident stress and PTSD?

Post-traumatic stress disorder (PTSD) is defined as an anxiety disorder that can occur following the experience or witnessing of a traumatic event.

A number of psychiatric manifestations of stress exist. PTSD may occur due to a traumatic or critical incident.

Set criteria in psychiatry determine if an individual qualifies for a diagnosis of PTSD. Individuals must have been exposed to a high-risk, potentially traumatizing experience or situation. A combination of major and minor symptoms establishes a PTSD diagnosis, as follows:

- Flashbacks
- Dreams
- Déjà vu
- Avoidance
- Sleep disturbance
- Loss of interest
- Detachment
- Emotional numbing
- Increased startle reflex
- Intensification

Well, that sounds like CID. Yes. It is said that within the first 24 hours, more than 85% of emergency personnel experience stress reactions in response to critical incidents.

After six months, approximately 20% of the original group continue to have stress symptoms.

After one year, about five to ten percent of the original group will still have symptoms; approximately three percent of the original group will be diagnosed with PTSD.

While hard-and-fast criteria do exist to establish a definitive diagnosis, some experts in the field believe that PTSD is a continuum of symptoms from major to minor.

What is normal?

After experiencing a critical incident, many people want to know, “What is normal?”

Cumulative incident stress

We have been talking about CIS related to a single incident, but many people suffer from cumulative incident stress.

Also, some people will not suffer the effects of the incident for three to five years afterwards.



Four common outcomes to untreated psychological trauma:

1. Anxiety disorders
2. Depression
3. Addictive behavior
4. Violence

Peer support teams

A peer support team can be very valuable.

Find out what resources are currently available.

Can you become part of the current system?

Do you need a new program?

Eye Movement Desensitization & Reprocessing

One powerful new tool for dealing with critical incident stress is the use of rapid eye desensitization, or rapid eye therapy.

It works by physiologically, as well as psychologically, opening the neurological pathways in our brains where memories and decisions are stored.

Through blinking and rapid eye movements, as guided by a trained technician, we literally remove the dysfunctional core beliefs and the emotional charges surrounding the past.

This process simulates the natural process that occurs during the REM sleep cycle.

There are some people who have questioned how well this works.

CIS and suicide

There is an average of 450 law enforcement suicides every year; however, only approximately 150 officers will die annually in the line of duty.

The suicide rate for police officers is about 18 per 100,000; that is much higher than the general population rate of about 11 per 100,000.

Case 1: Steve Martin was a 6'6" officer who shot himself on Halloween. Steve's wife said that she knew he needed help and tried to get it for him, but he kept canceling the appointments. He was afraid his department would find out that he had a drinking problem and he would be fired. His wife finally moved out of the home, and he committed suicide. Some of his friends in the department told his wife that they knew he was in serious trouble, but they had done nothing.

Case 2: A Washington D.C. police officer shot herself inside the bathroom of the communications center where she was assigned.

Suicide warning signs

- Threatening to hurt or kill himself or herself, or talking of wanting to.
- Talking or writing about death, dying, or suicide, when these actions are out of the ordinary.
- Increased substance (alcohol or drug) use.
- A feeling of no reason for living; no sense of purpose in life.

- Anxiety, agitation, inability to sleep or sleeping all the time.
- Feeling trapped — like there's no way out.
- Hopelessness, withdrawing from friends, family and society.
- Rage, uncontrolled anger, seeking revenge.
- Acting reckless or engaging in risky activities, seemingly without thinking.
- Dramatic mood changes.

Suicide intervention

Do's :

- Listen.
- Regulate your voice.
- Be non-judgmental.
- Offer help.

Don'ts:

- Don't dare the person.
- Don't give advice by making decisions for someone else.
- Don't act shocked.
- Don't be sworn to secrecy.

Assure the person that he or she has made a good decision to talk.

Calm yourself; modulate your voice.

Keep the person talking.

Engage the person in conversation.

Try to give the person an individual sense of acceptance and support.

Use expressive skills to show that you are listening and that you care.

Be empathic: "It must seem like those feelings will never end."

Determine the nature of the current stressor, but do not dwell on it.

Try to find positive aspects of the person's life

Case studies

The Oklahoma City bombing – April 19, 1995

By December of 1997:

The Oklahoma City Police Department had experienced:

- Increase in family violence
- Divorce rate up 25 to 30%
- One police officer committed suicide
- Increase in addictive and anti-social behavior.

The Oklahoma City Fire Department had experienced:

- Divorce rate three times higher
- Four people admitted for suicidal and depression issues
- More than 30 suicide interventions (some with dependent family members and children).
- Four firefighters retired on mental disability.



Of the first ten dog handlers on the scene, seven dropped out of search-and-rescue work.

For more information:

www.icisf.com

www.shadowsofthebadge.org

www.suicidology.org

www.thepainbehindthebadge.com

Tab 7 c)

**Recruitment Public Service
Announcement and Website
*(Roll Call Vote Required)***

NC 911 Board

2021 Media Campaign



**Reach anyone, anywhere,
on any screen and know
that it worked.**



We have billions of insights to help your business find new customers, reach them directly, and know that it worked.

Every day, tens of millions of viewership insights are aggregated & anonymized from 25+ million devices to create the smartest advertising campaigns for our clients.

*Source: Spectrum Reach Proprietary Viewership Data – Average Monthly Performance Metrics - December 2019-June 2020.



This proprietary viewership data is combined with third-party demographics and consumer research to deliver actionable insights to businesses of all sizes.



We are the most trusted media sales company in America*, and we happen to be your neighbors.

But don't just take our word for it.

In May, 2020, an independent survey was conducted by *The Myers Report* to 700 Advertiser and Agency Executives to determine which media sales organizations are most trusted to deliver on promises.



*Source: The Myers Report 2020, Survey of 700 Advertiser and Agency Executives on Perceptions of 80 Media Organizations.
<https://www.mediavillage.com/article/which-media-sales-organizations-are-most-trusted-to-deliver-on-promises/>



Spectrum Reach was voted the #1 most trusted media partner to assist clients with their media planning and buying decision making, and reliably deliver on promises.

The Spectrum Reach Difference



One-Stop Shop For Solutions

Your one-stop shop for the best products and ideas to reach anyone, anywhere, on any screen.



Premium Video Experts

The greatest access to the most valuable content, harnessed for your business.



Actionable Data & Insights

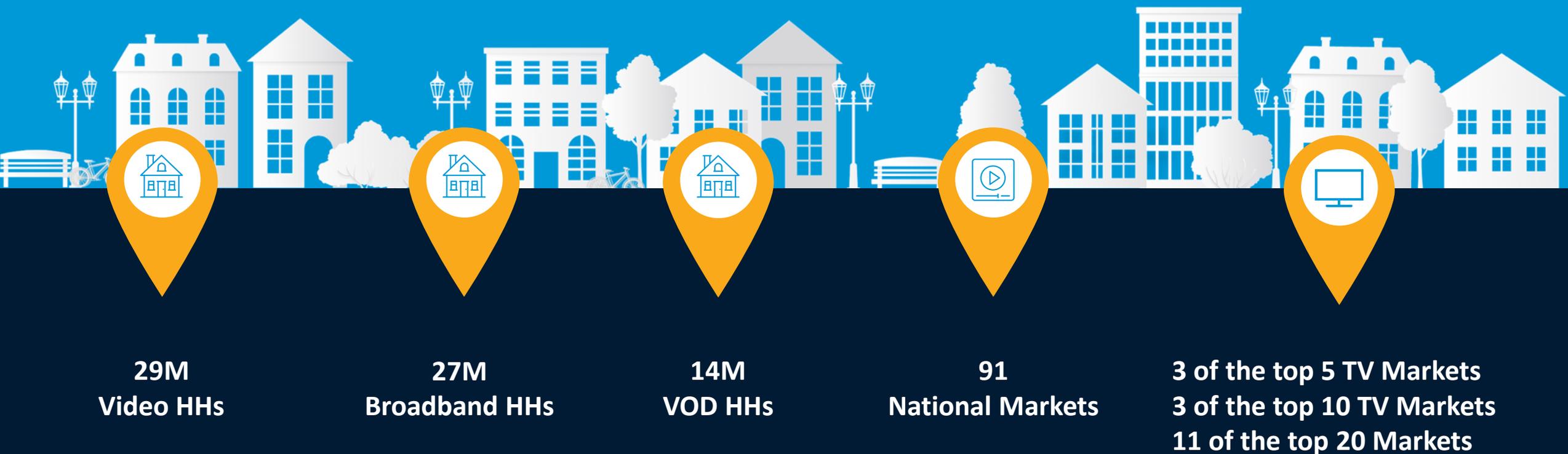
Billions of insights to help your business find new customers, reach them directly, and know that it worked.



Local Neighbor/ Local Expert

Your trusted neighbor, invested in the success of your business and the community.

Spectrum Reach by the Numbers



Data fueled advertising



As the cable and internet service provider for Spectrum subscribers, we have unparalleled access to precise audience insights.



Our powerful first-party + third-party data partnerships connect your business with your target audience across all screens and optimize media buys.



Enhanced Targeting Capabilities

- Network, Daypart, Program, Device Engagement, Websites and Apps
- Viewing Platform Demographics
- Audience Behaviors

Proposal Summary

Option 1 “Local High Frequency Campaign”

- 9 Week Flight: 8/30-10/31/21
- Geography: Durham Zones
- Household Impressions: 2,736,188
- Commercials: 6,805
- Programming included: TV Networks based on 1st Party Viewership Data, NFL Monday Night & Thursday Night Football, Local College Football

Total Investment: \$15,000

Option 2 “Reach the State Campaign”

- 4 Week Flight: 8/30-9/26/21
- Geography: North Carolina
- Household Impressions: 5,376,874
- Commercials: 2,759
- Programming included: Spectrum News Statewide with a Weather On The One’s Sponsorship, and for the Durham Zone TV Networks based on 1st Party Viewership Data
- **Total Investment: \$15,000**

Last year, ESPN scored with **226 million total viewers** across the NFL Season, while the network averaged more than **1 million viewers** across each college football matchup last year. Don’t miss any of the action on this upcoming season!

Event	Network	# of Commercials
College Football		37
Monday Night Football NFL		4
Thursday Night Football NFL		4

Reach engaged viewers while aligning your brand with a prominent sponsorship that viewers tune in to see all day long. Spectrum News 1’s **Weather on the 1s** provides viewers with a complete local forecast every ten minutes, 24/7.

:30-commercial Dayparts	Weekly
M-Su 5am-10am	10
M-Su 10am-6pm	17
M-Su 6pm-12am	11
M-Su 12am-4am	7
:10-Billboards at \$0	25
:30 & :10 Subtotal	70

Source: Sports Media Watch, 2020-21 College Football TV Ratings. Sports Media Watch, NFL Ratings for the 2020-21 season

Note: Linear TV Impressions are Nielsen HHLd estimates. Billboards that do not air due to breaking news coverage, special Spectrum News programming, technical issues or missing creative copy are not made good. Should the digital or Live Stream portion of this sponsorship under-deliver, we reserve the right to move those dollars to linear. Weekly investment is based on 52 weeks.

OPTION 1: Durham (RLDU) Zone - 0664



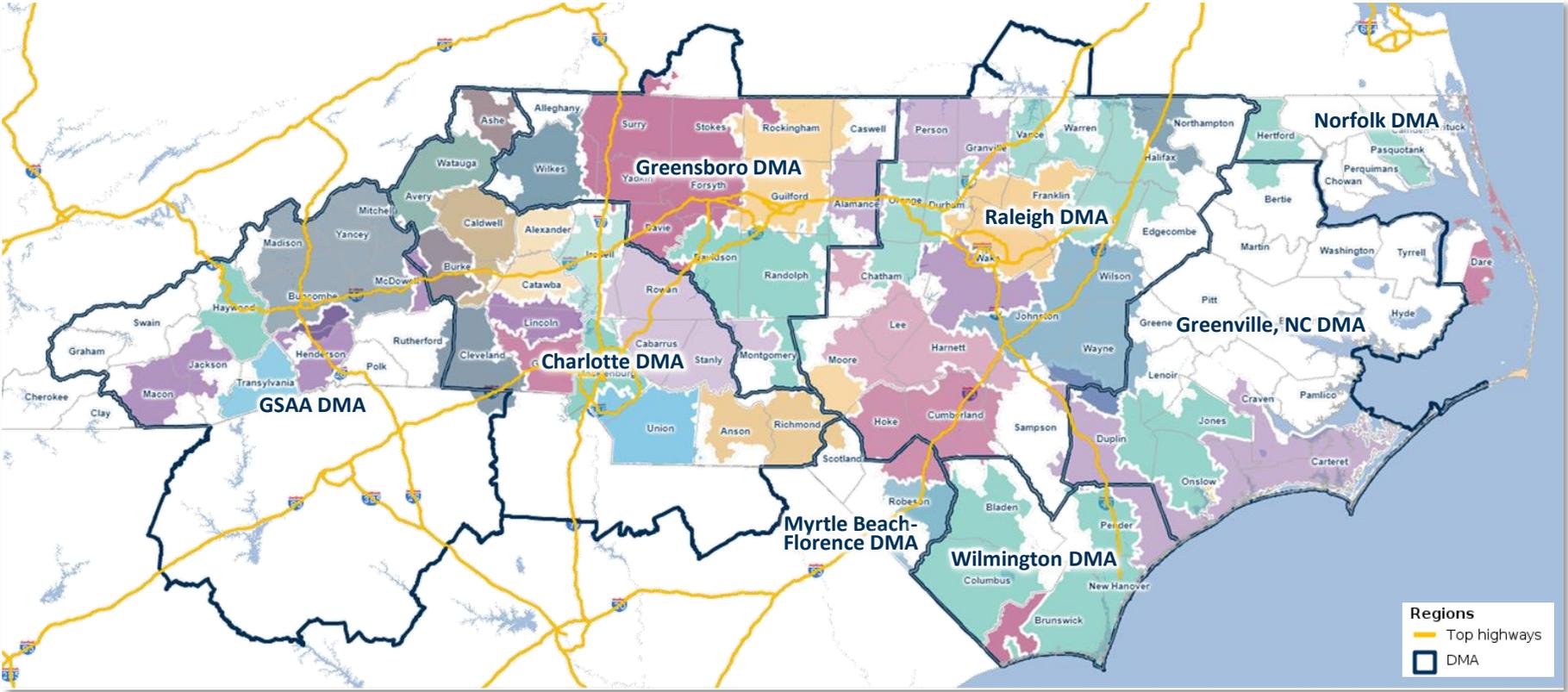
Demographics	
Current UE	116,827
Median Age	38
% Female	52%
Median HH Income	\$62,092
Bachelor's Degree +	41%
Owner-occupied	54%
Caucasian	59%
African American	33%

Zone Cities and Zips			
27231	Cedar Grove	27703	Durham
27243	Efland	27704	Durham
27278	Hillsborough	27882	Spring Hope
27312	Pittsboro	27537	Henderson
27503	Bahama	27809	Battleboro
27508	Bunn	27508	Bunn
27509	Butner	27553	Manson
27510	Carrboro	27803	Rocky Mount
27514	Chapel Hill	27850	Littleton
27516	Chapel Hill	27278	Hillsborough
27517	Chapel Hill	27701	Durham
27522	Creedmoor	27599	Chapel Hill
27536	Henderson	27503	Bahama
27537	Henderson	27856	Nashville
27544	Kittrell	27707	Durham
27549	Louisburg	27713	Durham
27553	Manson	27514	Chapel Hill
27581	Stem	27712	Durham
27589	Warrenton	27589	Warrenton
27599	Chapel Hill	27243	Efland
27701	Durham		

Networks
A&E, AHC, AMC, ANP, BBKA, BET, BRVO, BTN, BLOOM, COOK, CMDY, CMT, CNBC, CNN, CNNE, DISC, DIY, DXD, E!, ENN, ESPNC, ESPNU, ESPN2, ESPN, ESPND, FOXB, FOOD, FOXD, FREE, FS1, FS2, FSSO, FX, FXNC, FXX, FYI, GALA, GOLF, GAME, HALL, HGTV, HIST, HISTE, HLN, ID, LIFE, LMN, LRW, MSNBC, MTV, MTV2, NBCS, NFL, NATG, NICK, OUTD, OWN, OXYG, PARA, SCI, SEC, SYFY, TBS, TLC, TNT, TOON, TR3S, TRAV, Tru, TVL, TWC, USA, VH1, VICE, WE, Spectrum News



OPTION 2: Spectrum Reach North Carolina Zone Coverage



Charlotte DMA	Raleigh DMA	Greensboro DMA	GSAA DMA	Wilmington DMA	Norfolk DMA	Greenville, NC DMA
CTSH (4964)	RLRB (2408)	GBBU (2033)	GSBV (6352)	WLTO (6369)	RELC (3479)	WLMO (0833)
CTCS (9521)	RLSP (1028)	GBGB (9523)	GSHN (2150)	WLVI (1022)	NFMA (3218)	WLLE (5376)
CTLI (4699)	RLRR (4685)	GBWK (6433)	GSAH (2219)	WLSH (8123)	NFHA (6582)	WLJA (1782)
CTGA (0659)	RLDU (0664)	GBRD (9524)	GSHY (6716)			
CTIR (6944)	RLFY (0668)	GBWS (9525)				
CTRC (4963)	RLJW (9527)					
CTRO (9522)	RLBC (4968)					
CTCN (9520)	RLWN (9528)					
CTCW (4698)	RLWS (9529)					
CTMR (9087)						
CTCA (0484)						
CTWJ (0722)						
CTWA (5744)						

Spectrum News 1 – Invested in the success of your business and the community

Find new customers, reach them directly, and know that it worked.



Anyone
Anywhere
Any screen

- More Spectrum households watch Spectrum News than any cable network or local broadcast channel¹ ...at home or on the go



Find new
customers, reach
them directly

- Viewers watch live
- Fewer, uncluttered breaks
- Weather every 10 minutes²
- Non-preemptible sponsorships



Focus on
the right
neighborhoods

- Affordably reach your customers
- Target communities where they live and work



Go beyond
multi-screen

- Community-focused
- Balanced newscast
- Featured in doctors' offices, restaurants, and public areas

Source: (1) Spectrum Reach Internal Set-Top-Box Data from Audience Measurement – Extrapolated from Alteryx. All metrics are aggregated across the top 30 Spectrum News markets. Qualified Audiences Only: Tuned-in for 5 consecutive minutes during time period. Unique HHs & Station Hours Metrics from 12a-12a Daypart, July 1-31 2020. Ranking includes all measured networks (Broadcast, Cable, & Premium) from Set-Top-Boxes. (2) Some Spectrum News markets may vary.

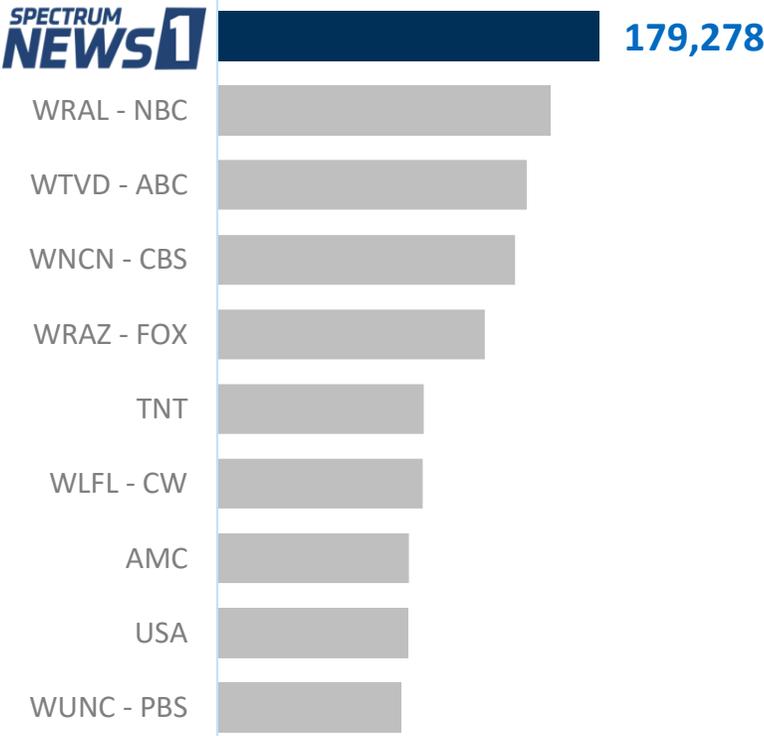
Spectrum
REACH™

SPECTRUM
NEWS 1

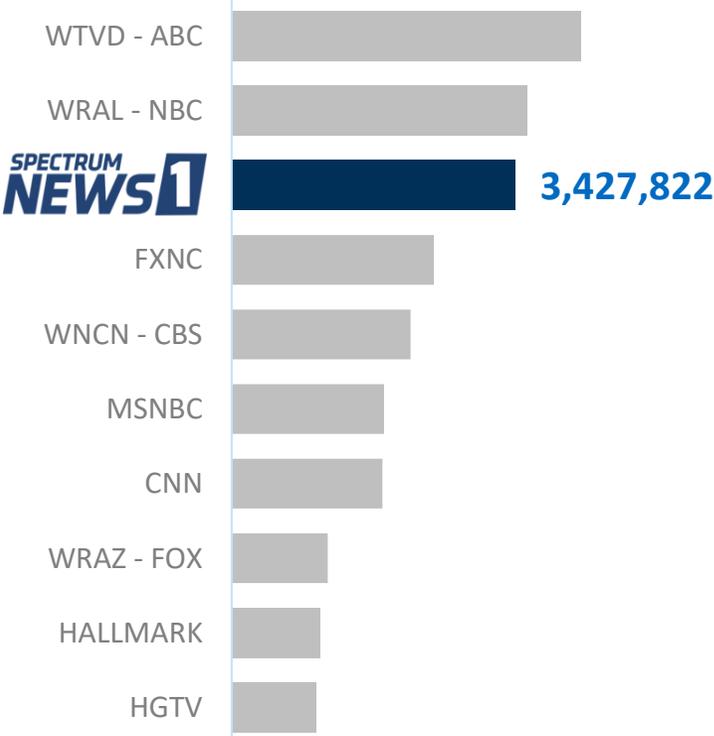


One Of The Most-Watched Channels In Spectrum Homes

Total households per month



Total hours viewed per month



Source: Spectrum Reach internal Set-Top-Box data from Audience Measurement – Extrapolated via Alteryx. All linear viewing. DMA: Raleigh. Date Range: July 1-31, 2020. Advanced Options: 5-minute dwell time.



NFL Season

MNF remains cable's most-watched series!¹

ESPN scored again with 226M total viewers across 17 games, averaging 11.2M for live, nationally-exclusive games.² NFLN totaled 191M viewers across 18 games, averaging 6M for live, nationally-exclusive games.²

The 2021 Regular Season expands to 17 games per team, giving us one more week of football! Starting Week 12, ESPN can flex for exciting matchups from Sunday to MNF.



Schedule subject to change. ^TNF had 7 nationally-exclusive NFLN games & 11 simulcast on FOX. ESPN had 14 nationally-exclusive games & 3 simulcast on ABC/ESPN2. Source: (1) ESPN 2020 Year in Review, 12/15/21. (2) Sports Media Watch, NFL Ratings for the 2020-21 season. (3) Scarborough USA+ Market/Release: Raleigh/Durham, NC 2020 Release 2 Total (Sep 2019 – Sep 2020) Target: (sports watched on cable TV last year NFL playoffs AND Other regular season NFL) . (4) Spectrum Reach Internal Data from Audience Measurement

8/6-8/29/21	9/13/21-1/3/22	9/16-12/30/21	1/8/22	1/15-1/17/22	2/6/22
Preseason	Monday Night Football	Thursday Night Football	ESPN/ABC Double-Header	Wild Card Weekend	Pro Bowl

WeFanTogether™



Spectrum REACH®



College Football Season

Cable has two-thirds of all regular season games!¹

Last year, cable carried nearly 200 games in the regular season. ESPN boasted an average of more than one million viewers across 75 match-ups! Alabama vs. Mississippi on ESPN topped these games with 4.9M viewers (+25% YOY).¹

Many conferences return Fall 2021 after opting out last season and all teams are slated for a full schedule, which means 70+ more cable games (based on 2019).



Schedule subject to change. Source: (1) Sports Media Watch, 2020-21 College Football TV Ratings.
 (2) Scarborough Market/Release: Raleigh, NC 2021 Release 1 Total (Mar 2020-Mar 2021); A18+Target: sports watched on cable TV last year - college bowl games AND UNC AND Duke AND NC State AND other regular season football

8/28-12/4	12/5	12/11	12/18-1/3	12/30-1/10/22
Regular Season	Selection Sunday	Heisman Trophy	Bowl Season	New Year's Six & Championship
 +more				

THANK YOU!

COVID-19 RESPONSE · Resources, information and assistance from across state government. [Visit the Information Hub](#)

NCDIT » About » Boards & Commissions » N.C. 911 Board » 911 Telecommunicator Jobs in North Carolina

911 Telecommunicator Careers in N.C.



N.C. 911 Board

- [About the N.C. 911 Board](#)
- [Committees](#)
- [Meetings](#)
- [Legislation, Policies & Documents](#)
- [Next Generation 911](#)
- [Public Safety Answering Points](#)
- [Contact](#)

Why Work for 911

Do you want your job to both challenge you and let you help others where you live? Consider a career in public safety as a 911 telecommunicator.

Working for a 911 center in North Carolina is more than just a job. Telecommunicators save lives 365 days a year. This exciting career also offers rewarding, stable employment with good benefits.

Telecommunicators work with dedicated colleagues and the latest technology. They get the personal satisfaction of making a difference in residents and responders' lives every day.

What You Need to Work for 911

Local 911 centers in North Carolina need individuals who can remain calm under pressure, have excellent customer service skills and can multitask successfully.

If you have these abilities, you can be the calm voice 911 callers hear. As a telecommunicator, you will be a lifeline when you are most needed.

How to Start Working for 911

The N.C. 911 Board wants to connect job seekers to job openings. Numerous 911 centers across North Carolina have many job openings. Contact local 911 centers to ask about current openings, application process, salaries and training in your desired community.

Search through the 911 center job pages listed by county below.

[A - C](#)
[D - J](#)
[K - P](#)
[R - Y](#)

A - C

- [Alexander County](#)
- [Ashe County](#)
- [Beaufort County](#)
- [Bertie County](#)
- [Brunswick County](#)
- [Buncombe County](#)
- [Caldwell County](#)
- [Charlotte](#)
- [Cherokee County](#)
- [Chowan County](#)
- [Cleveland County](#)
- [Columbus County](#)
- [Cornelius](#)
- [Craven County](#)
- [Cumberland County](#)
- [Currituck County](#)

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 10 a)

2022 Grant Program Committee

Recommendations

(Roll Call Vote Required)

Tab 10 b)

**2022 Priority One Collaboration
Grant**

(Roll Call Vote Required)

Tab 10 c)

Statewide Projects

(Roll Call Vote Required)

Tab 10 d)

General Report

Tab 11

Technology Committee Report

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

Tab 12

911 Regional Coordinator Reports

Conner/Gardner/Turbeville/Newberry

Tab 13

State 911 Plan

Pokey Harris/Barry Ritter

State 911 Plan Update - 2021

Barry Ritter, ENP, CMCP

Co-founder Ritter Strategic Services, LLC

August 27, 2021



Ritter Strategic Services, LLC

North Carolina State 911 Plan Update 2021

Barry Ritter, ENP, CMCP
Co-founder, RSS

Laura Barton
Senior Project Consultant

- **2010 the 911 Board formally adopted the North Carolina State 9-1-1 Plan (“the plan”) which reflected input and recommendations from PSAP directors and other stakeholders.**

- **2018 State 911 Plan Update**
 - **10 Goals**
 - **29 Objectives**

- **2021 State 911 Plan Update**
 - **Continuation of existing Goals and Objectives**
 - **Identify new Goals and Objectives**

Measurements

- **No Action**
- **Ongoing work in progress**
- **Substantially completed**
- **Completed**

State Plan Report Card

- ✓ **Goal #1** Provide and pay for a statewide hosted NG911 system
- ✓ **Goal #2** Implement a comprehensive Cybersecurity program for ESInet, interconnected networks, software, applications, and PSAP users
- ✓ **Goal #3** Explore and investigate the interconnections of PSAP users and other ESInet users
- ✓ **Goal #4** Build and implement statewide GIS database for use as a core service
- ✓ **Goal #5** Increase Board staff to reorganize and better serve PSAPs
- ✓ **Goal #6** Amend G.S. 143B-1400 to reflect changes in 911 service, PSAP operations, and Board responsibilities in the NG911 environment
- ✓ **Goal #7** Amend G.S. 143B-1400 to define MLTS and provide regulations
- ✓ **Goal #8** Develop a revenue model for 911 service, NG911 service, PSAPs and Board operations
- ✓ **Goal #9** Implement outreach and public education programs
- ✓ **Goal #10** Establish statewide minimum training standards or rules

Goals

1 no action

9 substantially completed or completed

Objectives

1 no action

4 ongoing work in progress

24 substantially completed or completed

2021 Roadmap

- Staff work session 7/20/2021
- Regional PSAP Meetings August/September
- Study Group Kickoff Meeting 8/24/2021
- Board Meeting 8/27/2021
- Draft History and Accomplishments Report
- Study Group Work sessions ongoing
- Draft 2021 Plan Update TBD
- Final 2021 Plan Update to Board 12/2021



Tab 14

Other

Pokey Harris

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*

