



North Carolina 911 Board
Education Committee Meeting Agenda
Conference Call
Thursday, June 18, 2020
10:00AM to 11:30AM
Virtual Meeting

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Chuck Greene
2.	Roll Call	Angie Turbeville
3.	Welcome	Pokey Harris
4.	Approval of May Minutes	Chuck Greene
5.	Be Rail Safe Program Presentation <i>Guest Speaker: Roger Smock, Rail Safety Coordinator, DOT</i>	Chuck Greene
6.	Informational Aid: <i>Introduction to the NC 911 Board</i>	Chuck Greene
7.	Website Update: Survey	Angie Turbeville
	Adjourn	Chuck Greene



North Carolina 911 Board
Education Committee Meeting
DRAFT- Minutes

Thursday, May 21, 2020 @ 10-11:30am

Virtual – Meeting was conducted using simultaneous communication.

Phone In-Person Absent

	Phone	In-Person	Absent
Chuck Greene	X		
Brian Short	X		
Donna Wright	X		
Grayson Gusa	X		
Jeryl Anderson	X		
Jimmy Stewart			X
J.D. Hartman			X
Rick Thomas			X
Hope Lindsay			X
Heather Joyner			X
Pokey Harris			X
Richard Bradford	X		
Gerry Means			X
Tina Gardner	X		
Angie Turbeville	X		
Marsha Tapler	X		
Ronnie Cashwell			X
Kristen Falco	X		
Stanley Meeks			X
Stephanie Conner	X		
David Newberry	X		

1. Chair Opening Remarks – Chuck Green kicked off the meeting welcoming the group.
2. Roll Call – Chuck asked Angie to conduct the roll call. Angie stated that a roll call vote would be taken for any action requiring a motion and a vote such as approval of the minutes due to required changes for conducting state meetings. Stephanie Conner will be monitoring the chat messages. All chats in Microsoft Teams are public record. Angie asked for all members to introduce themselves while speaking.
3. Executive Director Opening Remarks - Pokey welcomed committee members and guests. Pokey provided information to committee members regarding SL2020-3 s. 4.38. This session law delays

education requirements which applies to EMD and telecommunicator requirements. This will be discussed further with the full board at the upcoming meeting.

4. Approval of March Minutes – Chuck Green asked committee members if they had reviewed the minutes and if anyone had any suggested edits or needed changes, if not he asked for a motion to approve the minutes. Donna Wright made the motion and Jeryl Anderson seconded the motion. A roll call vote was taken by those attending committee members. Minutes were approved with no discussion unanimously.
5. Website – Angie communicated that as part of the Education Committee’s goals for this year and overall purpose of the Education Committee to provide the board’s initiatives, vision and responsibilities, she thought about the website being the most public facing venue for information; the website needs updating and reorganizing. Angie introduced Kelly Gardner, with DIT Comms who joined the meeting to discuss the website and learn more about the needs of the board and stakeholders. Chuck led a discussion with Kelly, committee members and guests. There was much discussion and good suggestions. Staff will follow up with Kelly before the next committee members with next steps.
6. Informational Aid – Chuck stated that a draft had been developed and wanted to share this with committee for comment. There was some general discussion by committee members. Chuck asked Angie if she would email the draft to committee members for comment to bring forward another draft at the next meeting.
7. Training and EMD requirement per new legislation – Chuck provided to committee members that a meeting was conducted with Donna Wright, Chair of Standards Committee and staff to discuss the joint ad-hoc committee. Chuck and Donna will be meeting with Buddy Martinette chair of the ad-hoc committee to discuss next steps. Angie provided to committee members that the regional coordinators had surveyed the PSAPs to see what training program they were currently using, out of 127 PSAPs, 104 responded: Sheriff’s Training and Standards – 62, Priority Dispatch – 19, APCO – 15, PowerPhone – 2, Inhouse – 2 and No program – 4.
8. Telecommunicator Standards Update – Angie stated that more work needed to be done to clean up the definitions. Now that the survey has taken place, the PowerPhone program will need to be reviewed.

Adjourn – Chuck asked unless there was any new business that needed to be discussed the meeting was adjourned. Meeting adjourned: 11:12am.

What is the NC 911 Board?¹



The NC General Assembly created the current NC 911 Board in 2007 to consolidate oversight of wireless and wireline 911 calling and dispatching response agencies. The NC 911 Board is Chaired by the Secretary of the Dept. of Information Technology or the Secretary's designee. Currently, Transportation Secretary Eric Boyette serves as the designated Chair. The Board's membership is representative of the many stakeholder groups involved in providing 911 service in NC and includes representatives of:

- The NC League of Municipalities – 1 Representative
- The NC Association of County Commissioners – 1 Representative
- A provider of VoIP services in the State – 1 Representative
- The NC Chapter of the National Emergency Number Association (NENA) – 1 Representative
- The NC Sheriffs' Association, Inc. – 1 Representative
- CMRS (Wireless) providers in the State – 3 Representatives
- The NC Chapter of the Association of Public Safety Communications Officials (APCO) – 1 Representative
- Small Local Exchange Carriers (fewer than 50,000 access lines) – 2 Representatives
- The NC State Firefighters' Association – 1 Representative
- The NC Association of Chiefs of Police – 1 Representative
- The NC Association of Rescue and Emergency Medical Services – 1 Representative
- Large Local Exchange Carriers – 2 Representatives (one of which must have fewer than 200,000 access lines)

What does the NC 911 Board do?

The NC 911 Board's powers and duties are established in the North Carolina General Statutes in G.S. §143B-1402. It has regulatory and funding authority. The Board's powers and duties include, but are not limited to:

- Developing a North Carolina State 911 State Plan – The latest version is on the Board's website.
- Administering the 911 Fund – The 911 Fund is an interest-bearing special revenue fund within the State Treasury. The Board must ensure that monies spent from the Fund are used for purposes allowed under the Statute.² The Board establishes an annual budget to meet these requirements
- Distributing monies in the 911 Fund to PSAPs³ – PSAPs receive monthly distributions normalized for their jurisdictions based on past expenditures. PSAPs must submit expenditure reports annually to assist with this process.
- Distributing monies in the 911 Fund to CMRS providers⁴ – CMRS providers are eligible to request reimbursement for costs associated with providing enhanced 911 service (E911).
- Establishing policies and procedures to fund advisory services and training for PSAPs – The Board maintains a list of eligible expenditures for purchases and training.
- Establishing Administrative Rules for PSAPs and back-up PSAPs⁵ – All PSAPs are required to have an approved back up plan and must meet Rules.
- Using funds to pay for statewide 911 projects – The Board manages statewide projects that provide a call tracking analytics system, interpreter services to the PSAPs, and an Ortho Imaging project for mapping all jurisdictions in the State.

¹ NCGS §143B-1401. 911 Board

² NC GS §143B-1404. 911 Fund

³ NCGS §143B-1406. Fund Distribution to PSAPs

⁴ NCGS §143B-1405. Fund Distribution to CMRS providers

⁵ NC Administrative Code Sub Chapter 06C

- Paying private sector vendors to establish a Next Generation 911 (NG911) network – The Board established a contract with AT&T to implement a statewide ESInet, and a contract with GeoComm to implement GIS call routing.

Education Committee Members Comments

(added to document for quick review, will be removed for final draft):

1. *For the listing of agencies represented on the information aid, could hyperlinks be added for each organization?*
2. *Where the 911 Board's website is referenced in the document, can a hyperlink be added?*
3. *Since AT&T and GEOComm are specifically referenced, should ECaTS and Voiance be referenced as a matter of uniformity?*
4. *Only suggestion would respectfully bring notice that when a document includes names, that it will need consistent revisions every time a change is made.*
5. *If the document is a front and back, put the state map with the regions and regional coordinators information in a similar fashion as Emergency Management with the branch and area maps. Then add the remainder of the board, staff and NMAC.*
6. *Add to the document, other things that staff does like manning ESF in the State EOC during activations.*

Website User Survey

We're updating the N.C. 911 Board website at <https://it.nc.gov/nc911board>. Please take a few minutes to let us know what is important to you on this site.

1. What are the top 1 to 3 things that you come to the N.C. 911 Board website to do?
2. Pick the features/topics that are important to you.

[Choices to be determined based on stakeholder input]

3. List the one feature/topic that is most important to you. (From the above list or anything else.)
4. As we revamp our website, what should we focus on?
 - Make information easier to understand
 - Simplify the website (shorter, more precise information)
 - Make information easier to find
 - Other (please specify)
5. How often do you come to this website?
 - Once a year
 - Several times a year
 - Once a month
 - Weekly
 - Daily
6. What is your interest in the N.C. 911 Board?

[Choices to be determined based on stakeholder input about website audience; should include "Other" choice with option to elaborate.]