



# NORTH CAROLINA 911 BOARD MEETING

September 22, 2017

Bush Street

Raleigh, NC

10:00 AM - 12:00 PM

**Call To Order**

**David Bone**

Roll Call

Richard Taylor

# Chairman's Opening Remarks

David Bone

Chairman's Opening Remarks      **David Bone**

~ Recognition of Telecommunicators from  
Guilford-Metro 911





None

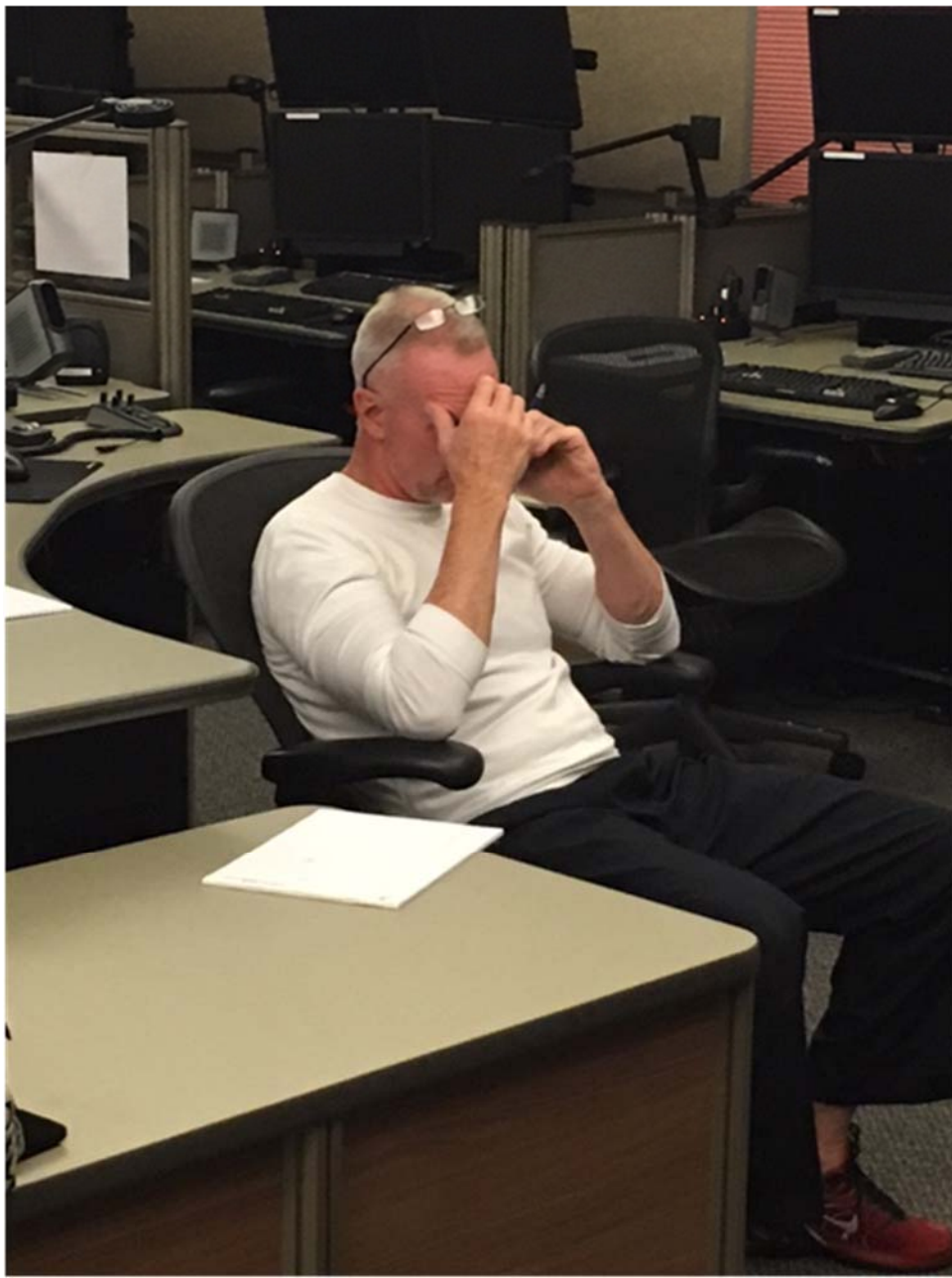
ROCKINGHAM COUNTY, NC – Guilford County emergency dispatchers are helping to take calls from Rockingham County 911 center after a fire alarm.

The Rockingham County Fire Chief says smoke filled the IT room from a battery backup system setting off the extinguishing system.

Investigators said no one was injured but some workers were taken to the hospital for a routine checkup after inhaling the smoke.

At the moment Rockingham 911 does not know when the center will re-open.







Presented to

Presented to

James Evans, Clay Kennedy, Glenn Lamb, April Loftis

Christine Moore, Joseph Rierson Bryce Russell

of

Guilford-Metro 911

For Outstanding Teamwork, Professionalism and Commitment to Public Safety

Demonstrated By You

October 26, 2016

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

September 22, 2017

# Ethics Awareness/Conflict of Interest Statement

David Bone

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.

Consent Agenda *(vote required)*

Richard Taylor

(Complete Reports Located in Agenda Book On Web Site)

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Banner Elk Room**  
**3514 Bush Street, Raleigh, NC**  
**August 25, 2017**  
**10:00 AM – 12:00 PM**

<u><b>Members Present</b></u>	<u><b>Staff Present</b></u>	<u><b>Guests</b></u>
David Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Secretary Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT)	Randy Beaman, CCES
Heather Campbell (CMRS) Sprint	Ronnie Cashwell (DIT)	Nikki Carswell, Iredell Co 911
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	Danette Jernigan (DIT)	Maureen Connolly, Mooresville PD
Chuck Greene (LEC) AT&T	Marsha Tapler (DIT)	Susan Davis, Mooresville PD
Len Hagaman (Sheriff) Watauga County	Richard Taylor (DIT)	Brian Drum, Catawba Co 911
Greg Hauser (NCSFA) Charlotte Fire Department (WebEx and phone)		Derrick Duggins, CRS
Dinah Jeffries (NCAPCO) Orange Co Emergency Services		Jeff Holshouser, Airbus Defense & Space Communications (ADSC)
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)		Jesus Lopez, DIT
John Moore (VoIP) Spectrum Communications		Kevin Medlin, OCES
Jeff Shipp (LEC) Star Telephone		Tim Mitchell, CCES
Jimmy Stewart (NCAREMS) Hoke Co 911		Melanie Neal, Guilford Metro 911
Slayton Stewart (CMRS) Carolina West Wireless		Dominick Nutter, RWECC
Amy Ward (LEC) CenturyLink		Phil Penny, MCP
Donna Wright (NENA) Richmond Co Emergency Services		Lisa Reid, Fayetteville PD
		Mike Reitz, Chatham Co 911
		Tia Rogers, Chatham Co 911
		Craig Schulz, MCP
		Geoffrey Smith, Chatham Co 911
		Chris Spencer, Pitney Bowes
		Candy Strezinski, Iredell Co 911
		Mary Alice Warner, DIT
<u><b>Members Absent</b></u>	<u><b>Staff Absent</b></u>	<u><b>WebEx Guests</b></u>
Eric Cramer (LEC) Wilkes Communication	Dave Corn (DIT)	Cliff Brown, Federal Engineering
Niraj Patel (CMRS) Verizon		Kristin Cook, Carteret Emergency Comm

		Greg Dotson, Rutherford Co Comm
		Mike Edge, Scotland Co 911
		Beth Jones, Iredell County
		Christine Moore, Guilford Metro 911
		Glen Parnell, Wilson Co 911
		David Saleeby, Iredell County
		Roman Scruggs, Rutherford Co Comm
		Ron Smith, Iredell County
		James Soukup, City of Durham
		Corrine Walser, MEDIC
		Bruce Williams, Wireless Comm, Inc.
		Victor Williams, Beaufort Co Sheriff 911
		Wendy Williams, Alleghany County
		Doug Workman, Town of Cary 911

**Call to Order**—Chairman Boyette called the meeting to order at ~10:02, welcoming everyone and expressing his pleasure with the attendance. He then asked Mr. Taylor to conduct the roll call.

**Roll Call**—Mr. Taylor called the roll of those members he expected to be participating online. Andrew Grant, Greg Hauser, and Jeff Ledford all responded, but Niraj Patel did not. Mr. Taylor then advised Chairman Boyette that a quorum was present.

**1. Chairman's Opening Remarks**—Chairman Boyette began his remarks with a warm welcome to Amy Ward, the new Board member replacing Josh Brown, representing local exchange carrier CenturyLink, appointed by Sen. Berger. He then asked Mr. Taylor to administer the oath of office to Ms. Ward. Once that was complete, Chairman Boyette asked her if she would like to share a little about herself with the Board. She introduced herself, noting that this marks the 25<sup>th</sup> year she has worked for CenturyLink in various roles and responsibilities, saying she is currently the Business Operations Manager for the state of North Carolina, supervising all of the business technicians who service PSAPs and business customers in the state. She mentioned that she has worked with Josh Brown for several years, and Laura Sykora before that, and is looking forward to contributing to the work of the Board as both of them did.

Asking Chairman Boyette if he could move to the next section of the opening remarks, Mr. Taylor observed that it was not “a fun thing” to do. He then reminisced about his long association with Dinah Jeffries, “Before we got our hairdressers to change our color.” Saying they first got to know one another well when he was President and she was Vice-President of NC NENA, he related that she had told him, “You know, when I first met you, I thought you were the most stuck-up guy I’d ever seen in the world, but now that I’ve gotten to know you, you really are a pretty cool guy,” alleging with a chuckle that he thought those were her words verbatim. He related that they have known each other’s families, watching them grow over the years, through both good times and bad. Stressing that they will continue to do so in the future as well, he remembered how excited he had been when she became a member of the 911 Board because he knew her dedication to, and her love and passion for, 911. He noted how she doesn’t mind speaking out or standing up for what she believes in, and has truly been a great friend, not only to him and his family, but to the entire 911 community, for many, many years.

Addressing her directly, Mr. Taylor congratulated Ms. Jeffries on her recent promotion to the Emergency Management Director position for Orange County, despite the fact that her increased job responsibilities in that role have contributed to her decision to step down from the 911 Board. He added that he has always known that if she feels she can’t put 100% of her passion and energy into whatever task she takes on, she simply will not do it; unfortunately, she has realized that due to her increased responsibilities, both personal and professional, she can

no longer afford to give her role on the 911 Board the attention she feels it deserves. He observed she had a great mentor in Nick Waters, adding he can still see Nick Waters in Ms. Jeffries' style of leadership and decision-making whenever she speaks. Recalling his announcement at last month's Board meeting that she had submitted her resignation letter to him, he said it is his fervent hope that the folks at NC APCO will be able to find someone as committed and dedicated as she is to replace her. He then invited her to join him at the podium, asking Chairman Boyette to join them as well.

Chairman Boyette read the inscription on the sculpture he presented Ms. Jeffries from the Board, thanking her for her dedicated service to the citizens of North Carolina and the North Carolina 911 system. Stepping to the podium, Ms. Jeffries observed that as anyone who knows her would realize, she had to say something. She said it has been an absolute honor and pleasure, as well as a challenge at times, to work with the 911 Board, adding that she wants to challenge each and every Board member, but especially those representing NC APCO and NC NENA, to remember that, "It's not about us...it's about them! It's about all the folks who never get the recognition." She said that Nick Waters taught her one thing she remembers especially well: "It's not about me and the glory. It's about my people getting the glory! That's what makes *me* successful, because if they don't get the glory—if they don't shine—then I'm not doing my job." She admonished Board members to embrace those people, grow them up, make them lead up, because they're going to be taking our places one day. Once again thanking the Board, she stressed, "I'm not gone, I've just gone to prioritize, and I know I'll be in touch with a lot of you. Find Donna a strong partner, again, who makes it about 911 telecommunicators, not about themselves."

As Mr. Taylor asked Tina Bone to step to the podium, Chairman Boyette read from a certificate of recognition awarded to her for having worked five years for the 911 Board. Turning to the Board and staff members, Ms. Bone said, "I love working with each and every one of you, and I look forward to many more years of working with each and every one of you. Thank you very much!"

Acknowledging that every recognition the Board does is great, Mr. Taylor opined that his personal favorite, however, is recognizing telecommunicators, just as Ms. Jeffries said. Observing we've heard some absolutely outstanding calls through the years, he said that today's is really kind of special: it's about a baby being delivered, and it's a very special situation. Noting that the call lasted over fifteen minutes, he asked Ronnie Cashwell to play back an edited portion of the audio. After the audio playback, Mr. Taylor invited Tia Rogers of Chatham County Emergency Operations, the telecommunicator who handled that call, to come forward. As she was coming up, Mr. Taylor said, in Paul Harvey fashion, that he wanted to share "The Rest of the Story." Reminding everyone of the reference in the audio to the fact that the mother was only twenty-seven weeks into her pregnancy, he related that Ms. Rogers had lost a baby born to her at twenty-six weeks, who had died in her arms. With a break in his voice, he observed how much strength she had displayed in handling that call; how difficult it must have been for her. Mr. Taylor added that for those who are believers, it is evident that God put her there for a reason, put her in the right place at the right time. Without reading the inscription on the plaque presented to her verbatim, Chairman Boyette and Mr. Taylor both commended her on how well she had done, the strength she had displayed in handling that call. As Chairman Boyette presented the award to her, the room erupted into a standing ovation.

Saying "I didn't expect this today, or I would have worn my church clothes," sparking laughter around the room, Ms. Rogers then paused contemplatively and relayed that, in fact, she has lost a total of five babies, and when the son Mr. Taylor referred to passed away, she went through a very dark time. Choking up, she said that when she returned to work after that, a call such as this one was exactly what she prayed she would never get, so when it did come to her, she couldn't help but think of her own experience and how she wanted to ensure this mother didn't have to go through the same kind of loss and pain; she felt that she really had to save this baby. She said she felt God gave her that call, not only to save that child but to bring her closer to closure about her own loss as well. She emphasized that she loves her work—and is good at it—having done it for almost ten years now, and how appreciative she is of this recognition, just as "Ms. Dinah" had spoken about earlier, because sometimes telecommunicators feel like they're not recognized for what they do. She thanked everyone, saying she's just letting God use her, even through work.

Before moving to the next agenda item, Chairman Boyette observed this underscores the type of support that we need to give to this community, and also tells him why he's here, why he did not want to delegate this responsibility to anybody else. He said it is so important to him that these are the things we need to hear more of, to be exposed to, to look at what our community is doing. He thanked Ms. Rogers again for her inspiration.



**2. Ethics Awareness/Conflict of Interest Statement**—Chairman Boyette read the Ethics Awareness/Conflict of interest statement printed in the agenda. No one responded that they had either a conflict or a potential conflict, so he asked Mr. Taylor to go ahead with the Consent Agenda.

**3 Consent Agenda**—Mr. Taylor apologized for not having remembered to “publish” the Agenda and the Agenda Book to the website until this morning. After uploading them he had forgotten to hit the “publish” button, so although it looked as though they were online on his computer, that was misleading. So now he has clicked on the “publish” button, so they are, indeed, available on the website.

Moving to the minutes of the last meeting, he observed that the only modification made to the draft submission circulated earlier in the week was to place a period at the end of the final sentence, and added that he had received no additional requests for corrections or additions. He then proceeded to the financial report (please see <https://files.nc.gov/ncditi/documents/files/08252017%20%20DRAFT%20Agenda.pdf> for amount details), highlighting that a good many of the grants have been closed out or are on the verge of being closed out. Noting that to date no expenditures have been made from the NG911 Fund, he speculated that by next month that will change. He also explained that the large amount of prepaid revenue in July offset the smaller amount seen in June, pointing out that prepaid retailers can choose to pay either monthly or semi-annually, and many of them choose the semi-annual option, leading to this end-of-fiscal-year anomaly. Jeff Shipp offered a motion to approve the consent agenda, Donna Wright seconded, and the motion passed unanimously.

**4. Public Comment**—Chairman Boyette read the invitation to public comment from the agenda. No one had pre-registered to speak and no one spoke up, either in person or on the phone, so Chairman Boyette asked Mr. Taylor to proceed with the Executive Director Report.

**5. Executive Director Report**

**a) 911 Board Staff Update**—Mr. Taylor related that staff has been undergoing some changes, with Danette Jernigan receiving extensive training from Marsha Tapler and doing very well with it. He added that although Dave Corn is on vacation, so Mr. Taylor has not spoken to him directly, Mr. Corn has submitted his resignation “...effective now, but he said he would be glad to stay on until December 15<sup>th</sup> to make a transition for his replacement.” Mr. Taylor noted that Mr. Corn worked in a contract position, so it was a little bit different than a regular position, adding he hopes to sit down and talk with him once he returns from vacation to work out any details. Turning to new positions, Mr. Taylor reminded everyone of the vacancy for a PSAP revenue specialist, reporting that interviews have been scheduled with some very good candidates for September 5<sup>th</sup>. He then advised that interviews for the reposted PSAP Liaison position formerly filled by David Dodd follow on September 6<sup>th</sup>, again with some very qualified candidates. He speculated that once those positions have been filled, we are looking at further additional positions as well, summarizing “We’ll be staffing up a lot over the next couple of months.” Mr. Taylor added that the HR folks have really been helping out a great deal with these recent efforts, applying filters to the applications to lessen the probability of having to review applications from people who simply aren’t qualified.

**b) Statement of Economic Interest Findings for Amy Ward**—Mr. Taylor reported that, as is the case with every Board member, the *North Carolina State Board of Elections & Ethics Enforcement* found no actual conflict of interest in its *Evaluation of Statement of Economic Interest Filed by Amy Ward*, but did find the potential for a conflict of interest.

**c) Board Meeting Format**—Mr. Taylor began this agenda item by characterizing the meeting held by the Grant Committee a couple of weeks ago as one of the best meetings he has attended in a long time. He was impressed with the very meaningful discussions committee members had regarding policy and rules and goals, and he realized those types of open, in-depth discussions seem to have been missing from full Board meetings; that Board meetings now primarily consist of reports which frequently generate little discussion, unlike the more open conversations that regularly took place at Board meetings years ago, and that realization prompted him to put this topic into an agenda item.

Mr. Taylor displayed onscreen the summary of a teleconference meeting held on January 15, 2014 where the topic of "Agenda and Meeting Formats" was addressed by an ad hoc committee composed of then Board Chair George Bakolia, Board members Jason Barbour, Andrew Grant, and Lee Worsley, and Mr. Taylor himself (please see <https://files.nc.gov/ncdit/documents/files/08252017%20Agenda%20Book.pdf> pages 55-56), observing that he feels we may be falling into the same kind of a rut now as that which prompted that committee meeting back then. He related that the teleconference had come about because Board members had said, "You know, we go to the Board meetings, we hear reports, and just move on—we never really sit around and discuss issues; we never really get a true feeling of what Board members want—what the policy is for the Board—it's always buried in a committee somewhere and never with all of us around the table." He offered that what he hopes to try to achieve beginning today is to once again promote such discussions, which can then be taken back to the committee level, giving the committees direction on how to do their job, because if the committee doesn't know what the Board wants—or if they just *think* they know what the Board wants—we may not be communicating well. He added that hopefully we can achieve that, if it's okay with Chairman Boyette, who responded, "Absolutely."

Mr. Taylor then reported on meeting with Raleigh-Wake Emergency Communications Center Director Dominick Nutter and FCC Commissioner Brandon Carr when Commissioner Carr visited the Raleigh-Wake center. Mr. Taylor said they had some good, frank conversations, and he felt Commissioner Carr was very in touch with issues facing 911. Mr. Taylor related the commissioner had asked about our ESINet project and where we are with NG911, and was very impressed with what was going on. Mr. Taylor thanked Mr. Nutter for the invitation to attend.

Mr. Taylor next related that he had spoken with former 911 Board member Jason Barbour since the freakish accident in which he had been injured on July 4<sup>th</sup>. Mr. Barbour was seated with his back to the front window of a Domino's Pizza storefront down in Cape Carteret waiting for an order when a pickup truck crashed through that window, catapulting Mr. Barbour and another patron well into the store. Mr. Taylor showed a video clip of the incident onscreen that had been captured by one of the store's security cameras, and it seemed a wonder that either man survived. Mr. Taylor said that Mr. Barbour had told him, however, that he is recovering, although still in a lot of pain. Chairman Boyette said he had also spoken to Mr. Barbour, and wryly reminded him that "Domino's Delivers," eliciting laughter throughout the room. Chairman Boyette then remarked, "He didn't find it funny!"

Chairman Boyette then took the floor, encouraging Board members to offer comments about the proposed new meeting format to either Mr. Taylor or him. He said they needed everyone's input in order to make this as efficient and effective a Board as possible.

**6. PSAP Funding Model Discussion for Work Session Guidance**—Funding Committee Chair David Bone said that he thinks we've made a lot of progress on the new PSAP Funding Model—that we're ready to cross the finish line, and will hopefully be there after next Tuesday's Funding Committee work session—or at least much closer to being able to bring a recommendation to this Board for consideration. He reviewed how the committee has been working on this for quite some time, made some good progress this spring, and then gained a good outside perspective through the App State project in June. He allowed that the committee has taken the App State perspective under consideration and is now ready to take this to the next step with the work session. He encouraged Board members who do not serve on the Funding Committee to please attend the work session, reasoning that their input could only result in more positive results.

Underscoring that he thinks we are definitely moving in a positive direction, Mr. Bone stressed how excited he is about some of the things we have done and continue to do, such as imposition of caps on certain purchases, simplifying things for both Board staff and PSAPs. He added that he thought cooperative purchasing and procurement has helped a great deal as well, while acknowledging that there are still more opportunities to move forward with that. He also observed that one of the main things the App State students homed in on was the need for and the benefits to be realized through consolidation. Mr. Bone then asked Mr. Taylor to take the floor to provide further information.

Mr. Taylor advised he will be distributing soft copies of the guiding principles developed about a year ago by the Board to help guide the Funding Committee, which he displayed onscreen (please see <https://files.nc.gov/ncdit/documents/files/08252017%20Agenda%20Book.pdf> page 61). He pointed out that the ASU study had determined that many of the items listed there really didn't make that big a difference; in fact, the

study recommendation was to move away from them. He added he will also be distributing a committee document spreadsheet (please see <https://files.nc.gov/ncdit/documents/files/08252017%20Agenda%20Book.pdf> page 62-66) which arranged PSAPs according to populations served and looked at their call volumes, the number of positions they have, costs per call, etc., in trying to come up with a new formula that would be fair and equitable, pointing out that it is not a proposal, but just a presentation of information. He said he thinks the bottom line is that we've worked in a lot of different areas, and he thinks it's great that now we have many new Board members who can add fresh eyes and fresh air to the process. Acknowledging he's not sure if everybody can make it to the work session on Tuesday, he said he certainly will welcome any input anyone has to offer today.

Mr. Taylor then displayed NCGS § 143B-1406.(3) onscreen, the portion of the statute which lists the topics the Board must consider in establishing a funding formula, stressing that the directive only indicates those topics must be *considered*, not necessarily used (please see <https://files.nc.gov/ncdit/documents/files/08252017%20Agenda%20Book.pdf> page 60). After touching upon each of those items, Mr. Taylor said that what he would really like to hear today, and he thought Mr. Bone would, too—especially if you will not be able to attend the work session—is what everyone's thoughts are; what do you think of when you think about PSAP funding?

Jeff Shipp interjected that he just wanted to clarify that when we discuss the PSAP funding model we are NOT discussing any change in the revenue collection model. He posited that we have the same amount of revenue coming in...that the funding model is actually a *revenue management* model, i.e. it addresses how that source of income is used. Chairman Boyette concurred, noting the PSAP funding model addresses the dispersion of the funds, not the collection of the 911 fee.

Chairman Boyette solicited any feedback from Board members. Chuck Greene said that he was going to hold his comments until the Tuesday work session, adding, however, that he does have a lot to say. Mr. Taylor singled out Donna Wright in her role as a PSAP manager herself, asking for her input. She said she was also waiting until Tuesday, that she has been stewing about what has been put in front of her and wants to make sure she thinks it through well before she speaks up. Mr. Taylor then reshaped his question more directly, asking her, again while wearing a PSAP manager's hat, what are the "burning issues" or the "non-negotiables" that she feels she has to have in a funding model. She replied that her thought is much broader than that; it comes back to sustainability over the long term. She asserted that she wants to make sure that whatever the Board does sustains the services, not only maintaining what is needed today, but determining how to make them better, not letting them become stagnant. Jimmy Stewart, also speaking as a PSAP manager, said he can honestly say that over all the years he has been involved, starting with the wireline E911 fund begun in 1989, his PSAP has never really wanted for anything that was allowable for purchase under the statute, adding, however, that as time goes on, they need things that are not allowable for purchase with 911 funds. Saying "I know everybody wants to buy radios and antennas and police cars and dogs and everything else" out of 911 funds, he said he thinks that if we open that up it will just get crazy and bankrupt the fund. He reiterated that his PSAP has never really wanted for anything—everything that was allowable he's always had the money to get—and has never had anything taken away from him that shouldn't have been. Mr. Stewart observed that having been involved in a lot of programs that receive funding that have various formulas applied to them, there is no formula that is going to make everybody happy. He advised that he actually struggles to keep his 911 fund balance low enough to prevent having it reduced the next year, and he looks at everything he's allowed to buy. Noting that he's looking at a 5-year refresh coming up in the near future, he's saying "Oh happy day, I get to spend some money!", adding, however, that he'll still have money left over. He very quickly added, too, that he knows everybody is not in that same situation.

Mr. Taylor asked him if Hoke County has an actual refresh cycle in place. Mr. Stewart replied he uses a 5-year refresh for his phone system and computers, allowing that he used to just keep using equipment until it dropped, or at least until there was a reason for upgrading it—he doesn't just upgrade for upgrading's sake. He added that this refresh will also allow him to accomplish something he wants to do for their backup, and if it wasn't for that, he might not even do it. Directing his next question to either Mr. Stewart or Ms. Wright, Mr. Taylor asked if, in their relationships with other PSAP managers, they think that refresh cycles are something others practice? Is it something the Board should look at from a Funding Committee viewpoint of how to encourage adherence to refresh cycles? Ms. Wright responded that she thinks it is two-sided; that it's in the standards as a recommendation, but in her conversations with other PSAPs which are not as engaged with the 911 Board as she is, the reality is more like what Mr. Stewart says: when it breaks, they fix it. She added that even in her own



situation, she and her IT director have butted heads because she wants to establish a cycle and his reaction is “It’s not broken!” Her response to that is she doesn’t have time for it to break, and it has taken her several years to “beat that into his head” because he is not accustomed to somebody being proactive. She added you also have to fight internal battles with other departments upon which you depend for support; some want to use a refresh cycle, some do not, so it’s sort of a double-edged sword.

Mr. Taylor then addressed John Moore, the 911 Board member representing Spectrum, admitting he was putting him on the spot but asking him if, from a private industry perspective, a huge company like Spectrum practices regular refresh cycles on its equipment. Mr. Moore replied they do, just to keep ahead of the demand for bandwidth, especially in the education sector—that they’re always going through technology upgrades, having moved from Alcatel Lucent to Juniper to whatever is in use this year, trying to use the “best of the best” just to stay ahead of the curve. Seeing Mr. Greene shaking his head, Mr. Taylor asked if that was consistent with his company’s (AT&T) approach, and Mr. Greene said yes, he agrees. Heather Campbell, of Sprint, essentially concurred as well, adding, however, that it is always a tradeoff; depending upon what the equipment is, there’s always a different refresh cycle. Mr. Moore added that as technology improves, they are actually able to collapse hub sites because transmission distances increase with the improved efficiency of the new equipment, with which Ms. Campbell agreed. Mr. Moore acquiesced that “You’re never where you want to be,” but that you never stop trying to get there. Jeff Shipp interjected that we all create yearly budgets, but in addition to that, his company has a rolling, revolving five-year budget out as well, and within those five-year budgets is where they do a lot of their refresh planning, especially when it comes to the electronics. Observing that Star Telephone is a small, rural company versus Spectrum or AT&T or Sprint, which have big national footprints, Mr. Taylor asked Mr. Shipp if his business model follows the same path. Mr. Shipp replied that it did.

Mr. Taylor then hypothesized that if you follow the same kind of logic among small, medium, and large sized PSAPs, everybody should have a formal technology plan, not just something thrown together to satisfy a grant application request or the like. He said the feeling he’s getting is that the PSAPs should follow a business plan similar to those used in private industry. He then addressed Sheriff Hagaman, of Watauga County, observing that the county is somewhat unique because of both tourism and the presence of ASU, and asking how 911 funding fits into a county like that. Sheriff Hagaman replied it is not unlike other smaller entities—you set your priorities, but you’re always butting up against elected officials and management personnel that think, “Well, we just bought you new stuff five years ago. What’s going on that you need to replace it?” He added that’s across the board, whether internal department equipment or 911 equipment. Characterizing that as the biggest challenge, he added that a lot of the time what they don’t understand—even folks in the business of 911—is that technology is changing so rapidly we just can’t keep up. He added that one of the biggest boondoggles is that legislation doesn’t keep up, either, so we’re all the time just trying to catch up to the elusive thing out there that we just can’t seem to grab ahold of. He did point out that the topography of the mountains presents connectivity challenges, and that although students at ASU may not be resident taxpayers, they do pay for 911 through their phone bills, so how do you weigh all that out and get through all those weeds?

Piggybacking on the connectivity challenges Sheriff Hagaman referred to, Mr. Taylor recalled how many times Tia Rogers had asked for the caller’s location during the 911 call for which she was recognized at the beginning of this meeting before the caller provided it, underscoring that location determination is a huge piece of why we need to stay on the cutting edge of the technology. He then observed that he found it interesting to hear all of the different comments people had offered, saying he had picked up on several things and asking Mr. Bone if he had as well. Mr. Bone responded he certainly had—he appreciated the conversation and found it very helpful as the Funding Committee moves forward. Referring back to Ms. Wright’s comments, he said he thinks one of the Funding Committee’s biggest challenges is to focus on sustainability of both the 911 Fund and 911 service statewide, including trying to maintain that level of service. Speaking to the composition of the committee, he speculated that another challenge for many Funding Committee members, specifically those who represent PSAPs and local government rather than the industry reps, is that when they talk about funding models, the first thing those members look at when they get a new spreadsheet is, “Well, how’s this affecting me?” Observing “That’s human nature—we’re going to do that,” he said he thinks that to do a formula, since the revenues have not been growing, we’ve got to manage the funds as responsibly as we can to ensure we’ve got what we need, as Mr. Stewart alluded to earlier. Mr. Bone then asked Chairman Boyette for any comments he might have.

Chairman Boyette said one of the things he wants to pay close attention to is five-year plans. Noting that five-year plans are not required of PSAPs in the rules, he asked Ms. Wright, in her capacity as Standards Committee Chair, if there are steps we can take during the peer review process to strongly recommend that PSAPs create them. He related that state government agencies are required to have them, and they run up against funding issues just like local governments. He said he thinks that's definitely something we may be able to help with "gently", to try to figure out "How *can* we help?"

Richard Bradford advised that the statute prescribes several things that PSAPs are required to do, one of them being to comply with all requests from the 911 Board for financial information. He observed that certainly includes budgets and projections and things of that nature, but the question the Board is asking is whether such projections exist at all. He pointed out that one of the smaller provisions in the appropriations bill last session provided some money to the Department of the State Treasurer, in conjunction with oversight from the Local Government Commission (LGC), for the purpose of putting a contract in place for municipalities to use—geared more toward cities and towns than counties—for financial management software. He observed that although there is no compulsion for local governments to use that, this Board might want to suggest to the LGC that perhaps some financial planning software that's procured could assist PSAPs and other discrete organizations in doing this kind of thing. Mr. Bradford offered that the point he is making is that there are tools available; we can look within the statute to the extent that the Board has questions about this. That's one of the reasons he's here.

Ms. Wright noted that one of the assignments in the PSAP Management course being offered through RCC is for students to complete a five-year plan that they can actually take back to their 911 centers after completion of the course, so we're teaching those students long-term strategic planning, and hopefully when they've finished the course they can take those pieces back to the PSAPs and grow them. Mr. Moore asked if they are weaving in their migrations to the ESINet? He stressed the importance of beginning that process, moving in that direction very quickly and asked was that even discussed? Ms. Wright replied they are trying to teach the concepts so they can grow the students into that type of thinking, noting that the last course being taught is NextGen and cybersecurity. Tina Bone concurred, saying they are trying to build the foundation for that type of thinking. Mr. Moore said his concern is that we have a timeline for this NextGen network, and knowing how "quickly" local government moves, he's afraid of them not being ready. Ms. Wright responded that's what the NextGen section is supposed to teach these folks; that, as a PSAP manager, this is what NextGen is, so what do I, the PSAP manager, need to be doing now to get ready for it, e.g. what type of policies will I be up against, what type of hardware do I need to be looking at? Mr. Moore replied that's critical if we're targeting 2020 for full adoption of the ESINet; he's sure the service providers can accomplish that in three years, but he's not sure that the end users are ready to adopt it that quickly.

Mr. Shipp observed that it is difficult for him to comprehend how, despite creating statewide contracts or caps, one PSAP can buy "widget A" at one price, but that exact same "widget A" is sold to a different PSAP at a different price and both are approved. He also said he encourages everyone to welcome technology as we move forward because it will create some efficiencies and also assist in PSAP staffing as it relates to technology and the statewide ESINet. Mr. Taylor related that one of the goals he personally has for the coming year is bringing on additional financial staff members to relieve Ms. Tapler of having to review the Revenue-Expenditure reports, to free her up to do the financial analysis she was hired to do. He acknowledged that she does it even now, but is basically doing it after hours and that kind of thing, lauding the fact that she is very dedicated in doing it, knowing how important it is. He said to Mr. Shipp that he agrees there are a lot of efficiencies that we are missing right now, and his goal is to correct that as we bring new staff onboard over the next couple of months.

Mr. Bone said he wanted to build upon a question related to what Mr. Bradford spoke about, asking if there might be potential for developing the software Mr. Bradford alluded to as a statewide project for PSAPs to use for capital planning, etc.—a tool we could provide for them that might be a good investment? He added that to build off of what Mr. Shipp had brought up regarding planning, might we also want to consider making the submission of a five-year plan a requirement for PSAPs maybe two years down the road? Sheriff Hagaman counseled that one obstacle to that, though he doesn't want to lose sight of it, either, is that a lot of agencies don't have that expertise. Mr. Bone acknowledged that, adding that he would not advocate it unless we had the software and had ramped up staffing to provide assistance. He offered that if we give them enough time to develop that expertise, he would think a two-year window would be ample. Chairman Boyette observed that DIT may have some of that type of software already under contract that we may be able to extend, but we need to talk and do more research.

Mr. Bradford advised we do, but the question really is whether we have something that meets the needs. He explained that the provision he mentioned is one that is general for the State Treasurer, but they are working on an RFP for that software. He reflected that his point in bringing it up was simply to make the Board aware so that as Board staffing ramps up, it seems reasonable that they should be somewhat knowledgeable about any software that is placed out there and available so that they would be in a better position to assist the PSAPs. He speculated that there are presently no clear answers to either Mr. Bone's or Chairman Boyette's questions, but asserted there *are* possibilities. Chairman Boyette observed we need more work, more research, to dig deeper into this to see what we can and cannot do.

Mr. Bone concluded his report by once again encouraging everyone to attend Tuesday's work session at 9:00 AM, either in person at the 911 Office or by phone/WebEx. Mr. Taylor asked anyone who plans to come in person to let him know in advance, as the room is limited in size, and advised he will email directions to anyone who needs them. Chairman Boyette thanked everyone for a great discussion, then asked Slayton Stewart to move ahead with the Grant Committee report.

**7. 911 Grant Committee 2018 Grant Cycle Recommendations**—Grant Committee Chair Slayton Stewart advised that the committee, comprised of Heather Campbell, Jeff Shipp, Eric Cramer, and himself, met on August 11<sup>th</sup>, with both Richard Taylor and Richard Bradford in attendance as well. He explained that they initially discussed the overall grant funding philosophy. He reminded everyone that at the March 31<sup>st</sup> Board meeting the Board had provided the committee with some direction in the form of establishing two grant priorities based upon the 911 Board's goals established in December, 2016, to be weighted equally for this grant cycle: 1) consolidation of two or more primary PSAPs, and 2) regional initiatives providing backup among multiple PSAPs. He mentioned that nine applications were submitted, down from a high of the mid-twenties in previous years, although the amount, totaling nearly \$30M in requests, was not very much different.

Mr. Stewart observed that the nine applications reflected various types of projects, but none of them completely fulfilled the aforementioned requirements. Finding that, the committee members stepped back and asked themselves what they *should* be funding, leading to the discussions Mr. Taylor referred to at the during his Executive Director report. Since none of the applications satisfactorily addressed those priorities, Mr. Stewart reported that the Grant Committee recommendation is to deny all nine and reopen the 2018 Grant cycle on September 15<sup>th</sup>, remaining open until December 15<sup>th</sup>, 2017, to give everyone who wishes to apply another opportunity to do so.

Observing that many applicants were in the room, Mr. Taylor explained that although some of these applications referred to PSAP consolidation, for example, there were no concrete plans for making that happen; rather, there were speculations that "If we get some money maybe we'll do it," i.e. the actual starting of the consolidation process (completed memoranda of understanding, management plans, etc.) was contingent upon whether or not a grant was awarded. He said another way to put it is that the committee was looking for people who are committed, not people who are not committed. Turning to the second priority, regional initiatives, he explained that the intention is to fund something new, not something already existing, which some of the applications sought to do. He advised applicants to "...look at what you're talking about doing, and give us the meat to that. If you're going to consolidate, show us that you're going to consolidate. If you're going to create a regional initiative, show us that you are creating a regional initiative, not just re-hashing or wanting money for what you're already doing."

Heather Campbell recollected that another thing the committee members were looking for was what efficiencies applicants were bringing to the table through this grant application, "...so through the consolidation or the regionalization are there any efficiencies gained? That helps to further sell the business (plan)." She added that "We want to give out the grant money. We want to be able to do that. There's no intent of holding anything back, and that is why we're extending the cycle, giving it additional time, so that we can potentially allocate as much as we can and give people time to further improve their business (plan)."

David Bone said he wanted, first of all, to thank the committee for its work—he knows it's a lot of work, and appreciates their efforts and the discussion and focus on the Board's goals. He went on, however, saying he's still trying to wrestle with, to get an understanding and clarity of, Mr. Taylor's reference to commitment. He asked if Mr. Taylor meant that the committee wanted to see a commitment to consolidation even without the grant, i.e. the entities would consolidate even if they didn't get the grant? Mr. Stewart responded that as committee members



looked at the plan, they didn't see that it was a "fully baked" plan—that it was an agreement between two PSAPs. They felt that the application was saying that the two PSAPs *would* come together *if* they had money, but they didn't have any memorandum of understanding or any basis that it would actually happen. Mr. Taylor picked up the thread, noting that no governance plan was included—it was just, "Well, we're talking." Mr. Stewart offered that the plan wasn't complete enough—that was basically the problem. Saying he understood, Mr. Bone stated that he had always felt that one of the purposes of the grant program is to provide financial assistance to help with consolidation, then asked if that was "still part of the mix"—that in this case they just didn't have the plan fully vetted or documented? Mr. Stewart replied that is correct, and said that he wanted to add, as Ms. Campbell has said, there was also no discussion of efficiency; that the committee was looking for a plan that would provide efficiencies and reduced funding over time.

Mr. Taylor displayed the statutory language in NCGS § 143B-1407.(b), *PSAP Grant and Statewide 911 Projects Grant Application* which prescribes, among other things, "The 911 Board may approve a grant application and enter into a grant agreement with a PSAP if it determines all of the following," (please see <https://files.nc.gov/ncdit/documents/files/08252017%20Agenda%20Book.pdf> page 68). He drew attention to section (1), which states "The costs estimated in the application are reasonable and have been or will be incurred for the purpose of promoting a cost-effective and efficient 911 system." He postulated that co-locating two PSAPs is not the same thing as consolidation; it's not promoting efficiencies, it's not creating cost-effectiveness, etc., adding he thinks that is what was lacking in these applications and what the committee was looking for.

Mr. Bone asked Mr. Taylor to display onscreen the list of applicants in the agenda book (please see <https://files.nc.gov/ncdit/documents/files/08252017%20Agenda%20Book.pdf> page 69), which he did. Mr. Taylor pointed out that Durham 911 and McDowell County were asking for funding which is more worthy of a funding reconsideration than a grant award and were being informed of that. Mr. Bone observed that based upon this list, one request was for a potential consolidation and two for back-ups. Mr. Taylor concurred, however he added that one back-up PSAP request was neither a consolidation or a regional initiative—it was just for building a building.

Mr. Moore asked what was missing from the one consolidation application. Mr. Stewart replied that no specific location was identified, and the budget supporting the application was all estimates. He said the committee reasoned that if you don't even have a venue that you're looking at, or a piece of land or existing building, in a plan where you haven't specifically identified anything, there was just too much opportunity for missing that budget. He added that there was also no governance plan or signed MOU between the two PSAPs. Mr. Moore then asked if the proposed new application window was long enough, and Mr. Taylor said he thinks so, noting that the normal grant application window is ninety days, just as this is. He said the bigger challenge will be for the Grant Committee to complete its review work as quickly as possible after the window closes, which will be right in the middle of the holiday season.

Mr. Shipp said he thought this would be a perfect time to briefly touch on maybe one or two past grant awards that were successful, and why they were. Mr. Taylor cited the Burke County and Rockingham County consolidation grants, noting that each of those counties consolidated multiple PSAPs into a single countywide PSAP, greatly increasing efficiencies and access to improved technology. He also cited the Jones County consolidation with Lenoir County; how Jones County, a poor rural county that was struggling to fund 911, is getting a level of 911 service now that they have never had access to before. Another positive example he cited is the Martin County/Pasquotank County regional back-up plan. He characterized such successful projects as being the ones that make a difference, that show efficiencies and economies—that's what the Grant Committee is looking for. He added that as we look at funding, we have to watch what we're spending and be sure that we have money to spend on what's necessary and what's working as we move forward so, as Mr. Stewart said, PSAPs are not wanting for anything.

Mr. Bone asked when the Board will be able to expect the Grant Committee recommendation after the application window closes. Mr. Taylor replied that will be at the January meeting, which is what he was referring to earlier when he said the committee will be pushed to make a determination as soon as the holidays are over.

Acceding to the fact that he is a newbie to the Board, though not the newest, Chairman Boyette asked if this is a repeat issue we're seeing; are the grant applicants not understanding what we're expecting to see in a successful grant application? Is it something we need to train on, something for which we need to provide outreach? Mr.

Stewart opined that is a very good question, and one for which he doesn't know the answer. He did observe, however, that over his tenure with the Grant Committee it does seem like the applications have been getting further and further away from the Board's priorities. Ms. Wright suggested that the grant priorities should be put out before the applications are due, speculating that we may have been "putting the cart before the horse" regarding that. Mr. Taylor replied that they were put out early in the application window this year, because that was one of the things that had drawn attention in years past.

Mr. Taylor expressed surprise at this year's number of radio-centric requests, like the one for a complete radio system purchase which had no 911 relationship at all. When asked about Jones/Lenoir having purchased such a system, Mr. Taylor affirmed that they did upgrade their entire radio system, but pointed out that was because it was part of the entire consolidation project, not a stand-alone request. Mr. Stewart interjected that was another topic the committee wrestled with, noting that historically, unless a radio purchase has been part of a bigger initiative, e.g. consolidation or regionalization, the Grant Committee has never approved grants for radio systems. Mr. Bone suggested this might be a good topic to dedicate time to at the upcoming fall PSAP Manager conference, observing he's sure there will be a lot of questions, so it would be good for us to be proactive.

With no further discussion forthcoming, Chairman Boyette called the vote on the committee recommendation, which passed unanimously.

**8. Web Page / SharePoint Updates**—Mr. Taylor shared that some criticisms were made at the recent regional PSAP Manager meetings regarding the 911 Board website, and that he has been trying to address them, working in conjunction with Billy Hilton, the Digital Commons webmaster. Mr. Taylor offered that there are a number of problems he, personally, has with the website, and encouraged anyone who uses it to let him know when they have difficulty finding something they are searching for. Citing as an example his inability to easily locate the Eligible Use of Fund List on the site, he pointed out that is a critical tool for the PSAPs, one they deserve to be able to easily locate, and stated that is a situation that should not be.

Mr. Taylor next related that members of the Grant Committee have access to the 911 Board SharePoint account, which is where all the 911 files are stored, but added that since it is a state site, certain steps must be taken to gain access. He teased Ms. Campbell about how easy it is to gain access, as she had experienced great difficulty when she tried to get in. Slayton Stewart interjected he had experienced similar problems. Mr. Taylor then announced that over the next week he will be sending invitations to all Board members, not just those on the Grant Committee, via email, which will outline the steps they need to take to gain access.

**9. Discussion of TDM Issues**—Chairman Boyette introduced this topic, the TDM sunset, as not necessarily PSAP or 911 related, but more county and municipality related. He explained that the telecoms are increasingly moving to VoIP from TDM, and he wants to be sure that counties and municipalities are aware that the sunset is coming in 2020. He pointed out that DIT provides a lot of telephony service to those entities, and if anyone wants a "more full-blown demonstration" or more details about the sunset, he can assign people to do that. He advised he has spoken about it internally, within state agencies, and became concerned because a lot of the CIOs seemed unprepared. He asked everyone to please share the word, and if anyone does need further explanation, please don't hesitate to reach out to him or Mr. Taylor. Mr. Stewart asked who set the sunset date, and Chairman Boyette replied it was what the providers are telling him. Chuck Greene clarified that it is actually what the major providers have told the FCC is their target date for the transition to be complete. Until then, he explained that they are still concurrently providing both TDM and IP based service, which, when you contemplate efficiency, is not the most desirable way to do things. Mr. Bone asked Chairman Boyette if DIT might be willing to do a presentation at the winter city/county manager conference, and Chairman Boyette said, "Absolutely!" Mr. Greene offered that the telecoms are also trying to get the word out, and offered that they could also be used as a resource. Relating how he's been involved in many transitions such as this one, Chairman Boyette said he's learned it is always preferable to be proactive, to get ahead of it, because he knows how it can turn into a last-minute scramble if you aren't.

**10. NG911 Project Discussion Regarding Next Steps to PSAP Deployment**—Mr. Shipp reported that work is progressing with NextGen and the Technology Committee, and said he once again wanted to commend staff on its work at the recent regional PSAP Manager meetings in updating the PSAPs. Observing that he finds it good to have a good problem, he said he thinks that from a demand standpoint, based on a lot of the efficiencies



and enhancements that were explained regarding the ESINet, there has been a lot of positive input from the PSAPs, so now the dilemma becomes our selection process based on need, demand, where we start, etc.—that these are some of the challenges the Board and committee members will have to address going forward. He then asked Mr. Taylor to continue.

Mr. Taylor said he wanted to offer a quick update on the ESINet and hosted solutions clarifications, saying that we had run into a couple of “bumps”, but that he had signed off on the last one last night around 5:15. By virtue of that, paperwork is now being processed through OSBM, and hopefully within the next two weeks everything will be “good to go”. He added that Mr. Bradford has been part of the process and is comfortable with everything, and in talking with the procurement folks at DIT, we are very close to “pulling the trigger” on this. He added that although this went a bit beyond the sixty-day window originally agreed upon, Jesus Lopez, who has been managing this project from the beginning, has been doing an outstanding job.

Mr. Taylor continued that once the ESINet comes up, many PSAPs have indicated they are willing to join, and part of the contract with AT&T is that they are only reimbursed when PSAPs join, so they are looking to get PSAPs on the ESINet as quickly as possible. He said he has received many requests from PSAPs who typically like to be early adopters, but we also have many PSAPs that have already reached end-of-life with their current equipment/software, so the Technology Committee is going to have to decide which way to go. With that, he said he is hoping to get feedback from the Board today regarding this; what do Board members think would be the best approach? He added that it's one thing to say, “We've added twenty PSAPs!”, but it is another to say, “We've added twenty PSAPs that made a difference!” By way of example, he offered that Wilson County has told him its 911 phone system is failing, they need to buy a new one, and what should they do? He speculated he would much rather migrate them to the ESINet, “Get them online”, than spend money on a solution which is just buying time. Noting that Wilson County is not in AT&T territory, so bringing it on would entail a bit more work, he reiterated his question/challenge to the Board: “What's more important? To say we've got PSAPs on, or to say we've got PSAPs on that we've made a difference with?” while emphasizing that we will get everybody on eventually.

Chuck Greene recused himself from the discussion, since he is AT&T's representative on the Board, then John Moore offered that he feels the ones with the greatest need should go first because the ones who want to be early adopters are probably already in a good place today. He speculated that since they're the ones that are likely already on top of things, that would help us fill that last year gap pretty quickly. David Bone said he agrees, that we've talked a lot today about efficiency and that would be the highest and best use for those resources. Donna Wright offered that we should probably consider individual circumstances as well. Putting her own PSAP out as an example, saying she *is* in the process of building a new PSAP, she *is* in AT&T's territory, and she *is* ready to go NextGen, she conceded that she can wait—that's fine, that's great—but at the same time she's about ready to roll into a new center, she's going to buy a new phone switch—or—she could go to a hosted solution in the process. Mr. Moore asked if her PSAP is already SIP and PRI enabled, and Ms. Wright assured him it is, “It's ready.” She did, however, add that she completely understands and agrees with helping those which are most in need.

Mr. Taylor announced that he thinks we're pretty close to the GIS RFP being released, noting that a few very positive tweaks had been made regarding working with some other state agencies, etc., and asked Mr. Bradford how he would characterize that. Mr. Bradford speculated that some people here are probably very familiar with the fact that there are different GIS efforts ongoing around the state, and so there have been discussions about efficiencies to be garnered in that regard. He explained that the Board's RFP is a little ahead of the curve of everybody else; we have included some language in the RFP that will basically try to allow some leveraging or some combination to achieve cost savings where possible, coordination with other efforts through other agencies to manage data properly, and to utilize that data so we collect it once, not four times, which he thinks the local governments might appreciate. He offered that he thinks it's really just a matter of going through the procurement and the posting process and then it will be released for bids.

Mr. Shipp asked for an update on the NMAC and the dilemma it creates, saying he thinks the Board needs to be aware of that issue. Mr. Taylor reviewed that the NMAC RFP went out earlier in the year, but there were only two responses, neither of which appeared able to fulfill the Board's requirements. He related that he met with the ESINet team two weeks ago, because as we start construction on the ESINet he would really like to have the

NMAC either in place or pretty close to being in place for the PSAPs. Since that would be the first point of contact for a PSAP experiencing problems with the ESINet, he said he feels we would be doing the PSAPs a disservice if it weren't ready when they join. He added that AT&T has said they will be glad to provide it, but the Board has always wanted to have something that is independent of the ESINet provider. He related that in talking with the team members, one of them asked why not do it ourselves? After pondering on that for a bit, Mr. Taylor recognized that it made sense, as DIT already has facilities in the eastern data center and the western data center that certainly could provide space for performing such a function. He added, however, that he would not want it to be a function of DIT, but rather a function of the 911 Board, so that there is a separation of responsibilities which would make it clear to the PSAPs that when they call they are speaking to someone fluent in all things 911. Mr. Taylor acknowledged it will require hiring additional staff for that purpose, saying he would want to find a manager who could oversee it and to learn what it will take "people-wise" to operate it. He noted that AT&T has already said they will be willing to work with us on this—that it's not an issue with them at all—and so he thinks the biggest thing for us is just making a commitment to the PSAPs and this network for 911 in North Carolina. He said he thinks this is the way he would like to go—that it would be more efficient and more responsible to the PSAPs—and that's what he's looking for.

Mr. Bradford added that the monitoring tools that were forecasted for use by the NMAC that AT&T would have provided are things that are already known and familiar to personnel at DIT; we use them today every hour—every hour of every day. Mr. Taylor reiterated that's his thinking right now, and he has talked with some of the leadership, though not quite at the Secretary's level yet, and feels there are a lot of resources available at the eastern and western data centers, the pipelines are already in place, etc., i.e. there are a lot of things that we already have, and it would behoove us to take advantage of that. He concluded his remarks by saying that is what the plan is, though it is not in concrete yet.

**Other Items**—Chairman Boyette reminded everyone to remember the Funding Committee work session on Tuesday, as well as the other committee meetings listed on the last page of the agenda. Mr. Shipp alerted Mr. Taylor to the fact he had used August instead of September as the month for the next Technology Committee meeting, and Mr. Taylor realized that was true for the 911 Funding Committee meeting, too. He advised everyone to substitute September for August in those meeting announcements.

Mr. Taylor reminded everyone about Chairman Boyette's encouragement at the last meeting for Board members to visit PSAPs whenever possible, and announced that he is scheduling Chairman Boyette to go visit some PSAPs and he would be glad to share those dates with other Board members if they would like to attend those visits as well. Chairman Boyette observed that after last month's meeting it is something he really wants to address, to try to get out there so the folks in the field can see us.

**Adjourn**—Chairman Boyette adjourned the meeting at 12:05 PM.

## 911 Network Specialist Report

September 2017

August 29 <sup>th</sup> -	Staff Meeting
August 30 <sup>th</sup> -	Vance County PSAP Review
August 31 <sup>st</sup> -	Charlotte/Meck PSAP Review
September 6 <sup>th</sup> -	Standards Committee Meeting
September 7 <sup>th</sup> -	Education Committee Meeting
September 8 <sup>th</sup> -	Surry County PSAP Review
September 19 <sup>th</sup> -	Funding Committee Meeting

This month I've help to complete 3 PSAP reviews, attended committee meetings, and worked on scheduling PSAP reviews. I have numerous PSAP reviews scheduled through the end of December and am beginning to schedule some for January.

October is filling up quickly with the NENA/APCO state conference and the yearly PSPAP Managers Meeting. I will also oversee the Guilford Metro and High Point PSAP reviews as well as help with training of new reviewers and review of the Richmond County PSAP.

## Graham County, NC

E911 Enhancement/Replacement

MCP Project Number 15-111

Monthly Progress Report – August, 2017

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Design is complete, facility is under construction</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No permitting handled in this period</li> </ul>	<ul style="list-style-type: none"> <li>No additional permitting anticipated</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Fascia boards installed</li> <li>Ceiling inspections complete</li> <li>Ceiling insulation is sprayed in</li> <li>Roof shingles are installed</li> <li>Conduit in progress for electrical / data</li> <li>Final finishes have been selected</li> </ul>	<ul style="list-style-type: none"> <li>Rockwork (add columns &amp; sign)</li> <li>Windows installed</li> <li>Siding installed</li> <li>Begin sheetrock</li> <li>Storefront installation</li> <li>Window frame blocking, rough carpentry work has started</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Finalize tower specs and prepare to bid</li> <li>Finalize cabling specs and prepare to bid</li> <li>Planning for UPS and generator</li> <li>Begin specs for CAD and Logging recorder</li> </ul>	<ul style="list-style-type: none"> <li>Continue technical procurement plans</li> <li>Begin working with CPE vendor</li> <li>Prepare bids for CAD and logging recorders</li> <li>Prepare bids for UPS and generator</li> <li>Finalize backup plans including interconnectivity needs</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP held weekly conference calls with the County and attended the monthly construction meeting</li> <li>Work continues on console furniture design</li> </ul>	<ul style="list-style-type: none"> <li>Site visit to Jackson County</li> <li>MCP will continue weekly conference call schedule with the County</li> </ul>

## Hyde County, NC

### Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC) – Hyde County Radio Communications & Simulcast Paging System

Monthly Progress Report – August, 2017

MCP Project Number 15-113

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Coverage study for the Hatteras Tank was received and will be reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>No additional design is anticipated</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No additional permitting work anticipated at this time</li> </ul>	<ul style="list-style-type: none"> <li>No additional permitting work anticipated at this time</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Rose Bay and Englehard have been completed and are ready</li> <li>Ponzer site received temporary lease agreement and construction will begin</li> <li>Ocracoke Tank is ready for installation but will be handled at the same time as Hatteras Tank</li> </ul>	<ul style="list-style-type: none"> <li>Ponzer work will begin</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Microwave connectivity between Eastlake, Rose Boy and Englehard towers have been tested and are functional</li> </ul>	<ul style="list-style-type: none"> <li>Leased lines will be tested and verified</li> <li>Connectivity to Dare will be activated</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP participates in bi-weekly status updates to track progress on the project</li> </ul>	<ul style="list-style-type: none"> <li>MCP will continue bi-weekly conference calls with the Client and Gately Communications</li> </ul>

## Richmond County, NC

PSAP Consolidation and Construction  
Monthly Progress Report – August, 2017

MCP Project Number 15-175

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>No further activity anticipated</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>No further activity anticipated</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Began stubbing grounding for future fence</li> <li>Completed CMU walls and grouting</li> <li>Began installing steel trusses and decking</li> <li>Began standing seam metal roof</li> <li>Began framing interior metal partition walls</li> <li>Reviewed tower fencing design and provided approval</li> <li>Received job construction report from ADW</li> <li>Reviewed additional stone samples for building</li> <li>Applied gravel to the parking areas</li> <li>Held topping off ceremony</li> <li>Met with architect and construction team regarding stone, beams, roof rakes, and attic access</li> <li>Reviewed access flooring submittal and provided comments</li> <li>Held monthly construction meeting</li> <li>Maintained photographic record of progress – ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Stub grounding for future fence</li> <li>Continue general construction activities</li> <li>Complete steel trusses</li> <li>Install decking</li> <li>Install standing seam metal roof</li> <li>Apply fluid applied membrane air barrier</li> <li>Continue framing interior metal partition walls</li> <li>Obtain cost for changes to account for diverse routing for AT&amp;T</li> <li>Review ground ring installation</li> <li>Decide on stone for building</li> <li>Hold monthly construction meeting</li> <li>Provide answers for requests for information (RFIs) – as needed</li> <li>Keep weekly photographic record of progress – ongoing</li> </ul>

Activity	This Period	Next Period
4. Communications Systems	<ul style="list-style-type: none"> <li>• Contacted Rohn regarding tower installation</li> <li>• Received quote from Rohn for 50' tower and installation</li> <li>• Received out to third-party for another installation quote</li> <li>• Met with AT&amp;T regarding diverse routing for ESInet</li> <li>• Received site requirements from AT&amp;T</li> </ul>	<ul style="list-style-type: none"> <li>• Refine technology timelines</li> <li>• Obtain second quote for 50' tower and installation</li> <li>• Obtain ice bridge quotes</li> <li>• Decide on tower and ice bridge vendors</li> <li>• Begin preparing procurement documents – ongoing</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>• Presented generator proposal to County Commissioners for approval</li> <li>• Awarded generator to Carolina CAT</li> <li>• Reviewed generator submittals</li> <li>• Reviewed Sheriff's training standards for telecommunicators</li> <li>• Initiated furniture design for EOC and breakout areas</li> <li>• Conducted numerous calls between County and MCP regarding project needs and status updates</li> <li>• Conducted budget review meeting between County and MCP</li> <li>• Submitted invoices for reimbursement</li> </ul>	<ul style="list-style-type: none"> <li>• Hold technology procurement meeting</li> <li>• Schedule first law enforcement user group meeting for fall</li> <li>• Begin furniture design and selection for EOC and breakout areas</li> <li>• Review current standard operating procedures (SOPs) – ongoing</li> <li>• Began work on law enforcement protocols – ongoing</li> <li>• Regular communications with project team, as needed – ongoing</li> <li>• Continue to track grant budget</li> <li>• Hold status meeting between County and MCP</li> </ul>





[illegible]

**CHOWAN COUNTY SHERIFF'S OFFICE**

**POST OFFICE BOX 78**

**EDENTON, NORTH CAROLINA 27932**

DWAYNE GOODWIN  
SHERIFF

OFFICE PHONE:  
(252) 482-8484  
FAX NUMBER:  
(252) 482-5813

September 01, 2017

Richard Taylor, Executive Director  
N.C. 911 Board  
P.O. Box 17209  
Raleigh, NC 27609

RE: September 1<sup>st</sup> 2017 monthly report

Richard,

Reference Exhibit "A" paragraph four of the grant agreement between Chowan County and the North Carolina 911 Board, this letter is the monthly report for September 1<sup>st</sup> 2017 highlighting the work completed up to the date of this letter.

The Request for Proposal for the radio tower project was distributed June 23<sup>rd</sup> 2017 with a deadline of July 26<sup>th</sup> 2017. Close to the July 26<sup>th</sup> deadline we submitted an addendum and moved the deadline to August 1<sup>st</sup> 2017.

Proposals received were reviewed by county staff. Staff's recommendation was presented to the Chowan County Board of Commissioners at their regular meeting on August 7<sup>th</sup> 2017. The Commissioners unanimously approved the project and asked the County Manager to appropriate the local funds needed for the project.

Chowan Central Communications is located within the city limits of Edenton so to construct the tower we must follow the local ordinances of the Town of Edenton. We are actively working with town personnel on getting the location approved by the town. Upon receiving the commissioner's approval the engineer's drawings were submitted to the Town of Edenton to accompany the applications that were previously submitted.

On August 30<sup>th</sup> 2017 county staff went before the Board of Adjustment for the Town of Edenton. The Board of Adjustment reviewed the application for variance to

allow relief from the setback requirements. The Board of Adjustment unanimously approved the application for variance.

The second application submitted to the Town of Edenton is a conditional use permit application. The conditional use permit application is scheduled for review by the Town of Edenton's Planning Board on September 11<sup>th</sup> 2017. Upon their approval the conditional use permit application will be forwarded to the Edenton Town Council which has scheduled a special meeting for review of this application on September 25<sup>th</sup> 2017.

Reference section 2 (c) of the grant agreement the actual budget of this project has not changed.

Please no surprises and let me know if you have any questions.

Sincerely,

Cordell Palmer, Director  
Chowan Central Communications

## Lincoln County PSAP, NC

PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – August, 2017

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Design document review August 2</li> <li>Commented on construction documents</li> <li>Commented on specifications for construction documents</li> <li>Design placed on hold due to issues with Wetlands criteria (<i>WS-IV Watershed Areas - Protected Area (WS-IV-PA)</i>)</li> </ul>	<ul style="list-style-type: none"> <li>Action to address the Wetlands issue</li> <li>Next design meeting postponed until Wetlands issue is mitigated</li> <li>Coordinate specifications for construction</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>Continue with permitting requirements for tower</li> </ul>	<ul style="list-style-type: none"> <li>Continue with permitting requirements for tower, working with County on terms and conditions for the RFP for the tower</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Held meeting to discuss technology instruction, connectivity routes, and hardware updates</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate Tower RFP with County</li> <li>Continue coordination of technology requirements with the County</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP conducted periodic conference calls with the clients</li> <li>Coordinated specifications for building based on County building (security, access control, etc.)</li> <li>Coordinated fiber connectivity</li> </ul>	<ul style="list-style-type: none"> <li>MCP will conduct periodic conference calls with the clients</li> <li>Continue to coordinate specifications for building based on County building (security, access control, etc.)</li> </ul>

## Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project  
Monthly Progress Report – August, 2017

MCP Project Number 16-184

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Design drawing meeting held August 3</li> <li>Coordinating technology requirements with Architect</li> <li>Coordinating technology with County and Vendor</li> </ul>	<ul style="list-style-type: none"> <li>Design drawings meeting with Schrader Group –September 13</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Address communication system requirements for the new facility</li> </ul>	<ul style="list-style-type: none"> <li>Address communication system requirements for the new facility</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP conducted periodic conference calls with the clients</li> </ul>	<ul style="list-style-type: none"> <li>MCP conducting periodic conference calls with the clients</li> </ul>

## Mitchell County, NC

PSAP Construction and Regional Backup  
Monthly Progress Report – August, 2017

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Conducted programming review with architect and engineers</li> <li>Reviewed programming changes</li> <li>Completed concept design phase</li> <li>Determined final power requirements for radio equipment for UPS and generator requirements</li> <li>Refined server room space needs</li> <li>Followed up on door requirements and bullet resistance with 911 Board</li> <li>Held call with architect to discuss security vestibules and project schedule</li> <li>Reviewed mirrored design from architect</li> <li>Determined anticipated design schedule</li> </ul>	<ul style="list-style-type: none"> <li>Begin design development phase</li> <li>Schedule design review meeting with architect</li> <li>Refine cost estimates</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No activity this reporting period</li> </ul>	<ul style="list-style-type: none"> <li>No activity anticipated for next reporting period</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>No activity this reporting period</li> </ul>	<ul style="list-style-type: none"> <li>No activity anticipated for next reporting period</li> </ul>

Activity	This Period	Next Period
4. Communications Systems	<ul style="list-style-type: none"> <li>• Worked on rack layouts for server room to assist with design development</li> <li>• Determined final layout for server room</li> <li>• Conducted call with architect and service provider vendor to discuss antenna layout</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to refine technology plan</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>• Held project transition meeting with County Manager</li> <li>• Reviewed architect invoice for accuracy</li> <li>• Conducted calls between County and MCP regarding project needs and status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Regular communications with project team, as needed</li> <li>• Determine budget spent to date</li> <li>• Determine technology for 9-1-1 fund expenditures</li> <li>• Continue to track grant budget</li> </ul>

## Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – August, 2017

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Pasquotank and Martin County still working on the design drawings for the new facility</li> <li>Design drawings reviewed on August 3</li> </ul>	<ul style="list-style-type: none"> <li>Next set of design drawings from Schrader Group September 13</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Point to Point installed</li> <li>Coordinating Communications requirements for inclusion in the building design</li> </ul>	<ul style="list-style-type: none"> <li>New Paging contract on the County agenda for September 5 for awarding</li> <li>Purchase Order to be issued following County awarding</li> <li>Coordinating Communications requirements for inclusion in the building design</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP conducted periodic conference calls with the clients</li> </ul>	<ul style="list-style-type: none"> <li>MCP will conduct periodic conference calls with the clients</li> </ul>



**Rocky Mount Backup  
PSAP  
Monthly Progress Report  
July 2017**  
Submitted by Allen Moore  
On 7-31-2017

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	Oakley and Collier working on design and need additional information to complete from Century Link.	Pending work by Oakley Collier and MCP
<b>2. Permits</b>	Still waiting contract award	Pending work by Oakley Collier and MCP
<b>3. Construction</b>	Pending design completion	Pending design completion
<b>4. Communication Systems</b>	Phone system purchased and contract completed. Century Link has acknowledged receipt of both.	Phone system construction begins. Confirm grant funding and reconsideration funding still available to make needed purchases.

**Shelby Police Department 9-1-1 PSAP  
2017 Grant  
Monthly Progress Report- July 2017**



**Timeline for Completion**

**Work to Be Performed**

**Status**

<b>February-17</b>	<b>Schematic Design</b> Plan and elevation views developed Meet with Owner for review and approval	<b>COMPLETED</b>
<b>February-17</b>	<b>Tentative Communications Center IT meeting</b> Finalize layout and equipment in Com Room Typical wall section completed Prelim info to PME & Structural Engineers Initial Coordination with Civil Engineer Previous meeting revisions completed	<b>COMPLETED</b>
<b>April-17</b>	<b>Construction Documents (CDs)</b> Complete code evaluation App B Develop construction drawings Develop project specifications manual Meet/Coordinate with Engineers Meet with Owner for finish selections	<b>COMPLETED</b>
<b>April-17</b>	<b>Construction Drawings Completed</b> Submit to Building Inspector for Review	<b>COMPLETED</b>
<b>April-17</b>	<b>Release Bid Documents to Contractors for Bidding</b>	<b>COMPLETED</b>
<b>Thursday, April 27, 2017</b>	<b>Bid Day - Bid Opening</b> Receive and open bids and evaluate bids; Prepare to award to Contractor Award usually takes about 3 weeks	<b>COMPLETED</b>
<b>Monday, May 15, 2017</b>	<b>City Council Vote - Approval to Proceed</b>	<b>COMPLETED</b>

**May-17**

**Provide Contractor with Notice to Proceed**

Construction period estimated to be six months

**COMPLETED**

**November-17**

**Construction completion date**

Certificate of Completion

Not Started

**Notes:**

**Activity**

**Information**

**Follow-up**

**7/1/2017-7/30/2017**

Foundation of building has been completed. During the month of August, the walls will be constructed and generator area will be graded and a concrete pad poured.

**07/19/17**

Project meeting with contractors. Everything is on schedule.

**\*We anticipate 9-1-1 grant expenses to accompany the next monthly report.**



***July 1, 2017 Aerial Site Photograph***



***July 7, 2017 Site Photograph***



***July 21, 2017 Site Photograph***

**PSAP Grant-Statewide 911 Projects Fund**

		Total Disbursed FY2011-2016	Jul-17	Aug-17	Remaining Expenditures Grant Balance
			\$33,346,207.35	\$32,601,628.32	
<b>FY2013</b>	<b>Award Amount</b>				
Lenoir County	7,400,000.00	-7,280,630.00			119,370.00
<b>FY2014</b>	<b>Award Amount</b>				
Anson County G2014-01	949,000.00	-797,434.36			151,565.64
Henderson County G2014-04	3,600,000.00	-3,433,293.71			166,706.29
Hertford County G2014-05	4,250,000.00	-4,217,591.67			32,408.33
<b>FY2016</b>	<b>Award Amount</b>				
Graham County G2016-01	3,401,528.00	-188,671.78			3,212,856.22
Hyde County G2016-02	1,266,887.00	-493,006.64			773,880.36
Richmond County G2016-03	6,357,537.00	-559,364.47		-518,381.73	5,279,790.80
<b>FY2017</b>	<b>Award Amount</b>				
Catawba G2017-1A	296,827.00	-92,094.42	-2,176.20		202,556.38
Chowan G2017-2	247,917.00	0.00			247,917.00
Forsyth G2017-3	1,085,000.00	-195,267.42			889,732.58
Halifax G2017-4	2,000,000.00	0.00			2,000,000.00
Lincoln G2017-6	2,000,000.00	-17,253.44		-162,209.48	1,820,537.08
Martin G2017-7	4,315,437.00	0.00			4,315,437.00
McDowell G2017-8A	63,822.00	-1,322.51	-50,656.58	50,656.58	62,499.49
Mitchell G2017-9	2,000,000.00	-76,097.33			1,923,902.67
Moore G2017-10	586,404.00	0.00			586,404.00
Pasquotank G2017-11	1,010,779.00	-150,825.50		-31,969.32	827,984.18
Perquimans G2017-12A	176,206.00	-41,696.51	-103,656.00		30,853.49
Rocky Mount G2017-13A	166,749.00	0.00			166,749.00
Rowan G2017-14	862,905.00	0.00			862,905.00
Shelby G2017-15	920,993.00	0.00			920,993.00
Washington G2017-16	344,524.00	0.00			344,524.00
Wilson G2017-17	48,185.00	0.00			48,185.00
<b>STATEWIDE PROJECTS:</b>	<b>Award Amount</b>				
E-CATS II	1,354,880.00		-80,153.63	-77,748.56	1,196,977.81
Interpretive Services	1,155,000.00	-99,481.50	-13,209.75	-14,268.00	1,028,040.75
Ortho Project III Image 16	4,076,752.00	-3,216,180.92	-118,131.00	-62,968.68	679,471.40
Ortho Project III Image 17	3,815,129.00	-1,369,349.99	-407,425.40	-130,302.90	1,908,050.71
Approved Transfer from PSAP Fund Interest			30,829.53	32,361.41	
<b>Total Ending Fund Balance</b>		\$ 33,346,207.35	\$32,601,628.32	\$31,686,797.64	
					<b>\$ 29,800,298.18</b>
					<b>\$1,886,499.46</b>

NG 911 FUND			NG 911 Disbursement	NG 911 Fund Balance
Revenue 10%			Interest	
Beginning Fund Balance:				\$ 12,276,454.78
July 2017			\$ 767,527.04 \$ 11,349.93	13,055,331.75
August 2017			735,548.30 12,959.14 29,050.44	13,774,788.75

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					\$ 5,774,603.59
July 2017	\$ 523,005.90	\$ 5,338.79	\$ 147,406.38		6,155,541.90
August 2017	546,985.66	6,110.19	301,640.36		6,406,997.39



	Revenue						GRANT Allocation	Monthly Transfer out	Fund Balance
PSAP FUND	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			\$ 10,402,969.59
July 2017	\$ 2,963,700.11	\$ 864,766.43	\$ 1,056,727.57	\$ 1,430,465.78	\$ 9,617.84	\$ 6,325,277.73		\$ 4,723,549.30	12,004,698.02
August 2017	3,099,585.42	1,035,569.76	1,000,848.24	870,746.30	11,916.25	6,018,665.97		4,175,832.95	13,847,531.04

# Consent Agenda

*(vote required)*

Public Comment

David Bone

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.

Speaker:

# Executive Director Report

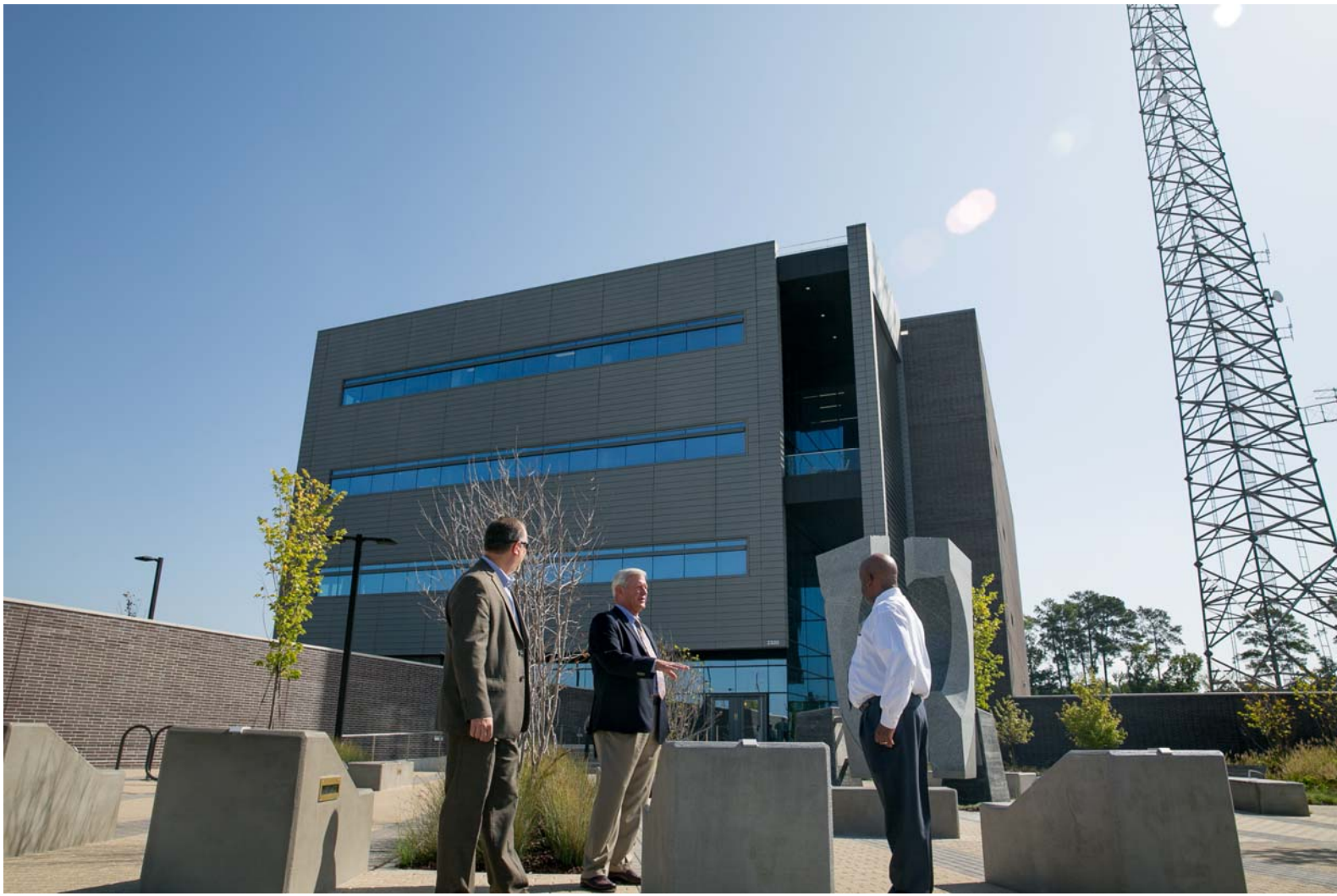
## a) Board Staff Update

Richard Taylor

Executive Director Report

Richard Taylor

b) Chairman's PSAP Visit











Executive Director Report

Richard Taylor

c) Statewide PSAP Manager's Meetingg

# Executive Director Report

Richard Taylor

## d) Grant Extension Requests

### 1) Catawba County

*(Vote Required)*



Catawba County 911  
Communications Center  
P.O. Box 389  
100 Government Dr.  
Newton, NC 28658  
Telephone: 828-465-8959  
[www.catawbacountync.gov](http://www.catawbacountync.gov)

September 14, 2017

Richard Taylor, Executive Director  
North Carolina 911 Board  
PO Box 17209  
Raleigh, NC 27609

Re: Request for Grant Extension

Mr. Taylor,

Catawba County 911 Communications is requesting an extension for the Catawba County Back-up 911 Center Grant.

During the installation of the radio portion of the project, it was discovered the radio signal was not adequate with the current antenna system. A solution that provides adequate signal strength has been proposed by the vendor. Some of the components could take up to eight weeks to ship. The eight weeks would extend the completion well beyond the terms of the grant contract.

The installation of the additional equipment at the back-up 911 center is anticipated to be completed within 90 days. We request the grant contract be extended through December 31, 2017.

Should you have any questions or concerns feel free to contact me.

Sincerely,

Brian A Drum, Manager  
Catawba County 911 Communications





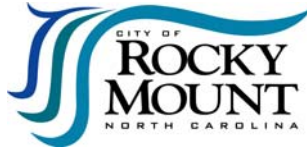
# Executive Director Report

Richard Taylor

d) Grant Extension Requests

ii) City off Rocky Mount

*(Vote Required)*



July 26, 2017

North Carolina 911 Board  
Attn: Richard Taylor, Executive Director  
PO Box 17209  
Raleigh, NC 27619-7209

Mr. Taylor,

On behalf of the city of Rocky Mount, I am requesting an extension of the grant contract date from 1 August 2017 for a period of one additional year to 1 August 2018.

The challenge of financing and getting employees from different areas of the city to help us complete the project has been challenging.

In November 2016 after a number of meetings it was finally decided that no one inside the city was capable of planning and making sound purchase decision for the Backup PSAP and outside consultants must be sought.

It was not until November 28<sup>th</sup>, 2016 that City Council approved acceptance of the 911 Board Grant.

Negotiations with Oakley Collier and Mission Critical on price for consultation began in December 2016.

Funding reconsideration approved by 911 Board occurred on February 24, 2017.

In March 2017 the negotiations and scope of work with consultants was completed.

In May it was finally resolved how the Backup PSAP could be funded taking into account the funding provided by reconsideration and grant funding provided by 911 Board.

On June 12, 2017 City council approved the purchase of the phone system and both consultants needed for this project completion.

On July 24, 2017 city made purchase of the phone system needed for Backup PSAP.

Reconsideration request will be filed this month for items not yet purchased in the creation of the Backup PSAP.

Mission Critical is now working actively with Oakley Collier to complete the Backup PSAP. We hope that equipment can be provided to us by vendors in a timely manner. Our goal is to have our Backup PSAP operational this calendar year.



Please feel free to contact me should you have questions or concerns with this extension request.  
Thanks in advance for your assistance with this matter.

Allen Moore  
Communications Supervisor  
City of Rocky Mount  
330 South Church Street  
Rocky Mount, NC, 27802  
(252) 972-1437

911 Funding Committee

David Bone

a) Funding Model Discussion  
And Statement  
*(Vote Required)*

It is the intent of the Funding Committee to continue using the existing “5 year rolling average PSAP funding model” at this time. Furthermore, the committee plans to actively explore and implement cost saving measures including PSAP technology replacement schedules, cooperative purchasing agreements, state procurement contracts maximum thresholds on identified expenditures and state-wide project purchasing with the goal of increasing efficiencies based on per call cost.

# 911 Funding Committee

David Bone

- b) Approval of Funds Transfer to PSAP  
Grant and Statewide 911 Projects  
Account

*(Vote Required)*

Remaining PSAP fund balance and any funds over \$2 million in the CMRS fund be transferred to the PSAP Grant and Statewide 911 Projects Account

911 Funding Committee

David Bone

c) A911 Purchase Moratorium

*(Vote Required)*

It is recommended that the 911 Board have a moratorium on purchasing by PSAPs of additional A911 systems

911 Board policy regarding A911, consistency in budgetary planning and disbursements, and funding NG 911.

### Principles:

- A911 and expenses limit the potential use of the Board's NG 911 network, contract, and therefore success of the Board's enhancement of NG 911 capabilities.
- Realize and achieve goals of funding NG 911 and other statewide initiatives.
- No reimbursement or authorization for prepayment; i.e. no front-loaded contracts.

### Statutes:

- GS 143B-1406(a)(1) holds that the Board must determine funding that is equitable and sustainable, and ensures distributions for operating costs and anticipated increases.
- GS 143B-1406(c) permits a carryforward for capital outlay, capital improvement, and equipment replacement.



## Policy:

- Beginning upon the [effective date] PSAP A911 expenses shall not be eligible for reimbursement if contracted after the effective date of this Policy.
- A911 reimbursements from the 911 Fund will not be reduced, or increased, during the term of a contract for A911 service; provided that such contract was made prior to 1 July 2017 [and ends on or before the date ESInet services are available to the PSAP].
- A911 services provided on a month-to-month basis for purposes of continuity of service as a PSAP migrates to the ESInet may be eligible for reimbursement upon request of the PSAP subject to the approval of the Executive Director for a period [not to exceed six months] following the end date of the A911 contract.

911 Funding Committee

David Bone

d) CPE Purchase Cap

*(Vote Required)*

PSAPs be required to procure hosted CPE off state contract or be reimbursed at an amount not to exceed the cost of the state contracted CPE

911 Grant Committee

Slayton Stewart

a) Request From Iredell County

*(Vote Required)*

From: Ron Smith rsmith co.iredell.nc.us  
Sent: Thursday, August 31, 2017 3:25 PM  
To: Taylor, Richard  
Subject: 911 Grant Application  
Richard,

Thank you for taking my call this afternoon. As I mentioned earlier, I would like to officially request that the 911 Board reconsider Iredell County's grant application at their next scheduled meeting, or at their earliest convenience. The basis of this request is primary due to two issues:

1. I believe there may be some confusion about our regional backup efforts. The fact is that we are currently providing regional backups to both Alexander and Wilkes Counties, and both MOAs are in place. However, our current facility is extremely small for a large county such as ours. In reality, our backup arrangement with these two counties, which was put in place while we have been in the design phases of this project, is marginal. If either county were put in a scenario requiring use of our facilities they will be housed in the emergency operations center (EOC). Because both counties are our neighbors it is conceivable, if not likely, that our EOC may also be activated, very much pressing us for space. This project will solve that problem by providing ample space for both counties, our staff, and the EOC to coexist and operate efficiently.

2. Timing is crucial to us. We have been in this process, and have updated the 911 Board along the way, for almost two years. We have been waiting to hear about the grant, based on the meeting schedule, and were set to make decisions based on the amount that was awarded (or not awarded). The amount of the grant was to factor into our financing, which must be done this year (major school debt coming in 2018 will complicate our financing next year). We are prepared to scale back the project if necessary, but we are still in limbo as to whether we will get anything in the form of a grant. Scaling back prematurely will hurt us in the long run. If we wait until January to hear back about a possible grant award it will be too late for us. We have bids in hand that are valid for 60-120 days. Waiting until next year will mean re-bidding the project and with the way construction costs are rising we expect a 10% increase.

We thought all along that we were doing this the right way by bringing the backups in early, updating the board on our progress, moving through with design and now bids, and basically having a shovel ready project to accompany our grant application. Because we are so far along I do not anticipate that waiting another six months would change our application in any way other than verbiage. Therefore, I would respectfully request that the 911 Board reconsider our request as soon as possible.

Thank you for your consideration and if I can be of any assistance or provide clarification please let me know.

Sincerely,

Ron Smith  
Iredell County Manager



The Grant Committee recommends that the 911 Board deny Iredell County's request to reconsider its grant application for the following reasons: 1) the Board previously approved a second grant period for 2017 with awards to be made in early 2018; 2) grant applications are considered competitively and collectively, so reconsidering the application could set a precedent that is inconsistent with the competitive nature of the grant program; and 3) although the total grant funds available for the upcoming grants has been determined, the grant amounts requested by applicants are as yet unknown and therefore any award based on the previously rejected grant application prejudices the awards anticipated to new applicants.

Education Committee

Jimmy Stewart

Telecommunicator Certification

Discussion

*(Vote Required)*

## **Recommendations for Telecommunicator Training and Standards:**

### **1. Should a Telecommunicator training curriculum be created for NC or use existing curriculums to meet the training needs/requirements?**

- a) It is the recommendation of the subcommittee to use existing curriculums as long as the program meets NC Standards for Telecommunicator Training and Certification.

### **2. What are the NC Standards for Telecommunicator Certification and Training?**

- a) NC Standards should meet and/or exceed the existing national recommendations for Telecommunicator (*Recommended Minimum Training Guidelines for the Telecommunicator.*)
- b) The existing national guideline should be reviewed and fully defined to be implemented into a training standard for NC.
- c) Once the training standards are defined, the standards should be reviewed by the stakeholders for input.
- d) All NC PSAP Telecommunicators should complete an initial minimum 40-hour training certification program within 12 months of employment. The program should be augmented with on-the-job training.
- e) Annually all PSAP Telecommunicators should receive a minimum of 16-hours of training. Topics of training should be relative to the position.
  - i. Due to the uniqueness of NC PSAPs, training topics should be decided upon by the needs of the PSAP.
  - ii. NC 911 Board can recommend topics or provide training to the PSAPs as needed.

### **3. How will a training curriculum be vetted to ensure it meets existing standards?**

- a) Any training curriculum can be submitted for consideration by the NC 911 Board
  - i. Process for curriculum consideration/reconsideration will need to be determined.
  - ii. Criteria for curriculum consideration will need to be determined.
    - 1. Hours of instruction
    - 2. Course delivery: in-person, online, hybrid course.
    - 3. Testing and certification
- b) The training curriculum will have to meet NC Standards for Telecommunicator Certification and Training and approved by the Education Committee.
- c) If the program does not meet NC standards for Telecommunicator Certification and Training, the agency using the program will have to use other available resources (vendor, community college, etc.) to ensure the training standard is met.
  - i. Supplemental training can be added to augment known deficiencies, i.e. Cybersecurity Awareness

- ii. Known deficiencies in established training programs, e.g. APCO or IAED, online training can be created /maintained through a community college for ease of availability and access.
- d) NC 911 Board can keep a listing of known available curriculums. The listing will provide information on whether the program meets, exceeds, or does not meet the accepted standards and recognition of those areas that are above and below the established standard.

**4. Administrative Code?**

- a) It is the recommendation of the subcommittee to place the training standards in NC Administrative Code.
- b) What is this process? *Requesting legal counsel.*
- c) Need to define exactly what needs to be written.

**5. How will agencies be held accountable to ensure Telecommunicators are receiving the training?**

- a) PSAP Peer Review Committee can add certification and training as part of their review process.
  - i. Agencies can provide documentation through course rosters, certifications, copy of curriculum, and/or testing mechanism.
  - ii. Documentation can be provided in advance of any onsite visit.
  - iii. With PSAP Peer Review only every 3 years, this could logistically not be the best solution. .
- b) Is there an online submittal solution that could be more feasible such as a “training tracker or a learning management system (LMS)

**6. What instructor qualifications can be set?**

- a) The instructor qualifications and continued requirement to maintain instructor credential should be set by the authority that maintains the curriculum.
- b) As part of the PSAP Peer Review Process a question can be added, e.g. *“Are the instructors credentialed through the authority that maintains the curriculum?”*

**7. State Certification Exam?**

- a) Due to lack of an established/maintained NC curriculum, the committee did not feel the test would be credible
- b) Any recognized curriculum should include a certification exam.

**8. To implement who are the stake holders?**

- a) Any PSAP that receives funding from the NC 911 Board.
- b) Police
- c) Fire
- d) Sherriff

- e)* Emergency Management
- f)* NC Justice Academy
- g)* Community College System
- h)* NC APCO
- i)* NC NENA
- j)* NC 911 Board

**9. Implementation Plan if adopted:**

- a)* Complete NC Standards to include definition so they can be easily applied to training curriculum- for review at the next Education Committee Meeting, September 7.
- b)* Recommended Revisions completed by October's Education Committee Meeting
- c)* Final adoption of NC Standards - date TBD
- d)* Continue review of recognized curriculums.
  - i. Identify training deficiencies
  - ii. Begin cataloging areas/topics where training will need to be developed.
- e)* Administrative Rules process?
- f)* Need to further define processes.
- g)* What are the next steps?
- h)* Library of courses available for those known deficient programs.
- i)* Telecommunicator Certification and Training fully adopted by July 1, 2019.

Recommend that the 911 Board pursue collaborative efforts to effect necessary statutory and/or regulatory changes to create Telecommunicator certification requirements

# NG911 Project Discussion

Jeff Shipp

## a) GIS RFP

## b) ESINet / Hosted CPE Timeline



Standards Committee

Donna Wright

a) Update on PSAP Reviews

b) Approval of Peer Reviewers

i) Caleb Dispenza (Madison County)

ii) Del Hall (Stokes County)

*(Vote Required)*



NAME: Caleb Dispenza PHONE # 828-649-3602

EMAIL: cdispenza@madisoncountync.gov

EMPLOYER: Madison County 911

ADDRESS: 348 Medical Park Dr

CITY: Marshall STATE: NC ZIP: 28753

CURRENT TITLE: Assistant

YEARS IN PUBLIC SAFETY: 6

LIST YOUR PROFESSIONAL CERTIFICATIONS, MEMBERSHIPS OR LICENSES:

Please see attached for all further questions.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DESCRIBE YOUR EXPERIENCE AS IT RELATES TO THE FOLLOWING:  
(attach separate sheet if necessary)

**1. PSAP OPERATIONS & MANAGEMENT**

See attached.

**2. PSAP EQUIPMENT (i.e Telephone, CAD, Dispatching Systems)**

See attached.

**3. TELECOMMUNICATOR QUALIFICATIONS & TRAINING**

See attached.



**WHY ARE YOU INTERESTED IN SERVING IN THIS CAPACITY? (attach separate sheet if necessary)**

See attached.

**PLEASE INDICATE IF THERE ARE ANY RESTRICTIONS ON YOUR AVAILABILITY**

See attached.

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**PLEASE INDICATE YOUR PREFERRED METHOD OF CONTACT**

See attached.

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**ALL APPLICANTS MUST SUBMIT THE FOLOWING ADDITIONAL INFORMATION:**

- A LETTER OF SUPPORT FROM YOUR CURRENT EMPLOYER
- A COMPLETE RESUME
- RECOMMENDATION LETTER (OPTIONAL)



APPLICANT SIGNATURE:

*[Handwritten Signature]*

DATE:

8/30/2017

**List Your Professional Certifications, Memberships, or Licenses:**

- Bachelor of Arts in Psychology, The Citadel
- Please see the answer to question 3 below for further certifications.

**1. PSAP Operations & Management**

In my current position with Madison County EOC, I assist the Director with several duties. These duties include personnel management, planning, scheduling, and human resource issues. In addition, I am the tasked with solving most information technology issues, such as coordinating with vendors to troubleshoot and solve problems. Prior to my current position, I worked at the Charleston County Consolidated 911 Center in Charleston, SC. My positions there included Shift Supervisor, Communications Training Officer, and Multi-function Telecommunicator. During my time in Charleston, I gained experience managing personnel through several high profile incidents, including officer involved shootings, severe weather events, and the aftermath of an active shooter situation.

**2. PSAP Equipment**

I am proficient on all aspects of 911 telecommunicator operations, including 911 telephony systems, CAD, and emergency radio traffic.

**3. Telecommunicator Qualifications & Training**

I have an active certification from NC OEMS for Emergency Medical Dispatch. I also have an active qualification in Emergency Medical Dispatch through Priority Dispatch Corporation. I previously held qualifications in Emergency Police Dispatch and Emergency Fire Dispatch (not currently used in Madison 911). I was an APCO Communications Training Officer for four years. During this time I trained approximately 40 new and experienced telecommunicators. I have also attended the South Carolina Criminal Justice Academy and completed the course for Basic Telecommunications Officer.

I have completed the following FEMA/Homeland Security courses:

- ICS-100 Introduction to Incident Command System
- ICS-200 ICS for Single Resources and Initial Action Incident
- ICS-300 Intermediate ICS for Expanding Incidents
- ICS-400 Advanced ICS for Command and General Staff
- ICS-700 National Incident Management System
- ICS-800 National Response Framework
- IS-00248 Integrated Public Alert and Warning System (IPAWS)
- Nationwide SAR Initiative Suspicious Activity Reporting

## Attachment 1

### **Why are you interested in serving in this capacity?**

Serving the NC 911 Board in this capacity would be an opportunity for me to assist in the development and success of all 911 operations in North Carolina. I see this position as a chance to help other EOC's improve while also bringing back their knowledge and experiences to improve my own center.

### **Please indicate if there are any restrictions on you availability.**

I am available as long as there are no pressing matters regarding my primary duties in Madison County.

### **Please Indicate Your Preferred Method of Contact**

I am available at the office (828-649-3602) during most normal business hours. I am also available by email (cdispenza@madisoncountync.gov).



Madison County 911  
348 Medical Park Dr, Room 207  
Marshall, NC 28753  
828-649-3602

August 30, 2017

Reference: 911 PSAP Inspector

To whom it may concern:

I fully support Caleb Dispenza to become a NC 911 PSAP Inspector.

Thank You,

A handwritten signature in cursive script that reads "Teresa Ogle".

Teresa Ogle  
Director of Emergency Operations Services



## **Caleb Dispenza**

370 Running Bear Rd  
Hot Springs, NC 28743  
Work: (828) 649-3602  
Cell: (828) 206-4114  
Email: cdispenza@madisoncountync.gov

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### **QUALIFICATIONS**

I am currently employed by the Madison County EOC. Prior to this, I served for five years as a member of the Charleston County Consolidated 9-1-1 Center. I held various positions, from answering 911 lines and dispatching responders to training new hires and supervising day and night shift members. Due to my excellent work ethic and friendly approach, I was very successful in managing a series of very challenging duties. During this time, I received several qualifications from nationally accredited agencies regarding training, emergency operations, and incident management. I pride myself on how I work well with everyone in any situation and I always give a great effort towards the goals of the organization.

Prior to my work in dispatch, I held a position as an Administrative Manager for JMB/SG Blocks. I worked in support of business development, sales, marketing and data management. I also was involved in scheduling, client management, and note taking responsibilities for the VP of Business Development. I have strong knowledge of MS Office as well.

### **EDUCATION**

1999 - 2003	High School Diploma, Wando High School
2003 - 2007	Bachelor's of Arts in Psychology, The Citadel
	*Graduated with Departmental Honors

### **EMPLOYMENT**

September 2016 – Current Madison County EOC

I am currently employed by the Madison County EOC. For more information on my responsibilities, please see the attached pages.

December 2015 – August 2016 Business Manager, Humble Bumble Beads

During this time, I assisted in the development and initial growth of a small family business.

November 2010 – November 2015 Charleston County Consolidated 9-1-1 Center

My time in the 911 Center is a testament to my work ethic, perseverance, and ability to excel within a team in a very high stress and challenging environment. I am very proud of the work we all did to help the citizens and emergency responders in the Charleston community. I left this position on very good terms with all staff and management members. I have the blessing of the Director and Deputy Director of the 911 Center to use them as professional references in any future endeavor.



NAME: Del Hall PHONE # (336) 593-2494

EMAIL: dhall@co.stokes.nc.us

EMPLOYER: Stokes County Emergency Communications

ADDRESS: PO Box 20, 1012 Main St

CITY: Danbury STATE: NC ZIP: 27016

CURRENT TITLE: Emergency Communications Director

YEARS IN PUBLIC SAFETY: 26

**LIST YOUR PROFESSIONAL CERTIFICATIONS, MEMBERSHIPS OR LICENSES:**

ENP, Emergency Number Professional - 2017

Certification Manager Certification - 2012

Managing the 9-1-1 Center - 2005

Introduction to PSAP Technology - 2005

Introduction to VOIP for PSAPs 2005

**DESCRIBE YOUR EXPERIENCE AS IT RELATES TO THE FOLLOWING:**  
(attach separate sheet if necessary)

1. **PSAP OPERATIONS & MANAGEMENT** I have oversee the Stokes County Emergency Communications Center since April 2003. Presently still hold the position.

2. **PSAP EQUIPMENT (i.e Telephone, CAD, Dispatching Systems)**

I have been working with Telephone, CAD and Dispatching systems since 1991.

3. **TELECOMMUNICATOR QUALIFICATIONS & TRAINING** Telecommunicator Certification

1995, EMD, EFD, EPD certifications throught IAED. Telecommunicator for 12 years



**WHY ARE YOU INTERESTED IN SERVING IN THIS CAPACITY? (attach separate sheet if necessary)**

I am interested in serving in this capacity to learn more about the operations of 911 centers through our the State of North Carolina. In turn this will help me learn more to bring back to the Stokes County 911 Center. Learning more helps us all!

**PLEASE INDICATE IF THERE ARE ANY RESTRICTIONS ON YOUR AVAILABILITY**

As long as I can schedule ahead I should be fine.

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**PLEASE INDICATE YOUR PREFERRED METHOD OF CONTACT**

email dhall@co.stokes.nc.us or cell (336) 608-9381

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**ALL APPLICANTS MUST SUBMIT THE FOLOWING ADDITIONAL INFORMATION:**

- A LETTER OF SUPPORT FROM YOUR CURRENT EMPLOYER
- A COMPLETE RESUME
- RECOMMENDATION LETTER (OPTIONAL)



APPLICANT SIGNATURE: D. H. Hall DATE: 9/5/2017

Other Items

Adjourn

**Next 911 Board Meeting**

**October 20,2017  
3514 Bush Street  
Raleigh, NC**

## PSAP Managers Meeting October 4-5-6 Greensboro, NC

911 Technology Committee  
Wednesday, September 27, 2017  
2:00 pm  
Training Room  
109 East North Street  
Raleigh, NC

911 Funding Committee  
Tuesday, October 10, 2017  
2:00 pm  
Executive Conference Room  
109 East North Street  
Raleigh, NC

911 Standards Committee  
Wednesday, October 11, 2017  
2:00 pm  
Training Room  
109 East North Street  
Raleigh, NC

911 Education Committee  
Wednesday, October 12, 2017  
10:00 am  
Training Room  
109 East North Street  
Raleigh, NC