

North Carolina 911 Board Meeting
MINUTES
WebEx and Conference Bridge
Friday, June 28, 2019
10:00 AM – 11:45 PM

| <u>Members Present</u> | <u>Staff Present</u> | <u>Guests</u> |
|---|--|--|
| David Bone, (NCACC) Martin County Manager | Richard Bradford, (DOJ) NC 911 Board Legal Counsel | Greg Dotson, Rutherford County 911 |
| Heather Campbell, (CMRS) Sprint | Ronnie Cashwell, NC DIT/NC 911 Board Staff | Bill Gibson, Lincoln County 911 |
| Bo Ferguson, (NCLM) City of Durham <i>via phone</i> | Tina Gardner, DIT/NC 911 Board Staff | Greg Hauser, NCDDEM |
| Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications | Pokey Harris, DIT/NC 911 Board Staff | Christine Makris, Sandy Hook Promise |
| Chuck Greene, (LEC) AT&T | Jesus Lopez, NC DIT/NC 911 Board PM | David McNally, Office of the State Auditor |
| J.D. Hartman, (NC Sheriff's Association) Davie County | Gerry Means, NC DIT/NC 911 Board Staff | Melanie Neal, Guilford Metro 911 |
| Buddy Martinette, (NCSFA) Fire Chief, Wilmington | Stanley Meeks, NC DIT/NC 911 Board Staff | Mark Newsome, NC DIT Finance |
| John Moore, (VoIP) Spectrum Communications | Marsha Tapler, NC DIT/NC 911 Board Staff | Phillip Penny, MCP |
| Mike Reitz, (APCO) Chatham Co 911 | Angie Turbeville, NC DIT/NC 911 Board Staff | Rick Thomas, Apex PD |
| Jeff Shipp, (LEC) Star Telephone v | | |
| Amy Ward, (LEC) CenturyLink | <u>Staff Absent</u> | |
| Donna Wright, (NENA) Richmond Co Emergency Services | Don Rice, NC DIT/NC 911 Board Contract Staff | |
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| <u>Members Absent</u> | | |
| Secretary Eric Boyette, (NC CIO) Board Chair | | |
| Jeff Ledford, (NCACP) City of Shelby PD | | |
| Jude O'Sullivan, (CMRS) Carolina West | | |
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*Not all guests that called in identified themselves and thus were not included as attendees.

Call to order — Vice Chair Donna Wright called the meeting to order at 10:00 AM and asked Pokey Harris to call the roll of attendees.

1. Chair's Opening Remarks

a) General Opening Comments – Vice Chair Wright welcomed everyone to the meeting and thanked them for calling in. She noted that Secretary Boyette had been attending a cabinet level function today, sending his regrets for not his absence. She also mentioned that the Grant Committee Report would be moved up the agenda as item #5 due to Heather Campbell needing to leave the meeting early.

b) Board Member Status – Vice Chair Wright advised that Niraj Patel was no longer on the 911 Board, and that Eric Cramer had resigned from the Board and the Grant Committee due to health concerns. She also announced Heather Campbell will be leaving the Board and that a qualified replacement is being vetted. Chairman Boyette has requested Ms. Campbell stay as a non-Board member of the Grant Committee until the end of the current grant cycle. He has appointed Jeff Shipp as the Chair of the Grant Committee. Vice Chair Wright thanked Mr. Patel, Mr. Cramer, and Ms. Campbell for their service to the 911 Board.

2. Ethics Awareness/Conflict of Interest Statement — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement printed in the agenda. Chuck Green advised he had a conflict with agenda item 7a so he would be recusing himself of that item.

3. Public Comment — Vice Chair Wright read the invitation to public comment printed in the agenda. No one had pre-registered to speak. No one present or on the phone asked to provide comment.

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

a) Minutes of Previous Meeting – May 17, 2019

b) NG 911 Fund

May 2019 Fund Balance \$43,924,210

May 2019 Disbursement -\$670,291

c) CMRS Fund

May 2019 Fund Balance \$ 7,196,704

May 2019 Disbursement -\$13,547

d) PSAP Fund

May 2019 Fund Balance \$18,967,803

May 2019 Disbursement -\$4,377,683

e) Grant Fund

May 2019 Fund Balance \$26,504,375

May Grant Funds Encumbered -\$23,030,960

f) Grant Project Updates per Reports

Bo Ferguson put forward the motion to accept the consent agenda as presented, with the motion being seconded by Jeff Shipp and passing unanimously.

5. Grant Committee Report

a) 2020 Grant Program Status – Heather Campbell reported eight (8) applications for grants were submitted for a total project cost of \$44 million. The grant requested amount is \$22.2 million, with \$2.1 million identified in the applications for potential reconsideration. The Committee will have a presentation day on July 9 and will meet afterward to review and score each application. They will be discussing funding the portions that are not eligible for reconsideration and expecting that applicants will return to request a reconsideration for the portion of projects that are eligible. The Committee will make recommendations to the Board at their July meeting.

b) General Report – Ms. Campbell said it has been a pleasure to be part of the Grand Committee and to serve as Chair since January. She is excited to continue as a member and is proud to have helped

improve the process of grant requests. Ms. Harris thanked Ms. Campbell for all her work on the Committee and on the Board.

6. Executive Director Report

a) Financial Statement Audit Report Year Ended June 30, 2018 – Pokey Harris introduced David McNally from the Office of the State Auditor who gave a report on the recent financial state audit of the NC 911 Fund for the year ended June 30, 2018. The audit found no deficiencies and the NC 911 fund received a clean report. Mr. McNally commended Marsha Tapler for her work on the audit process.

b) NextGen 911 Migration Status – Pokey Harris shared the live status map of PSAPs that have migrated to the ESInet, those in active status, those having committed to migration, and those remaining to make a decision. Ms. Harris thanked CGIA for keeping the map updated.

c) Richmond County 911 ESInet Migration, June 5, 2019 – On June 5, Richmond County 911 migrated to the NC 911 ESInet and hosted Viper call handling solution. It was a successful cutover.

d) Guilford Metro 911 ESInet Migration, June 27, 2019 – On June 27, Guilford Metro 911 migrated to the NC 911 ESInet and hosted Viper call handling solution. Melanie Neal reported there have been some issues with their administrative lines and configurations with their previous CPE, but these should be resolved quickly.

e) Wayne County 911 Groundbreaking, June 11, 2019 – Wayne County 911 celebrated the groundbreaking for their PSAP and emergency operations center on June 11. Ms. Harris thanked Jeff Shipp for representing the 911 Board at the event.

f) NG911 GIS Roadshow General Overview Meetings/Data Input Work Sessions – Four (4) regional meetings were held across the state to provide a general overview to PSAP managers and GIS staff about geospatial call routing, the workflow and the process of mapping GIS data. Those close to migrations were invited to an afternoon work session where they had the chance to input data into the GeoComm Data Hub. The Western region meeting had 57 participants for the morning session, and 26 for the afternoon session. The Central region had 115 participants for the morning session, and 42 for the afternoon session. The Southeast region had 59 participants for the morning session, and 21 for the afternoon session. The Northwest region had 63 participants for the morning session, and 25 for the afternoon session. Totals were 294 for the morning, and 114 for the afternoon session. Ms. Harris thanked the staff, GeoComm, and CGIA for making the meetings so successful.

g) Franklin County Grant Extension – Franklin County requested an extension on their grant through August 30, 2019. Ms. Harris noted that it was not filed within the 60-day required period, however circumstances beyond the County's control put them behind schedule on the project. Ms. Harris found no reason to not grant the extension. John Moore put forward the motion to approve the Franklin County grant extension, with the motion being seconded by Jeff Shipp and passing unanimously.

h) Staffing Update – Ms. Harris advised the Financial Review Specialist (FRS) positions have been posted. Interviews are tentatively scheduled for July 19. Ms. Harris is hopeful that by August those positions will be filled. She is still in the process of receiving the position numbers for the 911 Regional Coordinators from OSNR and may be able to post those positions in late August.

i) Federal 911 Grant Program Status – Ms. Harris said notification has yet to be received.

j) Website Enhancements – Staff has discussed having a NG911 page separate from the 911 Board page. Erin Lesh of the GIS unit with NC DOT had previously offered to help with this endeavor. Ms. Harris, Erin, CGIA staff, and Board staff met with DIT Communications to consider what information would be offered on the site. Ms. Harris also noted this is a good opportunity to return to efforts of enhancing the 911 Board website that was begun last fall. Ms. Harris asked that Mike Reitz and Greg Foster work in collaboration with Tina Gardner and John Strange with DIT Communications to look at general content, design, and layout of the website for 911 Board information for areas of possible enhancement. Mr. Reitz and Mr. Foster both agreed to assist.

k) Say Something Anonymous Reporting System (SS-ARS) Program – SS-ARS was recently introduced by NC State Superintendent, Mark Johnson, to support and deliver on NC General Statute § 115C-105.51 which mandates that the governing body of each public secondary school (serving at least one class of grade six or higher) shall make an anonymous safety tip line application available to students, school staff, parents, in coordination with local law enforcement and social services agencies, that receive anonymous information on internal or external risks to the school population, school buildings, and school-related activities. This program will launch in fall 2019. PSAPs will receive triaged "life-safety tips" from the SS-ARS crisis center for impacted schools or the youth and/or adults who attend

those schools that require local law enforcement support and assistance. The SS-ARS crisis center, led by former law enforcement, qualifies all life-safety tips before contacting PSAPs to ensure local police are only involved in issues designated for law enforcement. Though SS-ARS is not an initiative of the NC 911 Board nor one aligned with the approved use of funds list, the NC 911 Board has been asked to provide messaging and feedback assistance to North Carolina Department of Public Instruction (DPI) and its program partner, Sandy Hook Promise (SHP), on how they may accomplish the state wide roll out of this program. Vice Chair Wright suggested the using a format similar to regional approach often used to roll out information to the PSAP community. Ms. Harris asked each Board member to share the SS-ARS information with their respective organizations to determine the most appropriate way to disseminate to their consistency. Ms. Harris also remarked she advised Christine Makris of Sandy Hook Promise that she would be sending a follow-up email with any ideas and suggestions garnered from the Board on the roll out or other comments from the Board

l) Legislative Update – Richard Bradford reported the notes for House Bill 217 have not been updated on the General Assembly’s website. DIT’s Legislative Liaison Nate Denny said it was approved by the Senate Rules Committee and is expected to be on the floor of the Senate on Monday. Mr. Bradford said some changes had occurred but the portions of the bill including the Board’s priorities have been maintained. Ms. Harris thanked the Executive Committee for making time for meetings/calls pertaining to the bill.

7. Education Committee Report

a) NC APCO Class Sponsorship for NC NENA/APCO Conference – Mike Reitz reported the NC chapter of APCO has requested the Board sponsor a pre-conference class in the fall. The Board has funded this in the past and such funding is currently in the budget. A motion to approve was put forth by the Education Committee to sponsor the class for a cost of \$4,975, and the motion passed unanimously. Ms. Harris commented that the Funding Committee requested APCO/NENA waive the fee for any Staff member that wishes to attend the conference.

b) General Report – Mr. Reitz had no other report for the Committee.

8. Funding Committee Report

a) Boone PD FY2019 Reconsideration - David Bone explained Boone PD was recently made aware of expenses being eligible, however Boone PD did not have funds to cover these cost because the PSAP had spent down its fund balance in the procurement of a phone system and voice logger. Mr. Bone noted this reconsideration of \$79,627.36 comes to the Board as a motion from the Funding Committee. Donna Wright moved the motion forward and it passed unanimously.

b) General Report – Mr. Bone reported at their last meeting the Committee reviewed funding reconsiderations for two secondary PSAPs, Charlotte Fire and Charlotte Medic. These reconsiderations were not approved by the committee. Any questions about these reconsiderations should be directed to Staff. A funding reconsideration for Raleigh Wake Emergency Communications is pending. This request is expected to come back to the Funding Committee in July. A funding reconsideration for a secondary PSAP, Mooresville PD, is also pending.

The Committee reviewed an Overflow Exception request from Randolph County and noted information provided could not validate the request. Randolph County’s request was denied by the Funding Committee. Jredell County submitted documentation requesting an increase to their base seat count by three (3). The information provided did not substantiate the need so additional information was requested from the County for subsequent Staff review and consideration by the Funding Committee. Discussion about a Seat County Overflow Policy continues, and Staff is working on additional reconsideration requests. Staff is working on funding recommendations for base mobile message switch server software license, implemental functions, and CAD servers. Committee discussion about PSAP funding model is ongoing.

9. Finance Team Report — Marsha Tapler met with several PSAPs this month to review revenue-expenditure reports and assist in completing funding reconsiderations. Reconsiderations are planned to be brought forward in July or August when the fiscal year is closed. Ms. Tapler noted some of the projects she has completed and currently working on. Ms. Tapler noted she was working to close several revenue-

expenditure reports, completed what was needed for the FCC report, has been working with Angie Turbeville and Tina Gardner to set up mini regional meetings, and working on the financials of the Board to close the fiscal year. She noted other items are on-going for the Funding Committee.

10. Standards Committee Report — Vice Chair Donna Wright said the committee is waiting for updates to standards following the outcome of proposed legislation. Tina Gardner reminded everyone that future meetings of the committee will be bi-monthly, however this could change back to monthly as the ESInet and hosted call handling roll out.

11. Technology Committee Report – Jeff Shipp commended Staff and everyone who worked on the GIS Roadshow and the success of those meetings. Gerry Means mentioned Guilford Metro 911 migrating to the ESInet and hosted platform, bringing the total PSAPs online to eight (8). There are currently 43 active projects, with three going live in Iredell, Mooresville, and Statesville on July 17 with the first hosted Vesta platform. He expects to have 23 PSAPs completed by the end of the third quarter and looks to have eight in the fourth quarter. Mr. Means mentioned he and Ms. Harris were able to see new technology at NENA and are looking at new alternatives to improve data analytics that would integrate better with AT&T's network. The console build out of the NMAC is complete and Stanley Meeks is in the process of hiring Tier 2 staff and interviews are on-going. The final draft of the NMAC Operations Procedure is under review by the Technology Committee and Mr. Means looks forward to input by members. The CRM project may be delayed a few weeks due to necessary development modifications, and Angie Turbeville reported they are on track for Phase 1 to be completed in the next few weeks. Vice Chair Wright discussed forming a user group of the eight PSAPs currently live on the ESInet to prepare those who will migrate in the future. There is consensus this will be extremely valuable.

12. 911 Regional Coordinator Reports — Over the last few weeks both Tina Gardner and Angie Turbeville have met with PSAPs to discuss the ESInet and call handling solution. Those that committed to migration are High Point and Montgomery County. They are awaiting a decision by the primary PSAP of Catawba County and their secondary PSAPs. They hope to schedule a meeting with Holly Springs 911 in the near future. Ms. Turbeville plans to have regional meetings for the western part of the state in August and peer reviews starting in the third quarter into the fourth quarter. She is working with APCO/NENA to schedule a GIS training at the upcoming conference. Ms. Gardner mentioned that PSAPs need to update their backup plans due to the changes brought about by the ESInet. She is also still working on ECATs issues.

13. Other — Reading a thank you card for the flowers that were sent, Ms. Harris asked the Board to continue to keep former staff member Danette Jernigan in their thoughts and prayers with the recent unexpected loss of her daughter.

The next Board Meeting will be held on Friday, July 26, at 3514 Bush Street, Raleigh.

Adjourn — Vice Chair Wright adjourned the meeting at 11:17 AM.