

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Via Microsoft Teams Meeting**  
**Friday, March 27, 2020**  
**10:00 AM – 12:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Secretary Eric Boyette, (NC CIO) Board Chair	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Rob Main, DIT
David Bone, (NCACC) Martin County Manager	Ronnie Cashwell, NC DIT/NC 911 Board Staff	
Greg Coltrain, (LEC) Wilkes Communication Sprint	Stephanie Conner, DIT/NC 911 Board Staff	
Bo Ferguson, (NCLM) City of Durham	Kristen Falco, DIT/NC 911 Board Staff	
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Tina Gardner, DIT/NC 911 Board Staff	
Stacey Gonyer, (CMRS) Sprint	Pokey Harris, NC DIT/NC 911 Board Staff	
Chuck Greene, (LEC) AT&T	Jesus Lopez, NC DIT/NC 911 Board PM	
J.D. Hartman, (NC Sheriff's Association) Davie County	Gerry Means, NC DIT/NC 911 Board Staff	
Buddy Martinette, (NCSFA) Fire Chief, Wilmington	Stanley Meeks, NC DIT/NC 911 Board Staff	
John Moore, (VoIP) Spectrum Communications	David Newberry, NC DIT/NC 911 Board Staff	
Jude O'Sullivan, (CMRS) Carolina West	Marsha Tapler, NC DIT/NC 911 Board Staff	
Jeff Shipp, (LEC) Star Telephone	Angie Turbeville, NC DIT/NC 911 Board Staff	
Earl Struble, (CMRS) Verizon Sprint		
Donna Wright, (NENA) Richmond Co Emergency Services	<u>Staff Absent</u>	
	Rick Blumer, NC DIT/NC 911 Board Staff	
	Tamiaka Bryant, NC DIT/NC 911 Board Staff	
<u>Members Absent</u>	Chris Carlin, NC DIT/NC 911 Board Staff	
Jeff Ledford, (NCACP) City of Shelby PD	James Covington, NC DIT/NC 911 Board Staff	
	Don Rice, NC DIT/NC 911 Board Contract Staff	

APPROVED BY NC 911 BOARD 04/24/2020

**Call to order** — Chairman Boyette called the meeting to order at 10:01 AM and thanked telecommunicators and first responders for their dedication and hard work during this unprecedented time. He then asked Ms. Harris to call the roll of attendees.

**1. Chair's Opening Remarks** — Skipped due to time restraints.

**2. Ethics Awareness/Conflict of Interest Statement** — Chairman Boyette read the Ethics Awareness/Conflict of Interest statement printed in the agenda. No conflicts were identified.

**3. Public Comment** — Chairman Boyette extended the invitation for public comment. No one had preregistered to speak, and no one virtually present had comments.

**4. Consent Agenda** — Chairman Boyette asked Ms. Harris to proceed with the consent agenda.

a) Minutes of Previous Meeting – February 28, 2020

b) NG 911 Financial Reporting

February 2020 Month-End Balance \$67,774,099

February 2020 Disbursement \$703,194

c) CMRS Financial Reporting

February 2020 Month-End Balance \$7,745,838

February 2020 Disbursement \$0

d) PSAP Financial Reporting

February 2020 Month-End Balance \$10,639,815

February 2020 Disbursement \$4,209,707

e) Grant Statewide/PSAP Financial Reporting

February 2020 Month-End Balance \$7,469,838

February 2020 Grant Funds Encumbered \$21,834,191

f) Grant Project Updates per Reports

i. Monthly Reports per PSAP

ii. Martin County Grant Extension

iii. Rutherford County Grant Extension

Mr. Shipp put forward the motion to accept the consent agenda as presented, with the motion being seconded by Ms. Wright and passing unanimously.

**5. Executive Director Report**

a) COVID-19 Update – Ms. Harris reported that most of the staff is teleworking and have been since March 11. The NMAC staff continues to report to work daily as they must be present at the NMAC to monitor the network and systems. They are taking the advised precautions of social distancing and extra cleaning of their workstations per shift. Also, the regional coordinators, Ms. Harris, and Mr. Meeks are activated virtually with ESF2/PSAP Coordination with the State EOC. They are monitoring between the hours of 7AM and 7PM with no indication the hours will extend. On March 17 an email was sent advising of the suspension of on-site PSAP NextGen and ESInet activities for a period of 60 days due to COVID-19. Ms. Harris then read the email that was sent. The regional coordinators have been reaching out daily to PSAPs to discern if they are experiencing issues with staffing levels that could impact their call-taking abilities and discussing pre-planning options for alternate call routing or policy routing across the ESInet. Staff also held two Continuity of Operations Plans (COOP) webinars on Teams which were well attended and received a lot of positive feedback. Staff remains poised to assist during this event in maintaining contact with PSAPs, Board members, and committee members with on-going activities.

b) Cybersecurity Assessment Vendor Selection – Ms. Harris reported that the Technology Committee met, and the evaluation team made a recommendation. The Committee accepted that recommendation. As directed by the Board at the February meeting, Ms. Harris was authorized to move forward with the procurement process for awarding the contract and statement of work. She advised End to End Computing was awarded the contract for \$1,118,974.72. In the coming weeks more information will be shared as planning for the project is put in place.

c) Ransomware Attacks – Durham City/County, City of Shelby – Ms. Harris gave the floor to Mr. Ferguson who provided a high-level overview of the recent City of Durham cyber incident which coincided

with a likewise incident that occurred at Durham County. Mr. Ferguson outlined the impact of the incident saying that all data systems in the city were impacted. The incident brought to bear cybersecurity and IT resources from the State, Federal, and local entities. Mentioned were the FBI, SBI, State EOC, National Guard, vendor partners, 911 Board staff, NCLGSA, DIT SRO, and many others. The event began on Friday March 6. Mr. Ferguson mentioned that he was alerted on his way to work that the event was unfolding. Durham City staff responded by disconnecting critical infrastructure, but the virus spread could not be readily halted from further spread across the network. The impact to the City was major including public safety IP infrastructure. However, the 911 services provided by the State ESInet and hosted call solution were not impacted, and no 911 calls were lost. The City did lose the use of their CAD (Computer Aided Dispatch) system for several days but it is back online. Mr. Ferguson stated that the PSAP backup center is still in the process of recovery. The event and its remediation lasted for two weeks. Mr. Ferguson indicated that the event generated many "lessons learned." He reiterated that regardless of what electronic defenses are present, user training is critical due to the attack likely begin caused by opening a malicious email or a visit to an unsafe website. It was also stated that the need to determine "patient zero" is imperative to determine the source and start of the attack sequence.

Ms. Harris then asked Mr. Means to reflect on the event. Mr. Means stated that the design of the ESInet and hosted call handling from the inception of the NG911 project has had a keen focus on cybersecurity. The value of that focus was born out at both the Durham and Shelby events. The design seeks to separate the NG911 call function from local networks. In both cases, Board staff directed AT&T to disconnect the gateway interface, which is not IP based, from the local entity CAD systems. In both incidents CAD systems were compromised. The NG911 gateway interface prevents the jump between the networks and the extra step was taken to have the connections physically disconnected during the events. The events also make the case for the hosted solution being a better security alternative. In PSAPs with ESInet only connections, it is likely the call handling equipment and the CAD systems would be compromised whereby calls would have to be redirected. Mr. Means also mentioned the importance of knowing patient zero as it provides the best restoration point information.

Ms. Harris then asked DIT Deputy State Risk Officer Rob Main for any additional comments. He reiterated that identification of patient zero is a critical function of incident response. He said any cyber-related issues that occur in local government, counties, municipalities or towns is reported through county EM to Public Safety Emergency Management, which kicks off mobilization of Federal, vendor, and state partners in scoping out the exact issue affecting that government agency. He stressed that it is never a bad idea to overcommunicate if you think your agency is being cyber-attacked and engage your County EM and DPS EM immediately to start the incident response and recovery efforts. He noted common vectors of attack are email and malicious websites.

d) PSAP Manager's Program Graduation – Tentatively rescheduled for May with information to be provided once confirmed.

## **6. Funding Committee Report**

a) Funding Reconsideration Policy Revision – Mr. Bone brought forth a policy correction recommendation from the Committee. There are two methods by which a PSAP's funding distribution may be modified – adjustment to the monthly distribution and request for additional distribution. Both are identified as funding reconsiderations. February 28 has historically been the deadline for reconsiderations involving the monthly distribution. However, there was a typo in a policy that was previously approved that inadvertently created an April 1 deadline. The Board is asked to establish the deadline of February 28 for funding reconsiderations for monthly distributions. The Funding Committee voted unanimously to approve the staff recommendation and brought this forward as a motion. Chairman Boyette presented the motion to accept the policy as recommended by the Committee, and it passed unanimously. Mr. Bone noted the submission date for reconsiderations for additional distributions remains August 31.

b) Boone PD Funding Reconsideration – The request involves \$36,665.11 in additional funding for a phone lease. An email was included in the Board packet from Amy Davis, the Finance Director for the Town of Boone, explaining the situation. Financial Analyst Marsha Tapler conducted a multi-year review in 2019, which helped bring the situation to light. For several years 911 eligible items were omitted from the annual PSAP reports. This resulted in an overstatement of fund balance and a reduction in expenditures, which led to a decrease of annual funding. The reconsideration request involves a "fix" for the error. Staff recommendation was to approve the request. The Funding Committee voted unanimously

to approve the staff recommendation and brought this forward as a motion. Chairman Boyette presented the motion to accept the Committee recommendation, and it passed unanimously.

c) 911 Board FY2020 Budget Amendments – Ms. Tapler presented figures for budget amendments for receipts in order to realign them with different accounts based on the current legislation. Mr. Bone made a motion to amend the receipts in the budget as presented, with the motion being seconded by Mr. Greene, and passing unanimously.

#### **7. Grant Committee Report**

a) 2021 PSAP Grant Program Application – Mr. Shipp reported the 2021 Grant Cycle is underway as planned. The grant workshop was held March 24 with over 32 registered PSAPs, four consultants and several Board members participating in the webinar. The grant application will be posted online on April 1 with a submission deadline of June 1.

8. **Other** — Ms. Harris said in regard to COVID-19, Committee meetings in the near future will be held via Microsoft Teams, adhering to the schedule as much as possible. Should there be meeting changes, notices will be sent. Mr. Bone asked if the Teams platform would also be used for PAT Team visits and Ms. Harris answered in the affirmative.

The next Board meeting will be held on Friday, April 24, via Microsoft Teams.

**Adjourn** — Chairman Boyette adjourned the meeting at 10:56 AM.

APPROVED BY NC911 BOARD 04/24/2020