

North Carolina 911 Board Meeting
MINUTES
Conducted by Use of Simultaneous Communication
Microsoft Teams Meeting
Friday, April 24, 2020
10:00 AM – 12:00 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	Tracy Doaks, Secretary and State Chief Information Officer
Bo Ferguson, (NCLM) City of Durham	Chris Carlin, NC DIT/NC 911 Board Staff	Melanie Neal, APCO
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Ronnie Cashwell, NC DIT/NC 911 Board Staff	
Stacey Gonyer, (CMRS) Sprint	Stephanie Conner, DIT/NC 911 Board Staff	
Chuck Greene, (LEC) AT&T	James Covington, NC DIT/NC 911 Board Staff	
J.D. Hartman, (NC Sheriff's Association) Davie County	Kristen Falco, DIT/NC 911 Board Staff	
John Moore, (VoIP) Spectrum Communications	Tina Gardner, DIT/NC 911 Board Staff	
Jude O'Sullivan, (CMRS) Carolina West	Pokey Harris, NC DIT/NC 911 Board Staff	
Jeff Shipp, (LEC) Star Telephone	Jesus Lopez, NC DIT/NC 911 Board PM	
Donna Wright, (NENA) Richmond Co Emergency Services	Gerry Means, NC DIT/NC 911 Board Staff	
	Stanley Meeks, NC DIT/NC 911 Board Staff	
	David Newberry, NC DIT/NC 911 Board Staff	
<u>Members Absent</u>	Marsha Tapler, NC DIT/NC 911 Board Staff	
Secretary Eric Boyette, (NC Secretary of Transportation) Board Chair		
Greg Coltrane, (LEC) Wilkes Communication Sprint		
Jeff Ledford, (NCACP) City of Shelby PD	<u>Staff Absent</u>	
Buddy Martinette, (NCSFA) Fire Chief, Wilmington	Rick Blumer, NC DIT/NC 911 Board Staff	
Earl Struble, (CMRS) Verizon Sprint	Tamiaka Bryant, NC DIT/NC 911 Board Staff	
	Don Rice, NC DIT/NC 911 Board Contract Staff	
	Angie Turbeville, DIT/NC 911 Board Staff	

Call to order — Vice Chair Wright called the meeting to order at 10:03 AM and informed everyone that Chairman Boyette could not attend due to a conflicting meeting schedule but sent his regards. She then asked Ms. Harris to call roll. Ms. Harris said Regional Coordinator Stephanie Conner would call the roll of attendees and monitor the chat for the online meeting.

1. Vice Chair's Opening Remarks — Vice Chair Wright thanked everyone for taking the time to participate in the virtual meeting. Ms. Harris mentioned that Melanie Neal was in attendance. She is the representative APCO put forward to fill their vacant seat and will be able to fully participate once legislature has finalized the appointment. Ms. Harris also welcomed Secretary for the NC Department of Information Technology and State Chief Information Officer, Tracy Doaks to the meeting. Secretary Doaks said she was excited to attend the meeting and thanked the Board for the invitation.

2. Ethics Awareness/Conflict of Interest Statement — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement printed in the agenda.

3. Public Comment — Vice Chair Wright read the invitation for public comment printed in the agenda. No one had preregistered to speak, and no one virtually present had comments.

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

a) Minutes of Previous Meeting – March 27, 2020

b) NG 911 Fund

March 2020 Month-End Balance \$68,653,980

March 2020 Disbursement \$3,492,057

c) CMRS Financial Reporting

March 2020 Month-End Balance \$7,746,999

March 2020 Disbursement \$0

d) PSAP Financial Reporting

March 2020 Month-End Balance \$12,674,257

March 2020 Disbursement \$4,209,707

e) Grant Fund

March 2020 Month-End Balance \$9,116,317

Grant Funds Encumbered \$21,585,967

f) Grant Project Updates per Reports

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

5. Executive Director Report

a) National Public Safety Telecommunicator Week (April 12-18) – Ms. Harris was happy to denote that April 12- 18 is National Public Safety Telecommunicator Week. PSAPs were encouraged to share photos of their celebrations for the event, which will be made into a video collage that will appear on the website. Ms. Conner arranged an event for later in the day, which she will cover in her section of today's meeting. Ms. Harris thanked all telecommunicators for their hard work and dedication to their profession, noting they are truly the first, first responders.

b) COVID-19 Update – Staff has been teleworking since March 12 and will continue to do so until further notice. There is a suspension of any on-site work for the NG911 efforts and the effected PSAPs will be rescheduled. The Regional Coordinators continue to work with PSAP managers to identify trends in the telecommunicator work force who are being impacted by COVID-19, and to assist with COOP planning if needed to activate alt-routing or policy-routing plans. As of this time, out of 2,728 available telecommunicator personnel there are 11 in an impacted status. No positive COVID-19 cases have been reported, but are either quarantined, home sick with symptoms, or have family members who may be showing symptoms. This is a 0.4% impact, which is much less than anticipated. Ms. Gardner shared that call stats indicate a decline in 911 call volume during the pandemic. Reports show 70,000 less calls compared to the same time in 2019. However, PSAP managers across the state report there has been an increase in domestic violence and disturbance type calls.

c) NextGen 911 Migration Status – Live Status Map – Skipped due to time constraints.

d) NextGen 911 GIS Status – Live Status Map – Skipped due to time constraints.

e) Military Installation ESInet Interface Update – Ms. Harris reported that AT&T is working with the appointed representatives at Camp Lejeune to discuss their path forward regarding network/system needs and to navigate the contractual process. An in-person meeting had been planned with Army representatives for April 8 but had to be postponed due to the pandemic. The Army requested a virtual

meeting be scheduled, which was held on April 15 with representatives from Fort Bragg, Sunny Point and the host communities. AT&T is now engaged in discussions with them about architectural design, contractual agreements, technical and equipment issues and needs.

f) Federal 911 Grant – Ms. Harris advised the first draw-down request in the amount of \$236,000 has been submitted. Quarterly reporting is on time. There will be an annual report required, as was last year.

6. CGIA 2020-2023 Cycle/Eastern Piedmont 2021 Proposal

a) Presentation by Tim Johnson, CGIA Director/Ben Shelton, Project Manager – Mr. Johnson and Mr. Shelton presented the proposal for the Eastern Piedmont 2021 Orthoimagery Project to continue the progress of refreshing orthoimagery across North Carolina. The project directly benefits 31 primary PSAPs in the project area by providing fresh orthoimagery prepared to state standards and quality checked by state and local government partners. Flights will occur early in 2021 followed by end-user quality control throughout the summer with final delivery as early in November as possible. The project will be completed at a total cost of \$3,723,908 which is significantly lower than the projected cost expressed in the 2020-2023 proposal submitted last spring.

b) Proposal Consideration and Recommendation – After some discussion and comments about the importance of this project, Mr. Shipp made a motion to accept the proposal as presented for the Eastern Piedmont 2021 Orthoimagery Project at the cost of \$3,723,908, with the motion being seconded by Mr. Bone and passing unanimously.

7. Education Committee Report — Mr. Greene advised the Committee did not meet this month, and there was no report at this time.

8. Funding Committee Report

a) Gates County 911 Funding Reconsideration – Mr. Bone noted this item was discussed at the January Funding Committee meeting but was inadvertently left off the agenda of the February Board Meeting. Gates County submitted an emergency request for \$24,141.49 to cover the cost of eligible expenses due to spending oversights that occurred in their implementation of EMD and outfitting of their backup center with grant monies. Their backup center is functioning with two (2) positions and minimally equipped with borrowed furniture. They do not have CAD but can receive calls and dispatch calls. Some line items were overspent with these projects and the fund balance was spent. Staff recommends approval of the funding reconsideration. The committee voted unanimously to approve staff's recommendation and brings this forward as a motion. The motion passed unanimously.

b) FY 2021 NC 911 Board Budget – Marsha Tapler presented the proposed FY 2021 NC 911 Board Budget. Mr. Bone advised the Funding Committee brings this forward as a motion to approve the budget as presented. The motion passed unanimously. Proposed budget as approved included in these minutes for reference.

APPROVED BY NC911 BOARD 05/21/2020

PROPOSED 911 Board FY2021 Budget Roll-up	Approved Budget SFY2020	Proposed Budget SFY2021
Int/Div on Investments	\$1,571,379	\$2,156,179
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Admin Fund 1.5% Service Charge Revenue	\$824,649	\$878,755
Admin Fund Use of Fund balance	\$716,511	\$655,617
Total	\$1,541,160	\$1,534,372
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Operational Cost - Admin Fund 1.5%		
Personnel Services	\$912,982	\$997,053
Contractual Services	\$340,500	\$321,752
Operational Services	\$46,193	\$31,000
Travel - Staff	\$105,000	\$69,300
Travel-Subsistence - Board Member	\$35,000	\$32,500
Other Purchased Services	\$88,985	\$59,267
Equipment	\$12,500	\$23,500
Total	\$1,541,160	\$1,534,372
Revenue/Expenditures balance	\$0	\$0
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CMRS Service Charge Revenue	\$6,837,109	\$0
CMRS Cost Recovery Use of Fund Balance		\$2,574,506
CMRS Cost Recovery Reimbursement	\$4,000,000	\$2,574,506
Revenue/Expenditures balance	\$2,837,109	\$0
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PSAP Service Charge Revenue	\$73,521,690	\$57,704,912
PSAP Statutory Distribution/911	\$55,000,000	\$54,000,000
Revenue/Expenditures balance	\$18,521,690	\$3,704,912
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PSAP_StateWide Projects Service Charge Revenue	\$0	\$10,393,876
FY-EOY Estimated Transfer (IN) Balance	\$22,659,016	\$10,000,000
Grant Fund Balance	\$8,421,999	\$31,586,631
Total	\$31,081,015	\$51,980,507
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Proposed PSAP/Statewide Grant Expenditure	\$22,659,016	\$17,000,000
Grant Encumbered Award Expenditure	\$8,421,999	\$20,548,976
Revenue/Expenditures balance	\$0	\$14,431,531
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**Grant Encumbered will be adjusted by PSAP year-end accruals.		
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NG 911 Fund		
NG 911 Service Charge Revenue	\$9,018,000	\$25,512,242
FY-EOY Estimated Transfer (IN) Balance	\$0	\$7,784,795
NG 911 Use of Fund balance	\$13,962,778	\$0
Total	\$22,980,778	\$33,297,037
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NG 911 Fund Expenditures		
ESInet	\$21,432,641	\$30,029,566
GIS	\$440,000	\$641,800
NMAC	\$1,108,137	\$980,073
Total	\$22,980,778	\$31,651,439
Revenue/Expenditures balance	\$0	\$1,645,598

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APPROV

	Approved Budget SFY2020	Proposed Budget SFY2021
TRS FUND (Pass thru)		
TRS Revenue	\$10,000,000	\$10,000,000
TRS Revenue Interest	\$18,000	\$21,000
	<u>\$10,018,000</u>	<u>\$10,021,000</u>
TRS Expenditure	<u>\$10,018,000</u>	<u>\$10,000,000</u>

9. Finance Team Report — Ms. Falco gave an update on the FY 2018 and FY 2019 revenue expenditure reports status. For the FY 2018 reports, 56 have been completed, 46 are in clarification process, with 23 of those awaiting a signed revised report to finalize. For FY 2019, there are 17 completed, with 51 in the clarification process and 50 awaiting review. Ms. Tapler said she is currently working on PSAP funding distributions, more information will be sent to the Board in the coming weeks for review and approval at the May meeting. Ms. Harris mentioned that the finance team will also be preparing for the upcoming biennial audit.

10. Standards Committee Report — Ms. Gardner reported for the Committee. At the last meeting, they discussed PSAP peer review needs and updating the review document. Ms. Gardner added that at the next meeting there will be discussion as to what it takes to make a PSAP 100% compliant to begin to determine how standards and policy can facilitate this

11. Technology Committee Report — Mr. Means reiterated that all installations were suspended. Once resumed, the next would occur at Mitchell County. In the interim, efforts continue to refine policies and procedures, and to work with PSAPs on their GIS updates and reconciliation of their data. Discussions have begun with neighboring state partners about aligning their borders with NC to enable the required level of GIS accuracy. The cybersecurity contract was awarded last month to End to End Consulting. Discussions continue for the introduction of this initiative and the process for assessment of PSAP cyber hygiene. The NMAC has met the objectives set forth with 24/7 coverage by being a source of maintenance announcements, providing support, and assisting with resolutions for the PSAPs. With such robust data gathered, the NMAC will eventually be poised to provide analytics to PSAP managers to assist in their planning and management to support staff to serve their communities more efficiently.

12. 911 Regional Coordinator Reports — The Regional Coordinators provided brief reports. Ms. Conner has been busy conducting COVID-19 checks and mini-region meetings. She has held PAT meetings with PSAPs in her region. She also has arranged a presentation by actress Rose Warshana this afternoon for recognition of Telecommunicator Week, with all PSAPs and even ancillary support staff invited to join this virtual event. Ms. Gardner has been corresponding with PSAPs about COVID-19, implemental functions, and PAT meetings. Mr. Newberry reported he also been assisting PSAPs with COVID-19 checks as well as having several PAT meetings scheduled for the upcoming week.

13. Other — No additional items for report or discussion.

The next Board meeting will be conducted on Friday, May 22, by the use of simultaneous communication via Microsoft Teams Meeting.

Adjourn — Vice Chair Wright adjourned the meeting at 11:34 AM.