

North Carolina 911 Board Meeting
MINUTES
3514 Bush Street, Raleigh NC
Friday, August 23, 2019
10:00 AM – 12:30 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	Ron Adams, Southern Software
Bo Ferguson, (NCLM) City of Durham	Tina Gardner, DIT/NC 911 Board Staff	Drew Allvine, AT&T
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Pokey Harris, DIT/NC 911 Board Staff	Randy Beeman, DECC
Stacey Gonyer, (CMRS) Sprint [Non-Voting Member at Time of This Meeting]	Jesus Lopez, NC DIT/NC 911 Board PM	Maggie Bizzell, DIT
Chuck Greene, (LEC) AT&T	Gerry Means, NC DIT/NC 911 Board Staff	Thomas Brake, Medic 911
Jeff Ledford, (NCACP) City of Shelby PD <i>via phone</i>	Stanley Meeks, NC DIT/NC 911 Board Staff	Josh Briggs, AT&T
John Moore, (VoIP) Spectrum Communications	Don Rice, NC DIT/NC 911 Board Contract Staff	Nate Denny, DIT
Jude O'Sullivan, (CMRS) Carolina West <i>via phone</i>	Marsha Tapler, NC DIT/NC 911 Board Staff	Del Hall, Stokes County
Mike Reitz, (APCO) Chatham Co 911 <i>via phone</i>	Angie Turbeville, NC DIT/NC 911 Board Staff	Brooke Hazlett, Buncombe County 911
Jeff Shipp, (LEC) Star Telephone		Jeff Holshouser, Motorola
Amy Ward, (LEC) CenturyLink	<u>Staff Absent</u>	Daniel Little, Cornelius PD
Donna Wright, (NENA) Richmond Co Emergency Services	Ronnie Cashwell, NC DIT/NC 911 Board Staff	Joe Penner, Medic 911
		Brian Smith, AT&T
		Jon Studnick, Medic
<u>Members Absent</u>		Dave Sullivan, Motorola
Secretary Eric Boyette, (NC CJO) Board Chair		Bill Toth, Intrado
Greg Coltrain, (LEC) Wilkes Communication Sprint [Non-Voting Member at Time of This Meeting]		Corinne Walser, Medic 911
J.D. Hartman, (NC Sheriff's Association) Davie County		Jim Wright, CMPD
Buddy Martinette, (NCSFA) Fire Chief, Wilmington		
Earl Strubbs, (CMRS) Verizon Sprint [Non-Voting Member at Time of This Meeting]		

*Not all guests that called in identified themselves or could clearly be understood when announcing name, and thus were not included as attendees

Call to order — Vice Chair Wright called the meeting to order at 10:00 AM and asked Ms. Harris to call the roll of attendees. Ms. Harris mentioned that Chairman Boyette was travelling to a Cabinet level function and would not be at the meeting. She also introduced Stacey Gonyer, a representative of CMRS who is replacing Heather Campbell on the Board.

1. Vice Chair's Opening Remarks — Vice Chair Wright welcomed everyone to the meeting and thanked them for taking the time to join.

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 to public comment printed in the agenda, but no one had pre-registered to speak and no one present or on the phone asked to.

4. Board Member Status — Ms. Harris welcomed new Board member Stacy Gonyer, and noted since she has not received her official appointment letter, she will not be voting on any of today's matters. Ms. Harris said new Board member Earl Struble has received his appointment letter, but he could not attend the meeting due to health issues. Another new Board member, Greg Coltrane, received his appointment letter but could not attend due to a death in the family. Ms. Harris asked everyone to keep Mr. Struble and Mr. Coltrane in their thoughts and prayers. She hopes to swear in all new Board members at next month's meeting.

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

a) Minutes of Previous Meeting – July 26, 2019

b) NG 911 Fund

July 2019 Fund Balance \$45,537,790

July 2019 Disbursement -\$21,085

c) CMRS Fund

July 2019 Fund Balance \$ 7,684,995

July 2019 Disbursement -\$137,613

d) PSAP Fund

July 2019 Fund Balance \$21,909,367

July 2019 Disbursement -\$4,353,457

e) Grant Fund

July 2019 Fund Balance \$23,038,414

July Grant Funds Encumbered -\$20,335,650

f) Grant Project Updates per Reports

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

6. Executive Director Report

a) NextGen 911 Migration Status – Live Status Map – Ms. 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 with a decision remaining. As of this week there are 13 PSAPs live on the ESInet. There are 46 active projects, 60 approved for migration, and 8 undecided.

b) Cumberland County 911 ESInet Migration – On August 7, 2019, Cumberland County 911 successfully cutover to the NC911 managed service AT&T ESInet and hosted Viper call handling solution, taking the first live 911 call at 1232 hours EST. This is the first Century Link PSAP to migrate to AT&T ESInet in NC. This migration brought the total to 12 total agencies and 20 physical PSAPs live on AT&T ESInet.

c) Wilson County 911 ESInet Migration – Wilson County successfully cutover to the NC911 managed service AT&T ESInet and hosted Viper call handling solution on August 21, bringing the total to 13 agencies and 22 physical PSAPs live on AT&T ESInet.

d) Staffing Update – Ms. Harris said she is in the process of candidate selection for the Financial Review Specialist (FRS) position and hopes to make an offer very soon.

e) Federal 911 Grant Program Status – The National Highway Traffic Safety Administration (NHTSA) and National Telecommunications and Information Administration (NTIA) informed Ms. Harris that the state of North Carolina was awarded a one-time grant under the 911 Grant Program in the amount of \$3,941,384. The 911 Grant Program provides Federal funding to help 911 call centers nationwide

upgrade equipment and operations so that citizens, first responders and 911 call-takers can use digital, IP-based, broadband-enabled technologies to coordinate emergency services. Ms. Harris said the funds would be used for cyber-security (\$1,058,570), GIS services (\$381,166) and diverse routing (\$2,501,648). She thanked Richard Bradford, Marsha Tapler, and Gerry Means for their hard work on the Grant. She also thanked Josh Briggs with AT&T who provided required information.

f) Legislative Update – Mr. Bradford spoke about House Bill 217 which has been signed into law, SL2019-200, that includes all the Board's approved priorities from last December. It incorporated House Bill 100, which covered training standards for emergency services, telecommunicators and law enforcement. The new law will require the by-laws for the Board to be revised and the creation/revision of standards and policies. Mr. Bradford then talked about Senate Bill 600. The Board had a called meeting to vote on substitute legislation for the Bill, which was later amended by the House without the Board's selected language. It will go back to the Senate to be voted on. Mr. Bradford then read item 2 of Section 2.(a) of the Bill:

SECTION 2.(a) If House Bill 217, 2019 Regular Session, becomes law, G.S. 143B-1400(25a), as enacted by that act, reads as rewritten:

"(25a) Regional PSAP. – Any of the following:

(1) A primary PSAP operated by or on behalf of two or more counties and any number of municipalities, approved by the Board, for 911 call taking. Page 2 Senate Bill 600-Ratified

(2) A PSAP operated by any combination of a county or city and a major military installation, as defined in G.S. 143-215.115, if operated subject to an intergovernmental support agreement under 10 U.S. Code Section 2679."

Item (2) refers to Federal law that governs military installations and how they choose to contract with state or local governments for support services – services the state or local governments already do for themselves, i.e. animal control, waste management. Mr. Bradford said the law is broad enough to include PSAP-type operations and exchange of data that would facilitate the military bases making use of the Board's ESInet technologies. The Board could ask to have the language changed before the next vote, but Mr. Bradford does not recommend this. He believes it will be at least a year before there is a use-case the military will promote for approval. His suggestion is to wait.

He also mentioned the FCC issued new rules relating to the implementation of Kari's Law and RAY BAUM'S Act. The earliest implementation date would be February 16, 2020. This relates to the implementation of MLTS systems to give actual location of and contact to the caller directly.

DIT's Legislative Liaison, Nate Denny, thanked Mr. Bradford for his thorough analysis of both bills. He also thanked Ms. Harris and the Board for their work on House Bill 217. He concurs with Mr. Bradford's suggestion on Senate Bill 600.

7. Executive Committee Report — Vice Chair Wright stated that Mr. Bradford and Mr. Denny had covered most of the topics the Executive Committee had been involved with. She said they would soon be sharing with the Board a plan of action for the legislation. She said the Committee would redirect their efforts to update the Board by-laws and procedures.

8. Education Committee Report — Mr. Reitz reported the Committee had been waiting for the vote on HB 217. Now that it's passed, they have lots of work and expect a packed agenda for next month's meeting. Ms. Turbeville talked about the training survey sent out to PSAPs looking for their input into what types of training needs to be offered.

9. Funding Committee Report

a) Polk County 911 FY2020 Reconsideration – \$401,286.50 – Polk County has submitted a reconsideration request for \$401,286.50 to replace failing equipment, provide clean power to the hosted phone at their backup center and purchase MDIS to allow them to more efficiently get critical information to field units. Ms. Tapler explained how they had ended up with a negative fund balance and had budgeted for some capital expenditures. Staff recommended this reconsideration and a motion to approve was put forth by the Funding Committee, with the motion passing unanimously.

b) Iredell County Approved Seat Count Increase Request – Iredell County is requesting their Approved Seat Count be changed due to an increase in call handling. Based on Staff review the Funding Committee was recommended the seat count be changed from 7 to 8 and a motion to approve was put forth by the Funding Committee, with the motion passing unanimously.

c) Base Mobile Message Switch Server Software License Cap – Base Mobile Message Server Software License Cap – Mr. Bone noted the motion from the Funding Committee for the base mobile message server software license approve eligibility of 50%. Ms. Tapler discussed in 2014 the Funding Committee and the Board approved an MCT client license, which uses the base mobile message server software license. Since 2014 they have approved 50% for that piece. Last year one CAD vendor separated that cost from ineligible items on their quote. Staff wanted to clarify that it would be eligible for 50% across the board for all CAD vendors. A motion to approve was brought forward by the Funding Committee to approve the cap. Vice Chair Wright had questions as well as Mr. Reitz, who thought this may need to go to ad hoc committee for rewording. Ms. Tapler said PSAPs could appeal items deemed ineligible if desired. If a PSAP presents an attestation that they are not running on MDIS then the approval could be higher than 50%. Mr. Bone asked if any PSAP managers present could offer any insight. Randy Beeman, PSAP manager and Funding Committee member, said he felt it was a fair and equitable approach to the situation. Dell Hall, who was a Funding Committee member in 2014 and still serves on the Committee, said at the time they felt it was a reasonable percent and could be higher than what a PSAP may receive if considered separately. Vice Chair Wright reminded the Board there was a motion on the floor. The motion carried with Mr. Reitz and Mr. Foster voting nay.

d) Seat Count Overflow Policy – Mr. Bone deferred to Ad Hoc Committee Chair Chuck Green, who stated this item is a policy recommendation to the Board coming from the Funding Committee. He asked that the 30-day review period begin so the Board can consider the recommendation at the next meeting. Mr. Green presented the policy below.

Overflow Position Policy

G.S. 143B-1406 requires distributions to primary PSAPs on a monthly basis to fund eligible operations and expenses of such operations. PSAP staffing, and work duty assignments, are made by local governments. It is the policy of the 911 Board to provide funding to primary PSAPs for achieving call taking metrics established by applicable rules and standards. Primary PSAPs may, from time to time, need to increase the number of personnel assigned, the number of call-taking positions, or other changes impacting positions within the primary PSAP. Non call-taking duties shall not be considered when determining staffing or positions. It is the further policy of the 911 Board to enable necessary changes by allocating funds as permitted by law for such necessary position changes.

A “position” refers to the workstation and other associated workspace attributes.

An “overflow position” refers to An operational telecommunicator position located within the primary PSAP that: i) is not staffed during regularly scheduled work shifts, ii) is staffed only upon demand when events or call volumes require staffing in addition to regularly scheduled work shifts, iii) malfunction or inoperability of a position, and iv) an overflow position is fully functional within the PSAP operations.

It is the policy of the 911 Board that each primary PSAP may receive funding for one overflow position. A primary PSAP may request funding associated with additional overflow positions. Prioritization of factors identified shall be determined by the Funding Committee and identified Factors for consideration of such requests include:

- a. demonstration of staffing needs and the PSAP’s analysis of the staffing needs as shown by industry recognized methods (e.g. as published by APCO, NENA, etc.), see e.g. 9 NCAC 06C.0208.
- b. comparison of similar PSAPs’ staffing, operations, levels of service, see e.g. 9 NCAC 06C.0211(a)(5).
- c. only call taking duties shall be considered when determining positions, see e.g. 9 NCAC 06C.0208(c), 06C.0208(e).
- d. PSAPs must demonstrate that staffing changes are necessary to meet the call taking rule; e.g. 9 NCAC 06C.0209(a) requires answering 90% of calls within ten seconds or less.
- e. other factors consistent with G.S. 143B-1406, 911 Board rules, and applicable laws.

10. Finance Team Report — Ms. Tapler has met with 14 PSAPs to complete FY2018/2019 reports. She also worked with DIT Finance to close out the Board’s fiscal year. She assisted the Grant Committee with accounting information for the transfer of PSAP and CMRS funds to the grant fund, and worked with Ms. Harris in the search for a new Financial Review Specialist (FRS). She has several meetings planned with PSAPs in the next 30 days, including working on reconsideration requests.

11. Grant Committee Report

a) Grant Committee Transfer Recommendation – Mr. Shipp advised a motion was being brought forward by the Grant Committee to approve the transfer from the PSAP and CMRS Funds with the combined amount of \$26,677,269 to the Grant Fund. The motion passed unanimously. A motion was brought forward by the Grant Committee to transfer from the Grant Fund the amount of \$16,162,172 to the NG911 Fund. The motion passed unanimously.

b) General Report – Mr. Shipp said the Committee would address priorities for next grant cycle in December.

12. Standards Committee Report — Vice Chair Wright said the Committee had been waiting for the vote on HB 217. Now that it has been signed into law, they will be working on updating the rules. Committee member should be expecting information on future meetings.

13. Technology Committee Report – Mr. Shipp said the Committee is looking to implement plans. The first one is to create and lead an ESInet PSAP users' group which will be discussed in more detail later in the meeting. The second is working with AT&T and PSAP partners on expectations of the actual NextGen migration.

Mr. Briggs of AT&T gave a presentation showing the status of migrations thus far highlighting challenges and corrective actions taken. After the presentation Vice Chair Wright said she wanted to set a date within the next month for the first users' group meeting with the 13 PSAPs currently on ESInet to talk about their experiences and what they would like to share with the other PSAPs that will migrate later. Mr. Bone commented that the presentation provided by AT&T should be shared with PSAPs. Ms. Harris said she had received permission to share it and would send it out to all PSAP managers on the listserv.

Mr. Means reported two Tier 2 techs have been hired for the NMAC who start next week. They are on a 6-month contract-to-hire basis. They are working on a policy and procedures document that defines the roles of the NMAC, AT&T, and the PSAPs. AT&T project team members are going through that document and aligning it to their operational policies. From that, each PSAP will get an NMAC Operational Guide. Mr. Means said they were also working on cybersecurity and had met with Maria Thompson, State Chief Risk Officer, having very productive discussion. They worked on a plan on how they would approach PSAP assessments and put together a new SOW to put out to bid to new vendors on the new 918 contract. Now that there are grant funds, they can have a vendor put together a demographic of the cybersecurity footprint of all the PSAPs in the state which will show a rank order of vulnerability by PSAP. This will allow them to target the fusion center to help remediate issues found in the assessment. This will also allow them to have a singular approach to making sure everyone is at a given level and can help decide how they roll out PSAP migration.

Mr. Means thanked Vice Chair Wright and Randy Beeman for being the first PSAPs to go from RFAI to i3 and had many compliments for GeoComm and the resources they bring to the table. He noted the importance of PSAPs scheduled to migrate in 2020 being i3 ready so that nothing will negatively affect their transition. He encouraged all PSAPs to begin to upload their GIS data as soon as possible to align with their migration date.

14. 911 Regional Coordinator Reports — Due to time constraints, reports from Ms. Gardner and Ms. Turbeville were not provided.

15. Mecklenburg EMS Agency (Medic) Reconsideration Appeal — Mecklenburg EMS Agency (Medic) requested a reconsideration of the Board's decision to deny their request for reimbursement of Surcharge Eligible Expenses. John Studnick, Deputy Director of Operations at Mecklenburg EMS Agency, addressed the Board; with him was Executive Director Joe Penner and Communications Manager Corinne Walser. Also present, representing the Charlotte-Mecklenburg Police Department (the primary PSAP), was Captain Jim Wright. Mr. Studnick read sections of the appeal submitted to the 911 Board linked below.



Charlotte Medic
Appeal 2019.07.11.p

Mr. Bone made a motion to enter closed session for deliberation purposes. The motion was seconded and passed unanimously.

Ms. Harris did a roll call for the closed session.

Bone, David
Ferguson, Bo
Foster, Greg
Gonyer, Stacey
Greene, Chuck
Ledford, Jeff (*via phone*)
Moore, John (*via phone*)
O'Sullivan, Jude (*via phone*)
Reitz, Mike (*via phone*)
Shipp, Jeff
Ward, Amy
Wright, Donna

The matter of Mecklenburg EMS Agency (Medic) reconsideration appeal was discussed.

Ms. Harris did a roll call for returning to open session.

Bone, David
Ferguson, Bo
Foster, Greg
Gonyer, Stacey
Greene, Chuck
Ledford, Jeff (*did not return to phone call*)
Moore, John (*did not return to phone call*)
O'Sullivan, Jude (*via phone*)
Reitz, Mike (*via phone*)
Shipp, Jeff
Ward, Amy
Wright, Donna

Mr. Bone made the motion to return to open session of the public meeting of the Board, certifying that only the matter of the reconsideration for Mecklenburg EMS Agency (Medic) was discussed during the closed session. The motion was seconded by Chuck Greene and passed unanimously.

Mr. Bradford explained Board statutes as pertaining to secondary PSAPs and pointed out there is missing information – the interlocal agreement. If the appellant can produce the ILA the Board can reconsider the issue. Mr. Penner asked for clarification that the Board needed verification of an existing relationship with a written agreement prior to June 1, 2010. Mr. Bradford said that was correct. Mr. Penner then requested the Board to delay their decision for one month. Mr. Shipp made a motion to table the decision until the next Board meeting, with the motion being seconded by Mr. Bone and passing unanimously.

16. Other — No other matters came before the Board.

The next Board Meeting will be held on September 27 at Chatham County Agriculture and Conference Center in Pittsboro.

Adjourn — Vice Chair Wright adjourned the meeting at 12:39 PM.