

North Carolina 911 Board Meeting
MINUTES
Via Simultaneous Communication
Microsoft Teams Meeting
Friday, June 26, 2020
10:00 AM – 12:00 PM

<u>Members Present via Teams</u>	<u>Staff Present via Teams</u>	<u>Guests via Teams</u>
David Bone, (NCACC) Martin County Manager	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Drew Allvine
Secretary Eric Boyette, (NC CIO) Board Chair	Chris Carlin, NC DIT/NC 911 Board Staff	Josh Briggs
Greg Coltrain, (LEC) Wilkes Communication Sprint	Stephanie Conner, NC DIT/NC 911 Board Staff	John Corneilus
Bo Ferguson, (NCLM) City of Durham	James Covington, NC DIT/NC 911 Board Staff	Michael Desmond
Greg Foster, (NC Association of Rescue EMS) Alexander Co. Director of Communications	Kristen Falco, NC DIT/NC 911 Board Staff	Greg Dotson
Stacey Gonyer, (CMRS) Sprint	Tina Gardner, NC DIT/NC 911 Board Staff	Mike Edge
Chuck Greene, (LEC) AT&T	Pokey Harris, NC DIT/NC 911 Board Staff	Ellis Frazier
J.D. Hartman, (NC Sheriff's Association) Davie County	Gerry Means, NC DIT/NC 911 Board Staff	Emily Hughes
Buddy Martinette, (NCSFA) Fire Chief, Wilmington	Stanley Meeks, NC DIT/NC 911 Board Staff	Leigh Jackson
John Moore, (VoIP) Spectrum Communications	David Newberry, NC DIT/NC 911 Board Staff	Jen Johnson
Melanie Neal, APCO	Marsha Tapler, NC DIT/NC 911 Board Staff	Christine Moore
Jude O'Sullivan, (CMRS) Carolina West	Angie Turbeville, NC DIT/NC 911 Board Staff	Mark Newsome
Jeff Shipp, (LEC) Star Telephone		Corrine Rust
Earl Struble, (CMRS) Verizon Sprint	<u>Staff Absent</u>	Mark Whitby
Donna Wright, (NENA) Richmond Co Emergency Services	Rick Blumer, NC DIT/NC 911 Board Staff	Vic Williams
	Ronnie Cashwell, NC DIT/NC 911 Board Staff	
<u>Members Absent</u>	Saman Gharib, NC DIT/NC 911 Board Staff	
Jeff Ledford, (NCACP) City of Shelby PD	Jesus Lopez, NC DIT/NC 911 Board PM	
	Don Rice, NC DIT/NC 911 Board Contract Staff	

Call to order — Chairman Boyette called the meeting to order at 10:01 AM, thanking everyone for attending. Ms. Harris then proceed with the roll call.

Roll Call - Ms. Harris advised Regional Coordinator Stephanie Conner would call the roll of attendees and monitor the chat for the online meeting, and Regional Coordinator David Newberry would serve as technical facilitator for today's virtual meeting.

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
 Friday, June 26, 2020
 Via Simultaneous Communication with Microsoft Teams Meeting
 10:00 AM – 11:00 AM



NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS/PHONE	NOT PRESENT	
Bone, David	N/A	X		
Boyette, Eric		X		
Coltrain, Greg		X		
Ferguson, Bo		X		
Foster, Greg		X		
Gonyer, Stacey		X		
Greene, Chuck		X		
Hartman, JD		X		
Ledford, Jeff		X	X	
Martinette, Buddy		X		
Moore, John		X		
Neal, Melanie		X		
O'Sullivan, Jude		X		
Shipp, Jeff		X		
Struble, Earl		X		
Wright, Donna		X		
STAFF				
Blumer, Rick		N/A		X
Bradford, Richard	X			
Carlin, Chris	X			
Cashwell, Ronnie			X	
Conner, Stephanie	X			
Covington, James	X			
Falco, Kristen	X			
Gardner, Tina	X			
Gharib, Saman			X	
Harris, Pokey	X			
Lopez, Jesus			X	
Means, Gerry	X			
Meeks, Stanley	X			
Newberry, David	X			
Rice, Don			X	
Tapler, Marsha	X			
Turbeville, Angie	X			

Others on Conference Bridge as Identified:

GUESTS	IN PERSON	VIA MS TEAMS/PHONE	NOT PRESENT
Allvine, Drew	N/A	X	
Briggs, Josh		X	
Correllus, John		X	
Desmond, Michael		X	
Dotson, Greg		X	
Edge, Mike		X	
Frazier, Ellis		X	
Hughes, Emily		X	
Jackson, Leigh		X	
Johnson, Jen		X	
Moore, Christine		X	
Newsome, Mark		X	
Rust, Corrine		X	
Whitby, Mark		X	
Williams, Vic		X	

Phone Numbers:

- 336-373-2646
- 336-580-0233 (Christine Moore)
- 336-883-3049
- 704-361-7833
- 704-943-6242
- 910-997-8238
- 919-754-6635
- 919-754-6642
- 984-227-7218
- 919-573-7308
- 919-894-2272
- 919-754-6621 (Pokey Harris)

APPROVED BY NC 911 BOARD 08/28/2020

1. Chair's Opening Remarks — Chairman Boyette remarked on the increase of COVID-19 cases across the state and the effects on the 911 system, telecommunicators and first responders. He encouraged everyone to continue to support their communities, stressing the Board's responsibility and desire to provide services to them.

2. Ethics Awareness/Conflict of Interest Statement — Chairman Boyette read the Ethics Awareness/Conflict of Interest statement as published in the agenda. Ms. Neal asked to be recused from item 7a regarding the Guilford Metro 911 eligibility consideration.

3. Public Comment — Chairman Boyette read the invitation for public comment as published in the agenda. 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 – May 22, 2020

b) NG 911 Fund/Account

May 2020 Month-End Balance \$65,284,908

May 2020 Disbursement \$2,979,045

c) CMRS Fund/Account

May 2020 Month-End Balance \$7,559,689

May 2020 Disbursement \$220,735

d) PSAP Fund/Account

May 2020 Month-End Balance \$16,351,042

May 2020 Disbursement \$4,243,180

e) Grant Fund/Account

May 2020 Month-End Balance \$9,982,400

Grant Funds Encumbered \$20,192,647

f) Grant Project Updates per Reports

i. Monthly Reports per PSP

ii. Pender County Grant Extension Request

A motion and second to accept the consent agenda as presented was put forward. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, June 26, 2020 Via Simultaneous Communication with Microsoft Teams Meeting 10:00 AM – Noon	
	
NC 911 Board Members	4. Consent Agenda
Bone, David	Y
Boyette, Eric	Y
Coltrain, Greg	Y
Ferguson, Bo	Y
Foster, Greg	Y
Gonyer, Stacey	Y
Greene, Chuck	Y
Hartman, JD	Y
Ledford, Jeff	Not Present
Martinette, Buddy	Y
Moore, John	Y
Neal, Melanie	Y
O'Sullivan, Jude	Y
Shipp, Jeff	Y
Struble, Earl	Y
Wright, Donna	Y

5. Executive Director Report

a) Resignation of NC 911 Board Member Stacey Gonyer –Ms. Gonyer has advised of her resignation from the Board effective August 17, 2020. She is leaving her employment with Sprint and will no longer be able to serve. On behalf of the Board, staff and herself, Ms. Harris thanked Ms. Gonyer for her service.

b) Resignation of Secretary and State CIO Tracy Doaks – Secretary and State CIO Tracy Doaks announced her resignation from NCDIT and the State of North Carolina effective July 31, 2020. It is anticipated a new CIO will be named soon.

c) COVID-19 Update – Staff continues teleworking with today marking Day 109 of the statewide COVID-19 response. Staff has expended approximately 1072 hours with outreach efforts to PSAPs and other related activities. Regional Coordinators will continue their weekly outreach to PSAPs to monitor issues and staff status regarding COVID-19. Currently there are 27 impacted telecommunicators. On-site work for NextGen911 implementation resumed on May 18, beginning with Mitchell County. July 8 will begin a more aggressive ESInet migration schedule which is on target to meet the goal of 44 migrations completed this year.

d) Staffing Update — The financial review specialist (FRS) position will be posted and move forward in a virtual recruitment environment. Afterwards, plans are to focus on posting an administrative assistant position and filling it by the end of calendar year.

e) Upcoming Board Meetings – July's meeting has a very light agenda and a determination has been made to cancel the meeting. August is slated to be a virtual meeting. September's meeting environment will be determined later.

f) NextGen 911 Migration Status – Live Status Map – Currently 37 PSAPs have migrated. More details were provided by Mr. Ship and Mr. Means during the Technology Committee report.

g) NextGen 911 GIS Status – Live Status Map – Staff continues to work with PSAPs using webinars and Teams sessions to discuss the upload of their GIS data. Ms. Harris noted that the Eastern Band of Cherokee Indians uploaded their data last week with 100% accuracy, being a first for the NC PSAPs as well as AT&T and GeoCom to accomplish this percentage on the initial upload.

h) Appointments and Reappointments to Board – Chuck Greene, Earl Struble, Greg Coltrain and Jeff Ledford were reappointed for a term through December 2024. The seat vacated by Amy Ward has been vetted for Brian Drew, however the effective date was initially referenced for January 2021. Ms. Harris and the Government Liaison for CenturyLink are working to get this corrected. His appointment will be through 2024.

i) Legislation – Mr. Bradford reported legislative changes directed toward military PSAPs were proposed in Senate Bill 231 together with many other non-911 related changes. SB 231 was referred to committee. The 911 related changes were subsequently inserted into Senate Bill 681 which passed, was enrolled, and signed by the Governor. See Session Law 2020-78. As the Board staff continues to work with military bases and the Department of Defense on NG911 planning, further legislative changes may be discussed. Chairman Boyette noted that the legislature plans to return to Raleigh after July 4th and again in September.

6. Education Committee Report — Mr. Greene reported the last Committee meeting was well attended with several guests. Roger Smock from DOT Rail Division gave a presentation about BeRailSafe, the N.C. Department of Transportation's statewide safety initiative aimed at educating both children and adults about the dangers of being on and around railroad tracks. BeRailSafe provides free rail-safety emergency response training to police, fire and 911 telecommunicators. This initiative will be discussed further by the Committee. The Committee is also working on a one-page introduction of the 911 Board and received comments and feedback from committee members and staff on a draft document. The draft will be reviewed by DIT's Communications Division and the committee hopes to present it to the Board at the next meeting. A survey will be sent to Board members, committees, and other stakeholders to gather input for an update of the 911 Board website. DIT Communications is also conducting an assessment of the current website for searchability and ADA compliance and will share the results with the committee once it is complete.

7. Funding Committee Report

a) Guilford Metro 911 Eligibility Consideration — Guilford Metro came forward to the Funding Committee seeking approval for funding in the amount of \$607,886 for 160 radio resource licenses per position for their primary and back up centers for the MCC7500E radio consoles they plan to purchase. The resource licenses involve software for dispatch, but also have some non-dispatch functions. Staff did

not originally recommend this item. Substantial discussion was held amongst Guilford Metro staff members, committee members, and 911 Board staff with the vendor (Motorola) during the May 21 Funding Committee meeting. Some new information came to light during this discussion - mainly that the radio consoles cannot work without this software. The Funding Committee voted unanimously to approve the request and brought it forward as a motion. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

b) Boone Police Department Funding Reconsideration — Along with its budget, the Boone Police Department submitted a FY 2021 reconsideration request in the amount of \$29,169.90 plus a 10% carry-forward amount of \$16,362.30, for a total reconsideration request of \$45,532.20. Boone Police Communications replaced all the equipment in the communications center in FY 2015-16. At that time, Boone's funding distribution was minimal since there had not been major replacement of equipment in the communications center in the prior ten years. Boone PD contacted the 911 Board staff concerning how Boone PD could move forward to lease the equipment. Boone PD plans to submit reconsideration requests annually until the five-year rolling average fully covers the allowable operational expenditures. The requested expenditures, except for some miscellaneous hardware replacements (monitors, keyboards, etc.) are a continuation of payments for leases that have been in place since 2016. The current fund balance will be exhausted and is not sufficient to cover the allowable expenditures of the communications center with the current funding distribution. \$29,169.90 is needed for the project. The 911 Board has allowed for the maintenance of a 10% carry-forward amount to help with unforeseen expenses throughout the year, which brings the reconsideration to \$45,532.20. It was staff's recommendation to approve the funding reconsideration. The Funding Committee voted unanimously to approve the staff recommendation and brought it forward as a motion to the Board. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

c) Rutherford County 911 Funding Reconsideration — Rutherford County 911 is moving forward with its PSAP relocation and submitted a FY 2021 reconsideration request in the amount of \$229,642.06, along with their budget. This request involves \$188,879.15 for the purchase of new radio console dispatch workstations, as well as an additional \$40,762.91 to allow for a 10% carry forward amount. Staff recommended approving the funding reconsideration. The Funding Committee voted unanimously to approve the staff recommendation and brought it forward as a motion to the Board. Ms. Conner conducted a roll-call vote. All attending Board members voted, and the motion carried unanimously.

d) General Report – One of the Board's goals this year is to review PSAP fund balances. The PAT (PSAP Assistance Team) will be working collaboratively with the PSAPs with the highest fund balances. The focus will be on reviewing and developing the PSAPs' 5-year technology replacement plans to ensure that the 5-year plans for each PSAP is up-to-date, has reliable cost estimates, has a timetable for the technology replacement that meets the needs of the PSAP. The PAT will then review the updated 5-year plans in the context of their fund balance to evaluate if the fund balance is at an appropriate level. Staff plans to come back to the Funding Committee with a report on this item at the October Funding Committee meeting. Once this analysis is complete, the PAT plans to work with the PSAPs with the lowest fund balances by reviewing their 5-year technology replacement plans, assisting the PSAPs with updating the plans, and assisting the PSAPs to determine what financial resources/fund balance they need to implement their plans.

APPROVED BY 911 BOARD 8/28/20

NORTH CAROLINA 911 BOARD MEETING
ROLL CALL VOTE
 Friday, June 26, 2020
 Via Simultaneous Communication with Microsoft Teams Meeting
 10:00 AM – Noon



NC 911 Board Members	7 a.) GM911 Eligibility Consideration	7 b.) Boone PD Recon	7 c.) Rutherford 911 Recon	8. Polk County Correction Board Minutes
Bone, David	Y	Y	Y	Y
Boyette, Eric	Y	Y	Y	Y
Coltrain, Greg	Y	Y	Y	Recuse - Conflict
Ferguson, Bo	Y	Y	Y	Y
Foster, Greg	Y	Y	Y	Y
Gonyer, Stacey	Y	Y	No Response	No Response
Greene, Chuck	Y	Y	Y	Y
Hartman, JD	Y	Y	Y	Y
Ledford, Jeff	Not Present	Not Present	Not Present	Not Present
Martinette, Buddy	Y	Y	Y	Y
Moore, John	Y	Y	Y	Y
Neal, Melanie	Recuse - Conflict	Y	Y	Y
O'Sullivan, Jude	Y	Y	Y	Y
Shipp, Jeff	Y	Y	Y	Y
Struble, Earl	Y	Y	Y	Y
Wright, Donna	Y	Y	Y	Y

8. Finance Team Report — While working on a pre-audit of the Board accounts for the fiscal year end close audit, Ms. Tapler found an issue that needs correcting. The approved Board Minutes for August 23, 2019 section 9a reflects Polk County as receiving approval for a FY 2019 reconsideration. However, the approval was for the reconsideration is for FY 2020. Staff is requesting Board approval to change the minutes to reflect the correct fiscal year. Mr. Foster made a motion to approve changing section 9a of the August 23, 2019, Board minutes from a reconsideration approval for FY 2019 to a reconsideration approval for FY 2020 for Polk County, with the motion being second by Ms. Wright. Ms. Conner conducted the roll-call vote, noting that Ms. Gonyer had lost cell service and dropped from the meeting. All remaining Board members voted, and the motion carried unanimously.

Since the last Board meeting Ms. Tapler met with PSAPs to discuss funding reconsiderations, revenue expenditure reports, and as a PAT member to review fund balances. She met with staff to discuss PSAP seat counts and met with AT&T to go over legacy charges for PSAPs that migrated to the ESInet/hosted call handling solution. She is still working with them to resolve billing issues so she can finish the cost shifts for those PSAPs. Along with staff she completed review and approval of the cost recovery plan so vendors can seek reimbursement for the fiscal year. Ongoing tasks include working on the cost shift, working with DIT Finance to close out the fiscal year, working with Ms. Falco on the FY 2019 revenue expenditure reports, and working with Mr. Bradford on the financial module for CRM and the scope of work. The funding reconsiderations outstanding for FY 2021 will be completed in the next few weeks, and she will be focusing on the normal fiscal matters for the Board.

Ms. Falco gave an update on FY 2018 and FY 2019 revenue expenditure reports status. For 2018, 80 are finalized, 17 awaiting the signed revised report, and 29 are in clarification process. For FY 2019, there are 31 completed, 15 awaiting the signed revised report, 45 in the clarification process and 36 awaiting review. Ms. Falco has been meeting with PSAPs to discuss reports that are still outstanding, and with staff to discuss funding eligibility and the grant process.

9. Grant Committee Report — The committee has several grant applications and presentations to review for the month of July. Mr. Shipp encouraged Grant Committee members to be prepared for the meetings. Ms. Harris mentioned the dates are on the Board member's calendars and there are 18 grant applications from 14 PSAPs. The regional coordinators are doing outreach to the PSAPs to assist with

information they may need regarding presentations to the committee. Due to the large number of grant submissions, the presentations will be held virtually on two days - July 13 and July 17, 2020.

10. Standards Committee Report — Ms. Wright reported the committee is beginning to reassess the PSAP peer review process for areas of improvement and addressing how to recruit and retain new peer-reviewers. COVID-19 has affected the way the reviews are handled, and the committee is discussing a way to move forward with restrictions that limit onsite visits, necessitating a need to develop a virtual review process.

11. Technology Committee Report — Mr. Shipp congratulated Mitchell County on their recent migration and said the committee has an aggressive implementation schedule planned through year end.

Mr. Means reported there are no migrations scheduled for June. There are six scheduled for July, nine in August, five in September, five in October, and four in both November and December. There are 10 others that have not been scheduled but will occur by the end of the year. The new schedule of implementations has 44 PSAPs migrating by the end of 2020. All those PSAPs are migrating as i3 and he stressed the importance of the GIS effort. He commended the Eastern Band of Cherokee Indians for their outstanding achievement of a 100% accuracy upload, a first for the NC PSAPs as well as AT&T and GeoCom. Staff continues to work with each PSAP on their GIS readiness and he thanked Matt McLamb and Anna Verrill of the CGIA team for helping with the project. He also mentioned Roger Smock from the DOT BeRailSafe, who provided them with all the rail GIS information, which they used to create a new GIS layer that all PSAPs will have access. Seven PSAPs are currently ready to transfer their GIS data and 24 are waiting for upload.

Both CRM and SolarWinds are live in the NMAC. Next steps include more software-based analytics to allow turning call volume into historical projections and provide streaming analytics to the PSAP community. The cybersecurity assessments are underway with a goal of 15 occurring each month. The primary focus is on PSAPs currently live on the ESInet as well as those projected to go ESInet-only this year. A monthly review of lessons learned will be discussed at project meetings so that improvements can be made as they continue their assessments. At a previous meeting, the committee discussed alternatives for a virtual/remote environment for use of the ESInet. A subcommittee was created to approach capabilities that might be offered from the perspective of continuity planning. They hope to plan a concise strategy for continuity planning to sustain a PSAP's operational modes regardless of physical, logical or personnel resource challenges. The committee finalized design perspectives to enable them to offer SIP-based admin lines for the one (1) admin per answering position PSAP and are determining who the pilot sites might be.

Mr. Meeks reported personnel changes at the NMAC. Saman Gharib has joined the team as the newest technician. Mr. Meeks expressed the goal of the NMAC providing a high level of customer service and support to all PSAPs.

12. 911 Regional Coordinator Reports — The regional coordinators gave brief reports. Ms. Gardner discussed fund balances and grant applications with the PSAPs in her region and worked with Person County about a cyber incident. She also participated in the ESInet User's Group discussions. Mr. Newberry assisted PSAPs in his region with their cybersecurity assessment, and with internal reviews of grant applications. They also discussed fund balances and their planned future technology expenditures. Ms. Turbeville and Mr. Meeks gave a presentation on the Board CRM to the State CRM Community of Practice in June and received positive feedback. Ms. Turbeville also conducted a virtual Peer Review of Perquimans County with Ms. Gardner and wanted to congratulate them on a successful review. She thanked reviewers Dominick Nutter and Bryan Short for being the beta testers on the virtual review. Ms. Turbeville worked with Cumberland County during the possibility of having to evacuate their center and helped identify other PSAPs to partner with them in the event it occurred. Ms. Conner has worked with PSAPs going live in the month of July and participated in project status calls with the PSAPs in her region to discuss technology plans, fund balances, and grant application reviews.

13. Other — Please see the master calendar online for Board and committee meeting dates through the remainder of the calendar year.

Due to an extremely light agenda, the July Board meeting has been cancelled. The next Board meeting will be held on Friday, August 28, using simultaneous communication via Microsoft Teams Meeting.

Adjourn — Chairman Boyette adjourned the meeting at 11:20 AM.

APPROVED BY NC 911 BOARD 08/28/2020