September Update: No scheduled meeting

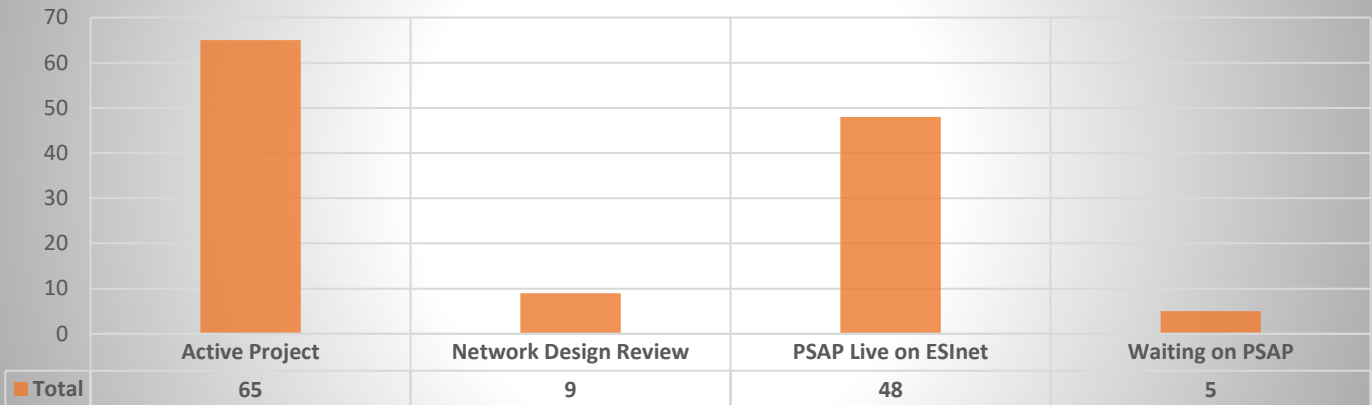Next Meeting: Thursday October 8, 2020 @10:00 AM

ESINet Update

In-Production sites

Primary PSAPs operational as of 9/4/2020
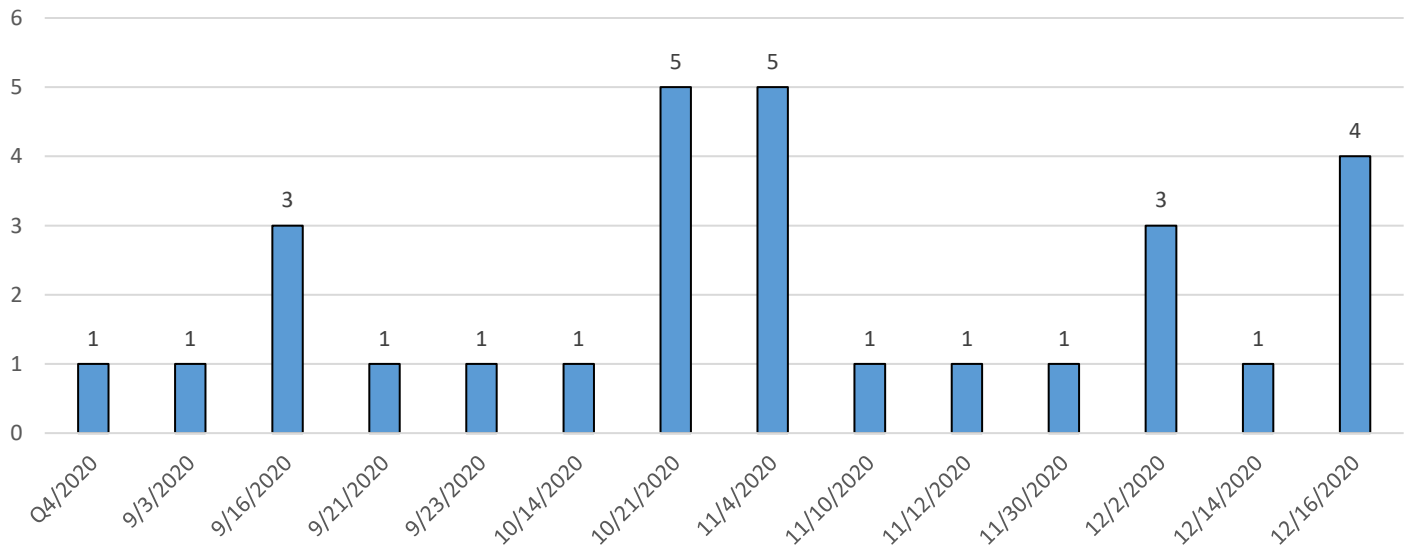
Carteret County	Cary PD	Chowan County	City of Durham	City of Lumberton	City of New Bern
City of Rocky Mount	Cleveland County	Craven County	Cumberland County	Edgecombe County	Forsythe FD
Gaston County	Guilford Metro	Havelock PD	Iredell County	Jackson County	Kings Mountain PD
Lincoln County	Madison County	Martin County	McDowell County	Mitchell County	Nash County
Onslow County	Pasquotank County	Perquimans County	Pitt County	Polk County	Randolph County
Richmond County	Rockingham County	Rutherford County	Sampson County	Scotland County	Shelby PD
Swain County	Tarboro PD	Union County	Vance County Henderson	Wake County Raleigh	Wayne County
Wilson County	Winston-Salem PD	Yancey County			
Secondary PSAPs Operational as of 9/4/2020					
Durham SO	Forsythe SO	Mooresville PD	Statesville PD		

Approved PSAP Readiness Status

	Active Project	Network Design Review	PSAP Live on ESInet	Waiting on PSAP
Total	65	9	48	5

2020 Estimated Cutover Forecast

Date	Count
Q4/2020	1
9/3/2020	1
9/16/2020	3
9/21/2020	1
9/23/2020	1
10/14/2020	1
10/21/2020	5
11/4/2020	5
11/10/2020	1
11/12/2020	1
11/30/2020	1
12/2/2020	3
12/14/2020	1
12/16/2020	4

Deployment Type	Totals
ESInet Only	27
Hosted Viper	50
Hosted Vesta	50
Grand Total	**127**

CenturyLink Sites	45
AT&T Sites	35
Frontier Sites	12
A911	33
Other	2
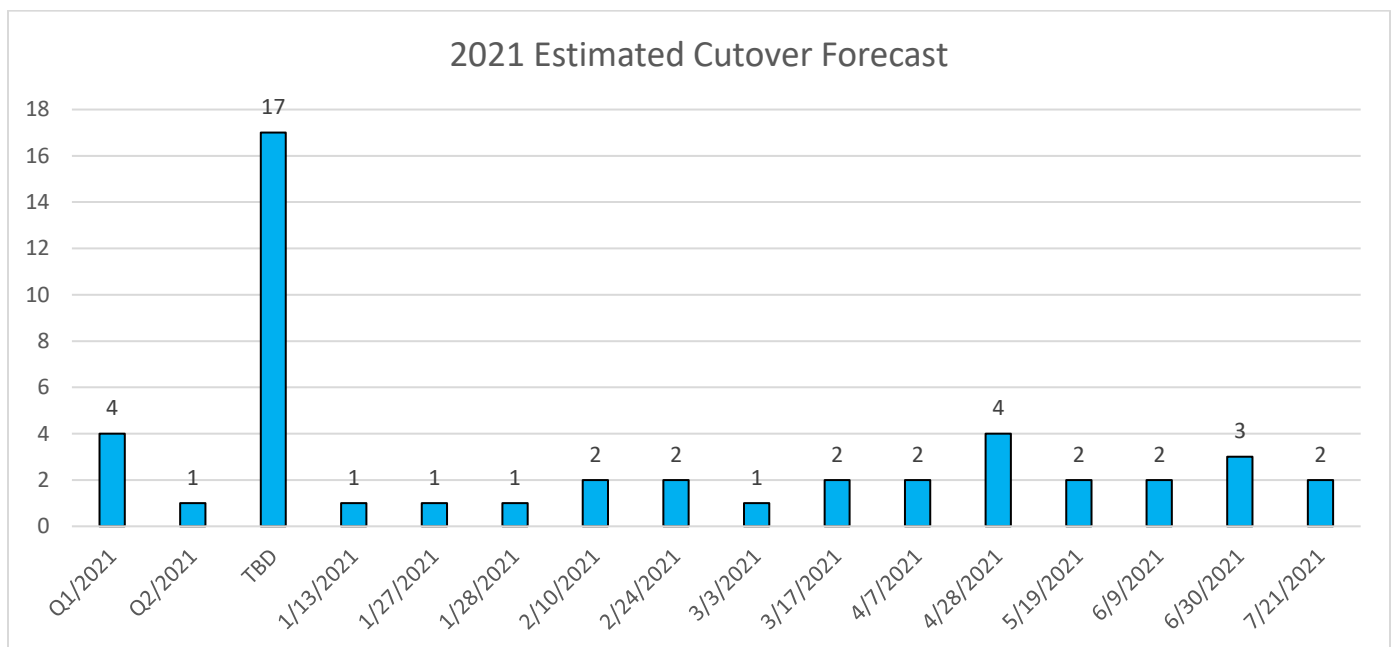
The light at the end of the tunnel. Seventeen PSAPs need to schedule to get to 100%. Likely that project completion by 9/30/2021 is doable assuming no catastrophic events and/or PSAP construction delays.

NC NG911 Deployment Map .

- Active projects: As of Friday September 4th ; 65 active PSAP migration projects and 6 active SHP projects are in flight. Twenty-nine (29) PSAPs are scheduled for completion by EoY 2020

- More progress being made with the NC based military bases. Active participation with Ft. Bragg working through contracting and GIS; continued design and financial discussions with Camp Lejeune; awaiting kickoff call Seymour Johnson AFB

- Processes are continually improving. Cutovers are now averaging 4-5 hours for hosted versus 18+ for site #1. ESInet only sites are usually two hours or less.

- Fine tuning of the hosted platforms to correct call data presentation glitches in i3. RCAs completed for City of Jacksonville and Randolph County (Vesta). Working to resolve intermittent (Viper) errors with Cumberland County.

GIS Update

- Team has developed a comprehensive visual mapping tool to graphically represent border alignment issues between jurisdictions. Will aid greatly in the effort to develop and maintain the statewide data set.

- No jurisdictions with GIS data past due. Northeast NC quadrant PSAPs are the i3 superstars this month with six adjacent counties all with production i3 ready GIS data or live as i3.

- Fourteen (14) PSAP jurisdictions are live as i3.

Carteret Co.
Chowan Co.
City of Jacksonville
City of Rocky Mount
Jackson Co.
McDowell Co.
Mitchell Co.
Pasquotank Co
Perquimans Co.
Randolph Co.
Richmond Co.
Swain Co.
Union Co.
Wake Co.

NC Next Generation 911 GIS Services webpage

- Above link provides access to full range of GIS support tools and project tracking. Graphic depicts GIS status as of September 4, 2020

NMAC

Fully operational

- One NMAC tech has moved to permanent status with two others to follow this year. Also projecting the need for two additional staff technicians by EoY 2020 to support the 78 ESInet sites that will be operational by EoY 2020.

- Participation level with legacy 911 outages and command of the NG911 infrastructure and AT&T support systems is exceeding expectations.

- AT&T seeking to enhance its service alignment with the NMAC specific to the uniqueness of the NC NG911 NMAC operational model. NMAC as first point of entry to service reporting vs. the AT&T resolution center is taking root. New PSAP go-live package includes the NMAC handbook for PSAPs

- Adding NMAC as resource point for GIS support by centralizing post ESInet i3 requests for ALI data with the NMAC. Allows ticketing of requests to build analytics on the level of activity and to provide operational consistency.

Cyber Security

Project status

	Number of PSAPs
Actively Engaged	**43**
Campaign Questionnaires Distributed	41
Draft Reports Partially Completed (On Hold)[1]	9
Assessments in Progress	18
Waiting on PSAP	9
Assessments Postposed[2]	3
Campaign 1 -Past Due	4
Remaining PSAPs to Engage	**84**

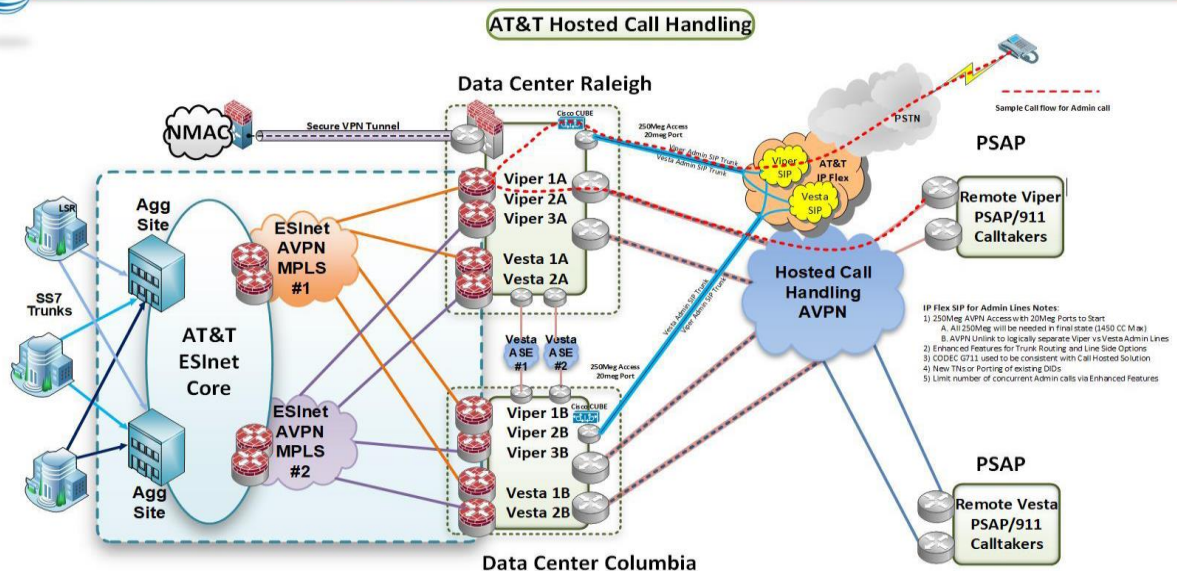- Common trends: Policy documentation; patching; Network segmentation

SIP Admin Lines Update

- Measure approved by the Board on 8/28 with requested funding.

- Will begin order placement for transport circuits and SBC/router ports

- Five PSAPs will begin the number porting process within 30 days

- Detailed service guide is available for committee members

- Annual savings for SIP vs legacy Admin lines could exceed $138K per year if all hosted PSAPs convert to the solution

- Design drawing

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[1] Partially Complete means the vulnerability scans and review of policies and procedures are complete; the physical assessment is on hold.

[2] Chatham Dare and Gaston.

AT&T Proprietary Information — AT&T ESINET with IP Flexible Reach for Admin Lines

AT&T Hosted Call Handling

Continuity Planning Update

- Ad-hoc committee members:
    - Tech Committee
        - Jeff Shipp
        - John Moore
        - Earl Struble
        - Red Grasso
        - Glen Knox
    - PSAP Community
        - Ellis Frazier (High Point)
        - Jimmie Turbeville (Johnston County)
    - Recommendations for additional members
        - Greg Nash
- Ramp up from COVID delay has delayed project launch

2020 Goals

• **Technology**	
• Develop policy perspectives regarding the impact of NG911 on backup centers in the NextGen environment.	6/30/2020
• Commit to 60 PSAP migrations to the ESINet. Goal is to map a potential conversion plan to meet or exceed the migration goal.	12/31/2020
• Develop policies and rules regarding the implementation of the i3 GIS dataset.	6/30/2020