Agenda

• Introductions
• History of 911
• 911 Board Administration
• Legal
• Financial
• Standards & Rules
• Technical “Today”
• Technical “Tomorrow”
• PSAP Relations
• Technical “A/V”
• 911 On-Line
• Wrap-Up
Introductions

• 911 Board Members
• 911 Board Staff
Reader’s Digest History of 911 Funding In North Carolina
1989 SESSION
CHAPTER 587
SENATE BILL 509
AN ACT TO ESTABLISH STATEWIDE 911 SERVICE.

The General Assembly of North Carolina enacts:
Section 1. The General Statutes are amended by adding a
new Chapter 62A
to read:

"Chapter 62A.
"Public Safety Telephone Service.

This Chapter shall be known as the 'Public Safety Telephone Act'.
"§ 62A-2. Legislative purposes. 
The General Assembly declares it to be in the public interest to provide a toll free number through which an individual in this State can gain rapid, direct access to public safety aid. The number shall be provided with the objective of reducing response time to situations requiring law enforcement, fire, medical, rescue, or other public safety service.
(a) Money from the Emergency Telephone System Fund shall be used only to pay for:

(1) The lease, purchase, or maintenance of emergency telephone equipment, including necessary computer hardware, software and database provisioning, addressing, and nonrecurring costs of establishing a 911 system, and

(2) The rates associated with the service supplier's 911 service and other service supplier recurring charges.

(b) The following expenses are not eligible for payment from the Fund: the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring, training, and compensating dispatchers, and the purchase of mobile communications vehicles, ambulances, fire engines, or other emergency vehicles.
"§ 62A-8. Payments from Fund."

(a) Money from the Emergency Telephone System Fund shall be used only to pay for:

(1) The lease, purchase, or maintenance of emergency telephone equipment, including necessary computer hardware, software and database provisioning, addressing, and nonrecurring costs of establishing a 911 system, and

(2) The rates associated with the service supplier's 911 service and other service supplier recurring charges.

(b) The following expenses are not eligible for payment from the Fund: the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring, training, and compensating dispatchers, and the purchase of mobile communications vehicles, ambulances, fire engines, or other emergency vehicles.
SESSION LAW 1998-158
SENATE BILL 1242

AN ACT TO PROVIDE FOR A WIRELESS ENHANCED 911 SYSTEM FOR THE USE OF CELLULAR, PERSONAL COMMUNICATIONS SERVICE, AND OTHER WIRELESS TELEPHONE CUSTOMERS, AS RECOMMENDED BY THE JOINT LEGISLATIVE UTILITY REVIEW COMMITTEE
Created a Wireless 911 Board ('Board'), consisting of 13 members

Ensure full recovery for CMRS providers and for PSAPs, over a reasonable period of time, of the costs associated with developing and maintaining a wireless Enhanced 911 system
Forty percent (40%) of the funds in the Wireless Fund established in G.S. 62B-2(c) shall be used to make monthly distributions to eligible PSAPs (the '40% Fund').

Money from the 40% Fund shall be used only to pay for the lease, purchase, or maintenance of emergency telephone equipment for the wireless Enhanced 911 system, including necessary computer hardware, software and database provisioning, and nonrecurring costs of establishing a wireless Enhanced 911 system.

Money from the 40% Fund shall also be used to pay the rates associated with the local telephone companies' charges related to the operation of the wireless Enhanced 911 system.
TR1
Taylor, Richard, 2/9/2016
40% Fund shall be distributed as follows: 
(1) Fifty percent (50%) of it shall be divided equally among the total number of PSAPs in North Carolina. However, monthly distribution shall be made only to those PSAPs that have complied with the provisions of this Chapter. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. All monies remaining in this portion of the 40% Fund on January 31 of each year will then be evenly distributed to each of the eligible PSAPs.
40% Fund shall be distributed as follows:

(1) Fifty percent (50%) of it shall be divided equally among the total number of PSAPs in North Carolina. However, monthly distribution shall be made only to those PSAPs that have complied with the provisions of this Chapter. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. All monies remaining in this portion of the 40% Fund on January 31 of each year will then be evenly distributed to each of the eligible PSAPs.
(2) The other fifty percent (50%) shall be divided pro rata among the eligible PSAPs based on the population served by the PSAP. However, monthly distribution shall be made only to those PSAPs that have complied with the provisions of this Chapter. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. The population data to be used shall be the latest certified county and official municipal estimates of population published by the Office of State Planning. All monies remaining in this portion of the 40% Fund on January 31 of each year will then be distributed to each of the eligible PSAPs based on the population served by the PSAP.
(2) The other fifty percent (50%) shall be divided pro rata among the eligible PSAPs based on the population served by the PSAP. However, monthly distribution shall be made only to those PSAPs that have complied with the provisions of this Chapter. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. The population data to be used shall be the latest certified county and official municipal estimates of population published by the Office of State Planning. All monies remaining in this portion of the 40% Fund on January 31 of each year will then be distributed to each of the eligible PSAPs based on the population served by the PSAP.
(e) In January of each year every participating PSAP will submit to the Board a copy of its governing agency's approved budget detailing the PSAP's revenues and expenditures associated with the operation of its wireless Enhanced 911 system. PSAPs must comply with all requests by the Board for financial information related to the operation of the wireless Enhanced 911 system.
SESSION LAW 2003-416
SENATE BILL 97

Adjust the allocation percentages set forth in G.S. 62A-25(a) and G.S. 62A-25(b), or reallocate funds comprising the Wireless Fund, provided, however, that any adjustment or reallocation shall be consistent with the requirements of the FCC Order.
SESSION LAW 2005-439
HOUSE BILL 1261

AN ACT AMENDING THE LAWS REGULATING WIRELESS TELEPHONE SERVICE, TO CLARIFY THE AUTHORIZED EXPENDITURES FROM THE EMERGENCY TELEPHONE SYSTEM FUND, TO CAP WIRE 911 SERVICE CHARGES, AND TO STUDY ISSUES RELATED TO ARTICLE 1 OF CHAPTER 62A OF THE GENERAL STATUTES.
The monthly wireless Enhanced 911 service charge shall be set at seventy cents (70¢) per month

The Board may adjust the service charge every two years thereafter on July 1 of every even-numbered year. The Board is to set the service charge at such a rate as to ensure full recovery for CMRS providers and for primary PSAPs, over a reasonable period of time..........to ensure full recovery of costs for both CMRS providers and eligible primary PSAPs
To receive funds under this section, a PSAP must comply with the wireless Enhanced 911 service requirements established by the FCC Order and any rules and regulations that are or may be adopted by the FCC pursuant to the FCC Order. A county or municipality that has one or more PSAPs shall submit in writing to the Board information that identifies the PSAPs in the manner required by the FCC Order."
SECTION 9. G.S. 62A-8(b) reads as rewritten:
"(b) The following expenses are not eligible for payment from the Fund: the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring, training, and compensating dispatchers, and the purchase of mobile communications vehicles, ambulances, fire engines, other emergency vehicles, or any other expense not specifically authorized under subsection (a) of this section."
SECTION 10. The maximum 911 charge imposed by a local government under G.S. 62A-4 may not exceed the amount charged by the local government on July 1, 2005, or the amount charged pursuant to a resolution adopted on or before August 15, 2005, that becomes effective on or before December 15, 2005, whichever is greater.
SECTION 11.(a) The Joint Legislative Utility Review Committee shall study the following issues related to Article 1 of Chapter 62A of the General Statutes:

(1) Mechanisms for increased accountability for the collection and spending of 911 charges by local governments.
(2) Modification of what constitutes an authorized expenditure from a local Emergency Telephone System Fund.
(3) Whether to adopt a statewide, uniform 911 charge.
(4) Whether to create a State Emergency Telephone Fund and a formula for distributing those moneys to local governments.
(5) Whether to designate the Community College System as the preferred provider of training for public safety answering point staff.
(6) Any other issues related to the Article the Committee determines are relevant.
SESSION LAW 2007-383
HOUSE BILL 1755

AN ACT TO MODERNIZE AND IMPROVE THE ADMINISTRATION OF THE STATE'S 911 SYSTEM THROUGH A STATEWIDE 911 BOARD, BY ENSURING THAT ALL VOICE SERVICES CONTRIBUTE TO THE 911 SYSTEM AND BY PROVIDING PARITY IN THE QUALITY OF SERVICE AND THE LEVEL OF 911 CHARGES ACROSS VOICE COMMUNICATIONS SERVICE PROVIDERS
Membership. – The 911 Board is established in the Office of Information Technology Services. The 911 Board consists of 17 members as follows

The service charge is seventy cents (70¢) or a lower amount set by the 911 Board

(a) Account Established. – A PSAP Grant Account is established within the 911 Fund for the purpose of making grants to PSAPs in rural and other high-cost areas. The Account consists of revenue allocated by the 911 Board under GS. 62A-45(c) and G.S. 62A-46.
"§ 62A-46. Fund distribution to PSAPs.
(a) Monthly Distribution. – The 911 Board must make monthly distributions to primary PSAPs from the amount allocated to the 911 Fund for PSAPs. The amount to be distributed to each primary PSAP is the sum of the following:

(1) The PSAP's base amount. – The PSAP's base amount is the amount the PSAP received in the fiscal year ending June 30, 2007, and deposited in the Emergency Telephone System Fund of its local governing entity, as reported to the State Treasurer's Office, Local Government Division.
§ 62A-46. Fund distribution to PSAPs.
(a) Monthly Distribution. – The 911 Board must make monthly distributions to primary PSAPs from the amount allocated to the 911 Fund for PSAPs. The amount to be distributed to each primary PSAP is the sum of the following:

The PSAP's per capita amount. – The PSAP's per capita amount is the PSAP's per capita share of the amount designated by the Board under subsection (b) of this section for the per capita distribution. The 911 Board must use the most recent population estimates certified by the State Budget Officer in making the per capita distribution under this subdivision. A PSAP is not eligible for a distribution under this subdivision unless it provides enhanced 911 service.
SESSION LAW 2010-158
HOUSE BILL 1691

AN ACT TO AMEND THE STATUTES GOVERNING EMERGENCY TELEPHONE SERVICE, AS RECOMMENDED BY THE HOUSE SELECT COMMITTEE ON THE USE OF 911 FUNDS
Changed Membership but not number of members of the 911 Board

(6a) To use funds available to the 911 Board under G.S. 62-47 to pay its obligations incurred for statewide 911 projects

May adjust the rate annually

911 Board can adjust its operating expense to 2% maximum
<table>
<thead>
<tr>
<th>(G) NC League of Municipalities</th>
<th>(G) VoIP Provider</th>
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<td>(G) NC Association of County Commissioners</td>
<td>(H) CMRS Provider</td>
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<td>(G) NC NENA (National Emergency Number Association)</td>
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<td>(H) NC Sheriff’s Association</td>
<td>(H) LEC &lt;50K access lines</td>
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<td>(S) NC Association of Chiefs of Police</td>
<td>(S) LEC</td>
</tr>
<tr>
<td>(S) NC Association of Rescue and Emergency Medical Services</td>
<td>(S) LEC &lt;200K access lines</td>
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A PSAP is not eligible for a distribution under this section unless it provides enhanced 911 service and received distributions from the 911 Board in the 2008-2009 fiscal year.

The Board must determine a method for establishing distributions that is equitable and sustainable and that ensures distributions for eligible operating costs and anticipated increases for all funded PSAPs. The Board must establish a formula to determine each PSAP's base amount. The formula must be determined and published to PSAPs in the first quarter of the fiscal year preceding the fiscal year in which the formula is used. The Board may not change the funding formula for the base amount more than once every year.
Formula. – The funding formula established by the Board must consider all of the following:

a. The population of the area served by a PSAP.
b. PSAP reports and budgets, disbursement histories, and historical costs.
c. PSAP operations, 911 technologies used by the PSAP, compliance with operating standards of the 911 Board, level of service a PSAP delivers dispatching fire, emergency medical services, law enforcement, and Emergency Medical Dispatch.
d. The tier designation of the county in which the PSAP is located as designated in G.S. 143B-437.08.
e. Any interlocal government funding agreement between a primary PSAP and a secondary PSAP, if the secondary PSAP was in existence as of June 1, 2010, receives funding under the agreement, and is within the service area of the primary PSAP.
f. Any other information the Board considers relevant.
Division of Information Management and Telecommunications Research (DIMTR) and Bureau of Business Research (BBR)

Exhibit A: Statement of Work
Submitted by: Elaine D. Seeman and James Holloway Sept. 23, 2009

**Problem/Need**
The NC 911 Board must determine the real cost of 911 in North Carolina. Once the actual cost of providing 911 services is understood, a new funding model can be developed supporting cost recovery for CMRS Providers and PSAPs. As used herein cost or 911 cost comprises Eligible 911 expenses are such expenses as presently authorized by Chapter 62A of the N.C. General Statutes and the policies of the N.C. 911 Board.

<table>
<thead>
<tr>
<th>Client name</th>
<th>N C 911 Board</th>
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<tr>
<td>Client’s administrator</td>
<td>Richard Taylor, Executive Director</td>
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<tr>
<td>Project name</td>
<td>Determining the Cost and Developing a funding model for 911 in North Carolina</td>
</tr>
<tr>
<td>Begin date</td>
<td>August 2009</td>
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<tr>
<td>End date</td>
<td>January 2010</td>
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Bylaws
Bylaws of the
North Carolina 911 Board

ARTICLE I - NAME, PURPOSE, POWERS, MEMBERSHIP

Section 1: Name. The name of the organization shall be “North Carolina 911 Board,” hereafter referred to as “the 911 Board.”

Section 2: Creation. The North Carolina General Assembly created the North Carolina 911 Board by Session Law 2007-383, s. 3 to be effective 1 January 2008.

Section 3: Purpose. The purposes of the 911 Board include managing, overseeing, and monitoring administration of the 911 service fees; distributions of such fees to eligible service providers and Public Safety Answering Points (PSAPs); preparing and administering a 911 plan for the State; executing duties and responsibilities under the Act; and other such purposes as enabled through the Acts of the General Assembly. The 911 Board serves as the central 911 policy planning body of the State and shall communicate and coordinate with federal, state, regional, and local agencies and private entities in order to implement coordinated policies of the 911 Board.

Section 4: General Powers. The property and business of the 911 Board shall be managed under the direction of the 911 Board who may exercise all powers permitted by G.S. §143B-1400 et seq.

Section 5: Reporting. The 911 Board submits periodic reports to the Governor, and the Joint Legislative 911 Board on Governmental Operations. Reports summarize the 911 Board’s activities during the reporting period and contain any information about the 911 Board’s activities that is requested by the Governor or the Committee.

Section 6: Membership. The 911 Board members are appointed as provided in G.S. §143B-1401.
ARTICLE II - 911 BOARD

Section 1: 911 Board Role. The 911 Board is responsible for administration of laws and policies regarding 911 services, 911 service fees, and delegates responsibility for day-to-day operations to the Executive Director and Committees.

Section 2: Service of 911 Board Members. 911 Board members shall serve the term of their respective appointments subject to changes effected by law, action of the appointing authority, resignation, disqualification, or other cause. **Board members shall actively participate by regularly attending meetings of the Board or Committees.** Regular attendance shall mean at least seventy-five (75%) percent of the meetings of the Board; unless a higher percentage is required by law or other authority. The 911 Board Chair may report inactivity or ethical violations of any Board member to their appointing authority, or other appropriate authority, for consideration of further action.

Section 3: Compensation. No part of the revenues or assets of the 911 Board shall inure to the benefit of or be distributable to the members of the 911 Board, officers, 911 Board staff, or other private persons. The members of the 911 Board shall receive no salary for their services but may receive per diem and allowances in accordance with G.S. §138-5.
ARTICLE II - 911 BOARD, cont.

Section 6: Chair. The 911 Board Chair shall be the State Chief Information Officer or designee as provided by G.S. §143B-1401(4). The Board shall select a vice-chair annually from the appointed members by simple majority vote. The vice-chair term of office shall be one year.

Section 7: Conduct of Business. The 911 Board may use any appropriate communication technology to conduct its business including, but not limited to, audio conferencing, video conferencing, electronic mail, fax, or internet-based applications. All meetings will be conducted in conformance with the open meetings laws and public records laws of the State. Meetings may be conducted in an informal manner by the 911 Board Chair, but Robert’s Rules of Order (newly revised) may be invoked at any time by the Chair upon request of a majority of the members present.
ARTICLE II - 911 BOARD, cont.

Section 6: Chair. The 911 Board Chair shall be the State Chief Information Officer or designee as provided by G.S. §143B-1401(4). The Board shall select a vice-chair annually from the appointed members by simple majority vote. The vice-chair term of office shall be one year.

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ARTICLE II - 911 BOARD, cont.

Section 8: Meetings. The 911 Board shall meet at least six times each calendar year on a bimonthly schedule, but may meet more frequently upon the call of the 911 Board Chair, or by Special Meeting, at designated times and places.

Section 9: Special Meetings. Special meetings may be called by the 911 Board Chair or by a majority vote of the 911 Board members. Special meetings require at least forty-eight (48) hours notice by mail, electronic mail, fax, or telephone.
ARTICLE II - 911 BOARD, cont.

Section 8: Meetings. The 911 Board shall meet at least six times each calendar year on a bimonthly schedule, but may meet more frequently upon the call of the 911 Board Chair, or by Special Meeting, at designated times and places.

Section 9: Special Meetings. Special meetings may be called by the 911 Board Chair or by a majority vote of the 911 Board members. Special meetings require at least forty-eight (48) hours notice by mail, electronic mail, fax, or telephone.
# North Carolina 911 Board
## Meeting Dates For the Year 2017

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
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<td>October 20</td>
<td>Raleigh</td>
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<tr>
<td>December 7</td>
<td>Wilmington (Work Session)</td>
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<tr>
<td>December 8</td>
<td>Wilmington</td>
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ARTICLE II - 911 BOARD, cont.

Section 11: Quorum. A quorum shall consist of a simple majority of the 911 Board members, exclusive of vacancies, before business can be transacted or motions made or passed.

Section 12: Voting. It shall be the responsibility of every board member to vote on every item unless the member has a conflict of interest. Each member shall have one (1) vote on each issue that comes before the 911 Board. An Individual who is representing a 911 Board member may participate in discussion but shall not have a vote on any issues that come before the 911 Board. Proxy voting shall not be permitted. A simple majority of the votes cast on any issue, except amendment of these bylaws or a motion and affirmative vote requiring a larger majority for specific action, will establish the 911 Board’s decision.
ARTICLE III – STAFF

Section 1: Executive Director. The 911 Board Chair shall appoint an Executive Director for the 911 Board. The Executive Director shall be the principal executive officer of the 911 Board and, subject to the direction of the 911 Board, shall be responsible for daily operations regarding business and affairs of the 911 Board, except as otherwise prescribed by the Chair.

Section 2: Staff. The Executive Director shall supervise administrative and professional staff support for the 911 Board.
ARTICLE IV –COMMITTEES

Section 1: Standing Committees. There shall be two (2) permanent committees. They shall include: the Funds Committee and the Grants Committee. Committees shall have a minimum of three (3) members of the 911 Board.

a. Funds Committee. The Funds Committee will receive and review information regarding costs of 911 service pursuant to G.S. 143B-1406, review uses of 911 funds under applicable law, regulations and policies, and make recommendations to the 911 Board. The Committee will conduct any other reviews as requested by the 911 Board Chair or assigned by the 911 Board. The Committee shall have other duties as assigned by the 911 Board.
ARTICLE IV – COMMITTEES

Section 1: Standing Committees. There shall be two (2) permanent committees. They shall include: the Funds Committee and the Grants Committee. Committees shall have a minimum of three (3) members of the 911 Board.

a. Funds Committee. The Funds Committee will receive and review information regarding costs of 911 service pursuant to G.S. 143B-1406, review uses of 911 funds under applicable law, regulations and policies, and make recommendations to the 911 Board. The Committee will conduct any other reviews as requested by the 911 Board Chair or assigned by the 911 Board. The Committee shall have other duties as assigned by the 911 Board.
ARTICLE IV – COMMITTEES

Section 1: Standing Committees. There shall be two (2) permanent committees. They shall include: the Funds Committee and the Grants Committee. Committees shall have a minimum of three (3) members of the 911 Board.

b. Grants Committee. The Grants Committee will oversee and monitor processes to establish grants pursuant to G.S. §143B-1407. These processes comprise development and publication of grant applications, review and recommendations for funding grant applications received, development and use of standard grant agreements and such other matters as may be necessary or proper for the grant program. The Committee will monitor other grant opportunities related to 911 grants. The Committee shall have other duties as assigned by the 911 Board.
ARTICLE IV –COMMITTEES, cont.

Section 3: Chairs and Vice-Chairs. The 911 Board Chair shall appoint all Committee Chairs and Vice-Chairs.

Section 4: Meetings. Committee chairs shall call meetings in a timely manner to complete the business of their Committees. 911 Board staff shall be responsible for securing a location and providing all Committee members with notices of meetings and meeting materials.

Section 5: Membership. Any Committee may include persons who are not 911 Board members at the discretion of the Committee Chair upon approval of the 911 Board Chair. Committee members shall not miss two (2) consecutive meetings of the Committee without the approval of the Committee Chair and must attend seventy-five (75%) percent of the Committee meetings scheduled.
ARTICLE IV –COMMITTEES, cont.

Section 3: Chairs and Vice-Chairs. The 911 Board Chair shall appoint all Committee Chairs and Vice-Chairs.

Section 4: Meetings. Committee chairs shall call meetings in a timely manner to complete the business of their Committees. 911 Board staff shall be responsible for securing a location and providing all Committee members with notices of meetings and meeting materials.

Section 5: Membership. Any Committee may include persons who are not 911 Board members at the discretion of the Committee Chair upon approval of the 911 Board Chair. Committee members shall not miss two (2) consecutive meetings of the Committee without the approval of the Committee Chair and must attend seventy-five (75%) percent of the Committee meetings scheduled.
ARTICLE IV – COMMITTEES, cont.

Section 6: Non-Board Members of Committees. Non-Board members of committees may be selected from the public having particular subject matter knowledge and expertise. The 911 Board may give public notice of its desire to select non-Board members and may seek recommendations for such members from the Executive Director. The Executive Director or Committee Chairs shall forward names of individuals from the public who are interested in serving as non-Board members to the 911 Board Chair for approval. Non-Board members may not participate in official votes of any Committee, unless such privilege is granted by the 911 Board Chair.
ARTICLE IV –COMMITTEES, cont.

Section 7: Reporting. The Chair of each Committee or designee shall report to the 911 Board at each 911 Board meeting if there are items for discussion from their Committee or for decision making by the 911 Board. The majority opinion of the Committee shall be reported. Committee recommendations, if presented for action by the 911 Board, shall not require a second prior to discussion or vote on the recommendation.

Section 8: Creation of Additional Committees. The 911 Board, or the 911 Board Chair, may create additional committees as deemed necessary or proper. Such committees may serve specific time-limited purposes or other purposes at the pleasure of the 911 Board.
ARTICLE V - FINANCES

Section 1: Fiscal Year. The fiscal year of the 911 Board shall end on the last day of June.

Section 2: Budget. The 911 Board must approve the budget and any major changes in the budget. The approved budget shall be administered by the Executive Director.

Section 3: Financial Records and Reporting. All accounts of the 911 Board shall be maintained by the Office of Information Technology Services. An annual report shall be submitted to the 911 Board showing income and expenditures.
ARTICLE V – FINANCES, cont.

Section 4: Contracts. The 911 Board shall enter into contracts and execute and deliver any instrument in the name of and on behalf of the 911 Board, upon the signature of the Chair.

Section 5: Audits. The accounts of the 911 Board shall be audited as provided by G.S. §143B-1410.
ARTICLE VI - AMENDMENTS

Section 1: Amendments. These Bylaws may be amended when necessary by a two-thirds majority of the 911 Board. Proposed amendments must be submitted in writing to the Executive Director at least thirty (30) days prior to a vote on said amendment to be sent out with regular 911 Board announcements.
### State CIO/Designee – Chris Estes

| (G) Andrew Grant (NC League of Municipalities) | (G) John Moore (VoIP Provider) |
| (G) David Bone (NC Association of County Commissioners) | (H) Niraj Patel (CMRS Provider) |
| (G) Donna Wright (NC NENA (National Emergency Number Association)) | (H) Chuck Green (LEC) |
| (H) Len Hagaman (NC Sheriff’s Association) | (H) Eric Cramer (LEC <50K access lines) |
| (H) Dinah Jeffries (NC APCO (Association of Public Safety Communications Officials)) | (S) Slayton Stewart (CMRS) |
| (H) Greg Hauser (NC Firefighter’s Association) | (S) Heather Campbell (CMRS) |
| (S) Jeff Ledford (NC Association of Chiefs of Police) | (S) Josh Brown (LEC) |
| (S) Jimmy Stewart (NC Association of Rescue and Emergency Medical Services) | (S) Jeff Shipp (LEC <200K access lines) |
**911 Funding Committee-Standing**

Staff – Marsha Tapler/Karen Mason

*Dave Bone – chair
*Andrew Grant
*Len Hagaman

Jason Barbour (Johnston Co 911)
Randy Beeman (Cumberland Co 911)
Del Hall (Stokes Co 911)
Tonya Pearce (Durham 911)
Melanie Neal (Guilford Metro 911)
Stephanie Wiseman (Mitchell Co 911)

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**Grant Committee-Standing**

Staff – David Dodd/Richard Taylor

*vacant
*Jeff Shipp
*vacant - Chair
*Slayton Stewart
911 Standards Committee

Staff – Tina Bone

*Len Hageman – Chair
*Dinah Jeffries
*Jimmy Stewart
*Greg Hauser
* Donna Wright

Rodney Cates (Rockingham Co 911)
Marty Cooke (Brunswick Co Commissioner)
Perry Davis (Cleveland Co Emergency Mgmt)
Greg Foster (Alexander Co 911)
John Herring (Holly Springs Police Chief)

Judy Jenkins (Cornelius PD)
Robert Merchant (Pineville Police Chief)
Dominick Nutter (Raleigh-Wake 911)
Christy Shearin (Franklin Co 911)
Jim Soukup (Durham 911)
Candy Strezinski (Iredell Co 911)
Terry Young (NC Office of State Fire Marshall)
Technology (formerly NG911) Committee

Staff – Dave Corn

*Heather Campbell
*Eric Cramer
*Greg Hauser
*Jeff Shipp - Chair
Terry Bledsoe (Catawba Co IT)
Randy Gulledge (Anson County IT)
Chris Koltyk (City of Jacksonville IT)
Glenn Knox (NC FirstNet)
*John Moore
Allan Sadowski (NC FirstNet)
Joe Sewash (CGIA)
Frank Thomason (Rowan County EM)

911 Board Education Committee

Staff – David Dodd

*Jeff Shipp
*Jimmy Stewart - Chair
*Donna Wright
Tammy Aldridge (Rutherford Co 911)
Jeryl Anderson (Orange Co Emergency Svcs)
Bryant Fisher (Nash Co Emergency Svcs)
Heather Joyner (Halifax Co)
Brian Short (Vance-Henderson)
Rick Thomas (Apex PD)
Travel Policy Quick Reference

ITS complies with State budget policy. Detailed travel reimbursement guidelines are outlined in Section 5 of the State Budget Manual. A brief summary of the most commonly referenced travel policies is provided below.

State Board Members
Rules apply to both State and non-State employees unless otherwise specified.

1. Travel is authorized by the Board. Therefore, a published meeting notification/calendar will serve as authorization. This authorization applies to both State and non-State employees.
2. Board members who are non-State employees will be reimbursed for mileage at a rate of $0.25 per mile. State employees must follow the guidelines for mileage reimbursement outlined in the State Employee section.
Travel Policy Quick Reference, cont.

3. Board members who are non-State employees will receive a per diem of $15 per day. State employees do not receive per diem.
4. For meals that are not provided, all Board Members will be reimbursed as follows:
   a. In-State
      i. Breakfast - $8.30
      ii. Lunch - $10.90
      iii. Dinner - $18.70
   b. Out-of-State
      i. Breakfast - $8.30
      ii. Lunch - $10.90
      iii. Dinner - $21.30
Travel Policy Quick Reference, cont.

5. If overnight travel is required, all Board Members will be reimbursed for the actual hotel cost (documented by receipt) up $67.30 + hotel taxes (in NC) or $79.50 + hotel taxes (outside NC) bringing the maximum statutory subsistence to:
   a. In-State:
      Meals $37.90 (includes gratuities)
      Lodging $67.30 + hotel taxes
      Total $105.20 + hotel taxes
   
b. Out-of-State:
      Meals $40.50 (includes gratuities)
      Lodging $79.50 + hotel taxes
      Total $120.00 + hotel taxes
Travel Policy Quick Reference, cont.

6. Authorization for excess expenses for in-state or out-of-state travel may be granted by the Board or Board’s designee when such costs are included in registration fees and/or there are predetermined charges.
**NCDIT**

**TRAVEL AND TRAINING AUTHORIZATION FORM**

<table>
<thead>
<tr>
<th>REASON FOR TRAVEL:</th>
<th>DATE SUBMITTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRAINING</td>
<td></td>
</tr>
<tr>
<td>PROFESSIONAL CONFERENCE</td>
<td></td>
</tr>
<tr>
<td>BOARD MEETING</td>
<td></td>
</tr>
<tr>
<td>CONDUCT STATE BUSINESS</td>
<td></td>
</tr>
<tr>
<td>OTHER (SPECIFY):</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EMPLOYEE(S):</th>
<th>PURPOSE OF TRIP:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COURSE TITLE (if training):</th>
<th>ACCOUNTING INFORMATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VENDOR (if training):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LOCATION:</th>
<th>SUBSISTENCE EXPENSES - MAXIMUM PER DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IN-STATE: ACTUAL HOTEL + $37.90 Total Meals/day</td>
</tr>
<tr>
<td></td>
<td>OUT-STATE: ACTUAL HOTEL + $40.50 Total Meals/day</td>
</tr>
</tbody>
</table>

| MODE OF TRANSPORTATION: | |
|-------------------------||
NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY
REIMBURSEMENT OF TRAVEL AND OTHER EXPENSES INCURRED
IN THE DISCHARGE OF OFFICIAL DUTY

INSTRUCTIONS TO CLAIMANT: Submit one original to Accounting. Attach all original receipts and other supporting documents to this form. Retain one (1) copy for your records. Please file within 30 days after month travel ends. Must be prepared in ink or typed.

<table>
<thead>
<tr>
<th>ITS Badge Number</th>
<th>Payee’s Name (First, Middle Initial, Last)</th>
<th>Division/Section</th>
<th>Best Contact Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address for check mailing</th>
<th>(City, State, Zip)</th>
<th>NEW ADDRESS</th>
<th>☐ Yes ☐ No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Period Covered by this Request (from/to)</th>
<th>Authority to Travel:</th>
<th>(City) Duty Station</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>☐ Travel Authorization Form ☐ Board Announcement ☐ Informal (verbal/email)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Under penalties of perjury I certify this is a true and accurate statement of expenses and allowances incurred in the service of the state and that none of these expenses have been or will be reimbursed to me from any other source. I have examined this reimbursement request and certify that it is just and reasonable.

<table>
<thead>
<tr>
<th>(Claimant)</th>
<th>(Date)</th>
<th>(Supervisor)</th>
<th>(Date)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

NOTE: Original signature, dates, Advance and Center information are required for processing.

<table>
<thead>
<tr>
<th>Line No.</th>
<th>Amount</th>
<th>Company</th>
<th>Account</th>
<th>(To be completed by Claimant) Center</th>
<th>Description</th>
<th>Accrual Code</th>
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<tbody>
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<td>001</td>
<td>$</td>
<td>410</td>
<td>532711</td>
<td></td>
<td>Transp Air - In State</td>
<td></td>
</tr>
<tr>
<td>002</td>
<td>$</td>
<td>410</td>
<td>532714</td>
<td></td>
<td>Transp Ground - In State</td>
<td></td>
</tr>
<tr>
<td>003</td>
<td>$</td>
<td>410</td>
<td>532717</td>
<td></td>
<td>Transp Other - In State</td>
<td></td>
</tr>
<tr>
<td>004</td>
<td>$</td>
<td>410</td>
<td>532721</td>
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<td>Lodging - In State</td>
<td></td>
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<tr>
<td>005</td>
<td>$</td>
<td>410</td>
<td>532724</td>
<td></td>
<td>Meals - In State</td>
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<tr>
<td>006</td>
<td>$</td>
<td>410</td>
<td>532712</td>
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<td>Transp Air - Out State</td>
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</tr>
</tbody>
</table>
Introduction

I’m a career state employee with the NC Dept. of Justice (Attorney General’s office), with a working title of Special Deputy Attorney General. I’ve represented the Board, both as the Wireless 911 Board and the 911 Board, since 2002.

The Attorney General’s office is organized in sections, and I am in the Services to State Agencies section.

I represent the Department of Information Technology, the 911 Board, the Government Data Analytics Center (GDAC), the NC Health Information Exchange Authority (HIEA) and frequently have involvement with agencies across the Executive Branch on IT matters.
Legislation and Policy

• Mr. Taylor’s legislative history is a comprehensive overview of NC’s 911 statutes. There are a few specific laws that I’ll explore with you today.

• Definitions are very important in reading and construing statutes. These are found in GS143B-100; notably

  • 911 System - An emergency communications system using any available technology that does all of the following:
    
    a. Enables the user of a communications service connection to reach a PSAP by **dialing** the digits 911.
    
    b. Provides enhanced 911 service.
Legislation and Policy

(7) Call taking. -- The act of processing a 911 call for emergency assistance by a primary PSAP, including the use of 911 system equipment, call classification, location of a caller, determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder.

(9) Communications service. -- Any of the following:

   a. The transmission, conveyance, or routing of real-time communications to a point or between or among points by or through any electronic, radio, satellite, cable, optical, microwave, wireline, wireless, Internet protocol, or other medium or method, regardless of the protocol used.

   b. The ability to receive and terminate voice calls, messages, videos, data, or other forms of communication to, from, and between the public switched telephone network, wireless networks, IP-enabled networks, or any other communications network.
(29) Voice communications service. -- Any of the following:

a. The transmission, conveyance, or routing of real-time, two-way voice communications to a point or between or among points by or through any electronic, radio, satellite, cable, optical, microwave, wireline, wireless, or other medium or method, *regardless of the protocol used*.

b. The ability to *receive and terminate voice calls* to and from the public switched telephone network.

c. Interconnected VoIP service.
GS 143B-1403(d) Adjustment of Charge. -- The 911 Board must monitor the revenues generated by the service charges imposed by this section. *If the 911 Board determines that the rates produce revenue that exceeds or is less than the amount needed, the 911 Board may adjust the rates.* The rates must ensure full cost recovery for communications service providers and for primary PSAPs over a reasonable period of time. The 911 Board must set the service charge for prepaid wireless telecommunications service at the same rate as the monthly service charge for nonprepaid service. *(continued on next slide)*
GS 143B-1403(d) Adjustment of Charge. -- (continued) . . . . A change in the rate becomes effective only on July 1. The 911 Board must notify providers of a change in the rates at least 90 days before the change becomes effective. The 911 Board must notify the Department of Revenue of a change in the rate for prepaid wireless telecommunications service at least 90 days before the change becomes effective. The Department of Revenue must provide notice of a change in the rate for prepaid wireless telecommunications service at least 45 days before the change becomes effective only on the Department's Web site. GS 143B-1403
GS 143B-1406(f) Compliance. --A PSAP, or the governing entity of a PSAP, must comply with all of the following in order to receive a distribution under this section:

1. A county or municipality that has one or more PSAPs must submit in writing to the 911 Board information that identifies the PSAPs in the manner required by the FCC Order.

2. A participating PSAP must annually submit to the 911 Board a copy of its governing agency's proposed or approved budget detailing the revenues and expenditures associated with the operation of the PSAP. The PSAP budget must identify revenues and expenditures for eligible expense reimbursements as provided in this Part and rules adopted by the 911 Board.

3. A PSAP must be included in its governing entity's annual audit required under the Local Government Budget and Fiscal Control Act. The Local Government Commission must provide a copy of each audit of a local government entity with a participating PSAP to the 911 Board. (continued on the next slide)
Legislation and Policy

GS 143B-1406(f) Compliance. --A PSAP, or the governing entity of a PSAP, must comply with all of the following in order to receive a distribution under this section:

(4) A PSAP must comply with all requests by the 911 Board for financial information related to the operation of the PSAP.

(5) By July 1, 2016, a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. If a PSAP has made substantial progress toward implementation of the plan and means, the 911 Board may grant the PSAP an extension until July 1, 2017, to complete implementation of the plan and means. The plan must identify the alternative capability of taking the redirected 911 calls. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP.
GS 143B-1406(f) Compliance. --A PSAP, or the governing entity of a PSAP, must comply with all of the following in order to receive a distribution under this section:

(6) A primary PSAP must comply with the rules, policies, procedures, and operating standards for primary PSAPs adopted by the 911 Board.
A few highlights from the Code of Federal Regulations -

(a) Scope of Section. The following requirements are only applicable to CMRS providers, excluding mobile satellite service (MSS) operators, to the extent that they:

(1) Offer real-time, two way switched voice service that is interconnected with the public switched network; and

(2) Utilize an in-network switching facility that enables the provider to reuse frequencies and accomplish seamless hand-offs of subscriber calls. These requirements are applicable to entities that offer voice service to consumers by purchasing airtime or capacity at wholesale rates from CMRS licensees.
(d) Phase I enhanced 911 services.

(1) As of April 1, 1998, or within six months of a request by the designated Public Safety Answering Point as set forth in paragraph (j) of this section, whichever is later, licensees subject to this section must provide the telephone number of the originator of a 911 call and the location of the cell site or base station receiving a 911 call from any mobile handset accessing their systems to the designated Public Safety Answering Point through the use of ANI and Pseudo-ANI.

(2) When the directory number of the handset used to originate a 911 call is not available to the serving carrier, such carrier's obligations under the paragraph (d)(1) of this section extend only to delivering 911 calls and available call party information, including that prescribed in paragraph (l) of this section, to the designated Public Safety Answering Point.
47 CFR 20.18, FCC Order

(e) Phase II enhanced 911 service. Licensees subject to this section must provide to the designated Public Safety Answering Point Phase II enhanced 911 service, i.e., the location of all 911 calls by longitude and latitude in conformance with Phase II accuracy requirements (see paragraph (h) of this section).

(h) Accuracy requirements are separated for network based and handset based technologies.

(j) CMRS providers subject to this section shall provide for all wireless 911 calls, whether from outdoor or indoor locations, x- and y-axis (latitude, longitude) confidence and uncertainty information (C/U data) on a per-call basis upon the request of a PSAP.
47 CFR 20.18, FCC Order

(q) Text-to-911 Requirements. (1) Covered Text Provider: Notwithstanding any other provisions in this section, for purposes of this paragraph (n) of this section, a "covered text provider" includes all CMRS providers as well as all providers of interconnected text messaging services that enable consumers to send text messages to and receive text messages from all or substantially all text-capable U.S. telephone numbers, including through the use of applications downloaded or otherwise installed on mobile phones.
Policy Making Board

Policy Making Board, not an Advisory Board

- Board authority (GS 143B-1402)
- Make policies and procedures
- Make Rules
- Administer the 911 Fund
- Investigate revenues and expenditures of PSAPs
Rules

Policies and procedures are located on the Board’s website. Rules are part of the State’s Administrative Code, and are enforceable as legal requirements. Rules are not standards. See http://reports.oah.state.nc.us/ncac/title%2009%20-%20governor%20and%20lt.%20governor/chapter%2006%20-%20office%20of%20information%20and%20technology%20services/subchapter%20c/subchapter%20c%20rules.pdf

Rules are divided into sections: general administrative matters, PSAP operations, CMRS providers and Grants.
The Board is subject to the Open Meetings law – GS 143-318.9 states that it is the public policy of the State to operate in open meetings. All official meetings are open to the public. GS 143-318.10. Official meetings include any meeting where a majority of the members deliberate – but may also include other meetings.

Closed meetings – a public meeting may be closed for limited purposes. GS 143-318.11 These purposes include non-disclosure of non-public information, to receive advice from counsel, giving direction to staff regarding contract negotiations, and certain other limited purposes.
Board Members are Public Servants
GS 143B-1401(d)

Board members must complete ethics training.

Board members are obligated to consider their participation in matters before the Board and to report any conflicts, potential or actual, and to refrain from participating in those matters where such conflicts exist. GS 138A-36

Board members may contact legal counsel directly with such questions at any time.
As a State agency, the Board is subject to the NC Public Records Act.

As public servants, Board members are subject to the NC Public Records Act.
Public Records

Public records are “all documents, papers, letters, maps, books, photographs, films, sound recordings, magnetic or other tapes, electronic data-processing records, artifacts, or other documentary material, regardless of physical form or characteristics, made or received pursuant to law or ordinance in connection with the transaction of public business by any agency of North Carolina government or its subdivisions. Agency of North Carolina government or its subdivisions shall mean and include every public office, public officer or official (State or local, elected or appointed), institution, board, commission, bureau, council, department, authority or other unit of government of the State or of any county, unit, special district or other political subdivision of government.”
Public Records

GS 143B-1412 All proprietary information submitted to the 911 Board or the State Auditor is confidential. Proprietary information submitted pursuant to this Part is not subject to disclosure under Chapter 132 of the General Statutes, and it may not be released to any person other than to the submitting communications service provider, the 911 Board, and the State Auditor without the express permission of the submitting communications service provider. Proprietary information is considered a trade secret under the Trade Secrets Protection Act, Article 24 of Chapter 66 of the General Statutes. General information collected by the 911 Board or the State Auditor may be released or published only in aggregate amounts that do not identify or allow identification of numbers of subscribers or revenues attributable to an individual communications service provider.
Public Records

Closing with a few items of practical advice regarding public records -

Emails, meeting notices, documents received or made available to you, . . . all of these are public as property of the people of North Carolina.

Some Board members are subject to the Act due to their employment. For others, occupying the fishbowl provides a new perspective.

Don’t use your personal electronic devices to send or receive email, or make notes for Board business. Using those devices may make them subject to review and disclosure under the Act.
Financial Overview: Part 1

911 Board Member Orientation
Job Responsibilities:

General Statute §143B-1402— “The 911 Board has the following powers and duties:”

- Budget
- Finance
- Revenue-Expenditure Reporting – PSAP Distributions
- Funding Reconsiderations
- Training
Revenue from Voice Providers:

General Statute §143B-1403 “A monthly 911 service charge is imposed on each active communications service connection that provides access to the 911 system through a voice communications service.”

- CMRS – Commercial Mobile Radio Service
- Wireline
- VoIP
- Prepaid Wireless
North Carolina 911 Board
Information Technology Services
CMRS Provider Wireless Service Charge Remittance Form

Month and Year in Which Service Charge Collected: ________________

Federal ID Number: ____________________________________________

Indicate Primary Carrier Name: ________________________________

Contact Name: ______________________________________________

Address: ____________________________________________________

Phone Number: ______________________________________________

Indicate Reseller Name: _______________________________________

Contact Name: ______________________________________________

Address: ____________________________________________________

Phone Number: ______________________________________________

Total Amount of Post Paid E-911 Service Charge Collected: ($.60 per subscriber line in accordance with North Carolina GS 62A-43.a) $ ______

PREPAID WIRELESS SURCHARGE-REMITT TO DEPT. OF REVENUE http://www.dornc.com/taxes/sales/servicecharge.html xxxxxxxxxxxx

Less Administrative Fee Retained: (One percent (1%) of total surcharge collected) $ ______

Service Charge Remitted (Amount of Check) (Total collected less administrative fee) $ ______

I attest that this is an accurate remittance statement for the Wireless Surcharge collected for the time period indicated on this form.

_________________________________________ ____________________
Signature Date
Administration of the Fund:

General Statute §143B-1404 “The 911 Board must credit to the 911 Fund all revenues remitted to it from the service charge imposed by G.S. 143B-1403 on communications service connections in the State. Revenue in the Fund may only be used as provided in this Part.”

- Allocation of Revenues
- Percentages
- Reporting
CMRS Providers – Cost Recovery:

General Statute §143B-1405 “CMRS providers are eligible for reimbursement from the 911 Fund for the actual costs incurred by the CMRS providers in complying with the requirements of enhanced 911 service. ..”

• Allocation of Revenues
• Percentages
• Reporting
CMRS Wireless 911 Cost Recovery
Reimbursement Request

CMRS Provider Name: __________________________________________________________

Taxpayer Identification Number: _________________________________________________

R tumulto to address: _____________________________________________________________

..................................................................................................................

Reimbursement amount: __________________________________________________________

Number of pages attached: ______________________________________________________

This invoice accurately represents costs incurred which are eligible for reimbursement from the 911 Wireless Fund.

Signature: _____________________________________________________________________ Date: ________________

Title: _______________________________________________________________________

__________________________________________
STATE
__________________________________________
COUNTY

I, ________________________________________, a Notary Public for said County and State, do hereby certify that
__________________________________________ personally appeared before me this day and acknowledged the due
execution of the forgoing instrument.

Witness by hand and official seal, this the _______ day of ___________________, ________ (year).

__________________________
(Official Seal)

My commission expires _____________________________.

__________________________
Notary Public
PSAP Distribution:

General Statute §143B-1406 “The 911 Board must make monthly distributions to primary PSAPs from the amount allocated to the 911 Fund.”

- Allocation of Revenues
- Funding Model
- Funding Reconsiderations
<table>
<thead>
<tr>
<th>PSAP</th>
<th>PSAP Distribution: FY2015</th>
<th>PSAP Distribution: FY2016</th>
<th>Allowable 20% Carry Forward</th>
<th>(+/-) Fund balance between FY15 and FY16</th>
<th>Based on Column F -- Meets 20% rule (Ok) or Over 20% (Reduce)</th>
<th>Excess Funds over Approved 20% Carryforward</th>
<th>FINAL APPROVED FY2017</th>
<th>Proposed Estimated FY2018 (Based on 5YR rolling Avg) before reduction</th>
<th>PROPOSED ESTIMATED FY2018</th>
<th>MONTHLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alamance County Central Communications</td>
<td>678,223.00</td>
<td>632,544.00</td>
<td>131,076.70</td>
<td>185,689.98</td>
<td>Reduce</td>
<td>-54,613.28</td>
<td>541,901.06</td>
<td>540,553.09</td>
<td>485,939.81</td>
<td>40,494.98</td>
</tr>
<tr>
<td>Secondary Burlington PD</td>
<td>109,730.00</td>
<td>128,567.85</td>
<td>23,829.79</td>
<td>-765.73</td>
<td>OK</td>
<td>0.00</td>
<td>119,784.38</td>
<td>92,495.80</td>
<td>92,495.80</td>
<td>7,707.98</td>
</tr>
</tbody>
</table>
Grant Distribution:

General Statute §143B-1407 “The PSAP Grant and Statewide 911 Projects Account consists of revenue allocated by the 911 Board under G.S. 143B-1405(c) and G.S. 143B-1406.”

- Allocation of Revenues
- Grant fund reporting
Financial Overview: Part 2

911 Board Member Orientation
Financials/PSAP Financial Review Specialist –

Statutory Justification § 143B-1402(a)(3) and (a)(5)

Duties – The 911 Board has the following powers and duties:

To distribute revenue in the 911 Fund to CMRS providers and PSAPs in accordance with this Part and advise CMRS providers and PSAPs of the requirements for receiving a distribution from the 911 Fund.

To investigate the revenues and expenditures associated with the operation of a PSAP to ensure compliance with restrictions on the use of amounts distributed from the 911 Fund.
Financials/PSAP Financial Review Specialist – Statutory Justification Cont. § 143B-1406(a)(1)

Administration - The Board must notify PSAPs of the estimated distributions no later than December 31 of each year. The Board must determine actual distributions no later than June 1 of each year. The Board must determine a method for establishing distributions that is equitable and sustainable and that ensures distributions for eligible operating costs and anticipated increases for all funded PSAPs.
Financials/PSAP Financial Review Specialist –

Statutory Justification Cont. § 143B-1406(a)(1)

The Board must establish a formula to determine each PSAP's base amount. The formula must be determined and published to PSAPs in the first quarter of the fiscal year preceding the fiscal year in which the formula is used. The Board may not change the funding formula for the base amount more than once every year.
Financials/PSAP Financial Review Specialist –
Statutory Justification Cont. § 143B-1406(a)(4)(d)

Use of Funds. -- A PSAP that receives a distribution from the 911 Fund may not use the amount received to pay for the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring or compensating tele communicators, or the purchase of mobile communications vehicles, ambulances, fire engines, or other emergency vehicles. Distributions received by a PSAP may be used only to pay for the following:
Financials/PSAP Financial Review Specialist –

Statutory Justification § 143B-1402(a)(3) and (a)(5), § 143B-1406(a)(1), § 143B-1406(a)(4)(d)

- PSAP Revenue-Expenditure Reports
  - Sample Report
  - Report Review
  - Approved Use of Funds List
  - Final Distribution
<table>
<thead>
<tr>
<th>SOFTWARE</th>
<th>Vendor Name</th>
<th>Invoice or Account Number</th>
<th>Lease</th>
<th>Recurring</th>
<th>Non-Recurring</th>
<th>Maintenance Contractual</th>
<th>COMMENTS</th>
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<tbody>
<tr>
<td></td>
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<td>047474M</td>
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<td></td>
<td>$6,912.00</td>
<td>Annual Maint. 911 Call Recorder</td>
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<td></td>
<td>Wireless Communication</td>
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<td>Priority Dispatch</td>
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<td>$8,987.00</td>
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<tr>
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<td></td>
<td>$8,843.00</td>
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<td>$8,900.00</td>
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<td>110266</td>
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<td>$15,319.00</td>
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<td>Southern Software</td>
<td>235003</td>
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<td></td>
<td>$774.00</td>
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<tr>
<td></td>
<td><strong>TOTAL</strong></td>
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<td></td>
<td>$15,319.00</td>
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<table>
<thead>
<tr>
<th>HARDWARE</th>
<th>Vendor Name</th>
<th>Invoice or Account Number</th>
<th>Lease</th>
<th>Recurring</th>
<th>Non-Recurring</th>
<th>Maintenance Contractual</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Wireless Communications</td>
<td>W177840</td>
<td></td>
<td></td>
<td></td>
<td>$12,900.00</td>
<td>Annual Console Infrastructure Equip</td>
</tr>
<tr>
<td></td>
<td>Wireless Communications</td>
<td>W177844</td>
<td></td>
<td></td>
<td>$336.00</td>
<td></td>
<td>(2) LED Monitors</td>
</tr>
<tr>
<td></td>
<td>MarketSpace Solutions</td>
<td>28492</td>
<td></td>
<td></td>
<td>$336.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duncan-Parnell</td>
<td>384497</td>
<td></td>
<td></td>
<td>$259.51</td>
<td></td>
<td>Car Magnet for GPS Antenna</td>
</tr>
</tbody>
</table>
Financials/PSAP Financial Review Specialist Cont.–

- Appeal Process
- PSAP Approved Budgets
- PSAP Annual Audits
  - Sample Audit
### Revenues:
- **Restricted intergovernmental:**
  - Emergency Telephone Surcharge funds
  - Investment earnings

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restricted intergovernmental:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Telephone Surcharge funds</td>
<td>$</td>
<td>$ 333,953</td>
</tr>
<tr>
<td>Investment earnings</td>
<td></td>
<td>$ 900</td>
</tr>
<tr>
<td><strong>Total revenues</strong></td>
<td>333,953</td>
<td>334,853</td>
</tr>
</tbody>
</table>

### Expenditures:
- **Public safety:**
  - Implementation services
  - Training
  - Hardware
  - Software
  - Telephones
  - Furniture

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public safety:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implementation services</td>
<td>$</td>
<td>$ 68,904</td>
</tr>
<tr>
<td>Training</td>
<td>$</td>
<td>$ 4,304</td>
</tr>
<tr>
<td>Hardware</td>
<td>$</td>
<td>$ 50,105</td>
</tr>
<tr>
<td>Software</td>
<td>$</td>
<td>$ 90,209</td>
</tr>
<tr>
<td>Telephones</td>
<td>$</td>
<td>$ 66,376</td>
</tr>
<tr>
<td>Furniture</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Total expenditures</strong></td>
<td>333,953</td>
<td>279,898</td>
</tr>
</tbody>
</table>

- **Net change in fund balance**

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net change in fund balance</td>
<td>$</td>
<td>$ 54,955</td>
</tr>
</tbody>
</table>

- **Fund balance, beginning of year**

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fund balance, beginning of year</td>
<td></td>
<td>$ 352,114</td>
</tr>
</tbody>
</table>

- **Fund balance, end of year**

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fund balance, end of year</td>
<td>$</td>
<td>$ 407,069</td>
</tr>
</tbody>
</table>
911 Approved Fund balance June 30, 2015

June 30, 2015 Ending Fund Balance-Approved by the North Carolina 911 Board for PSAP Revenue-Expenditure Report period July 1, 2015 - June 30, 2016 (FY2016)

Revenue
911 revenue received from the North Carolina 911 Board representing 911 service fee collections made during the period July 1, 2015 - June 30, 2016 (FY2016) Modified Accrual

$300,579.32

Interest
Interest earned on the Emergency Telephone System Fund (911) between July 1, 2015 - June 30, 2016 (FY2016)

$637.16

Expenditures
Total expenditures made in compliance with eligible 911 fund uses between July 1, 2015 - June 30, 2016 (FY2016) as listed on the detailed expenditure total page.

$499,607.07

Emergency Telephone System Fund Balance June 30, 2016

$208,678.37

INELIGIBLE Cost FY2016 (cap $1,000.00)

Invoice Number 1234xxx

To allow for prior year ineligible cost to be repaid to the fund without completing a transfer-in from the general fund, an eligible expense (invoice) must be paid by the General Fund in the current fiscal year. Ineligible cap is $1,000. Any amount over must be repaid by doing a transfer-in to the general fund.

$0.00

Board Approved Emergency Telephone System Fund Balance for June 30, 2016

$208,678.37
Funding Committee –

• Members
  o NC 911 Board Staff
  o Chair – Dave Bone
  o Vice Chair – Open position
  o Jason Barbour – Johnson Co Communications
  o Randy Beeman – Cumberland Co 911
  o Tonya Evans – Durham Emergency Communication
  o Andrew Grant – Town of Cornelius
  o Len Hagaman – Sheriff’s Association
  o Dell Hall – Stokes Co 911
  o Melanie Neal – Guilford Metro
  o Stephanie Wiseman – Mitchell Co 911
Funding Committee Cont.–

• **Responsibilities** – Administer the 911 Fund according to NC General Statute
  - Maintaining Approved Use of Funds List  *(Orange Tab)*
  - Funding Model
  - Reconsiderations (1st/3rd quarter)

• **Recommendation Process** –
  - Staff research/justification
  - Committee discussion/motion/vote
  - Board recommendation
Funding Committee Cont.–

Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems, including monitor, keyboard, mouse, microphones, speakers, headset jacks, footswitches, and console audio box (CAB). When Funding for computer work stations without monitors will not exceed $1,000 and such work stations will not be subject to a percentage allocation. Funding for computer workstations without monitors exceeding $1,000 and that are used for 911 eligible and ineligible applications will be eligible for the percentage of the cost of the work station representing the 911 eligible use. (September 10, 2010; June 19, 2015) (May 20, 2016)
Funding Committee Cont.–

- **Appeals Process** *(Red Tab)*
  - Sample

- **Current Topics** –
  - Reconsiderations
  - A911 Network vs. Hosted CPE
  - Purchasing Caps
  - Creating New Funding Model
**Why Am I Here?**

“…ensure individual PSAP plans incorporate a back-up PSAP, and formulate strategies for the efficient and effective delivery of enhanced 911 service. § 143B-1402(a)(1)

“…commitment to provide technical assistance to primary PSAPs…” 143B-1404(b)

…To design, create, or acquire printed or Web-based public education materials regarding the proper use of 911. § 143B-1402(a)(10)
What Does Tina Do?

• Meet with PSAP folks to discuss their current technology needs, future technology needs, text to 911, backup plans, etc.

• Respond to emails from PSAP folks, vendors, committee members, and other board staff, etc.

• Scrutinize backup plans and implementation timelines
  • Contact PSAPs to find out where they are on their implementation schedule
What Does Tina Do?

• Keep track of all PSAPs who can receive text to 911 and ensure that the FCC has the correct information…who can receive text to 911 and by what method.

• Update Facebook, Twitter, Google Groups, and the website when necessary.

• Keep up with trending technology for the 911 world.
<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PSAP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Alamance County/Central Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Alexander County ES-1-1 Communications</td>
<td>CPE/Radio</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Alleghany County ESI</td>
<td>Renovations of Building</td>
<td>CPE/Phone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Anson County Emergency Communications</td>
<td>Test and Go Live</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**What Does Tina Do?**

- Alamance County/Central Communications: Estimated in weeks after plan approval.
- Alexander County ES-1-1 Communications: CPE/Radio Purchase, Trunk Install/Test.
- Staff: Waiting for responses from Russell grey Man with AT&T and Motorola.
- Alleghany County ESI: Renovations of Building, CPE/Phone Purchase, Complete CPE Radio/Trunk Install.
- Staff: Asked issue, update for an update.
- Anson County Emergency Communications: Test and Go Live.
### What Does Tina Do?

<table>
<thead>
<tr>
<th>Deploy</th>
<th>PSAP</th>
<th>Notes/Comments</th>
<th>Letter to FCC</th>
<th>FCC Notice Date</th>
<th>TTY/Web Browser/IP</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Burlington PD</td>
<td>TCB 6/9/2016 Alamance County will be handling their test to 911. DC - 05/16</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Butner Public Safety Comm (Granville County Consolidation)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Cabarrus County Sheriff's Office Communications</td>
<td>10/15/2015 TCB They are live with Sprint/Mobile, Verizon, and AT&amp;T/10/15/2015 asked for update on carriers. 5/26/2015 TCB They are live with AT&amp;T and Sprint. They are set to test and go live with T-Mobile and Verizon hopefully at the end of this month. DC - 05/11. Intro to Text to 911. 09/15: Letters sent.</td>
<td></td>
<td></td>
<td>Web Browser</td>
</tr>
<tr>
<td>20</td>
<td>Caldwell County Sheriff's Office/E-911 Comm Center</td>
<td>5/22/2015 TCB They have not completed the carrier forms because of upgrades</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Carteret Emergency Communications Center</td>
<td>5/25/2015 TCB Rodney submitted the FCC / PDD - 12/24. Was successfully deployed for TXT/29/14 for 12/3-2014 10/24. Carteret County can now receive test to 911 from T-Mobile received through the TTY/DD on the phone consoles. DD - last contact 08/14. Requested letters received and archived in CARA.</td>
<td>Y</td>
<td>5/27/2015</td>
<td>TTY</td>
</tr>
<tr>
<td>22</td>
<td>Cay Police Department</td>
<td>5/25/2015 TCB Doug responded with carrier forms and they are now in CARA. DC - 12/11. Live with Verizon.</td>
<td>Y</td>
<td>27-May</td>
<td>TTY</td>
</tr>
<tr>
<td>23</td>
<td>Caswell County 911 Communications</td>
<td>10/15/2015 TCB Harvey for an update. 5/25/2015 TCB Harvey received letters for Harvey Rudder for an update to 911 deployment. DC - 10/27: Let message for Harvey Rudder to call me back.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Catawba Co Communications Center</td>
<td>DC - 02/10. Verizon reports “in progress.” 02/03. Today T-Mobile successfully tested and deployed Test to 911. “We just updated our phones today (5/15/2014) and this full our phones will get an update to be able to receive text but I have not done the letter of request yet. Jerry Boggis</td>
<td></td>
<td></td>
<td>TTY</td>
</tr>
<tr>
<td>25</td>
<td>Charlotte-Mecklenburg Police Communications</td>
<td>10/20/2015 Joe Vandenberg is meeting with folks over the next couple of weeks to find out what is needed for text to 911. 5/27/2015 TCB Joe Vandenberg stated the short answer is they haven’t deployed text to 911 yet. Captain Bill Bogg, our division director, is working with CMPD’s IT staff and Intecco to implement the service, but it remains a work in progress. DC - 09/23: Live with Verizon using Gem911. 09/15. Looking</td>
<td></td>
<td></td>
<td>IP</td>
</tr>
</tbody>
</table>
Education for Special Needs Populations

- Cary PD Text to 911 Spanish
- Cary PD 911 Flyer Spanish
- One Button or Three Buttons Flyer
- Rutherford County New Text To 911 Flyer
- Rutherford County Text To 911 Flyer
- Rutherford County Text To 911 Flyer Word
- Rutherford County Text To 911 Flyer
- Rutherford County Text To 911 Reduced Size
- Raleigh Wake Text To 911 Sample Flyer
- Text To 911 Info Card
- Text To 911 Raleigh Wake Print Preview

Public Education Appropriate Use Of 911

- Cary PD Text To 911 Web Ad 300x250
- Cary PD Text To 911 Web Ad 320x500
- Cary PD Magnet Template
Keep Up with the 911 Board

Reconizations

The Board recognized Surry County Telecommunicators Jamie Bobbitt, Darrell Danely and Geni Dowd for their handling of a house fire earlier in the year where a victim was trapped in the house. The Surry County team stayed on the phone with the caller until she was rescued.

Pictured left to right: Richard Taylor, Executive Director, Jamie Bobbitt, and Darrell Danely.
Standards Committee

“...to set operating standards for PSAPs and back-up PSAPs...” § 143B-1402(a)(4)
Meet The Standards Committee

Josh Brown – CenturyLink, 911 Board Member
Rodney Cates – Rockingham County 911
Martin Cooke – Brunswick County Commissioner
Perry Davis – Cleveland County 911
Greg Foster – Alexander County 911
Len Hagaman – Watauga County Sheriff, 911 Board Member
Greg Hauser – Charlotte Fire, 911 Board Member
John Herring – Holly Springs Police Chief
Dinah Jeffries – Orange County, 911 Board Member
Meet The Standards Committee

Judy Jenkins – Cornelius Police Department
Rob Merchant – Pineville Police Department
Dominick Nutter – Raleigh/Wake
Candy Strezinski – Iredell County
Christy Shearin – Franklin County
Jim Soukup – Durham County
Jimmy Stewart – Hoke County, 911 Board Member
Donna Wright – Richmond County, 911 Board Member
Terry Young – State Fire Marshall
What Does the Standards Committee Do?

• Set operating standards for PSAPs and backup PSAPs
• Rules went into effect July 1 2016
  • Training for committee and reviewers
  • PSAP reviews begin July 1, 2017
• Best practices/Equipment Life Cycles
**What Does the Standards Committee Do?**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many telephone devices are in the PSAP? (09 NCAC 06C.211)</td>
<td></td>
</tr>
<tr>
<td>Is there at least one outgoing only line and device? (09 NCAC 06C.211)</td>
<td></td>
</tr>
<tr>
<td>How Many Administrative Lines? (09 NCAC 06C.211)</td>
<td></td>
</tr>
<tr>
<td>List The Administrative Lines: (NCAC 06C.211)</td>
<td></td>
</tr>
<tr>
<td>Abandoned Calls: (09 NCAC 06C.09, 09 NCAC 06C.0211) ECats Available.</td>
<td></td>
</tr>
<tr>
<td>Call Wait time (90/10 Rule) from last month. (09 NCAC 06C.0209) ECats Available.</td>
<td></td>
</tr>
<tr>
<td>Does the PSAP have the ability to receive and dispatch calls? (09 NCAC 06C.0212)</td>
<td></td>
</tr>
</tbody>
</table>

**911 Call Volume: (09 NCAC 06C.09, 09 NCAC 06C.0211) Obtained from ECats.**
# What Does the Standards Committee Do?

<table>
<thead>
<tr>
<th>Equipment from Eligible 911 Expenditure List</th>
<th>Committee Replacement Schedule</th>
<th>Accounting Depreciation Schedule</th>
<th>Staff Replacement Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone Systems:</strong></td>
<td><strong>Years</strong></td>
<td><strong>Years</strong></td>
<td><strong>Years</strong></td>
</tr>
<tr>
<td>6 Telephones sets used to answer 911 calls</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>7 CPE equipment</td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>8 Headsets</td>
<td></td>
<td>1.5</td>
<td></td>
</tr>
<tr>
<td><strong>Touchscreen Monitor</strong></td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>10 Monitors</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 Keyboards</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Mouse</td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>13 Servers used exclusively for Telephone</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Furniture:</strong></td>
<td><strong>Years</strong></td>
<td><strong>Years</strong></td>
<td><strong>Years</strong></td>
</tr>
<tr>
<td>15 Cabinets</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>16 Tables</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>17 Desks that hold eligible 911 equipment</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 Telecommunicator Chairs</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hardware:</strong></td>
<td><strong>Years</strong></td>
<td><strong>Years</strong></td>
<td><strong>Years</strong></td>
</tr>
<tr>
<td>19 Servers used exclusively for Telephone</td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>CAD Server</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
QUESTIONS
Technology Overview

911 Board Member Orientation
§ 143B-1402. Powers and duties of the 911 Board.

a) Duties. - The 911 Board has the following powers and duties:

(1) To develop the 911 State Plan… the 911 Board must monitor trends in communications service technology… investigate and incorporate GIS mapping and other resources… formulate strategies for the efficient and effective delivery of enhanced 911 service.
Advise
Coach
Counsel
Advise
Coach
Counsel
## Summary 911 Call Statistics 2016

<table>
<thead>
<tr>
<th>Class</th>
<th>911 Calls</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireline Calls</td>
<td>1,343,033</td>
<td>17.7%</td>
</tr>
<tr>
<td>VoIP Calls</td>
<td>587,296</td>
<td>7.8%</td>
</tr>
<tr>
<td>Wireless Calls</td>
<td>5,646,736</td>
<td>74.5%</td>
</tr>
<tr>
<td>Total Calls</td>
<td>7,577,065</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
## ECaTS

<table>
<thead>
<tr>
<th>Class</th>
<th>Call Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUSN</td>
<td>463,251</td>
<td>6.11%</td>
</tr>
<tr>
<td>CNTX</td>
<td>43,422</td>
<td>0.57%</td>
</tr>
<tr>
<td>COIN</td>
<td>4,824</td>
<td>0.06%</td>
</tr>
<tr>
<td>No Class of Service</td>
<td>186,645</td>
<td>2.46%</td>
</tr>
<tr>
<td>OTHER</td>
<td>147</td>
<td>0.00%</td>
</tr>
<tr>
<td>PAYP</td>
<td>111</td>
<td>0.00%</td>
</tr>
<tr>
<td>PBX</td>
<td>126,914</td>
<td>1.67%</td>
</tr>
<tr>
<td>RESD</td>
<td>517,395</td>
<td>6.83%</td>
</tr>
<tr>
<td>TLMA</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>Unparsed 911</td>
<td>324</td>
<td>0.00%</td>
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<tr>
<td>VOIP</td>
<td>587,296</td>
<td>7.75%</td>
</tr>
<tr>
<td>WPH0</td>
<td>3,150</td>
<td>0.04%</td>
</tr>
<tr>
<td>WPH1</td>
<td>2,064,270</td>
<td>27.24%</td>
</tr>
<tr>
<td>WPH2</td>
<td>3,579,316</td>
<td>47.24%</td>
</tr>
<tr>
<td>TOTALS</td>
<td>7,577,065</td>
<td>100.00%</td>
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</tbody>
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### ECaTS

#### SPEED of ANSWER by PERFORMANCE

<table>
<thead>
<tr>
<th>2016</th>
<th>PSAP Name</th>
<th>0 - 10</th>
<th>11 - 15</th>
<th>16 - 20</th>
<th>21 - 40</th>
<th>41 - 60</th>
<th>61 - 120</th>
<th>120+</th>
<th>Totals</th>
<th>% Answered ≤ 10 Secs</th>
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<tr>
<td></td>
<td>Granville County Emergency Services</td>
<td>45,999</td>
<td>37</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>46,039</td>
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</tr>
<tr>
<td></td>
<td>Avery County Communications Center</td>
<td>7,689</td>
<td>11</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7,702</td>
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<tr>
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<td>Pasquotank/Camden E9-1-1</td>
<td>29,623</td>
<td>94</td>
<td>19</td>
<td>13</td>
<td>2</td>
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<td>Guilford Metro 911</td>
<td>345,769</td>
<td>436</td>
<td>404</td>
<td>747</td>
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<td>119</td>
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<td>Cleveland County Communications</td>
<td>47,228</td>
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<td>47</td>
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<td>34</td>
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<td>23,689</td>
<td>99.2%</td>
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<tr>
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<td>Chatham County Emergency Operations</td>
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<td>190</td>
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<td>39,422</td>
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<td>Warren County E-911 Communications</td>
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<td>29</td>
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<td>1</td>
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<td>16,032</td>
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<td>Transylvania County 911 Center</td>
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<td>0</td>
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<td>McDowell County 911 Center</td>
<td>23,253</td>
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<td>9</td>
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<td>0</td>
<td>11,665</td>
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</table>
§ 143B-1402. **Powers and duties of the 911 Board.**

a) Duties. - The 911 Board has the following powers and duties:

   (4) To establish cooperative purchasing agreements or other contracts for the procurement of goods and services...
§ 143B-1402. Powers and duties of the 911 Board. 143B-1402.

a) Duties. - The 911 Board has the following powers and duties:

(9) To undertake its duties in a manner that is competitively and technologically neutral as to all communications service providers.
§ 143B-1407. PSAP Grant and Statewide 911 Projects Account; Next Generation 911 Reserve Fund.

a) Account and Fund Established. - A PSAP Grant and Statewide 911 Projects Account is established within the 911 Fund for the purpose of... The Next Generation 911 Reserve Fund is established as a special fund for the purpose of funding the implementation of the next generation 911 systems as approved by the 911 Board.
Technology Committee

Jeff Shipp, Chairman

Terry Bledsoe, Catawba County

Heather Campbell, Sprint

Eric Cramer, Wilkes Telephone

Randy Gulledge, Anson County

Greg Hauser, Charlotte Mecklenburg Fire

Chris Koltyk, City of Jacksonville

John Moore, Charter Cable

Allan Sadowski, FirstNet

Joe Sewash, NC CGIA

Frank Thomason, Rowan County
Next Generation 911
Next Generation 911

Request for Information
RFP for Technical Consultants
Concept of Operations
Cost Analysis
Conceptual Designs
  ESInet
  Hosted Call Handling CPE
  Network Management Assistance Center

Completed Aug 2014
Completed Aug 2015
Completed Dec 2015
Completed Jan 2016
Completed May 2016
Completed June 2016
Completed July 2016
Next Generation 911

RFP #1 ESInet and Hosted CPE  
In Process

RFP # 2 NMAC  
In Process

RFP #3 GIS 911 Call Routing  
Scheduled Completion April
GIS Conceptual Design
GIS RFP
Next Generation 911

2017 ESInet Implementation
2017 Hosted CPE Implementation
2017 NMAC Implementation
2017 GIS Call Routing Implementation
2018 First PSAP on the ESInet
2020 Last PSAP on the ESInet
Next Generation 911
QUESTIONS

who

what

why

where

when

how
Education Overview

911 Board Member Orientation
§ 143B-1402. Powers and duties of the 911 Board

(4) To administer the 911 Fund and the monthly 911 service charge authorized by G.S. 143B-1403. To distribute revenue in the 911 Fund to CMRS providers and PSAPs in accordance with this Part and advise CMRS providers and PSAPs of the requirements for receiving a distribution from the 911 Fund. To establish cooperative purchasing agreements or other contracts for the procurement of goods and services to establish policies and procedures to fund advisory services and training for PSAPs, to set operating standards for PSAPs and back-up PSAPs, and to provide funds in accordance with these policies, procedures, and standards.

(10) To design, create, or acquire printed or Web-based public education materials regarding the proper use of 911.
Duties include:
> Assist with reviewing backup PSAP plans, and assist with implementation
> Respond daily to emails regarding the operation of and problems encountered in PSAPs.
> Visit PSAPs whenever the schedule permits to conduct one on one conversations with PSAP managers.
> Create monthly reports as required.
> Search for relevant articles and information for the weekly newsletter.
> And the catch-all “any other duties as directed by management.”
What is a PSAP?

Currently 112 Primary PSAPs, 12 counties have more than 1 primary PSAP.

At least 2 municipal PSAP’s coverage area covers parts of 2 counties.

High Point 911 covers parts of 4 different counties.

Currently there are 6 secondary PSAPs recognized and funded by the Board.
Map Showing Counties with Multiple Primary PSAPS
Communicating with PSAPs

PSAP Managers Meeting
> Established from 2013 work session & 2014 goals
> Means of establishing ongoing two-way communications with PSAP managers
> Meeting goal to address pertinent topics that are current
> Offer the opportunity for PSAP Managers to voice concerns to and about Board and staff.
> Regional meetings in March and July; statewide meeting in October.
PSAP Manager Regions & Meeting Locations in 2015 and 2016
Weekly Newsletter

Published Every Tuesday

Content consists of:
>Weekly Board and Committee meeting schedules
>ECaTS statewide statistical monthly reports
>Articles of Interest from various industry list serves
>Notice of upcoming training classes
>Updates and notices from staff
NC 911 Board Newsletter

December 6, 2016

Meetings This Week:
There are no 911 Board or Committee meetings scheduled this week, and no meetings currently scheduled for the rest of December.

More PSAP Assessors Needed:
The Standards Committee is still seeking qualified and interested PSAP Managers and Assistant Managers to participate in the PSAP Inspection/Assessments that will begin after July 1, 2017. Initial training will begin in January for this group. If you are interested please fill out an application and send it to Tina Bone, at: tina.bone@nc.gov. A copy of the application is attached to this Newsletter.
PSAP Managers List Serve

Built on Google Groups Format

Open to PSAP Managers & Assistant Managers
Currently 264 members

Managers have freedom to discuss topics of interest with their peers

You have access to this group
Meet the Education Committee

Tammy Aldridge- Rutherford County 911
Jeryl Anderson- Orange County 911
Bryant Fisher-Nash County 911
Grayson Gusa- Davie County 911
Kelly Hoyle- Mt Holly PD 911
Heather Joyner- Halifax County 911
Angie Schultz- Raleigh-Wake 911
Jeff Shipp- Star Communications/Board Member
Brain Short- Vance County 911
Jimmy Stewart- Hoke County 911/Board Member, Committee Chair
Rick Thomas- Apex Police Department
Donna Wright- Richmond County 911/Board Member
G.S. 143B-1406 (d)(3)

(3)....Allowable training expenses include the cost of transportation, lodging, instructors, certifications, improvement programs, quality assurance training, training associated with call taking, and emergency medical, fire, or law enforcement procedures, and training specific to managing a PSAP or supervising PSAP staff.
Education Committee Goals & Tasks

PSAP Manager Certification Course-Richmond Community College

Maintain List of Approval of Training Classes/Encourage Cost Effective Training

Training Needs as identified in 2015 State of 911 in NC Assessment, Public Education Segment
Possible Tasks for 2017 upon Board’s Decision on Goals

Guideline PE1: The state has an effective public education program that includes information about the capabilities and appropriate use of 9 1-1.

Guideline PE2: The state has a 911 education program for appointed/elected officials and policy makers.

Guideline PE3: The state has identified special needs populations and developed specific educational programs for each.

Guideline PE4: The state has specific 911 educational programs for children at all grade levels

Guideline PE5: The state has an educational program for emergency responders.
Taylor, Richard, 2/9/2016
NC 911 Board On-Line
WELCOME