



North Carolina 911 Board
Department of Information Technology

Biennial Report to the
Governor
Joint Legislative Commission on Governmental Operations
Revenue Laws Study Committee

February 2015

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Revenue Laws Study Committee
2015

Executive Summary

Background of the North Carolina 911 Board

On August 19, 2007, SL 2007-383 was enacted creating the 911 Fund and the North Carolina 911 Board (“Board”) to administer that fund. Members of the Wireless 911 Board created under Article 2 of Chapter 62A served as the initial twelve members to the seventeen member 911 Board. The remaining five members were appointed by the Governor, President Pro Tempore of the Senate, and the Speaker of the House of Representatives.

On July 23, 2010, SL 2010-158 was enacted which included a realignment of the North Carolina 911 Board members. One member representing a CMRS (Commercial Mobile Radio Service) was eliminated and replaced by a fire chief upon recommendation of the North Carolina Firemen’s Association. This appointment is made by the Speaker of the House who has a total of six appointments.

One member representing NENA (National Emergency Number Association) was eliminated and replaced by a Rescue or Emergency Services Chief upon recommendation of the North Carolina Association of Rescue and Emergency Medical Services. This appointment is made by the Senate President Pro Tempore who has a total of six appointments.

NENA continues to have one representative on the Board and the CMRS providers have three representatives.

The Board now has eight members that represent the public sector and eight members that represent the private sector.

The 911 fee for all devices (wireline, wireless & VoIP) was reduced to \$.60 in July 2010 by the 911 Board and remains at \$.60 for this reporting period.

SL 2011-122 was enacted on June 13, 2011 which ended the moratorium on the collection of the 911 fee for prepaid wireless service. The methodology for collection is a retail point of sale that began July 1, 2013. Fees, which are the same as wireline, wireless and VoIP devices, are collected by retailers and remitted to the Department of Revenue. Retailers may retain 5% of the collected fee for their administrative allowance. The Department of Revenue may retain no more than \$ 500,000 annually for the cost of collections of 911 fees.

A PSAP Grant Fund continues to award grants to PSAPs in rural and other high-cost areas. Funds for these grants come from excess amounts in the wireless carrier cost recovery fund and in the 911 Fund designated for PSAPs. (G.S. §62A-47)

Funds distributed for wireless carrier cost recovery may only be used for the reimbursement for the compliance with the requirements of enhanced 911 services.

The 911 Board created a new PSAP funding model in 2010 that took effect July 1, 2011. The new model is based on a five year rolling average of eligible 911 expenditures made by each PSAP. (§62A-46)

Funds distributed to primary PSAPs may be used only for the costs of establishing a 911 emergency telephone system. Also included are expenditures for equipment located within the 911 center that is used to dispatch emergency call information.

On July 9, 2014, the General Assembly enacted 2014-66 which required all PSAPs to have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. The plan must identify the alternative capability of taking the redirected 911 calls.

Purpose of the North Carolina 911 Board

- To develop the 911 State Plan. In developing and updating the plan, the 911 Board must monitor trends in voice communications service technology and in enhanced 911 service technology, investigate and incorporate GIS mapping and other resources into the plan, ensure individual PSAP plans incorporate a back-up PSAP, and formulate strategies for the efficient and effective delivery of enhanced 911 service.
- To administer the 911 Fund and the monthly 911 service charge authorized by N.C.G.S. §62A-43.
- To distribute revenue in the 911 Fund to CMRS providers and PSAPs in accordance with N.C.G.S. §62A and advise CMRS providers and PSAPs of the requirements for receiving a distribution from the 911 Fund.

- 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.
- 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.
- To make and enter into contracts and agreements necessary or incidental to the performance of its powers and duties under this Article and to use revenue available to the 911 Board under N.C.G.S. §62A-44 for administrative expenses to pay its obligations under the contracts and agreements.
- To use funds available to the 911 Board under N.C.G.S. §62A-47 to pay its obligations incurred for statewide 911 projects.
- To accept gifts, grants, or other money for the 911 Fund.
- To undertake its duties in a manner that is competitively and technologically neutral as to all voice communications service providers.
- To design, create, or acquire printed or Web-based public education materials regarding the proper use of 911.
- To adopt rules to implement N.C.G.S. §62A. This authority does not include the regulation of any enhanced 911 service, such as the establishment of technical standards for telecommunications service providers to deliver 911 voice and data.

Accomplishments

- ✓ The Board met 13 times during 2013, 13 times in 2014 including a work session in 2013 and two work sessions in 2014 with focus on PSAP Fund distribution methodology, secondary PSAP funding and legislative issues regarding backup PSAP requirements and secondary PSAP funding.
- ✓ Provided training classes to 911 telecommunicators at venues across the state at no costs to enhance skills without straining local budgets
- ✓ Continued to work with OSBM on review process of draft rules for submission to the NCOAH Rules Review Commission.

- ✓ Adopted a policy to fund secondary PSAPs that met certain conditions as being a part of the local 911 system and funds based on the number of calls transferred to the secondary PSAP from the Primary PSAP.
- ✓ Created a PSAP Manager's Group for the purpose of meeting with all the managers in the state to build one-on-one relationships between the managers and the 911 Board.
- ✓ Met with military officials from Camp Lejeune and Fort Bragg along with City and Public Safety Officials from Jacksonville and Fayetteville to work on 911 funding issues.
- ✓ Issued an RFI (Request for Information) for a proposed next generation 911 system and suggested requirements for North Carolina.
- ✓ Issued an RFP (Request for Proposal) seeking technical support for "building" a next generation network in North Carolina.
- ✓ Started routinely conducting 911 Board meetings across the state to allow for more local involvement and interaction with the members of the 911 Board.
- ✓ Continued the maintenance phase of the statewide orthography project in partnership with the North Carolina Center for Geographic Information Analysis (CGIA), developing a rolling update process through which one quarter of the state's counties is flown every year to acquire updated orthographic imagery, ensuring no county's GIS data is ever more than four years old.
- ✓ Provided \$ 22,762,830 in grant funding to 12 PSAPs for projects which included consolidation of multiple PSAPs into a single PSAP serving multiple jurisdictions, individual PSAP hardware/software enhancement or replacement, and regional initiatives providing for shared use of the components that support E-911 among PSAPs, such as equipment, resources, and/or co-location of technology. Such grants facilitated improvements that would not have been fiscally feasible.

Action Plan for 2015

- Develop "easy button" concepts for better customer service between the 911 Board and our "customers"
- Develop conceptual design and conceptual operations documents of an IP network to implement Next Generation 911

- Better educational and outreach process (marketing) to proactively tell our story, who we are, what we do, how and why to the public and to the General Assembly
- Continue to conduct monthly 911 meetings across the state and seek public input
- Continue the rulemaking process to establish PSAP operating standards
- Focus on assisting PSAPs in developing their backup plans to meet the July 1, 2016 legislative deadline
- Continue to develop the communications established with the PSAP Managers Group

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I. Background of the North Carolina 911 Board

On August 19, 2007, SL 2007-383 was enacted creating the 911 Fund and the North Carolina 911 Board (“Board”) to administer that fund. Members of the Wireless 911 Board created under Article 2 of Chapter 62A serve as the initial twelve members to the seventeen member 911 Board. The remaining five members were appointed by the Governor, President Pro Tempore of the Senate, and the Speaker of the House of Representatives. Seven Board members represent the public sector of local government, nine members represent the private sector of the telecommunications industry and the chair of the Board is the State Chief Information Officer or the State Information Officer’s designee.

On July 23, 2010, SL 2010-158 was enacted which included a realignment of the North Carolina 911 Board members. One member representing a CMRS (Commercial Mobile Radio Service) was eliminated and replaced by a fire chief upon recommendation of the North Carolina Firemen’s Association. This appointment is made by the Speaker of the House who has a total of six appointments.

One member representing NENA (National Emergency Number Association) was eliminated and replaced by a Rescue or Emergency Services Chief upon recommendation of the North Carolina Association of Rescue and Emergency Medical Services. This appointment is made by the Senate President Pro Tempore who has a total of six appointments.

NENA continues to have one representative on the Board and the CMRS providers have three representatives.

The Board now has eight members that represent the public sector and eight members that represent the private sector. The chair of the Board is the State Chief Information.

The 911 fee for all devices (wireline, wireless & VoIP) was reduced to \$.60 in July 2010 and remains at \$.60 for this reporting period.

SL 2011-122 was enacted on June 13, 2011 which ended the moratorium on collection of the 911 fee from prepaid wireless devices. The methodology for collection is a retail point of sale that began July 1, 2013.

A PSAP Grant Fund continues to award grants to PSAPs in rural and other high-cost areas. Funds for these grants come from excess amounts in the wireless carrier cost recovery fund and in 911 Fund designated for PSAPs. (§62A-47)

Funds distributed for wireless carrier cost recovery may only be used for the reimbursement for the compliance with the requirements of enhanced 911 services.

The 911 Board created a new funding model in 2010 that took effect July 1, 2011. The new model is based on a five year rolling average of eligible 911 expenditures made by each PSAP. (§62A-46)

Funds distributed to primary PSAPs may be used only for the costs of establishing a 911 emergency telephone system. Also included are expenditures for equipment located within the 911 center that is used to dispatch emergency call information.

The North Carolina 911 Board was created in January 2008 as mandated by N.C.G.S. §62A-41. The current members of the Board, their appointing authority, organization represented and term expiration are:

<i>Board Member</i>	<i>Appointing Authority</i>	<i>Representing</i>	<i>Term Expires</i>
Chris Estes	Statutory	Board Chair, State CIO	n/a
Jason Barbour	Governor	National Emergency Number Association (NENA)	2016
Darryl Bottoms	Senate President Pro-Tem	Chief of Police	2016
Tommy Cole	Speaker of the House	NC Firemen's Association	2018
Eric Cramer	Speaker of the House	Local Exchange Carrier with Less than 50,000 access lines	2016
Richard Edwards	Senate President Pro-Tem	CMRS Provider (Sprint-Nextel)	2014
Margie Fry	Governor	Voice over Internet Protocol Provider	2016
Andrew Grant	Governor	League of Municipalities	2014



Len D. Hagaman	Speaker of the House	Sheriff	2014
Rick Isherwood	Speaker of the House	CMRS Provider	2016
Dinah Jeffries	Speaker of the House	Association of Public Safety Communications Officials (APCO)	2018
Jeffrey Shipp	Senate President Pro-Tem	Local Exchange Carrier Less than 200,000 access lines	2014
Robert B. Smith	Speaker of the House	Local Exchange Carrier	2016
Jimmy Stewart	Senate President Pro-Tem	Rescue or EMS Chief	2014
Slayton Stewart	Senate President Pro-Tem	CMRS Provider	2014
Laura Sykora	Senate President Pro-Tem	Local Exchange Carrier	2016
Lee Worsley	Governor	NCACC	2016

The Board is housed in the Office of Information Technology Services and is staffed by four full-time staff members and receives legal counsel from the Department of Justice. Staff members and counsel are:

Tina Bone	Network Specialist
Richard Bradford	Special Deputy Attorney General
David Dodd	Network Technician
Marsha Tapler	Financial Analyst
Richard Taylor	Executive Director

Funding for the administration of the 911 Board comes completely from a 1% fee deducted from the total revenues remitted to the Board by the Voice Communication Providers.

For the calendar year ending December 31, 2013, total revenues for the 911 Board Administrative Fund were \$ 716,888. For the calendar year ending December 31, 2014, total revenues for the 911 Board Administrative Fund were \$ 781,623.

Budgeted expenses for the calendar year 2013 were \$ 1,142,890. Budgeted expenses for the calendar year 2014 were \$ 1,056,340.

As of December 31, 2014, the available 911 Board Administrative Fund balance was \$ 2,805,236.

II. Purpose of the North Carolina 911 Board

- To develop a 911 State Plan. In developing and updating the plan, the 911 Board must monitor trends in voice communications service technology and in enhanced 911 service technology, investigate and incorporate GIS mapping and other resources into the plan, and formulate strategies for the efficient and effective delivery of enhanced 911 service.

The 911 Board convened a 911 Study Group in 2012 to review and update the State 911 plan that was adopted in 2010. Study group participants were recommended by NCLM, NCACC, APCO, and NENA, to include representatives from local governments' IT, Fire, Rescue and EMS departments as well as a Sheriff and a Police Chief. The study group met several times through the year and participated in a work session with the 911 Board on December 6, 2012 with further discussion held at the January 25, 2013 911 Board meeting.

At the January 25, 2013 meeting, the Board voted to acknowledge the hard work of the Study Group and to receive the recommendations of the 911 Study Group and to establish two committees, one to address the secondary PSAP funding issue and one to address the statewide Next Generation network issue. There was no vote to update the State 911 Plan.

- To administer the 911 Fund and the monthly 911 service charge authorized by N.C.G.S. §62A-43.

The 911 Board employs one fulltime financial analyst to administer the 911 fund and works in conjunction with the fiscal department of ITS regarding both remittances and expenditures from both the PSAPs and the CMRS providers.

Remittances are monitored on a weekly basis to ensure all providers are in compliance. There have been only minimal instances of delinquent remittances and each has been satisfactorily resolved.

Revenues received from Voice Communications Providers are classified into four categories, Wireless, Wireline, VoIP and Prepaid. For calendar year 2013 ending December 31, 2013, total revenues received from the total number of providers in each category are:

- 49 Wireless \$ 45,386,246
- 89 Wireline \$ 17,439,737
- 78 VoIP \$ 8,145,914
- Prepaid \$ 0

Total 911 Revenues for the calendar year 2013 \$ 70,971,897

For the calendar year 2014 ending December 31, 2014, total revenues received from the total number of providers in each category are:

- 47 Wireless \$ 45,082,081
- 78 Wireline \$ 15,626,250
- 76 VoIP \$ 9,325,721
- Prepaid \$ 8,379,879

Total 911 Revenues for the calendar year 2014 \$ 78,413,931

Also for the period ending December 31, 2014, all Voice Communication Providers are current with their remittances.

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

Cost recovery for Commercial Mobile Radio Service (CMRS) providers (wireless carriers) per §62A-45 continued from policies and procedures instituted by the North Carolina 911 Board based on cost recovery plans filed by each carrier. Carriers are required to submit sworn invoices for eligible recurring and nonrecurring costs for complying with the requirements of enhanced 911 services in order to receive reimbursement.

Of the 49 wireless providers remitting the 911 fee, eight were seeking cost recovery from the 911 fund in the calendar year 2013, \$ 7,788,143 was paid to CMRS providers for cost recovery.

The following wireless carriers were receiving cost recovery funds in 2013:

Allied Wireless
Northstate Communications
Atlantic Telephone Membership
ATT
Cricket
Carolina West
Sprint Comm.
US Cellular

Of the 47 wireless providers remitting the 911 fee, four were seeking cost recovery from the 911 fund in the calendar year 2014, \$ 7,520,180 was paid to CMRS providers for cost recovery.

The following wireless carriers were receiving cost recovery funds in 2014:

ATT
Cricket
Sprint Comm.
US Cellular

As of December 31, 2014, the funds available in the CMRS Cost Recovery Fund, with interest, were \$ \$1,940,821.33

N.C.G.S. §62A-46.(a)(1) states that “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 Board approved a revised PSAP fund distribution method on December 7, 2010 to be effective July 1, 2011. This method distributed funds to eligible PSAPs based on an average of the most recent five years of eligible 911 expenditures. Each year going forward, the oldest expenses would be removed from the average and the most current year added, creating a “rolling average.”

Each PSAP was notified by December 31, 2013 and December 31, 2014 of their estimated funding amounts and were given the opportunity to request a reconsideration of the allocated amounts if the PSAP believed the proposed amount to not be adequate to provide necessary funding for the upcoming fiscal year.

In reviewing the annual revenue/expenditure reports from the PSAPs, the 911 Board staff noted that at the end of the fiscal year ending June 30, 2013, PSAP Fund Balances (the amount that PSAPs have on hand locally) totaled \$ 71,211,176. At the end of the fiscal year ending June 30, 2014, PSAP Fund Balances totaled \$ 75,358,784.

Six PSAPs made a formal request for a funding reconsideration for FY2014, five were given an increase from the proposed amount after careful review of past expenditures and fund balances within the individual PSAP.

Eleven PSAPs made a formal request for a funding reconsideration for FY2015, eight were given an increase from the proposed amount after careful review of past expenditures and fund balances within the individual PSAP.

As of December 31, 2014, the North Carolina 911 Board was disbursing 911 funds to 121 PSAPs in North Carolina each month, including the Eastern Band of the Cherokee Indians. This included disbursing funds for secondary PSAPs to the Primary PSAPs in Alamance County for Burlington Police Department, Catawba County for Hickory Police Department and Newton Police Department, Charlotte Police Department for Charlotte

Fire Department and Mecklenburg EMS Agency (MEDIC) and Henderson County for Hendersonville Police Department.

As of December 31, 2013, \$ 49,912,304 has been disbursed to the 122 primary PSAPs for the calendar year ended. Jones County 911 consolidated with Lenoir County 911 and no longer received funding after July 2013.

As of December 31, 2013, the funds available in the PSAP Fund, with interest, were \$ 3,624,288.50.

As of December 31, 2014, \$ 51,914,539 has been disbursed to the 121 primary PSAPs for the calendar year ended.

As of December 31, 2014, the funds available in the PSAP Fund, with interest, were \$ 9,391,722.30.

A list of the individual primary PSAPs and the funding amounts received in FY2014 based on the 2010 PSAP funding model can be found in Addendum 1.

- To establish policies and procedures to fund advisory services and training for PSAPs and to provide funds in accordance with these policies and procedures; to set operating standards for PSAPs; and to provide funds in accordance with these policies, procedures, and standards.

During this biennium the 911 Board has adapted its policies and procedures regarding training, expanding the list of classes eligible for payment using 911 funds and sponsoring several training classes offered to PSAPs at no cost to them (Addendum 2). The Board has also added a contractor Network Analyst to provide technological advisory services to PSAPs.

- 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.

The 911 Board policies and procedures require annual reporting of PSAP revenues and expenditures. Reporting is done on a fiscal year basis to coincide with local government operations. Reporting by finance officers is done on a simple form which requests the name of each vendor, product or service purchased and the amount paid from 911 fees. As of December 31, 2014, all PSAPs were in compliance with the expenditures associated with the use of 911 fees as required in N.C.G.S. §62A-46.(c)

- To make and enter into contracts and agreements necessary or incidental to the performance of its powers and duties under N.C.G.S. §62A Article 3 and to use revenue available to the 911 Board under N.C.G.S. §62A-44 for administrative expenses to pay its obligations under the contracts and agreements.

During this biennium the 911 Board has entered into contracts with local governments which have received grant funding from the Board, meeting all its obligations under the contracts and agreements.

For FY2014 those local governments receiving grants and entering into contracts with the 911 Board were:

<u>PSAP</u>	<u>Grant Amount</u>	<u>Project</u>
Hertford County	\$ 4,250,000	PSAP Consolidation w/Murfreesboro Ahoskie & Hertford Co
Gates Co Central	149,000	Gates Co 911 Upgrade
Henderson County	3,600,000	PSAP Relocation
Orange Co Emergency	625,828	Systems Replacement Replacements
Swain County	610,000	Enhancement & Expansion Project
Anson County	949,000	PSAP Enhancement & Replacement
Wilson County	700,000	PSAP Upgrade
Bladen County	300,000	PSAP Enhancement
<u>Grant Total</u>	<u>\$ 11,183,128</u>	

For FY2015 those local governments receiving grants and entering into contracts with the 911 Board were:

<u>PSAP</u>	<u>Grant Amount</u>	<u>Project</u>
Caldwell County 911	\$ 1,022,399	Individual PSAP Enhancement/Replacement
Dare County 911	\$ 7,002,795	PSAP Consolidation w/Tyrrell County
Haywood County	\$ 2,694,827	PSAP Consolidation w/Haywood Co Sheriff
Swain County 911	\$ 859,681	Regional Initiative Enhancement/Replacement
<u>Grant Total</u>	<u>\$ 11,579,702</u>	

- To use funds available to the 911 Board under N.C.G.S. §62-47 to pay its obligations incurred for statewide 911 projects.

During this biennium the 911 Board has entered into contracts with NC Center for Geographic Analysis (CGIA) and Direct Technologies to fund statewide projects to benefit all primary PSAPs in the state.

The CGIA project has provided updated orthographic imagery to all 100 counties in the state (and the Eastern Band of the Cherokee Indians) enabling their governing entities to update their GIS data for both 911 and non-911 applications.

Previous annual requests to the NC 911 Board were for \$25M from local governments to obtain individual jurisdiction orthoimagery, but also produced incomplete coverage statewide.

This project originally produced orthography for the entire state and now is in the third and fourth year of a projected four year “maintenance” or refresh cycle where 25 counties are updated each year. The projected costs for each year, with inflation is estimated at \$ 3.5 million

It is believed that time savings will be realized in call answering and response from better quality orthoimagery available to 911 centers (quality equals consistency, currency, and detail).

It is also believed that time savings will be realized in local tax and GIS operations and related local operations (quality equals consistency, currency, detail).

This project will provide for a statewide base map product to prepare for Next Generation 911 in all 100 counties of North Carolina.

This project, while contracted with CGIA, utilizes partnership with the following agencies:

Local PSAPs

NC Department of the Secretary of State

NC Department of Transportation

NC Department of Public Safety

Geographic Information Coordinating Council (including both public and private sector stakeholders)

The Direct Technologies project (still ongoing) provides a consistent statewide 911 emergency call tracking system that collects, collates, and stores E911 telephone call detail data at every primary PSAP, backup PSAPs and certain secondary PSAPs that are a part of the 911 system with an associated Primary PSAP.

This project, called ECaTS (Emergency Call Tracking System) provides for an enterprise based system that is a secure Internet-based MIS application that reports on all PSAPs in an entire county, jurisdiction or state with consistent data including:

- Call and Trunk statistics information
 - CDR and ALI information
 - Local call taker statistics
-
- To accept gifts, grants, or other money for the 911 Fund.

As of December 31, 2014, the 911 Board has not accepted any gifts, grants or other money for the 911 Fund.

- To undertake its duties in a manner that is competitively and technologically neutral as to all voice communications service providers.

The 911 Board provides cost recovery (N.C.G.S. §62A-45) to CMRS providers. Procedures have been established that provides for each carrier seeking cost recovery to have their cost recovery plan approved by the 911 Board. All carriers must provide the following information as part of their plan:

- 1) Describe the chosen technology or technologies used for delivery of calls to the PSAP (SS7 solutions, LEC solution, third party service bureau, etc.)
- 2) Describe the architecture to implement the chosen technology(s) in areas or for PSAPs that have requested wireless or enhanced wireless 911 services, within the CMRS Service Provider's service areas, or statewide, as may be appropriate and relevant to the cost recovery plan. Indicate all counties and/or municipalities of the state in which the CMRS Service Provider provides wireless E911 service and where deployment is expected. Indicate areas of the state, if any, where deployment has already occurred.
- 3) List the known cost elements for the deployment, including non-recurring and recurring charges. Provide statewide costs, if possible.

- 4) Describe personnel costs (estimated number of hours and rates) and actual or proposed third party service rates, if any.
 - 5) If cost recovery is proposed on a monthly 'per subscriber' rate, indicate the amount and describe the manner in which the rate was calculated.
 - 6) Include an accounting of the estimated total of service charges that the CMRS Service Provider expects to remit to the Board as of the anticipated date of the first sworn invoice. Include an estimate of the anticipated monthly service charge remittances for the subsequent 12 months and the anticipated sworn invoices for the same period.
- To design, create, or acquire printed or Web-based public education materials regarding the proper use of 911.

The 911 Board Education Committee has worked with PSAPs across the state to develop brochures, flyers and power point presentations that can be downloaded from the NC 911 Board web site and easily customized by the local PSAP for use in their community. To date the committee has developed materials to include information on Text To 911 flyers and PowerPoint Presentations, Templates for 911 Magnets, Don't Hang-up Flyers, When To Call 911, Know Your Location, Severe Weather, 911 Education for All Grade Levels, 911 for Girl Scouts, and How to Use 911 Video Clips. Several samples can be found in Addendum 3.

- To adopt rules to implement G.S. 62A Article 3. This authority does not include the regulation of any enhanced 911 service, such as the establishment of technical standards for telecommunications service providers to deliver 911 voice and data.

During this biennium the 911 Board continues to work with the draft operational standards for PSAPs that were submitted to OSBM for review prior to submission to the NCOAH Rules Review Commission for rulemaking. As of December 31, 2014, OSBM has not approved the draft rules for submission to NCOAH Rules Review Commission.

III. Accomplishments

- ✓ The Board met 13 times during 2013, 13 times in 2014 including a work session in 2013 and two work sessions in 2014 with focus on PSAP Fund distribution methodology, secondary PSAP funding and legislative issues regarding backup PSAP requirements and secondary PSAP funding.

The meeting dates and locations in 2013 were:

January 25, 2013	Governor's Crime Commission	Raleigh, NC
February 22, 2013	Smithfield Fire Dept.	Smithfield, NC
March 22, 2013	Cornelius Town Hall	Cornelius, NC
April 10, 2013	Teleconference	
April 26, 2013	Governor's Crime Commission	Raleigh, NC
May 31, 2013	Watauga Co Administration	Boone, NC
June 28, 2013	Governor's Crime Commission	Raleigh, NC
July 26, 2013	Rockingham Co Government Ctr	Reidsville, NC
August 23, 2013	Governor's Crime Commission	Raleigh, NC
September 27, 2013	Jones Co Civic Center	Trenton, NC
October 25, 2013	Governor's Crime Commission	Raleigh, NC
December 5, 2013	AT&T (Work Session)	Charlotte, NC
December 6, 2013	AT & T	Charlotte, NC

The meeting dates and locations for 2014 were:

January 24, 2014	Governor's Crime Commission	Raleigh, NC
February 28, 2014	Governor's Crime Commission	Raleigh, NC
March 28, 2014	Guilford Metro 911	Greensboro, NC
April 25, 2014	Governor's Crime Commission	Raleigh, NC
May 16, 2014	Governor's Crime Commission	Raleigh, NC
June 27, 2014	Historic Square	Hendersonville, NC
July 25, 2014	3514A Bush St (Work Session)	Raleigh, NC
August 22, 2014	3514A Bush St	Raleigh, NC
September 10, 2014	Sea Trails Resort	Sunset Beach, NC
September 30, 2014	Teleconference	
October 31, 2014	3514A Bush St	Raleigh, NC
December 4, 2014	Hilton Garden Inn (Work Session)	Kitty Hawk, NC
December 5, 2014	Dare County Administration	Manteo, NC

All meetings were open to the public and each meeting is broadcast over the internet and by telephone bridge. The approved minutes of each meeting have been posted to the 911 Board website, www.nc911.nc.gov.

- ✓ Provided training classes to 911 telecommunicators at venues across the state at no costs to enhance skills without straining local budgets. In 2013, the 911 Board

sponsored the “Crisis Negotiations for Telecommunicators” class at the Telecommunicators Symposium, April 14 in Greensboro. The class focused on overview of a crisis situation, hostage situations, suicidal subject situations, suicide by cop, crisis negotiation tools for the telecommunicator, skills and characteristics of a successful telecommunicator negotiator and crisis related stress management. The 911 Board’s investment was \$ 3980.

At the APCO-NENA Annual Conference, September 8 at Sea Trails, the 911 Board sponsored two classes, “Training the 911 Trainer” and repeated the “Crisis Negotiations for Telecommunicators” class since it was a ‘big hit” earlier in the year and with this class allowed for more students to attend. The “Training the 911 Trainer” class focused on revitalizing 911 training programs, how to reach adult learners and implementing new interactive classroom tools. The 911 Board’s investment for both classes was \$ 9500.

In 2014, the 911 Board continued its support of telecommunicator training at the Telecommunicator Symposium, April 13 in Greensboro sponsoring the class “Surviving Stress”. This class focused on what is stress, signs and symptoms of stress, causes of stress, stress intervention, critical incidents, cumulative stress and post traumatic stress disorder. The Board’s investment for this class was \$ 4480.

At the APCO-NENA Annual Conference, September 7, 2014 at Sea Trails, the 911 Board sponsored the class, “Customer Service in Today’s Public Safety”. The focus in this class is first to define customer service, customer attitudes and expectations, customer service in Public Safety, impact of customer service on Public Safety, communications center customer service in action, customer service and quality control, investigating complaints and improving customer service in the communication center. The 911 Board’s investment for both classes was \$ 5500.

- ✓ Continued to work with OSBM on review process of draft rules for submission to the NCOAH Rules Review Commission. This has proven to be a greater challenge than originally anticipated. Staff continues to work with OSBM staff to resolve these issues.
- ✓ With the enactment of SL 2010-158, most secondary PSAPs did not meet the requirements of receiving 911 funds from the NC 911 Board. However, provisions did exist for the 911 Board to adopt policies that would allow for secondary PSAPs to receive some funding. The 911 Board Funding Committee conducted several public meetings soliciting comments from concerned parties and then made recommendation to the 911 Board. At the January 24, 2014 911 Board meeting, the Board received the recommendation from the Funding Committee and also received public comments both pro and con on the issue. After a lengthy discussion the Board adopted a policy to fund secondary PSAPs that met certain conditions as being a part of the local 911 system and funding would be calculated

on the current eligible 911 cost of the Primary PSAP and the number of calls transferred to the secondary PSAP from the Primary PSAP. A copy of the adopted policy is located in Addendum 4.

- ✓ To better serve our customers, the Board defined one of our “customer groups” as the PSAP Managers. In order to build better relationships and to start and maintain an interactive dialogue with the PSAP Managers, the 911 Board created a PSAP Manager’s Group for the purpose of meeting all the managers in the state, to build one-on-one relationships, and to have regular face-to-face meetings where information can be exchanged and relationships developed. The inaugural meeting was held November 3 & 4, 2014 in Raleigh at the North Raleigh Hilton. The 911 Board paid for all expenses for every PSAP manager and their assistant to travel to Raleigh, spend the night and spend the time discussing a variety of topics and more importantly, discussing what was important to them. There were also twelve Finance Officers invited from various size agencies from across the state to discuss financial reporting separately with 911 Board staff and then corporately with the entire group of PSAP managers.

As a result of this first meeting, the managers were divided into four groups, the west region, the central region, the northeast region and the southeast region. Going forward there would be a regional meeting once every four months and a statewide meeting annually.

- ✓ Officials with the Governor’s Military Affairs Commission have made state funding and support for 911 Call Centers on military installations and establishing Joint 911 Call Centers with local communities where appropriate one of their top ten priorities. The 911 Board has met with military officials from Camp Lejeune and Fort Bragg along with City and Public Safety Officials from Jacksonville and Fayetteville to work on 911 funding issues.

While there seemed to be differences in the approach by Camp Lejeune and the City of Jacksonville and Fort Bragg and the City of Fayetteville the final resolution lies with the legal requirements as established through title 10 of the US Code. At the last discussion between legal counsel for the 911 Board and the Marine Corp and the Army, the next decisions would be from the military.

- ✓ “We don’t know what we don’t know” was the appropriate phrase to describe Next Generation 911. It was fair to say that staff and several 911 Board members had a good knowledge but not sufficient knowledge to create the requirements for a Next Generation 911 system in North Carolina. The Next Generation 911 Committee recommended to the 911 Board that in order to properly deploy an NG network the Board must first learn what was in the marketplace. Hence an RFI (Request for Information) for a proposed next generation 911 system and suggested requirements for North Carolina was issued.

The 911 Board defined a Next Generation 911 (ESINet Emergency Services Network) with two features: 1) An ESINet which interconnects individual PSAPs, pre-existing ESINets serving groups of PSAPS in a county or a region of the State, data centers housing interconnection points and/or centralized functions, and emergency call originating networks. The ESINet is an IP based network compliant with all FCC regulations which will carry voice traffic, as well as current related public safety data (such as GIS and computer aided dispatch [CAD] data) and future related public safety data in the form of text, pictures, video, and recorded audio, and radio and must be engineered and deployed in consideration of the services that will utilize the ESINet in a secure fashion.

2) Next Generation 911 applications and services are largely software and hardware defined processes and services which provide emergency call control and routing, and associated logging and monitoring functions. The NC 911 Board and others will determine NG 911 system demarcation points, policy routing rules, and system logs and monitoring functions.

There were 14 responses to the RFI from AT&T, Cassidian Communications, an Airbus Defense & Space Holding, Inc. Company, CenturyLink, Emergency Call Works, Inc., General Dynamics Information Technology, GeoComm, Inc., INdigital telecom, Intrado, Inc., MCNC, Modular Communications Systems, Inc. (ModuCom), Private Digital Network Services, Synergym Technologies, Inc., and Time Warner Cable. These responses provided valuable data to be used in the future writing of an RFP (Request for Proposal) for an ESINet for the North Carolina Next Generation 911 network.

- ✓ Based on the information received in the RFI for the ESINet, the 911 Board issued an RFP (Request for Proposal) seeking technical support in “building” a next generation network in North Carolina. The goal of the RFP was to find a vendor who would assist the 911 Board in developing a Concept of Operations document describing the broad goals, general user needs, and a high-level view of the operating environment that the 911 Board is attempting to achieve with an RFP for an ESINet and Next Generation functional systems. The Concept of Operations will also serve to identify the operational scenarios to be supported and outline a transition plan for the orderly and error free migration to new functional platforms. The Concept of Operations will form the basis for the general system design and requirements expressed in the RFP to the solution vendors.

The awarded vendor will develop a cost analysis report to include financial and operational alternatives based upon the Concept of Operations.

The awarded vendor will assist with developing the RFP for an ESINet, a GIS Solution, a Hosted System solution, a NOC, a CAD interoperability solution, and a radio network interoperability solution. In addition to their technical expertise the awarded vendor will contribute their experiences in other states so that the RFP anticipates and avoids problems experienced by those states.

The RFP was issued December 2, 2014 with responses due February 13, 2015.

- ✓ In a continuing effort to “get out of Raleigh” and take our message of “who we are and what we do” to our customers, the NC 911 Board started routinely conducting 911 Board meetings across the state to allow for more local involvement and interaction with the members of the 911 Board.

In 2013 the Board met 13 times with 6 meetings outside of Raleigh. Those meetings were in Smithfield, Cornelius, Boone, Reidsville, Trenton and Charlotte. In 2014, the Board met 13 times with 5 meetings outside of Raleigh. Those meetings were held in Greensboro, Hendersonville, Sunset Beach, Kitty Hawk and Manteo.

In each of the out of town meetings there was good participation by local elected and appointed officials with many expressing concerns about 911 issues to the Board and many thanking the Board for their efforts and understanding in working with the many complex 911 issues.

- ✓ Continued the maintenance phase of that statewide orthography project in partnership with the North Carolina Center for Geographic Information Analysis (CGIA), developing a rolling update process through which one quarter of the state’s counties is flown every year to acquire updated orthographic imagery, ensuring no county’s GIS data is ever more than four years old.
- ✓ Provided \$ 22,762,830 in grant funding to 12 PSAPs for projects which included consolidation of multiple PSAPs into a single PSAP serving multiple jurisdictions, individual PSAP hardware/software enhancement or replacement, and regional initiatives providing for shared use of the components that support E-911 among PSAPs, such as equipment, resources, and/or co-location of technology. Such grants facilitated improvements that would not have been fiscally feasible.

IV. Action Plan for 2015

- Develop “easy button” concepts for better customer service between the 911 Board and our “customers”
 - From the feedback the Board has received in meetings across the state, the general comment has been that working with the Board has been difficult especially in the financial reporting process. One of the goals for 2015 is to adopt the “easy button” concept on all interactions with our customers

- Develop conceptual design and conceptual operations documents of an IP network to implement Next Generation 911
 - Working with the awarded vendor from the technical RFP it is imperative that the Next Generation 911 Committee immediately proceed with the design and operational documents so that an RFP can be issued as soon as reasonably possible

- Better educational and outreach process (marketing) to proactively tell our story, who we are, what we do, how and why to the public and to the General Assembly
 - The Education Committee should devote part of their focus in the upcoming year on the public image of the 911 Board. While the Board continues to do a lot of good work if the story isn’t told the positive image isn’t built.

- Continue to conduct monthly 911 meetings across the state and seek public input
 - Conducting the 911 Board meetings across the state has proven to be very successful at reaching “customers” and creating meaningful dialogue on 911 related topics. This has proven to be a very positive outreach of the 911 Board and should continue.

- Continue the rulemaking process to establish PSAP operating standards
 - The rulemaking process has been moving at a snail’s pace since 2010. The 911 Board Standards Committee should make every effort to move this process forward

- Focus on assisting PSAPs in developing their backup plans to meet the July 1, 2016 legislative deadline
 - While there has been some opposition by PSAPs and local governments to this legislative mandate and also knowing there is a natural tendency to procrastinate, the 911 Board needs to make every effort to reach out to PSAPs to assist in developing and implementing adequate backup plans.

- Continue to develop the communications established with the PSAP Managers Group
 - The success of the PSAP Managers Group should be capitalized upon and every effort taken to strengthen this relationship and use it in a positive manner to strengthen North Carolina’s 911 system transitioning into next generation technology

Addendum 1

	APPROVED FY2015 Yearly Distribution	Monthly Distribution FY2015	December 2014 Distribution
AlamanceCounty Central Communications	787,953	65,662.77	65,662.77
Alexander County Communications	135,596	11,299.67	11,299.67
Alleghany County E911	136,410	11,367.49	11,367.49
Anson County Emergency Communications	60,888	5,074.01	5,074.01
Ashe County Communications	234,502	19,541.83	19,541.83
Avery County Communications Center	194,781	16,231.76	16,231.76
Beaufort County Communications Center	187,867	15,655.59	15,655.59
Bertie County Sheriff's Communications	121,933	10,161.11	10,161.11
Bladen County Sheriff's Communications	236,252	19,687.64	19,687.64
Brunswick County 9-1-1	1,006,952	90,379.56	90,379.56
Buncombe County Emerg. Communications	853,821	71,151.74	71,151.74
Burke County Emerg. Communications	467,806	38,983.81	38,983.81
Cabarrus County Sheriff Communications	699,367	58,280.60	58,280.60
Caldwell County Communications	348,522	29,043.46	29,043.46
Carteret County Communications	454,030	37,835.81	37,835.81
Caswell County 911 Communications	214,652	17,887.66	17,887.66
Catawba Co Communications Center	507,362	42,814.42	42,814.42
Chatham County Emergency Operations Center	454,223	37,851.95	37,851.95
Cherokee County 911	234,426	19,535.49	19,535.49
Chowan Central Communications	88,591	7,382.55	7,382.55
Clay County E911 Communications	265,015	22,084.61	22,084.61
Cleveland County Communications Center	323,906	26,992.15	26,992.15
Kings Mountain (City of)	62,032	5,169.37	5,169.37
Shelby Police Communications	56,103	4,675.21	4,675.21
Columbus Central Communications	305,021	25,418.38	25,418.38
Craven County Sheriff Communications	21,736	1,811.33	1,811.33

Havelock Public Safety Comm.	182,937	15,244.72	15,244.72
New Bern Communications Center	288,096	24,008.03	24,008.03
Cumberland County Communications	913,162	76,096.83	76,096.83
Fayetteville City Communications	1,721,988	143,499.00	143,499.00
Currituck Central Communications	166,231	13,852.58	13,852.58
Dare Central Communications	312,714	26,059.46	26,059.46
Davidson County 911	494,012	41,167.63	41,167.63
Davie County Communications	200,654	16,721.20	16,721.20
Duplin County/Kenansville PSAP	558,871	46,572.58	46,572.58
Durham Emergency Communications	1,608,226	134,018.84	134,018.84
Edgecombe County E911	286,718	23,893.17	23,893.17
Tarboro Police Communications	238,341	22,060.21	22,060.21
Forsyth County 911 Communications	744,587	62,048.92	62,048.92
Winston Salem Police/Fire Communications	489,713	40,809.45	40,809.45
Franklin County Sheriff Communications	315,757	26,313.10	26,313.10
Gaston County Communications	729,724	60,810.37	60,810.37
Mount Holly Police Department	67,952	5,662.66	5,662.66
Gates County Communications	124,449	10,370.77	10,370.77
Graham County Communications	198,633	16,552.75	16,552.75
Granville County Emergency Communications	386,154	32,179.46	32,179.46
Greene County Communications	150,221	12,518.43	12,518.43
Greensboro	2,760,822	230,068.50	230,068.50
High Point Police/Fire Communications	544,050	45,337.50	45,337.50
Halifax County Central Communications	324,572	27,047.63	27,047.63
Harnett County Communications	710,923	59,243.58	59,243.58
Haywood County 911	274,815	22,901.26	22,901.26
Henderson County Communications	673,549	56,717.29	56,717.29
Ahoskie Police Department Communications	72,367	6,030.62	6,030.62
Hertford County Communications	84,934	7,077.87	7,077.87
Murfreesboro	908	75.69	75.69
Hoke County Emergency Communications	323,932	26,994.29	26,994.29
Hyde County Emergency Management	105,325	8,777.06	8,777.06
Iredell County Emergency Communications	491,884	40,990.33	40,990.33
Jackson County Emergency Communications	502,360	41,863.29	41,863.29
Johnston County Communications	1,352,366	112,697.17	112,697.17

Lee County Emergency 911 Center	366,243	30,520.27	30,520.27
Lenoir County Communications	343,270	28,605.79	28,605.79
Lincoln County Communications Center	329,821	27,485.07	27,485.07
Macon County Communications	320,391	26,699.22	26,699.22
Madison County EOC	241,209	20,100.76	20,100.76
Martin County Communications Center	152,055	12,671.22	12,671.22
McDowell County Sheriff's Communications	233,690	19,474.13	19,474.13
Charlotte-Mecklenburg Police Department	3,697,360	310,749.98	310,749.98
Cornelius-Huntersville Police Communications	161,747	13,478.94	13,478.94
Pineville Police Comm. Center	100,390	8,365.82	8,365.82
Mitchell County Central Communications	139,926	11,660.47	11,660.47
Montgomery County Communications	166,332	13,861.03	13,861.03
Moore County Emergency Communications	428,350	35,695.84	35,695.84
Nash County Central Communications	476,846	39,737.17	39,737.17
Rocky Mount Police Communications	300,718	25,059.83	25,059.83
New Hanover County Sheriff Communications	558,476	46,539.63	46,539.63
Northampton County E-911	215,936	17,994.66	17,994.66
Jacksonville E-911	329,467	27,455.59	27,455.59
Onslow County Communications	374,253	31,187.76	31,187.76
Orange County Emergency Communications	562,338	46,861.50	46,861.50
Pamlico County Communications	99,580	8,298.30	8,298.30
Pasquotank/Camden Central Communications	284,248	23,687.37	23,687.37
Pender County Sheriff Communications	283,639	23,636.56	23,636.56
Perquimans County Communications	147,518	12,293.14	12,293.14
Person County Communications	690,602	62,377.70	62,377.70
Pitt County 911 Communications	594,248	49,520.67	49,520.67
Polk County Communications	199,797	16,649.74	16,649.74
Randolph County Emergency Communications	573,955	47,829.61	47,829.61
Richmond County Emergency Comm.	299,738	24,978.15	24,978.15
Lumberton Emergency Comm.	144,298	12,024.87	12,024.87
Robeson County Communications	317,530	26,460.80	26,460.80
Eden Police Communications	181,303	15,108.62	15,108.62
Reidsville Police Communications	137,836	11,486.32	11,486.32
Rockingham County 911 Communications	278,860	23,238.35	23,238.35

Rowan County Telecommunications	773,553	64,462.75	64,462.75
Rutherford County Communications	440,898	36,741.50	36,741.50
Sampson County Sheriff Communications	289,653	24,137.78	24,137.78
Scotland County Emergency Communications	228,362	19,030.18	19,030.18
Stanly County Emergency Communications	287,863	23,988.57	23,988.57
Stokes County Emergency Communications	341,797	28,483.10	28,483.10
Surry County Communications Center	380,084	31,673.69	31,673.69
Eastern Band Cherokees	114,480	9,539.96	9,539.96
Swain County 911 Dispatch	258,105	21,508.78	21,508.78
Transylvania County Communications	406,494	33,874.54	33,874.54
Tyrrell County	119,697	9,974.72	9,974.72
Union County	767,714	63,976.17	63,976.17
Vance-Henderson 911 Center	418,000	34,833.30	34,833.30
Cary	866,921	72,243.38	72,243.38
Holly Springs Public Safety Center	724,330	60,360.83	60,360.83
Raleigh Wake 911 Center	2,222,079	185,173.22	185,173.22
Warren County Sheriff Comm.	129,667	10,805.56	10,805.56
Washington County Communications	181,210	15,100.83	15,100.83
Beech Mountain Police Dept	114,042	9,503.51	9,503.51
Boone Police Department 911	118,950	9,912.48	9,912.48
Watauga County Sheriff Communications	333,953	27,829.43	27,829.43
Wayne County Central 911	335,317	27,943.05	27,943.05
Wilkes County Sheriff Communications	447,775	37,314.59	37,314.59
Wilson County Emergency Communications	373,621	31,135.05	31,135.05
Yadkin County Emergency Communications	133,573	11,131.08	11,131.08
Yancey County Sheriff Comm.	163,362	13,613.54	13,613.54
TOTAL	\$51,565,160.73	\$4,314,348.68	4,314,348.68

Addendum 2

List of NC 911 Board Approved Training Classes

Approved Categories
 Call Taking
 Improvement Programs
 Maintenance to System
 Protocols
 PSAP Management
 Quality Assurance
 Supervising Staff

	Hours/Delivery	Approved	Category
Provider: Apco Institute			
	www.apcoinstitute.org		
Active Shooter Incidents	1 day live/3 weeks web	Yes	Call Taking
CALEA Accreditation Manager	8 weeks web	Yes	Management
Communications Center Supervisor	3 days live/5 weeks web	Yes	Supervising Staff
Crisis Negotiations for Telecommunicators	1 day live/3 weeks web	Yes	Call Taking
Customer Service in Public Safety Communications	1 day live/3 weeks web	Yes	Improvement Programs
Communications Training Officer	3 days live/5 weeks web	No	Doesn't Fit a Category
Communicaitons Training Officer Instructor	5 days live/6 weeks web	No	Doesn't Fit a Category
Disaster Operations and the Comm Center	1 day live/3 weeks web	Yes	Management
Emergency Medical Dispatch Certification	4 days live/6 weeks web	Yes	Protocols
Emergency Medical Dispatch Manager	1 day live/3 weeks web	Yes	Management
Emergency Medical Dispatch Concepts	1 day live/3 weeks web	No	Doesn't Fit a Category
Emergency Medical Dispatch Instructor	5 days live/6 weeks web	No	Doesn't Fit a Category
Fire Service Communications	4 days live/6 weeks web	Yes	Call Taking
Fire Service Communications Instructor	5 days live/6 weeks web	No	Doesn't Fit a Category
PSC Staffing & Employee Retention	1 day live/3 weeks web	Yes	Management
Public Safety Telecommunicator 1	5 days live/4 weeks web	Yes	Call Taking
Public Safety Telecommunicator 1 Instructor	5 days live/6 weeks web	No	Doesn't Fit a Category
Surviving Stress	1 day live/3 weeks web	Yes	Improvement Programs
Registered Public Safety Leadership (RPL) Course	approx 1 year	Yes	Management
Provider: NENA			
	www.nena.org		
<i>Category: PSAP Manager's Toolkit</i>			
Achieving Excellence in 911 Center Management	2 days	Yes	Management
Leadership in the 911 Center	1 day	Yes	Management
Next Generation Employees for the Next Gen PSAP	1 day	Yes	Management
Filling the Seats in Your PSAP	1 day	Yes	Management
<i>Category: Expanding Your Horizons</i>			
Missing!	1 day	Yes	Call Taking
Overcoming Negativity in the Comm Center	1 day	Yes	Improvement Programs

Preparation for PSAP Management	1 day	Yes	Supervising
Customer Service for 911 Professionals	1 day	Yes	Improvement Programs
From Ostrich to Eagle, Improving the PSAP Work Culture	1 day	Yes	Improvement Programs
Change Management in 911	1 day	Yes	Supervising
<i>Category: Preparing for the Worst</i>			
Continuity of Operations Plans for PSAPs	1 day	Yes	Management
Advanced Disaster Planning for PSAPs	2 days	Yes	Management
Disaster Planning for PSAPs	1 day	Yes	Management
<i>Category: Getting the Word Out</i>			
Government Education	1 day	Yes	Management
"In the Trenches" Approach to Public Education	1 day	No	Doesn't Fit a Category
Training the 911 Trainer	1 day	No	Doesn't Fit a Category
<i>Category: The Future is Here</i>			
Advanced 911 Database	2 days	Yes	Maintenance
Advanced GIS	1 day	Yes	Maintenance
Introduction to Next Generation 911	1 day	Yes	Maintenance
GIS & NG 911 for the PSAP	1 day	Yes	Maintenance
Transition to Next Generation 911	1 day	Yes	Maintenance
<i>Category: Keeping Your PSAP Finely Tuned</i>			
911 Center Consolidation	1 day	Yes	Management
The ADA from A to Z	1 day	Yes	Management
Grant Management for PSAPs	1 day	Yes	Management
Liability Issues in the 911 Center	1 day	Yes	Management
PSAP Design	1 day	Yes	Management
SOP SOS	1 day	Yes	Management
Communications Center Staffing Workshop	1 day	Yes	Management
<i>Category: Learning the Ropes</i>			
The 911 Puzzle: Putting All the Pieces Together	1 day	Yes	Improvement Programs
Introduction to Converging 911 Technologies	1 day	Yes	Improvement Programs
Understanding GIS for the PSAP	1 day		Maintenance
Life Skills for Telecommunicators	1 day	Yes	Improvement Programs
Provider: Priority Dispatch Corp			
National Academy Emergency Medical Dispatch	3 days	Yes	Protocols
National Academy Emergency Police Dispatch	3 days	Yes	Protocols
National Academy Emergency Fire Dispatch	3 days	Yes	Protocols
Emergency Telecommunicator Instructor	3 days	No	Doesn't Fit a Category
EMD, EFD, EPD Quality Assurance Courses	2 days	Yes	QA
NAED Communications Center Manager Course	approx 3 months	Yes	Management
Provider: NC Sheriff's Standards Commission			
		www.ncdoj.gov	
Sheriff's Standards Telecommunicator Certification Course	6 or 7 days	Yes	Call Taking

Provider: Powerphone	www.powerphone.com		
911 Liability	1 day		Improvement Programs
911 Supervision	2 days	Yes	Supervising
Active Shooting Response	1 day	Yes	Call Taking
Dispatch Judo: Verbal Defense & Influence for Dispatchers	2 days	Yes	Call Taking
Domestic Violence Intervention	1 day	Yes	Call Taking
Emergency Medical Dispatch	2 days	Yes	Protocols
Fire Service Dispatch	2 days	Yes	Protocols
Homeland Security for Telecommunicators	1 day	Yes	Call Taking
Hostage Negotiations	1 day	Yes	Call Taking
Law Enforcement Dispatch	2 days	Yes	Protocols
Non-Emergency Call Handling	1 day	Yes	Call Taking
Protecting Law Enforcement Responders	1 day	No	Doesn't Fit a Category
Public Safety Dispatch	2 days	Yes	Call Taking
Stress Identification and Management	1 day	Yes	Improvement Programs
Suicide Intervention	1 day	Yes	Call Taking
Provider: Public Safety Training Consultants	www.pstc911.com		
Active Shooter	1 day	Yes	Call Taking
Being the Best	1 day	Yes	Call Taking/Supervising
Building Your Liability Shield	1 day	Yes	Improvement Programs
Complacency....How to Avoid A Toxic Workplace	1 day	Yes	Supervising
Crisis Communications	1 day	Yes	Call Taking
Critical Incident Stress Management	1 day	Yes	Management/Supervising
Customer Service the 911 Way	1 day	Yes	Call Taking
Domestic & Family Violence for 911 Professionals	1 day	Yes	Call Taking
Fire Communications	1 day	Yes	Call Taking
High Risk Events!	1 day	Yes	Call Taking
Homeland Security for 911 Professionals-NIMS	1 day	Yes	Call Taking/Supervising
In Progress!	1 day	Yes	Call Taking
Modular Fire Service Dispatch Training	depends on agency need	Yes	Call Taking
People First Management	1 day	Yes	Supervising
Progressive Supervision Workshop	1 day	Yes	Supervising
School Violence: Lessons Learned	1 day	Yes	Call Taking
Planes, Trains, and Automobiles	1 day	Yes	Call Taking
Under the Headset: Surviving Dispatcher Stress	1 day	Yes	Improvement Programs
You Just Never Know	1 day	Yes	Call Taking/QA
(Most of above courses available in workshop format)	16-24 hours		
Provider: PROTEC Critical Service Solutions-Jimmy Lamb			
Telecommunicator Workshop	1 day	Yes	Improvement Programs
Recruiting, Training & Retaining Communications Personnel	2 days	Yes	Management

Provider: National Emergency Communications

Institute	www.neci911.com		
Basic 911 Certification Course	5 days	Yes	Call Taking
NECI National EMD Certification Course	3 days	Yes	Protocols
NECI Fire Communications Officer Certification	3 days	Yes	Call Taking
NECI Communications Training Officer Certification	3 days	No	Doesn't Fit a Category
Workshop-Crimes in Progress Calls	1 day	Yes	Call Taking
Workshop- Suicide Calls	1 day	Yes	Call Taking
Workshop- Domestic Violence Calls	1 day	Yes	Call Taking
Workshop- Bomb Threat Calls	1 day	Yes	Call Taking
Workshop- HazMat Calls	1 day	Yes	Call Taking
Workshop- Liability and Legal Issues in 911	1 day	Yes	Improvement Programs
Workshop- Stress Management	1 day	Yes	Improvement Programs
Workshop- TDD Calls	1 day	Yes	Call Taking
Management: Developing a Policy & Procedure Manual	3 days	Yes	Management
Management: Developing a 911 Quality Assurance Program	3 days	Yes	Management
Management: EMD Program Implementation	3 days	Yes	Management

Provider: The Public Safety Group

	www.publicsafetygroup.com		
Critical Incident Dispatching	2 days	Yes	Call Taking
Communicaitons Training Officer	2 days	No	Doesn't Fit a Category
Supervisor	2 days	Yes	Supervising
Fire Communications	2 days	Yes	Call Taking
Hostage Negotiations	1 or 2 days	Yes	Call Taking
Crimes In Progress	1 day	Yes	Call Taking
Active Shooter	1 day	Yes	Call Taking
Critical Incident Stress	1 day	Yes	Improvement Programs
Suicide Intervention	1 day	Yes	Call Taking
Hostage Negotiations	1 day	Yes	Call Taking
Stress: It's All in Your Head	1 day	Yes	Improvement Programs
Domestic Abuse	1 day	Yes	Call Taking
Terrorism and the Telecommunicator	1 day	Yes	Call Taking
Telecommunicator Liability	1 day	Yes	Improvement Programs
TTY Training	1/2 day	Yes	Call Taking
Customer Service	1/2 day	Yes	Call Taking

Provider: Profile Evaluations Inc

	www.pei-911.com		
Hiring Right for 911	4 week web	Yes	Management
Building for Excellence: Management & Leadership Tools	6 week web	Yes	Management
The Communications Training Professional	6 week web	No	Doesn't Fit a Category
Domestic Violence by The Public Safety Group	3 week web	Yes	Call Taking
Stress: It's All in Your Head by The Public Safety Group	3 week web	Yes	Improvement Programs



Suicide Intervention by The Public Safety Group	3 week web	Yes	Call Taking
Basic Telecommunicator Training by Public Safety Group	5 week web	Yes	Call Taking
Active Shooter by The Public Safety Group	3 week web	Yes	Call Taking
Communications Center Liability by The Public Safety Group	3 week web	Yes	Improvement Programs
Challenging Callers by The Public Safety Group	3 week web	Yes	Call Taking
Customer Service by The Public Safety Group	3 week web	Yes	Call Taking



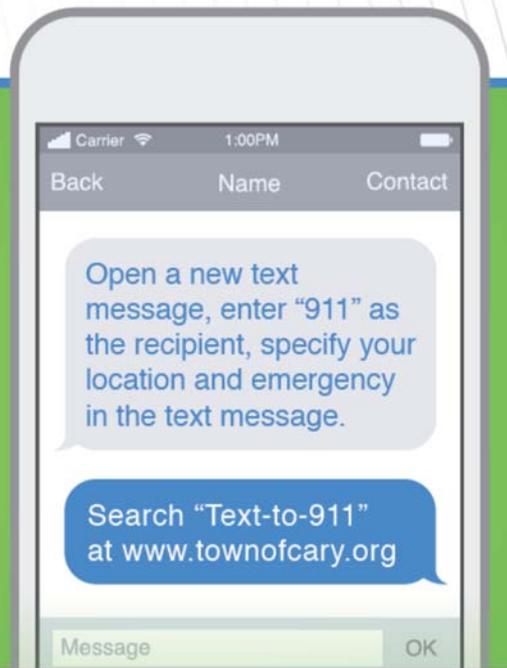
Addendum 3

Call when you can.
Text when you can't.

Introducing Text-to-911 in Cary.

Cellular customers within Cary Town Limits can now text emergencies to the Town's 911 Communications Center. Texts should only be used when it's unsafe for you to use your voice to call 911, if you're unable to speak due to an emergency, or if you are hearing disabled.

TOWN of CARY



OTHER QUESTIONS TO EXPECT

What language do you speak?

How many people are there? Do you know their names?

Does anyone have a weapon? Guns, knives, sticks, bats?

Does anyone need an ambulance/EMT?

Is the person/suspect still there?

What did the person/suspect look like? Were they a male or female? What race or nationality were they?

What was the person/suspect wearing? What color was their shirt, pants, shorts?

Did the person/suspect leave in a vehicle? Which way did they go?

Did the person/suspect run or walk off? Which way did they go?

Has anyone been using drugs or drinking?

What's on fire?

Is everyone out of the house?

How close is the fire to the house or building?



High Point Police
Non-emergency
336-883-3224

High Point Fire
Non-emergency
336-883-3374

City of High Point
Customer Service
336-883-3111



One Button or Three Numbers

Seeking Help at the Push of a Button(s)

One in three seniors over the age of 65 will fall this year. Do you or someone you know or care for wear a medical alert pendant such as Lifeline? The pendant could be worn on a necklace that you can press for help if the need arises. If so, below are some helpful tips and vital information for you to receive the response you need in the minimal amount of time.

- If you are unable to call 911 by phone and need medical or another type of assistance, absolutely, press the button on the medical alert pendant if you have one.
- If a caregiver or friend is calling for you and they can get to a telephone, always call 911. When you press those three numbers (911) from a standard landline telephone the Telecommunicator views the following things on the screen: the phone number you are calling from, the name associated with that number, and the address you are calling from. In this case all the Telecommunicator needs to do is confirm the information and the nature of the emergency. They can then immediately dispatch the appropriate responders to your address.



If you have a medical alert pendant and are not able to call 911 by telephone, do as instructed by your medical alert supplier. If possible call 911 from your home telephone. Using a cell phone can make tracing and entering your call more difficult. Always remember to cooperate and stay as calm as possible so the Telecommunicator can help in your time of need. If you are talking too fast or in a mode of panic, it will take the Telecommunicator longer to gather necessary information. Advise the Telecommunicator your location, describe the emergency, answer all the Telecommunicator's questions, and follow instructions.

Other Programs offered to you by the Rutherford County Sheriff's Office:

Are You Okay? A Telephone reassurance program. The "Are You Okay" (RUOK) program is designed to check on seniors and help them and their family to have peace of mind. This program was implemented in 1990 with the purpose of checking on seniors. This system is for any Rutherford County Citizen that is living alone and shows a need for the program. There are no charges for Are You Okay. This is a donation driven program.

For more information contact: Lt. Leon Godlock 828-287-6247

Project Lifesaver International: Project Lifesaver is an innovative rapid response program aiding victim's and families suffering from Alzheimer's disease or related disorders such as down syndrome or autism. Project Lifesaver deploys a specially trained team with the most reliable technology available to quickly locate and return wandering adults and children to their families and caregivers.

For more information contact: Detective Justin McCluney 828-287-6247

Surry County 911

What you need to know about weather emergencies



TORNADOES

A tornado is a violent rotating column of air extending from a thunderstorm to the ground. The most violent tornadoes are capable of tremendous destruction with wind speeds of up to 300 mph. They can destroy large buildings, uproot trees and hurl vehicles hundreds of yards. They can also drive straw into trees. Damage paths can be in excess of one mile wide to 50 miles long. In an average year, 1000 tornadoes are reported nationwide.



Severe Thunderstorms

What is a thunderstorm?

A thunderstorm is a storm with lightning and thunder. Its produced by a cumulonimbus cloud, usually producing gusty winds, heavy rain and sometimes hail.



What's The Difference?

SEVERE THUNDERSTORM WATCH - A severe thunderstorm (damaging winds of 58 miles per hour or more, or 1" hail in diameter or greater) is likely to develop in your area.

SEVERE THUNDERSTORM WARNING - A severe thunderstorm (damaging winds of 58 miles per hour or more, or hail three-fourths of an inch in diameter or greater) is taking place in your area.



Things to know before calling 911

- Your **ADDRESS** or the address of the emergency

- The **PHONE NUMBER** you're calling from
-

- The **PROBLEM** you're calling about (Police, Fire, Medical)

When to call 911

- Medical Emergencies
- Any type of Fire
- Crimes in progress (happening right now)
- Missing Children
- Any other life-threatening emergency

When to call 919-469-4012 (non-emergency number)

- Noise complaints
- Nuisance animals
- Information requests
- Lost or Stolen Property

If you accidentally call 911 while trying to call a number with a 919 area code, **PLEASE STAY ON THE PHONE & DON'T HANG UP.** If you hang up before speaking with us, we will call you back and try to make sure everything is OK. If we don't get an answer, a police officer will be sent to your home or business to check on you

Cosas a saber antes de llamar al 911

- Su **DIRECCIÓN** o la dirección del lugar de la emergencia

- El **NÚMERO DE TELEFONO** de donde esta llamando

- El **PROBLEMA** por el cual esta llamando
(Policía, Incendio, Medico)

Cuando llamar al 911

- Emergencias medicas
- Cualquier tipo de incendio
- Crímenes **en progreso**(sucediendo en ese momento)
- Niños perdidos
- Cualquier emergencia que atenta contra la vida de alguien

Cuando llamar al 919-469-4012 (el número de no-emergencias)

- Quejas de ruido
- Animales problemáticos
- Pedidos de información
- Propiedad perdida o robada

Si usted accidentalmente llama al 911 mientras esta tratando de marcar a un número con código de área 919, **PORFAVOR QUEDESE EN LA LINEA Y NO CUELQUE**. Si usted cuelga antes de hablar con nosotros, nosotros llamaremos para asegurarnos de que todo esta bien. Si nadie contesta, un oficial de policía será enviado a su casa o negocio para verificar su bienestar

MY 911 CERTIFICATE

My Name Is: _____

My Address: _____

My Phone Number: _____



Addendum 4

Approved by the 911 Board June 28, 2013

Secondary PSAP definition:

A secondary PSAP is able to receive the voice and data of an Enhanced 911 call transferred from a primary PSAP and to complete the call taking process dispatching law, medical, fire or other responder.

For reference: statutory provisions from GS 62A-40

- (4) 911 system. -- An emergency telephone system that does all of the following:
 - a. Enables the user of a voice communications service connection to reach a PSAP by dialing the digits 911.
 - b. Provides enhanced 911 service.
- (5) 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) Enhanced 911 service. -- Directing a 911 call to an appropriate PSAP by selective routing or other means based on the geographical location from which the call originated and providing information defining the approximate geographic location and the telephone number of a 911 caller, in accordance with the FCC Order.
- (18) Public safety answering point (PSAP). -- The public safety agency that receives an incoming 911 call and dispatches appropriate public safety agencies to respond to the call.

GS 62A-46 (3) 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.



November 13, 2013 Secondary PSAP Funding Recommendation

- I. Recommendation: The Secondary PSAP Funding Committee recommends adoption of the following individual recommendations as a formal policy of the 911 Board.
- A. 911 Fund disbursements to the primary PSAPs shall not be affected by disbursements for the secondary PSAPs made pursuant to agreements made pursuant to this policy.
 - B. 911 Fund disbursements for a secondary PSAP may be permitted through a primary PSAP when all of the conditions set forth below are met, and the funding allocations for the benefit of a secondary PSAP are approved by the 911 Board.
 - 1) The primary and secondary PSAPs are part of the same 911 System conforming to G.S. 62A-40 et seq.
 - 2) An interlocal agreement consistent with this policy exists between the governing bodies of the primary PSAP and the secondary PSAP defining and assigning responsibilities of answering and responding to 911 calls.
 - 3) Any portion of 911 Fund disbursements allocated to a secondary PSAP will be provided by the primary PSAP to the secondary PSAP, and limited to eligible 911 expenses as shown in the Board's eligible expenditures list.
 - 4) A primary PSAP disbursing 911 Funds to a secondary PSAP shall report all 911 funds distributed to, and 911 expenditures incurred by, a secondary PSAP annually. This report shall not be combined with the primary PSAP's report of expenditures to the North Carolina 911 Board. The primary PSAP shall obtain and provide additional information relating to a secondary PSAP's 911 operations or expenses upon the Board's request.
 - 5) Actual costs per call will be determined by the total annual approved costs of the primary PSAP for the most recent funding year divided by the total number of 911 calls received by the primary PSAP for the same year.

- 6) Funding for a secondary PSAP will be based on a per 911 call basis as measured by the Electronic Call Analysis Tracking System (ECaTS) as provided by the North Carolina 911 Board.
 - 7) That any additional funding requested by a secondary PSAP shall follow the procedure established by the Board as the “Annual Funding Reconsideration Request” and must be processed by the primary PSAP associated with secondary PSAP.
 - 8) The interlocal agreement shall include provisions terminating or suspending disbursements of 911 Funds; such provisions may include:
 - a. Termination of the disbursement agreement made by the Board and the primary PSAP,
 - b. Failure to meet the Board policy for disbursements to secondary PSAPs,
 - c. Changes in statutory authority disallowing such disbursements of the 911 Fund,
 - d. Cessation of the primary or secondary PSAP’s operations, and
 - e. Mutual agreement of the parties, or by other action of a governing body which prevents further participation.
- C. The 911 Board establishes priorities for 911 Fund disbursements to ensure that adequate funds are available to meet the Board’s statutory disbursement obligations. PSAP disbursement priorities in order of importance are 1) primary PSAPs, 2) secondary PSAPs and 3) PSAP grants.
- D. The Board and a primary PSAP enter into an agreement to disburse 911 Funds to the primary for the benefit of, and further delivery to, a secondary PSAP. The agreement shall identify allocations for a secondary PSAP or the method of determining such allocations, conditions for suspension and termination of funding for secondary PSAPs, and such other terms or conditions as may be necessary or proper pursuant to N.C.G.S. 62A and the Board’s policies, standards and rules.
- E. This policy will be effective July 1, 2014.