

NC

911 Board

DIT



NORTH CAROLINA
DEPARTMENT OF
**INFORMATION
TECHNOLOGY**

NORTH CAROLINA 911 BOARD MEETING

March 23, 2018

Richard Childress Racing Headquarters

425 Industrial Drive,

Lexington, NC

10:00 AM – 12:00 PM

Call To Order

Eric Boyette

Welcome to Davidson County

Steve Shell

County Commission Chairman

Roll Call

Richard Taylor

Chairman's Opening Remarks

Eric Boyette

Chairman's Opening Remarks **Eric Boyette**

~~ Recognition of Jason Beck, Holly Dunn,
Loretta Hayes, Maurice Hodges, Lauren Hurd,
Nicole Rebello, Courtney Owens, Jamison
Sears and Drake Sluder
of
~Davidson County 911~

Ethics Awareness/Conflict of Interest Statement

Eric Boyette

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest.

Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today?

If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Public Comment

Eric Boyette

The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s).

Your opinions are valued in terms of providing input to the NC 911 Board members.

When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speakers:

Consent Agenda Richard Taylor
(Complete Reports Located in
Agenda Book On Web Site)
(vote required)

North Carolina 911 Board Meeting
MINUTES
Banner Elk Room
3514 Bush Street, Raleigh, NC
February 23, 2018
10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Niki Barnes (DOT)	Ron Adams, Southern Software
Secretary Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT)	Tara Battle, Pasquotank-Camden 911
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	Randy Beaman, CCES
Eric Cramer (LEC) Wilkes Communication (WebEx and phone)	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Chuck Greene (LEC) AT&T	Danette Jernigan (DIT)	Pam Brown, Pasquotank-Camden 911
Len Hagaman (Sheriff) Watauga County	Gerry Means (DIT)	Susan Davis, Mooresville
Greg Hauser (NCSFA) Charlotte Fire Department (WebEx and phone)	Marsha Tapler (DIT)	Greg Foster, Alexander Co 911
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)	Richard Taylor (DIT)	Jeff Holshouser, ADSC
John Moore (VoIP) Spectrum Communications		Adam Johnson, CCES
Mike Reitz (APCO) Chatham Co 911		Christine Moore, Guilford Metro 911
Jeff Shipp (LEC) Star Telephone		Melanie Neal, Guilford Metro 911
Jimmy Stewart (NCAREMS) Hoke Co 911		Jerry Newell, Pasquotank-Camden 911
Slayton Stewart (CMRS) Carolina West Wireless		Dominick Nutter, RWECC
Amy Ward (LEC) CenturyLink (WebEx and phone)		Crystal Owen, Pasquotank-Camden 911
Donna Wright (NENA) Richmond Co Emergency Services		Phil Penny, MCP
		Angie Schulz, RWECC
		Craig Schulz, MCP
		Brian Smith, AT&T
		Mary-Alice Warren, DIT
<u>Members Absent</u>	<u>Staff Absent</u>	<u>WebEx Guests</u>
Andrew Grant (NCLM) Town of Corneliusz		Joshua Briggs, AT&T
Niraj Patel (CMRS) Verizon		Nick Brown, Surry Co 911 Comm
		Stephanie Conner, Surry Co 911 Comm
		Greg Dotson, Rutherford Co 911
		Brian Drum, Catawba Co 911
		Brad Fraser, Shelby Police Dept
		David Gay, Durham Emer Comm
		Ryan Hargreaves, Cary Police Dept

		Jim Lockard, Federal Engineering
		Jesus Lopez, DIT
		James McGuinn, Polk Co Comm
		Barry Ritter, Ritter Strategic Services LLC
		Candy Strezinski, Iredell Co
		Bruce Williams, Mobile Comm America
		Brenda Womble, Wilson Co ECC
		Doug Workman, Town of Cary 911 Center

Call to order—Chairman Boyette called the meeting to order at approximately 10:00 AM, thanking all Board and committee members for their dedication to and efforts on behalf of 911. He then asked for a moment of silence to be observed in response to the Parkland, FL school shooting tragedy.

Roll call—Mr. Taylor called the roll of participants he expected to be attending online. Eric Cramer, Greg Hauser, Jeff Ledford, and Amy Ward responded they were online. Andrew Grant and Niraj Patel did not respond.

1. Chairman’s opening remarks—Chairman Boyette asked Mr. Taylor to proceed with the day’s telecommunicator recognitions. Mr. Taylor played recordings of the 911 calls placed by staff at the Pasquotank Correctional Institution during an attempted prisoner escape and subsequent fire on October 12, 2017, as well as recordings of some of the news broadcasts which followed the event. Mr. Taylor remarked upon how heartbreaking the events of that day were: two employees were killed during the attempted break-out, and within four days two more had died from injuries they sustained. He observed that as the recordings demonstrated, there was much confusion as the events unfolded, both at the institution and the 911 center. That said, however, he underscored the unbelievable performance of the staff on duty that day at Pasquotank-Camden 911, not only in handling the 911 telephone calls, but also in dispatching and monitoring radio traffic from the myriad units responding. He then invited those staff members to come forward, and asked Pasquotank-Camden 911 Director Jerry Newell to step to the podium to provide more detail.

Mr. Newell introduced Tara Battle, Crystal Owen, and Pam Brown, the telecommunicators on duty that day with Lyteshia Riddick, who could not attend today’s meeting. He mentioned that Ms. Owen had come out of the communications center floor looking for Assistant Director Kylie Felton, and when she saw Mr. Newell and said “We have an incident,” he could immediately tell from her voice that this was not run-of-the-mill. Ms. Felton immediately went into the center to assist with the inbound phone calls and helping the TCs in getting the right resources on the way, while Mr. Newell, who is the county’s EMS Director as well as 911 Director, immediately went to the prison facility in his role as a paramedic, assisting with triage and transporting patients to the hospital. He observed it was a very stressful day for everyone involved, and commended “these ladies” for handling it superbly, congratulating them on this award.

Mr. Taylor read aloud the text on the plaque (and displayed onscreen) presented to the team (please see <https://files.nc.gov/ncditi/documents/files/02232018%20Agenda%20Book%20-%20Live.pdf> page 7), then added, “Y’all did an awesome, awesome job!” Chairman Boyette interjected that Department of Public Safety Secretary Hooks had asked him to convey his thanks and congratulations as well. After photos and applause, Mr. Newell asked everyone to excuse them for leaving, explaining that they had to return to the county to attend a retirement party for their County Manager.

Before they could leave, however, Mr. Taylor referred to a news release David Bone had shared with him announcing that Mr. Newell was going to be returning to EMS full-time and Kylie Felton would be taking over the 911 Director duties effective March 1st, and asked Mr. Newell to speak to that. Mr. Newell acknowledged that was correct; that since he took over the responsibilities of director for both EMS and 911 nine months ago, he has discovered that each agency absolutely needs its own dedicated director. He wistfully added that if he can ever be an advocate for the amount of work that goes into 911 that people on the outside do not see, either with county

government or specific agencies' 911 governing bodies (boards), please call him to allow him to offer testimony to help make that clear. He admitted that despite having served in emergency services for over twenty-six years, including a several year stint as a telecommunicator, when he agreed to add 911 to his directorial responsibilities, he had no idea of all that goes on behind the scenes at a 911 center. He added that lots of great things are happening in 911, and thanked the Board for all it has done to make those great things possible.

2. Ethics Awareness/Conflict of Interest Statement—Chairman Boyette read the Ethics Awareness/Conflict of interest statement printed in the agenda. No conflicts or potential conflicts were cited by any Board members.

3. Public Comment—Chairman Boyette read the invitation to public comment printed in the agenda, but no one had pre-registered to speak and no one present or on the phone asked to.

4. Consent Agenda—Mr. Taylor indicated that since he had received no comments or questions regarding the copy of the January 26, 2018 meeting minutes he distributed earlier in the week, they would stand as presented. He reported \$26,512,713.17 is encumbered in the grant fund, with an unencumbered balance of \$11,662,419.55. With expenditures amounting to only \$510.00 last month from the NG911 Fund, he stated that the current balance is \$20,379,723.00. He speculated that following the first PSAP deployment on the ESINet, scheduled for next month, the Board will see larger expenditures being paid from this fund. He advised that \$325,079.00 had been disbursed from the CMRS fund last month, leaving a balance in that account of \$5,295,556.00. Mr. Taylor noted that the PrePaid CMRS revenue amount of \$1,319,145.00 paid into the PSAP Fund was not unusual for this month, since PrePaid providers have the option to submit monthly or biannually, with one of the biannual submissions having contributed to this seeming bump in revenue. With that revenue, the PSAP Fund balance stands at \$9,586,264.00. Jeff Shipp offered a motion to accept the Consent Agenda as presented, Donna Wright seconded, and the motion carried unanimously.

5. Executive Director Report—

a) Agenda for upcoming PSAP Manager meetings—Mr. Taylor announced that the first of the spring regional PSAP Manager meetings will be coming up in two weeks, then displayed a copy of the draft agenda which staff intends to follow in each of the four regions (please see page 56 of the agenda book at <https://files.nc.gov/ncdit/documents/files/02232018%20Agenda%20Book%20-%20Live.pdf>). He spoke briefly about each of the topics appearing on the agenda, explaining the rationale behind including each. He mentioned that the first regional meeting will be in Asheville, the second in Roanoke Rapids, the third in Wilmington, and the fourth in Lexington, immediately preceding the next 911 Board meeting. He added that Ronnie Cashwell had encountered difficulty in finding a suitable meeting space for that fourth regional meeting—all of the “usual venues” in the area were already booked—but he had succeeded in reserving the Richard Childress Racing Headquarters, which totally pleased Gerry Means and Pokey Harris, both die-hard NASCAR fans, and that’s where both the PSAP Manager meeting and the next 911 Board meeting will take place.

b) Update on grant awards—Mr. Taylor reminded everyone about the Grant Committee’s determination at the last meeting that he should schedule a meeting with representatives from Franklin County, Halifax County, and Warren County regarding their three individual, yet mutually dependent, grant applications prior to the Grant Committee’s being able to determine the details of those awards. He reported that had been difficult to orchestrate, but a meeting is now scheduled for next Monday. He noted that aside from those three, all the other grant award recipients have accepted their awards and the contracts are ready for him to sign and send either this afternoon or the first thing Monday morning.

c) Update on state plan project—Due to his decision to retire at the end of April, Mr. Taylor advised he has changed the plan for a state plan update since it was discussed at the December work session. He opined that it would not be fair of him to unload a state plan project on his replacement, so he has determined to hire a facilitator who has experience with running a 911 system at the state level, has hands-on experience in doing Next Generation, IP based 911, and who has experience working with PSAPs. He advised he has found such an individual, and in addition to meeting all these requirements, that individual is also going to produce the report, i.e. “He is going to do everything.” Mr. Taylor said they are presently negotiating pricing and statement of work, etc.,

and hope to have the report ready to present at the September 11, 2018 911 Board meeting, which will be taking place at the annual NC APCO/NENA conference in Cherokee.

David Bone asked if Board members still need to submit a candidate each to Mr. Taylor to participate in the focus group as discussed in December. Mr. Taylor replied yes, that still holds true, and he would appreciate receiving those names by March 1st. He added the fellow who is doing this absolutely still wants to work with and receive input from the focus group, recognizing the value of that input.

Mr. Taylor took a moment to speak to how diversion of 911 funds will prevent states from receiving federal 911 grants, and how West Virginia had been singled out for that in the FCC report due to having spent its 911 funds on radio equipment and towers for its highway patrol. Donna Wright offered that diversion of funds was addressed by commissioners at 911 Goes to Washington, and last year's legislation to allow NC SHP access to 911 Board grants was among the topics discussed. Mr. Taylor advised he and Richard Bradford had met with NC SHP this week and felt that it was a very good meeting. He proposed that adding them to the 911 system through the ESINet would be a way for them to benefit from a 911 Board grant, but told them up front that if they expect to pay for radio related expenses with grant funds it will not fly.

Mr. Bone asked Mr. Taylor when he expects the state plan facilitator will want to engage the focus group, and Mr. Taylor said he hoped before April. Mr. Bradford observed the mechanics of the purchasing process still need to be walked through, but based upon the statement of work that was drafted and sent there is a clear schedule. He added that one salient point he would mention is that there is an anticipation of doing a lot of this through WebEx sessions as well as in-person sessions, so that may help facilitate participation and scheduling.

d) Pasquotank Co grant extension request—Mr. Taylor advised that the grant awarded to Pasquotank County last year has come up against several delays, so they are requesting an extension to June 2019. He thanked David Bone for the help Martin County has provided to Pasquotank, then advised the staff recommendation is to approve the extension request. Donna Wright offered a motion to approve, John Moore seconded, and the motion carried unanimously.

6. 911 Funding Committee report—

a) Overflow position policy appeal—Funding Committee Chair David Bone reminded everyone of the appeal Randolph County filed for a review of the 911 Board's overflow position policy, which was referred to the Funding Committee at the last Board meeting. He advised the committee met with Randolph County at its meeting on Wednesday, offering he felt there was good dialogue and productive discussion. He reported that the committee felt like there was some reason to revisit the policy and try to provide clarity, so the item was tabled until the committee has an opportunity to look into it further, adding that Mr. Bradford is helping with that. He said they will be revisiting the policy at the next Funding Committee meeting.

b) Approval of secondary PSAP funding—Mr. Bone reported that Mooresville PD is seeking back-up PSAP status with Iredell County and meets the requirements of the Board's secondary PSAP funding policy adopted in 2014, then asked Mr. Taylor to provide some further information about the request. Mr. Taylor displayed a copy of the policy onscreen, reviewing the history leading up to its adoption and explaining how distributing 911 funding to a secondary PSAP works. He then displayed a copy of the interlocal agreement between Mooresville PD and Iredell County, providing some history relative to that as well, and explained how the 911 funding amount to be distributed to Mooresville PD had been calculated. Mr. Bone told Chairman Boyette this item is coming before the board from the committee with a unanimous recommendation to approve. Chairman Boyette called the vote on the recommendation, which carried unanimously.

c) Reconsideration request policy—Mr. Bone displayed onscreen a copy of a draft funding reconsideration policy (see <https://files.nc.gov/ncdit/documents/files/02232018%20Agenda%20Book%20-%20Live.pdf> pp 75-76) created by the funding committee in an effort to provide clarification to PSAPs about the funding reconsideration process. He added that this, too, comes before the Board with a unanimous recommendation from the funding committee for approval. He asked Marsha Tapler to provide further explanation, which she did, summarizing that it helps staff and the PSAPs maintain a timeline so that reconsideration requests can be processed in a timely manner. Mr. Bradford noted that an additional clause had

been added to paragraphs A.3 and B.6 since this draft was created, stating that PSAP representatives may either attend meetings of the Funding Committee in person or by participating through a conference call or WebEx session or the like. Mr. Bone noted that the Board has determined on many occasions that PSAPs have sought funding through grant applications which would more easily have been considered and dealt with through funding reconsiderations, observing that was also part of the impetus to clarify this process. Chuck Greene mentioned that the effective date will be January 1, 2019, with Marsha Tapler explaining that will be the beginning of the next PSAP budgeting cycle, which will allow PSAPs to determine what their funding needs are. Chairman Boyette called the vote on the committee recommendation, which carried unanimously.

d) FY 2018-2019 911 fee analysis discussion—Advising this topic was being brought up now in order to prepare the Board for further discussion and a vote at its next meeting, Mr. Bone reminded everyone about how the Board has felt in the past that it did not have enough data available to it to substantiate a change in the fee when the time came for its annual March review of the 911 fee. This year he feels there is a better understanding of what the implications of implementing NextGen 911 will be on the 911 Board's budget, so he has asked staff to analyze the data and project potential scenarios for consideration. Mr. Taylor displayed a copy of the proposed 911 Board budget onscreen, followed by several spreadsheets projecting the impact various potential changes to the 911 fee would have upon it. Marsha Tapler explained each sheet in detail, and when she finished, Mr. Taylor noted that fifty-five PSAPs are at some point in the readiness phase for onboarding to the ESINet, and he speculated they will probably all be deployed within the next fiscal year, which will substantially trim the NextGen fund. In anticipation of the need for the additional funding this deployment is expected to present, Mr. Taylor related that the staff recommendation is to increase the 911 fee to 70¢ in March, to become effective July 1, 2018. He reiterated that this information is being presented so it can percolate for a month; no vote will be taken today.

7. Education Committee report—Education Committee Chair Jimmy Stewart provided an update on the Telecommunicator Training Certification Stakeholder Meeting coming up on Thursday, April 12, at the Embassy Suites in Greensboro. He advised the committee has identified approximately twenty-five stakeholders, in addition to the Board, and has sent invitations to all of them. He displayed a draft agenda onscreen (please see <https://files.nc.gov/ncdit/documents/files/02232018%20Agenda%20Book%20-%20Live.pdf> page 86), while advising that a facilitator will be selected to run the meeting, and touching upon what he expects to happen during the meeting.

Mr. Stewart next displayed onscreen a draft copy of the *Recommendations for Telecommunicator Training and Standards* (please see <https://files.nc.gov/ncdit/documents/files/02232018%20Agenda%20Book%20-%20Live.pdf> pages 88-90) drafted by a subcommittee of the Education Committee comprised of Angie Shultz, Jeryl Anderson, and Grayson Gusa. Mr. Taylor asked Angie Schulz to comment upon the draft, and she related the process the subcommittee went through to develop the document. She advised they looked at national programs as well as programs already used in North Carolina, and determined that they felt there should be a state standard for TC training, that it should consist of a minimum of forty hours of training, and that it should reflect what the Board and the PSAP community agree upon. She pointed out that they did not think they should choose any existing program, as there is no one program which fits all of North Carolina's diverse PSAPs' needs. They tried to figure out processes, but found there were questions they felt they could not answer, including what to do about enforcement, so there are still some unanswered questions which they hope the other stakeholders will be able to help them sort out. Mr. Taylor observed the document is marked "FOR APPROVAL" because it is not intended to be final; rather than being set in stone, it is meant to be a starting tool. He praised the Education Committee and the subcommittee for the work they have done on this very sensitive topic, commending Committee Chair Stewart especially.

Chuck Greene asked what is expected as the product of the April 12th meeting, i.e. what is the goal? Mr. Stewart replied that above all, he wants to gain the input of the stakeholders, to see if they feel the project is moving in the right direction, if they think it will meet the needs of North Carolina, or if it needs to be changed in any way. Mike Reitz asked if Board member attendance at the meeting would be problematic from an open meeting laws standpoint. Mr. Bradford replied it would not, explaining that the meeting is an open forum convened for the purpose of gathering information, and the presence of Board members doesn't really matter because there is no Board business to be conducted, no votes to be taken, etc., so it is not really a meeting of the Board.

Chairman Boyette asked Mr. Stewart to restate the committee recommendation, i.e. what the Board is voting on. Mr. Stewart replied the committee recommendation is for the Board to approve the *Recommendations for Telecommunicator Training and Standards* document presented today as a beginning for the certification process; to present it at the Stakeholders Meeting on April 12th, subject to change as/if necessary by the committee/subcommittee in the interim; and to use this document as a 'going forward point' to serve as a catalyst to developing a state telecommunicator certification. With no further discussion forthcoming, Chairman Boyette called the vote on the recommendation, which carried unanimously.

10. Technology Committee Report—Technology Committee Chair Jeff Shipp opened by reporting all projects remain on schedule. He announced that the committee's next meeting is next Tuesday, February 27th, at 2:00, and welcomed Board participation. Remarking, as he had at the last Board meeting, how happy he is to see Gerry Means *still* on board as a staff member, Mr. Shipp turned the report over to him.

a) Update on ESINet deployment—Mr. Means characterized his arrival on staff as an immersion—drinking from the fire hose, so to speak—so getting out and spending time at PSAPs has been very enlightening. He observed that one of the things that he first saw is the need to drive a lot of things in parallel—that one thing about an IP environment which is very important is defining processes and policies. In order to develop those processes and policies, creating those guidelines, he added, one has to understand the terminology being used—and IP introduces an entirely new terminology. Because of that, he stressed he wants to be sure everybody 'is on the same page' regarding terminology, citing as an example a discussion staff had earlier this week about what constitutes 'end of life', which has an entirely different meaning to him in an IP environment than what PSAPs (and the Board!) commonly envision. To that end, he will be creating a glossary to facilitate common understanding of terminology.

Recalling the PSAP surveys he spoke about at the last Board meeting, Mr. Means reported he has received sixteen responses so far, marking the beginning of the gathering of information to build a Configuration Management Database, or CMDB. He advised that ITIL and the ITIL specifications around service management will be the guideline for how the project team will build it. He said they have distilled down AT&T's thirty-page document for collecting this information to a twenty-nine question survey that captured a lot of the pertinent data they need. He encouraged any PSAP managers listening today to send the survey in if they haven't already. He observed the receipt of that data is going to drive the use of Dynamic 365, a Customer Relationship Management (CRM) program being provided by the state that can be used to align a lot of the processes, technical and financial, used by the Board staff and PSAPs into a fairly seamless system. He offered that the ultimate goal of using that, once it is up and going, is to provide PSAPs a web portal access which enables them to see their data, see their performance requirements, see their financials, and including rules that are built to drive how Board staff and PSAPs interact.

Mr. Means pointed out that this does move the Board to a different direction, since it is now managing a contract at a statewide level and there are certain things that both the Board and the project team are going to need to know. He said that the team is currently developing the rules for that, and many meetings have already been scheduled over the next two weeks to flesh that out, working with Jamie Woods' team to develop a statement of work. Once that is put out, he speculated someone will have been hired to begin to build the framework of what this looks like. He added that instead of gathering data through collection of answers to 'free form' questions they are going to develop questions for which they will provide the available answers (i.e. 'multiple choice'), so answering the question becomes a selection process rather than a creation process, which he characterized as sort of a change of mindset.

Mr. Means reported they are also thinking about staffing for the NMAC, which is going to require personnel to have command of a fairly special skill set. He offered that he and Mr. Taylor met with a staffing firm some weeks ago, and Mr. Means has put out feelers himself, to identify what those skill sets look like. He said he is expecting a first report back from the vendor on Monday as to what he's found. He added that some obvious skill sets would include IP networking proficiency; ITIL Foundation certifications, because those are the standards they want to use in terms of what is service management, what is release management, what is change management, etc. (he observed all of those things have to have structure, and the policy and accepted norms for how that happens within the ITIL Foundation); network security proficiency/certification; and perhaps most important, PSAP experience, so that they can speak that language.

Mr. Means added that he is still negotiating within DIT for a location in the data center(s) to house the NMAC, since they already have a 24/7 operation and all the accoutrements that go with it. Chairman Boyette instructed him to let him know if he needed any help with that, sparking laughter around the room.

Returning to the PSAP survey responses, Mr. Means reported he had performed some manual analyses which revealed many commonalities, which led him to comment on how using the CRM tools to automate those analyses will be so beneficial. He also observed that in going out to talk to the individual PSAPs he has learned that there are a lot of things that 'they don't know they don't know'. He remarked that he found it interesting that although PSAPs may be entities unto themselves, they still frequently rely heavily on their host county's or city's non-911 infrastructure, for example in the instance of administrative phone lines, and he sees an opportunity for improving those inter-dependencies in the adaptation to IP, complementing the NextGen 911 project. He concluded his comments by praising AT&T, saying he feels the project team has a great working relationship with them.

b) GIS RFP update--Mr. Taylor reported the GIS RFP final responses were due yesterday, and multiple responses were received. He said the procurement office is reviewing them, will be posting them to the secure Board review website probably by Monday, and that the evaluation team has already been put together, its members 'chompin' at the bit' to begin review and evaluation.

Other items—Chairman Boyette related that another county has been hit with cybersecurity challenges, and he wanted to share with Board members and counties/cities that DIT partners with the National Guard with a fusion center cyber-team, advising that DIT was ready to help Davidson County immediately with four National Guardsmen under contract for that purpose. He asked everyone to share that DIT is available to help, and wants to help, not as Big Brother, but as a partner—not only to help, but also to defend. He encouraged everyone to feel free to share his contact information, noting that he had received a personal call from Sheriff Carmichael in Mecklenburg County when they got hit asking him if DIT could help, and DIT was able to reroute traffic away from the impacted area, re-establish DCI connectivity, and take several other steps to help.

Mike Reitz recalled earlier Board conversations about possibly initiating a statewide threat assessment project for PSAPs, noting that Chatham County is about to go forward with such an assessment at its own expense, and opined that he feels that is something the Board should continue to look at funding. Mr. Taylor said he has already gotten one quote from a company that partners with ECaTS, and is seeking more, noting it is one of the projects he wants to see wrapped up before he retires.

Chairman Boyette reminded everyone about upcoming committee meetings as listed at the end of the agenda, again encouraging everyone who can to attend. He also drew attention to his upcoming "Roadshows", with Durham 911 coming up on Wednesday, February 28th, and Davidson County 911 on Thursday, March 23rd, in conjunction with the PSAP Manager meeting there, asking folks to join him for those as well.

Mr. Taylor displayed the 24/7 telecommunicator chair from Corrections Enterprises mentioned at the last Board meeting. He said Mike Reitz had sat in it the other day and did not like it. Noting its capacity of 450 lbs., Mr. Taylor pointed out the multiple adjustments that can be made to its configuration. He added he had shown the \$1,075.00 chair to the Funding Committee at its last meeting, and members had asked if there were other varieties available, so he has requested more samples. He added that Jeff Shipp will be carrying this chair to Sampson County for the PSAP there to test-drive, since they are presently in the market for chairs. As he had mentioned at the last Board meeting, these chairs come with a ten-year warranty, and are about half the cost of other commercially available offerings.

David Bone mentioned the Funding Committee meeting information provided in the agenda is incorrect; the new date/time is Wednesday, March 7th, at 3:00, and participants are welcome to attend via WebEx. Mr. Taylor noted that staff will be in Buncombe County that day, so they will be attending via WebEx.

Mike Reitz asked if a determination will be made regarding whether or not there will be two grant application cycles this year, since that appears on the agenda for the regional PSAP Manager meetings, and Mr. Taylor replied his goal is to have something before March 15th.

Mr. Taylor noted that the ESINet deployment scheduled for Raleigh-Wake ECC has tentatively been moved to March 14th, but due to some phone system issues they are presently working to resolve, it may be pushed out further.

Adjourn—Chairman Boyette adjourned the meeting at 11:49 AM.

4 b) PSAP Liaison Report – Pokey Harris

Monthly Report – February 16, 2018 to March 19, 2018
L.V. Pokey Harris, PSAP Liaison



This has been an extremely busy month with the majority of time being dedicated to the following highlighted activities:

- Participated in AT&T NG911 weekly status meetings/conference calls.
- Participated in AT&T NG911 day work session to review and analyze PSAP survey responses.
- Participated in 911 Board Staff NG911 bi-weekly status meeting.
- Participated in Federal Engineering NG911 weekly status calls.
- Attended and participated in GIS RFP evaluation team meetings. Continue review and evaluation of RFP responses for selection of vendor.
- Participated in multiple Dynamics 365 project meetings, conducting related follow up as required. Continue to review information and process/work flows to develop SOW.
- Attended NC 911 Board Meeting in Raleigh. Assisted with AV equipment set-up the evening prior to the meeting.
- Prepared for, participated in, and staffed Education Committee meeting.
- Continue preparation for upcoming TC Certification Stakeholder Summit to be held April 12.
- Participated in Funding Committee meeting.
- Participated in Technology Committee meeting.
- Participated in grant review meeting with Franklin, Halifax, and Warren counties.
- Participated in GICC Statewide Mapping Advisory Committee (SMAC) Working Group for Roads and Transportation (WGRT) conference call. Followed up on assigned task for next meeting/call.
- Participated in ESInet/call handling solution onsite presentation with Perquimans and Chowan counties
- Attended onsite meeting at Raleigh-Wake 911 with Network Engineer, Gerry Means.
- Attended onsite Chairman's PSAP visit at Durham County 911.
- Participated in two (2) of four (4) PSAP Managers meetings – Western region in Asheville and Southeastern region in Wilmington. Presented *Developing IP Call Routing with GIS* session.
- Attended APCO/NENA chapter meeting in Greensboro.
- Completed administrative, general office, and support tasks daily throughout the month.

**Please see newsletter for detailed information and pictures of the various activities.*

911 Network Specialist Report

January and February 2018

March 1 st -	Alamance County and Holly Springs PSAP Peer Review
March 5 th -	Requirements meeting for Microsoft Dynamics 365
March 7 th -	Western Region PSAP Managers Meeting Funding Committee Meeting
March 8 th -	Requirements meeting for Microsoft Dynamics
March 14 th -	Dynamics 365 discussion
March 15 th -	ESInet meeting with AT&T
March 19 th -	Working session with AT&T reference ESInet
March 22 nd -	Central Region PSAP Managers Meeting

My focus is being spent on guiding PSAP personnel on how to complete the form and information needed for the PSAP Peer Review. To date, 23 PSAPs have had the PSAP Peer Review.

Focus has also been on helping the PSAPs prepare for the ESInet. Getting them the questions that need to be answered before they can be in flight with the ESInet and encouraging PSAPs to be early adopters.

We've had several meetings regarding Microsoft Dynamics 365. We are in the process of creating several work flows and scopes for the project.

4 f) Grant Project Updates

Graham County, NC

E911 Enhancement/Replacement

MCP Project Number 15-111

Monthly Progress Report – February, 2018

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No additional design work required in this period 	<ul style="list-style-type: none"> No additional design work is anticipated
2. Permits	<ul style="list-style-type: none"> No permitting handled in this period 	<ul style="list-style-type: none"> No additional permitting anticipated
3. Construction	<ul style="list-style-type: none"> Window shades in progress Appliances installed Fencing complete, need to finalize the gate Landscaping underway Generator and transfer switches installed and started Fire alarm installed 	<ul style="list-style-type: none"> UPS installed Access control and security cameras finalized Landscaping finalized Paint touch-up Cleanup and floor protection removed Walk through / punch list Certificate of Occupancy
4. Communications Systems	<ul style="list-style-type: none"> Structured cabling / cable management Racks installed Telephone construction completed Begin pulling in telephone lines Continued procurement of technology Discuss implementation plans with vendors Access control procurement Begin discussions on Audio/Visual implementation Tower finalized 	<ul style="list-style-type: none"> Security cameras installed Continue procurement of technology Install fiber between facilities and connect County networks Install furniture consoles Install network equipment Finalize backup plans including interconnectivity needs Testing of generator and UPS Begin implementation plans with recording and CAD vendors Install radio consoles and antennas
5. Other Activity	<ul style="list-style-type: none"> MCP held weekly conference calls with the County 	<ul style="list-style-type: none"> MCP will continue the weekly conference call schedule with the County

Richmond County, NC

PSAP Consolidation and Construction
 Monthly Progress Report – February 2018

MCP Project Number 15-175

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity anticipated
2. Permits	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity anticipated
3. Construction	<ul style="list-style-type: none"> Changed casework in mail area Continued interior painting Installed anchor bolts on raised access flooring pedestals Completed grounding raised floor Completed siding installation Completed exterior painting Continued tile work, reworking several areas completing (at 75%) Began ceiling grid grounding Began installing ceiling tiles Corrected some grounding deficiencies Poured and completed sidewalks Poured stone base for asphalt Began final site grading (at 50%) Continued electrical work (at 90%) Continued mechanical work (at 95%) Installed casework frames Installed lockers Replaced sconces at front entrance Installed cable trays in server room Started heating, ventilation, and air conditioning (HVAC) units Installed generator 	<ul style="list-style-type: none"> Complete mechanical, electrical, and plumbing (MEP) work Correct grounding deficiencies Complete tile work Continue millwork installation Complete MEP wall and ceiling finishes Continue grounding work Complete storefront installations Complete toilet installations Complete grading Complete paving and striping Continue interior painting Continue flooring work Continue casework Test ATS Install doors and hardware Install emergency stop for generator Begin exterior lighting work Install raised flooring receptacle boxes Place boulders for stand-offs Review proposal requests for change orders Hold monthly construction meetings Provide answers for requests for information (RFIs) – as needed Conduct grounding review Test fire alarm system

Activity	This Period	Next Period
	<ul style="list-style-type: none"> • Installed automatic transfer switch (ATS) and manual transfer switch (MTS) • Installed uninterruptible power supply (UPS) • Started generator • Tested generator with load bank • Issued purchase order (PO) for exterior lighting • Adjusted lighting height in communications center • Kept weekly photographic record of progress • Reviewed field reports • Received overcurrent study • Conducted jobsite reviews • Held monthly construction meeting 	<ul style="list-style-type: none"> • Conduct jobsite reviews • Keep weekly photographic record of progress – ongoing
4. Communications Systems	<ul style="list-style-type: none"> • Determined rack placement • Completed above-ceiling cabling • Awarded combiners, antenna, and coax to RCC • Revised tower and ice bridge needs • Procured equipment racks • Held AT&T status calls • Began underfloor cabling • Issued PO for monitors and related equipment • Received monitors • Received equipment racks and associated equipment • Met with RCC technician • Ordered radio equipment • Issued PO for access card and camera systems • Received presentation from mobile data vendor • Began installation of AT&T wiring 	<ul style="list-style-type: none"> • Continue to refine technology timelines • Continue cabling in cable trays • Issue PO for tower and ice bridge • Pour concrete pillars for tower • Set tower base • Continue technology procurements – ongoing

Activity	This Period	Next Period
5. Other Activity	<ul style="list-style-type: none"> • Continued to track grant budget • Approved change orders for construction • Conducted numerous calls between County and MCP regarding project needs and status updates • Conducted budget review meeting between County and MCP • Submitted invoices for reimbursement • Held initial law enforcement meeting • Prepared grant extension request 	<ul style="list-style-type: none"> • Develop SOPs and training approach • Meet with law enforcement workgroup regarding protocols – ongoing • Regular communications with project team, as needed – ongoing • Continue to track grant budget • Hold status meeting between County and MCP • Attend monthly construction meetings

CHOWAN COUNTY SHERIFF'S OFFICE

POST OFFICE BOX 78

EDENTON, NORTH CAROLINA 27932

**DWAYNE GOODWIN
SHERIFF**

**OFFICE PHONE:
(252) 482-8484
FAX NUMBER:
(252) 482-5813**

March 14th, 2018

Richard Taylor, Executive Director
N.C. 911 Board
P.O. Box 17209
Raleigh, NC 27609

RE: March 2018 monthly report

Richard,

Reference Exhibit "A" paragraph four of the grant agreement between Chowan County and the North Carolina 911 Board, this letter is the monthly report for March 2018 highlighting the work completed up to the date of this letter.

As of approximately 2pm today the contract for the radio tower was finalized with all signatures! Meetings and construction dates are being planned.

Reference section 2 (c) of the grant agreement the current budget for this project is attached. The budget has not changed from the February monthly report.

Sincerely,

Cordell Palmer, Director
Chowan Central Communications

Lincoln County PSAP, NC

PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – February, 2018

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Published additional addendum Bid opening on February 20 Received three bids Reviewed bids 	<ul style="list-style-type: none"> Continued review of bids Present to County for review Notice to proceed
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> Construction permits
3. Construction	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
4. Communications Systems	<ul style="list-style-type: none"> Continued coordination of technology requirements with the County Evaluated the responses for the dispatch furniture Evaluated the response for the monopole antenna system Finalized technology budget Meetings held with vendors to refine scope of work and update quotes 	<ul style="list-style-type: none"> Award contracts for the monopole and dispatch furniture Establish technology procurement methods and timelines Continue discussions on hosted CPE and ESInet Work to finalize fiber / connectivity requirements
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic conference calls with the clients and participated in the bid opening. 	<ul style="list-style-type: none"> MCP will conduct periodic conference calls with the clients

Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project
 Monthly Progress Report – February, 2018

MCP Project Number 16-184

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> • Issued two addendums on the construction documents • Bid opening, only one contractor provided a bid • Advertise the project again, hopefully receiving more bids 	<ul style="list-style-type: none"> • Issue any addendums • Receive bids • Review bid proposals
2. Permits	<ul style="list-style-type: none"> • No action 	<ul style="list-style-type: none"> • No action
3. Construction	<ul style="list-style-type: none"> • No action 	<ul style="list-style-type: none"> • No action
4. Communications Systems	<ul style="list-style-type: none"> • Review technology budget, revise quotes as needed • Prepare a work-plan for technical systems in the new facility 	<ul style="list-style-type: none"> • Finalize technology budget • Review procurement methods • Establish timelines for procurement • Have meetings with a few vendors to validate outstanding questions • Coordinate with Bertie County and Pasquotank County
5. Other Activity	<ul style="list-style-type: none"> • MCP conducted periodic conference calls with the clients 	<ul style="list-style-type: none"> • MCP will conduct periodic conference calls with the clients

Mitchell County, NC

PSAP Construction and Regional Backup
 Monthly Progress Report – February 2018

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Reviewed final set of drawings 	<ul style="list-style-type: none"> No further activity anticipated
2. Permits	<ul style="list-style-type: none"> No activity this reporting period 	<ul style="list-style-type: none"> No activity anticipated for next reporting period
3. Construction	<ul style="list-style-type: none"> Advertised construction documents for bid Published construction documents for general contractor bids Held pre-bid meeting on February 27 	<ul style="list-style-type: none"> Answer any questions from construction contractors regarding design Issue any necessary addenda to specifications Conduct bid opening on March 20, 2018 Review bids from prospective contractors Award contract to selected bidder (late March-early April)
4. Communications Systems	<ul style="list-style-type: none"> No activity this reporting period 	<ul style="list-style-type: none"> Continue to refine technology plan
5. Other Activity	<ul style="list-style-type: none"> Held meeting between County and Mission Critical Partners regarding project status and budget Continued to track grant spending Updated budget tracking spreadsheet Reviewed architect invoice 	<ul style="list-style-type: none"> Regular communications with project team, as needed Track grant budget, ongoing

Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – February, 2018

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Issued two addendums on the construction documents Bid opening, only one contractor provided a bid Advertise for another two weeks to hopefully receive more bids 	<ul style="list-style-type: none"> Issue any addendums Receive bids Review bid proposals
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
3. Construction	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
4. Communications Systems	<ul style="list-style-type: none"> Continued follow-up on tower assessments Discuss technology roadmap 	<ul style="list-style-type: none"> Create plan for technology procurements Determine timelines for technology procurement, installation, testing Continue to mitigate the site/tower issues
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic project communications with the stakeholders Received grant extension 	<ul style="list-style-type: none"> MCP will conduct periodic communications with the stakeholders

4 g) Grant Fund

PSAP Grant-Statewide 911 Projects Fund

		Total Disbursed		Remaining
		FY2011-2016	Feb-18	Expenditures
				Grant Balance
				\$38,175,132.72
FY2014	Award Amount			
Henderson County G2014-04	3,600,000.00	-3,433,293.71		
Hertford County G2014-05	4,250,000.00	-4,217,591.67		0.00
FY2016	Award Amount			
Graham County G2016-01	3,401,528.00	-188,671.78		2,039,338.86
Hyde County G2016-02	1,266,887.00	-493,006.64		534,104.51
Richmond County G2016-03	6,357,537.00	-559,364.47		3,866,583.34
FY2017	Award Amount			
Catawba G2017-1A	296,827.00	-92,094.42		56,768.68
Chowan G2017-2	247,917.00	0.00		247,917.00
Forsyth G2017-3	1,085,000.00	-195,267.42	-213,576.42	676,156.16
Halifax G2017-4	2,000,000.00	0.00		2,000,000.00
Lincoln G2017-6	2,000,000.00	-17,253.44		1,820,537.08
Martin G2017-7	4,315,437.00	0.00		4,144,156.04
McDowell G2017-8A	63,822.00	-1,322.51		0.00
Mitchell G2017-9	2,000,000.00	-76,097.33	-45,466.95	1,776,932.44
Moore G2017-10	586,404.00	0.00	-7,557.10	40,234.91
Pasquotank G2017-11	1,010,779.00	-150,825.50		793,817.68
Perquimans G2017-12A	176,206.00	-41,696.51		30,853.49
Rocky Mount G2017-13A	166,749.00	0.00		147,474.00
Rowan G2017-14	862,905.00	0.00		862,905.00
Shelby G2017-15	920,993.00	0.00	-920,993.00	0.00
Washington G2017-16	344,524.00	0.00		344,524.00
Wilson G2017-17	48,185.00	0.00		0.00
Robeson G2018-01	339,065.00	0.00		339,065.00
STATEWIDE PROJECTS:	Award Amount			
E-CATS II	1,354,880.00	0.00	-66,600.00	900,318.29
Interpretive Services	1,155,000.00	-99,481.50	-13,869.75	944,776.69
Ortho Project III Image 16	4,076,752.00	-3,216,180.92		
Ortho Project III Image 17	3,815,129.00	-1,369,349.99	-23,397.93	635,448.52
Ortho Project III Image 18	3,508,433.00	0.00	-25,885.37	3,332,519.96
Approved Transfer from PSAP Fund				
Interest			40,032.63	
Total Ending Fund Balance		\$ 33,346,207.35	\$36,897,818.83	

\$ 25,534,431.65
\$11,363,387.18

4 h) NG911 Fund

NG 911 FUND	Revenue	Interest	Grant Fund	NG 911	NG 911 Fund
	10%		Transfer	Disbursement	Balance
Beginning Fund Balance:					\$ 12,276,454.78
July 2017	\$ 767,527.04	\$ 11,349.93			13,055,331.75
August 2017	735,548.30	12,959.14		29,050.44	13,774,788.75
September 2017	683,334.10	13,281.38		1,020.00	14,470,384.23
October 2017	697,994.11	13,578.75		-	15,181,957.09
November 2017	696,644.95	15,722.33		340.00	15,893,984.37
December 2017	693,123.25	15,802.85		1,700.00	16,601,210.47
January 2018	761,506.86	17,515.71	3,000,000.00	510.00	20,379,723.04
February 2018	668,536.56	21,371.34		3,570.00	21,066,060.94
March 2018	-	-			

4 i) CMRS Fund

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					\$ 5,774,603.59
July 2017	\$ 523,005.90	\$ 5,338.79	\$ 147,406.38		6,155,541.90
August 2017	546,985.66	6,110.19	301,640.36		6,406,997.39
September 2017	522,276.02	6,177.50	-		6,935,450.91
October 2017	514,376.63	6,508.10	335,972.26	3,000,000.00	4,120,363.38
November 2017	494,229.10	4,267.02	-		4,618,859.50
December 2017	519,742.77	4,592.38	80,712.46		5,062,482.19
January 2018	552,811.32	5,341.36	325,078.65		5,295,556.22
February 2018	545,008.23	5,553.22	476,236.74		5,369,880.93
March 2018	-	-	-		

4 j) PSAP Fund

PSAP FUND	Revenue						GRANT Allocation Transfer out	Monthly Expenditure	Fund Balance
	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			\$
									10,402,969.59
July 2017	\$ 2,963,700.11	\$ 864,766.43	\$ 1,056,727.57	\$ 1,430,465.78	\$ 9,617.84	\$ 6,325,277.73		\$ 4,723,549.30	12,004,698.02
August 2017	3,099,585.42	1,035,569.76	1,000,848.24	870,746.30	11,916.25	6,018,665.97		4,175,832.95	13,847,531.04
September 2017	2,959,564.07	726,316.75	960,087.77	920,262.03	13,351.53	5,579,582.15		4,184,655.41	15,242,457.78
October 2017	2,914,800.95	863,823.62	1,001,433.96	924,692.19	14,303.25	5,719,053.97	11,954,041.46	4,175,832.95	4,831,637.34
November 2017	2,800,631.55	962,833.66	997,700.11	951,711.98	5,003.61	5,717,880.91		4,152,229.85	6,397,288.40
December 2017	2,945,209.10	788,342.05	972,027.05	950,407.07	6,360.61	5,662,345.88		4,171,464.83	7,888,169.45
January 2018	3,132,597.49	805,588.00	974,884.19	1,319,145.22	8,322.70	6,240,537.60		4,542,443.49	9,586,263.56
February 2018	3,088,379.94	690,493.28	982,138.38	650,640.84	10,052.70	5,421,705.14		4,162,174.89	10,845,793.81
March 2018	-	-	-	-	-	-		-	

Consent Agenda

(vote required)

Executive Director Report

Richard Taylor

a) Update On PSAP Manager Meetings

Executive Director Report

Richard Taylor

b) Update On State Plan Project

Executive Director Report

Richard Taylor

c) Chairman Boyette's Roadshow to
Durham 911



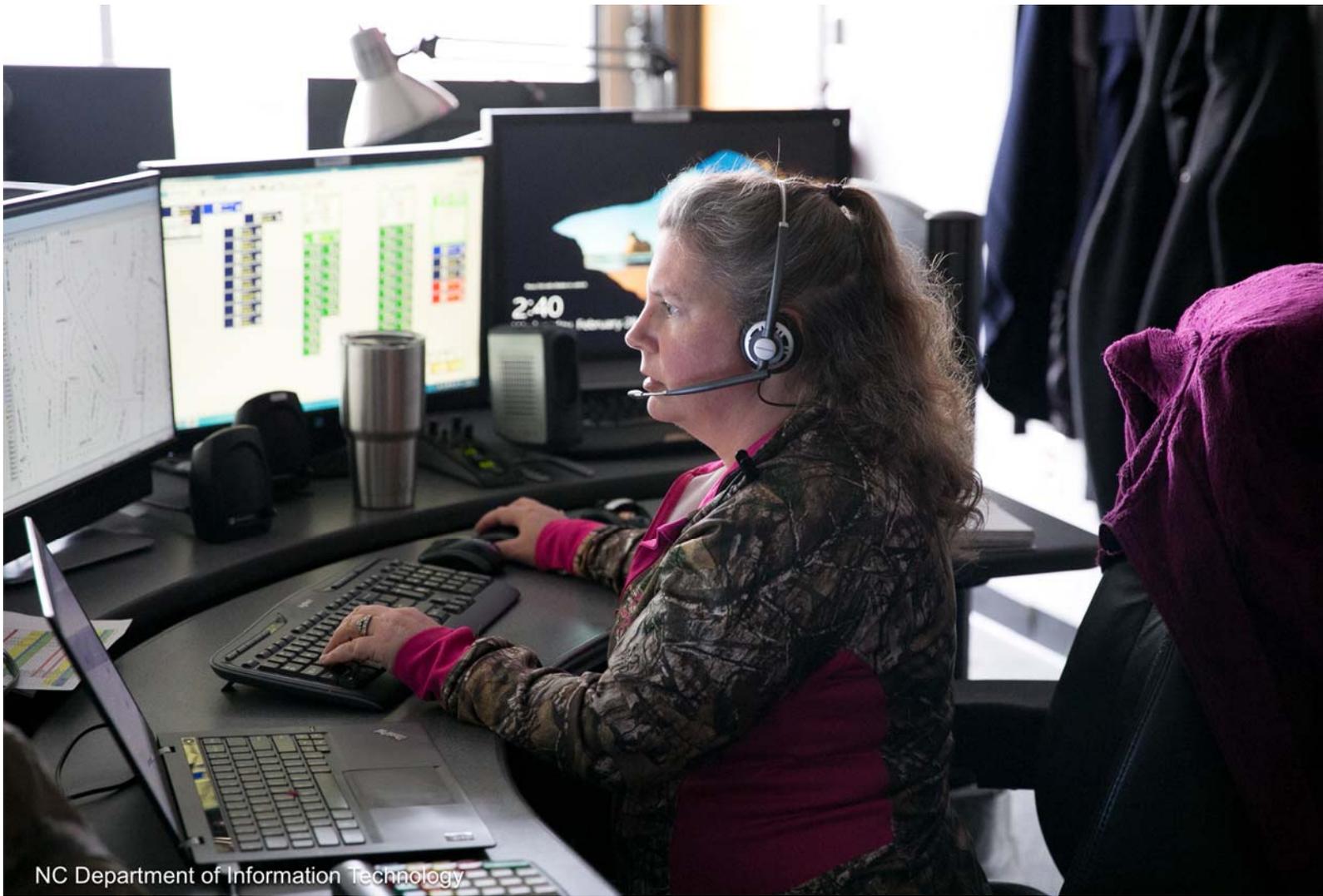












NC Department of Information Technology



NC Department of Information Technology





Executive Director Report

Richard Taylor

d) Thank You from Shelby PD

Richard,

I just wanted to take a moment to say thank you to you and the 911 board for the grant to make our new communications center a possibility. We moved into the new center yesterday and are live.

Without the grant this center would not have been possible and we thank you and the board for giving us the opportunity to make this happen.

Attached are a couple of pictures of the new center. We will have our fourth position installed on April 10th that will allow us to backup both Kings Mountain Communication as well as Cleveland County Communications.

Again thank you from the communications staff for everything and best of luck on your upcoming retirement, we appreciate all your hard work over the years

Thank you,

Terry S Grayson
Service Division Manager
Shelby Police Department

POLICE
SHELBY, NORTH CAROLINA
CITY OF SHELBY
POLICE DEPARTMENT



**IN GOD
WE TRUST**
National Motto of the
United States of America
Adopted by Congress 1956





CITY OF SHELBY
POLICE DEPARTMENT



POLICE DEPARTMENT



SHELBY PAINT

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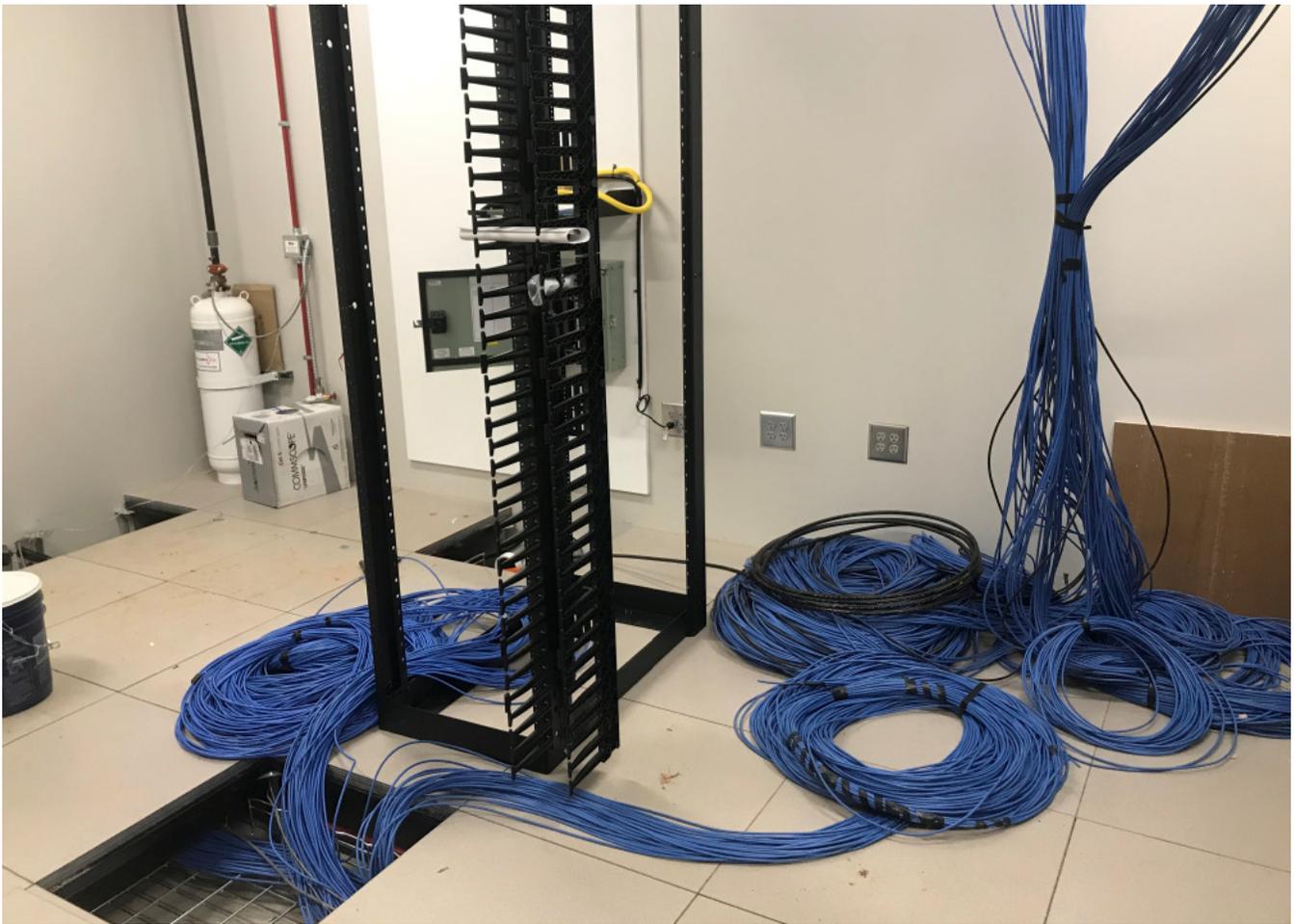


Executive Director Report

Richard Taylor

e) Graham County Grant Extension
Request

(Vote Required)











Graham County Board of County Commissioners

Keith Eller
Chairman

12 North Main Street
Robbinsville, NC 28771

Connie Orr
Vice-Chairman

Jacob Nelms
Member

Phone: 828-479-7961
Fax: 828-479-7988

Dale E. Wiggins
Member

Raymond Williams
Member

Rebecca (Becky) Garland
County Manager

Kim Crisp
Clerk

March 15, 2018

Mr. Richard Taylor
Executive Director
NC 911 Board
Department of Information Technology
P O Box 17209
Raleigh, NC 27619-7209

Re: Grant Contract No. G2016-01

Dear Mr. Taylor,

Graham County respectfully requests a 6-month grant extension until December 31, 2018. Currently the grant contract expires June 30, 2018.

The grant provided funding for a new facility, the installation and testing of new technology, and to meet the needs of regional PSAP initiatives with Swain and Jackson counties. The construction of the facility realized some initial delays with a significant amount of rainfall in the spring of 2017. Initial schedules for construction reflected a March 2018 date for completion. Diligent work by the contractors has allowed the construction schedule to only slip by a few weeks. To date the facility is approaching the substantial completion mark with a final walk through after the first of April.

We also experienced some unexpected delays with the construction needed to bring phone service to the facility. These delays have produced a trickle-down effect to the other technology initiatives, including the ordering of ALI circuits; thus, pushing the timelines out.

Technology procurement is underway with most systems beginning initial planning phases. Once the building is available, the installation and testing of all the systems will begin. Dispatch furniture has been ordered and should be installed soon. Structured cabling, access control, and security cameras are all underway and near completion.

Discussions have been ongoing with Swain and Jackson counties to complete the regional PSAP initiative. Technical systems have been acquired that will facilitate similar aspects of the functionality within the backup scenarios initially designed by Swain and Jackson counties. At this point, there are no road blocks identified that would hamper the completion of this requirement.

Currently, the cutover date for the new facility is July 18, 2018. This allows, at a minimum, a 1-month burn-in period and testing for the new technology.

The County appreciates the opportunity provided by this grant and believes the allocated funding is sufficient to complete the project, without the need to request additional funding.

Respectfully,

Rebecca E. Garland, CPA

Rebecca Garland
County Manager / Finance Officer

Executive Director Report

Richard Taylor

f) Richmond County Grant Extension
Request

(Vote Required)



Richmond County North Carolina

February 28, 2018

Mr. Richard Taylor
Executive Director
NC 911 Board
Department of Information Technology
P O Box 17209
Raleigh, NC 27619-7209

Re: Grant Contract No. G2016-03

Dear Mr. Taylor,

Richmond County Emergency Services respectfully requests a 12-month grant extension until June 30, 2019. Currently the grant contract expires June 30, 2018.

The new facility is under construction and is scheduled to be substantially complete in early May 2018. To date, the County has been diligent in the use of grant funds, but did encounter some unexpected delays early on in the project. The time to select an architectural firm took longer than expected, as did the design phase of the project. In addition, construction bidding took two rounds of bids to accomplish due to an initial lack of interest. The selected construction firm, Godfrey Construction, has done an outstanding job on the facility and made up some time at the onset of construction. The Board was made aware of one issue with the raised flooring, which has since been resolved. Recently, the project encountered some manufacturing delays with the electrostatic dissipative (ESD) carpeting, which will push overall completion into the May timeframe. Godfrey is working diligently to minimize delays, but some are outside of its control. At this time, substantial completion is May 1, 2018.

Technology procurement is at various stages, and at this time has not been delayed. However, until the ESD carpeting is installed, workstation and Emergency Operations Center (EOC) furniture cannot be installed. This in turn affects the physical installation of radio consoles, computer aided dispatch (CAD), and other technologies in the center itself; cabling is underway and is at 50 percent.

At this time, cutover to the new facility is June 12, 2018. This allows a one-month burn-in period and testing for the new technology.

Hiring for the consolidated environment is already in the planning stages. The County has engaged the law enforcement agencies in the county and has seated a working group to develop and merge communication policies and procedures for the consolidation, and to discuss the training that will need to occur. The County plans to bring the Sheriff's Office into the consolidated environment first, followed by Hamlet and



Richmond County North Carolina

Rockingham police departments second. While the extension request is through June 2019, the hope is to have the consolidation complete by January 31, 2019; the County did not want to seek an additional extension should other unforeseen issues arise. The County wants to bring in the new employees cautiously so as not to destabilize the agencies; hence the planned six- to seven-month window. This will also allow time for any issues that may arise to be addressed quickly with one agency. Initial training will take place before the actual consolidations occur and cross-training will continue after successful consolidations.

The County intends to extend its contract with Mission Critical Partners, following approval of the grant extension, to provide for assistance with the consolidation and grant management support.

Of the \$6,357,537 grant award, the County has sought reimbursements for \$2,938,376.85. The remaining grant funds appear sufficient to complete the project as planned, with the requested extension, without the need (at this time) to seek funding reconsideration.

Richmond County appreciates the opportunity this grant has provided and is pleased with the progress to date. We hope the Board is as well.

Thank you for the consideration to this request, and we look forward to receiving approval to extend the grant until June 30, 2019.

Respectfully,

Donna Wright, Director
Richmond County Emergency Services

cc: Bryan Land, Richmond County Manager

Executive Director Report

Richard Taylor

g) Perquimans County Grant Extension
Request

(Vote Required)



PERQUIMANS COUNTY EMERGENCY SERVICES

P.O. Box 563 - 159 Creek Drive - Hertford, NC 27944

(252) 426-5646 Phone - (252) 426-3306 Fax

Jonathan A. Nixon, Director

March 21, 2018

North Carolina 911 Board
Attn: Richard Taylor, Executive Director
PO Box 17209
Raleigh, NC 27619-7209

Re: Request for Grant Extension

Mr. Taylor,

Perquimans County 911 Communications is requesting an extension for the current grant related to our Back-up Center. Based on the Chowan 911 project timeline, we are requesting an extension through June 30, 2018. Our only pending grant invoice will be a partial invoice for adding our radio equipment to their 911 Center/new tower. The equipment is already in our possession.

Should you have any questions or concerns feel free to call or email.

Sincerely,

Jonathan A. Nixon
Perquimans County Emergency Services Director

- c. Frank Heath, Perquimans County Manager
- Tracy Mathews, Perquimans Finance Officer
- Cord Palmer, Chowan 911 Center

Presentation by Center of Geographic Information Analysis for Image 19

(vote required)

Tim Johnson
Executive Director
CGIA

ROY COOPER
GOVERNOR

J. ERIC BOYETTE
SECRETARY & STATE CHIEF INFORMATION OFFICER

March 2, 2018

Richard Taylor, ENP
Executive Director
NC 911 Board
Department of Information Technology
PO Box 17209
Raleigh, NC 27619-7209

Dear Richard:

I am pleased to submit the attached proposal for the Southern Piedmont and Mountains 2019 Orthoimagery Project. This phase will complete the second four-year cycle to refresh statewide orthoimagery for the benefit of PSAPs and many others across North Carolina. The project scope of work calls for acquisition, quality control, and delivery of imagery that meets the state standard for 21 North Carolina counties. CGIA will deliver the product to the Public Safety Answering Points in December 2019.

The project calls for imagery acquisition for 10,397 square miles yielding a set of 11,595 tiles of imagery. Each tile represents 5,000 feet by 5,000 feet on the ground. The Southern Piedmont and Mountains represents a wide range of geography from west to east with approximately 50% of the tiles covering mountainous terrain along with the metropolitan areas of Charlotte and Asheville.

CGIA is proud to continue its working relationship with the NC Department of Transportation, NC Department of Public Safety, and the NC Department of Secretary of State in the roles that each has been responsible for since 2012. The total cost of this phase is \$3,273,555 which encompasses all the steps covered under earlier phases including project initiation/planning, imagery acquisition and processing, quality review, and final product packaging and delivery. This cost is approximately \$248,000 less than what we proposed in the four-year cycle proposal that I presented to the Board in February 2015. The project team is ready to begin work as soon as the NC 911 Board approves it and the budget is available.

The NC Center for Geographic Information and Analysis looks forward to fulfilling its leadership in delivering the quality product that the project team has consistently produced since 2012. We appreciate the support and confidence that the NC 911 Board has placed in us to meet your needs for orthoimagery for 911 response. Please feel free to call on me at 919-754-6588 with any questions about the proposal. I look forward to briefing you and the Board on this proposal on March 23 in Lexington.

Sincerely,



Tim Johnson, GISP
Director, NC Center for Geographic Information and Analysis

attachments

STATEWIDE ORTHOIMAGERY PROGRAM

Phase 4

Southern Piedmont and Mountains

Orthoimagery Acquisition, Processing and Distribution

Prepared for

North Carolina 911 Board

Prepared by

North Carolina Center for Geographic Information and Analysis

March 2, 2018

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Background

Orthoimagery is a fundamental, mission critical dataset loaded into Computer Aided Dispatch (CAD) systems for use in all Primary 911 centers in the state because of the Statewide Orthoimagery Project 2010 and most recently the Statewide Orthoimagery Program 2012-2015. North Carolina has moved from a patchwork quilt of county imagery with varying dates of acquisition to a complete, consistent, current dataset due to the investment of the NC 911 Board. Benefits resulting from this investment include saving time in locating and responding to emergencies, saving time in informing public decisions, increasing public revenue due to more accurate data for assessments, and avoiding costs of erroneous information from out-of-date imagery and map features.

The Statewide Orthoimagery Project in 2010 demonstrated the value of digital aerial imagery as a fundamental dataset for Public Safety Answering Points (PSAPs), as well as numerous local, regional, state, and private purposes. The Geographic Information Coordinating Council and its collaborating participants developed and distributed the *Business Plan for Orthoimagery in North Carolina* in October 2010 in response to questions about the future of orthoimagery in the context of statewide programs and policies (see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/OrthoImageryBusinessPlan-NC-20101029.pdf>).

The result was a plan that recommended an annual, quarter-state acquisition of new leaf-off orthoimagery beginning in January 2012 and continuing through 2015 (the first four-year cycle). The Plan recognized that funding sources with a statewide perspective, thus recognizing economies of scale, were essential to achieving a coordinated program.

To continue to sustain the currency of this mission critical dataset, CGIA proposed a second four-year cycle beginning in January 2016 and continuing through 2019 (See Figure 1). The NC 911 Board approved this proposal in February 2015. Phase 1 (Coastal 2016) of this cycle collected imagery for 27 counties along the coast in early 2016 and delivered the final products to the 28 PSAPs for this region in January 2017. Phase 2 (Eastern Piedmont 2017) acquired imagery for the 26 counties in the Eastern Piedmont in early 2017. This product was delivered to 31 PSAPs in early December 2017. Phase 3 (Northern Piedmont and Mountains 2018) is underway with acquisition beginning in February 2018. Since the 2010 project, the Center for Geographic Information and Analysis (CGIA) has delivered over 84,000 square miles of high resolution imagery to every Primary PSAP spanning all 100 counties.

Phase 4 (referred to as Southern Piedmont and Mountains 2019) is the subject of this proposal. Phase 4 includes 10,397 square miles spread over 21 counties and consists of 11,595 tiles of orthoimagery (each tile represents 5,000 feet by 5,000 feet on the ground). This phase includes the Charlotte metropolitan area, as well as 5,534 tiles of mountainous terrain. Increased requirements for sun angle and flight planning are associated with acquiring orthoimagery in the western mountains.

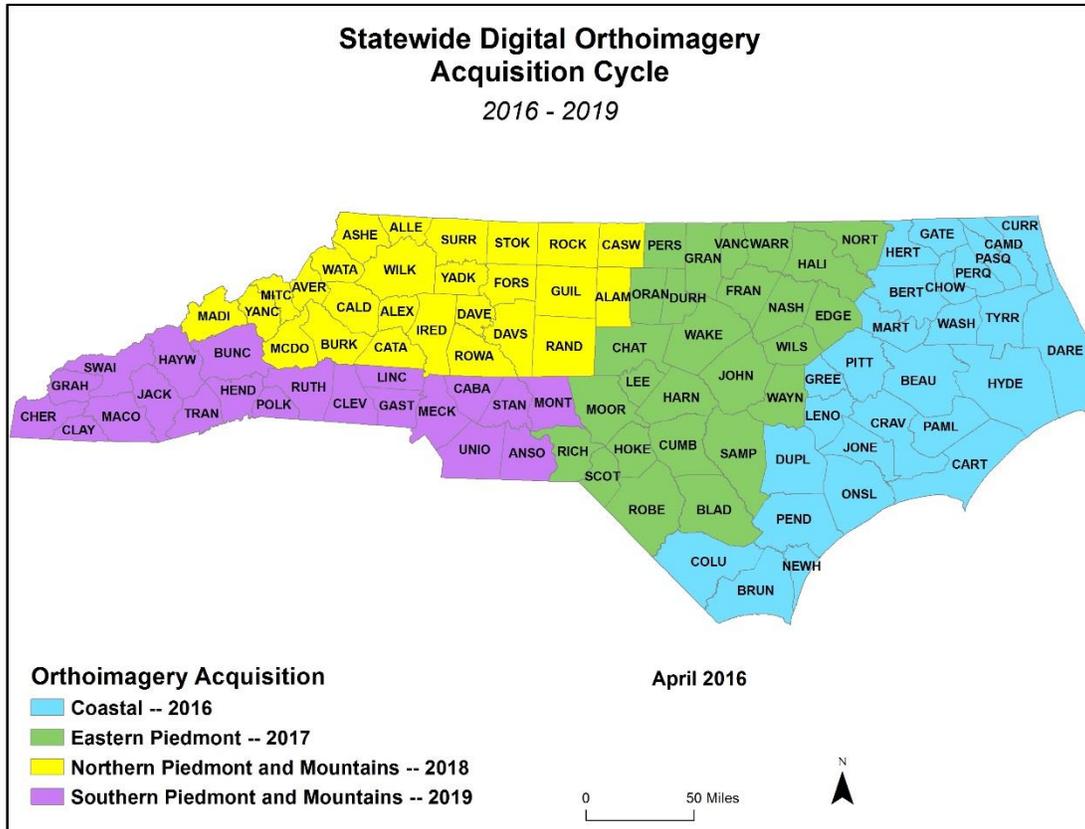


Figure 1: Statewide Digital Orthoimagery Acquisition Cycle

Project Team

1. CGIA

CGIA will serve as the project manager of all third-party contractors and state partners, to include performing qualifications-based selection (QBS) procurement for private sector contractors, developing contracts, managing invoices, and documenting scope of work on the project. CGIA will also oversee all quality review activities and resolutions, manage the creation of all final orthoimagery products, coordinate outreach with Primary PSAPs and local government representatives, and ensure client satisfaction.

2. NCDOT Photogrammetry Unit

NCDOT Photogrammetry will provide advisory and technical services throughout the project. NCDOT has extensive expertise and experience in the area of photogrammetry (i.e., the art, science, and technology behind obtaining reliable accurate measurements and three-dimensional data from overlapping photographs). NCDOT Photogrammetry is responsible for the technical details associated with photogrammetric processes and production which include flight and control planning, imagery acquisition, image post processing, GPS-IMU post processing, aerotriangulation, and orthoimagery generation. They will evaluate and advise on all report documentation, technical data submittals, and contractor submittals. They will also perform quality review for 30% of the study area.

3. NC Department of Public Safety-NC Geodetic Survey

The NC Geodetic Survey has extensive expertise and experience in managing positional quality control for orthoimagery. For this project, NC Geodetic Survey will advise on the QBS procurement process for private contractors, maintain validation range for testing and approving digital cameras, and perform horizontal quality control. They will also evaluate report documentation and technical data submittals directly related to survey control.

4. NC Department of the Secretary of State, Land Records Management Section

The Department of the Secretary of State is the author of the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*, the state standard for orthoimagery acquisition. For this project, the Land Records Management Section will advise on the QBS procurement process of private contractors, interpret the state standard for the project team as needed, and serve as a member of the state project team throughout the project.

5. Private Contractors

Private contractors, managed by CGIA with support from collaborating members of the state project team, will perform acquisition, processing, production and delivery of orthoimagery to CGIA covering all project counties.

6. Local Governments

The Public Safety Answering Points and the local government GIS representatives are critical to the successful completion of each orthoimagery project. They will perform preliminary quality review of the product, receive final delivery of the orthoimagery from CGIA, and coordinate with project team for any product exceptions or outstanding issues.

Value Proposition

In 2011, the NC 911 Board selected CGIA as the Project Manager for all aspects of the Statewide Orthoimagery Program. A primary focus of the project team charter was to place a concentrated emphasis on project administration, quality control, and oversight and accountability of private contractors to insure a deliverable product that meets both the specifications and the needs of the client. The remainder of this section emphasizes that approach as well as the core fundamental aspects of this proposal including the following:

1. Proactive approach
2. Oversight, accountability, and adherence to specifications
3. Client focus
4. 911 delivery requirements
5. Costing approach

CGIA's core paradigm of project management, which reaches every corner of the project, is simple: The team takes a proactive front-end approach to quality and project administration rather than engage in back-end reactive measures to issues leading to cost overruns and schedule delays. As a result, each phase of the 2012-15 cycle was completed on time and under

budget. Starting with the 2017 project, this proactive approach, combined with an investment in more efficient hardware solutions for imagery processing, facilitated delivery of the final imagery to PSAPs six weeks ahead of previous project delivery timelines. This expedited timeline for deliveries is expected to continue in the 2018 project and the schedule for this proposal also reflects this.

CGIA contracts with NCDOT to perform primary oversight and accountability of all contractor specifications. NCDOT has also developed real-time acquisition monitors allowing the team to review results of every flight mission not to exceed five days after the mission occurs. If the flight mission fails to meet certain parameters, re-flights are required. Finally, CGIA includes contractual terms and conditions mandating re-flights the next flying season if there is demonstrated non-conformance, evidence of systematic failure, or substandard delivery that could have been avoided by vendor's notification of such occurrences.

CGIA has and will continue to closely regulate compliance and enforce terms and conditions to insure the Board's investment remains a top priority. As a part of the oversight and accountability of private contractors, CGIA takes a close look at the acquisition season and weather conditions that occurred to determine whether the contractor took advantage of every opportunity to fly and acquire imagery and placed a high priority on North Carolina orthoimagery acquisition. Figure 2 displays a combination of multiple data sources representing cloud cover and river gage levels, along with the number of exposures collected each day. These graphs demonstrate whether the contractor was proactive during the flying season to ensure imagery was collected before leaf-on conditions. Incorporating this analysis into the contractor performance evaluation contributes a measure of accountability in selecting firms for subsequent projects. Measures such as these drive continuous improvement of the QC process ensuring technical specifications are met.

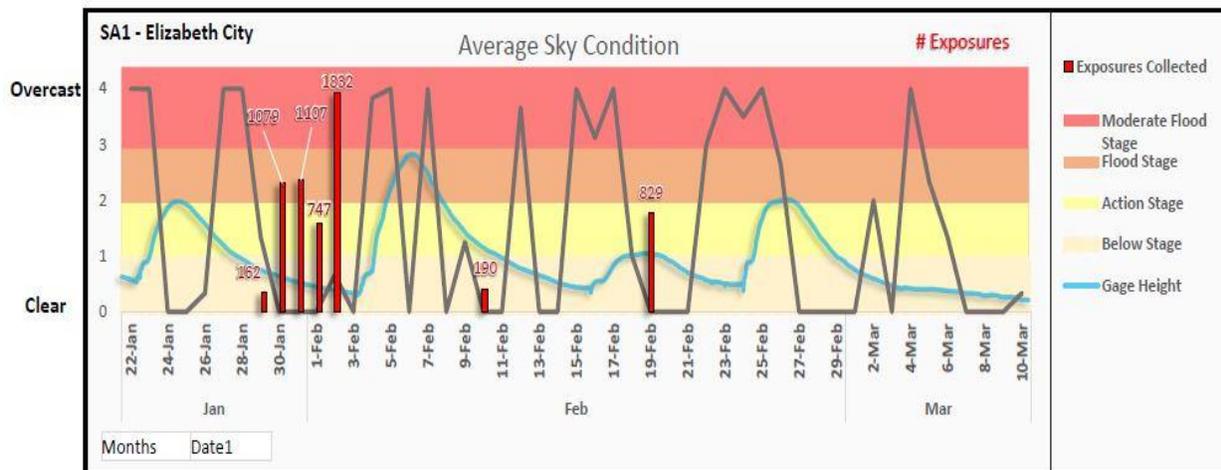


Figure 2: Acquisition Weather Analysis used in Contractor Performance Evaluations

CGIA places a heightened awareness and focus on the 911 Board client and the Primary PSAP endpoints. Early in the project, CGIA works with 911 Board staff to establish a single point of contact (POC) representing the Primary PSAP or a delegated individual. Communications always flow through the POC for all news, updates, status, and delivery. To stress this point, prior to the delivery meetings, CGIA works with PSAPs to schedule regional delivery and

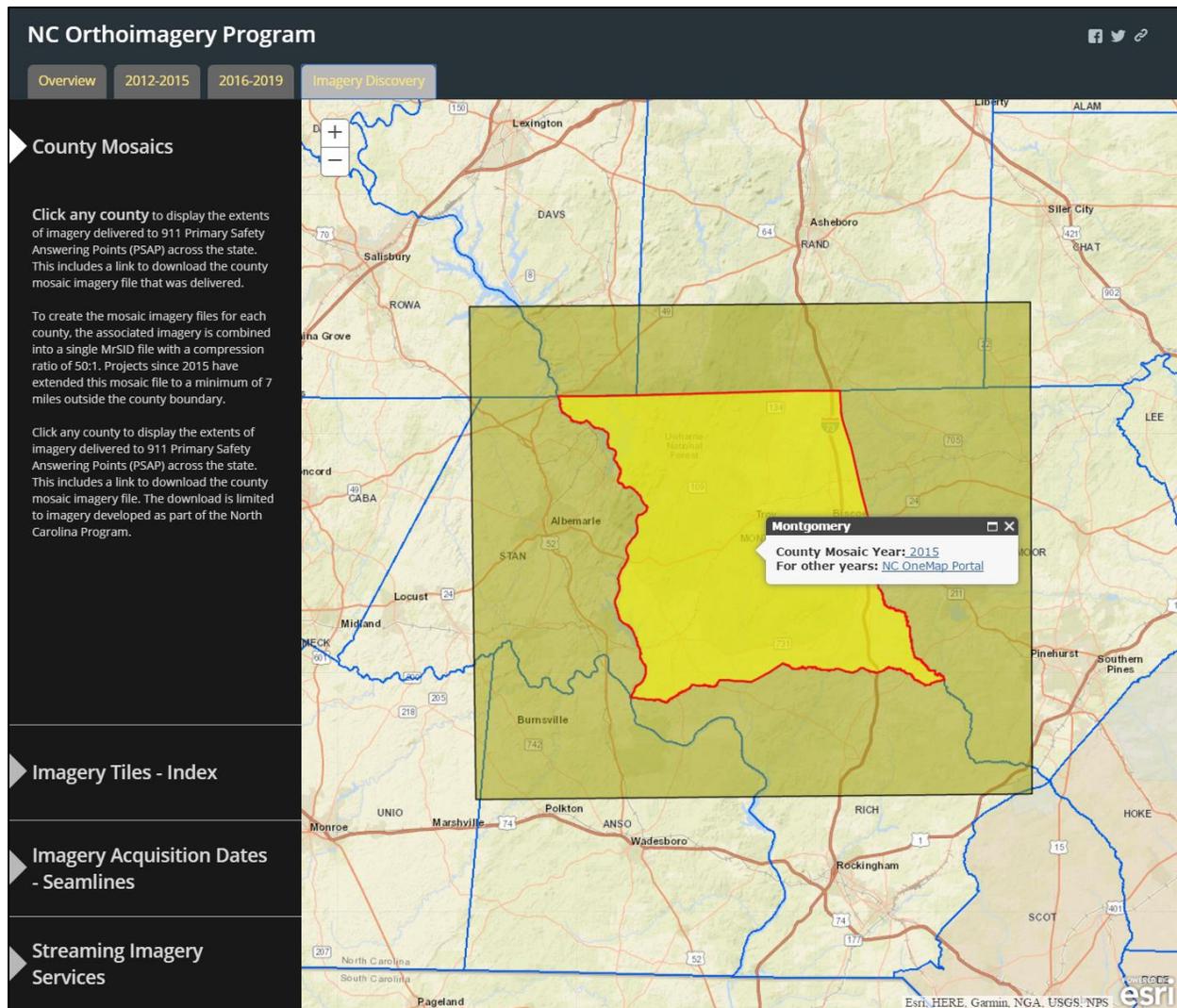


Figure 3: Project Website

briefing meetings at 911 facilities. For final delivery, CGIA will only deliver the final product to a 911 representative unless otherwise directed. In addition, CGIA will not publish the final product to public sources until delivery to the PSAP has occurred. Finally, CGIA enhances more simple methods of communication by implementing online visual mapping. Through the project website maintained by CGIA, PSAPs and other end users can navigate through the project years and visualize important data related to the project. They can also find and download important data necessary to maintain the currentness of their systems. Figure 3 demonstrates how POC's can visualize the extent of the imagery delivered to them and even download a copy of the single-file county imagery. They can also use this interface to download imagery from a neighboring county if that county is acquired in a future project. Overall, the project website provides an end user with an interactive medium where they can learn more about the drivers for the program, see summaries of completed projects, check the status of ongoing projects, and to obtain additional imagery products.

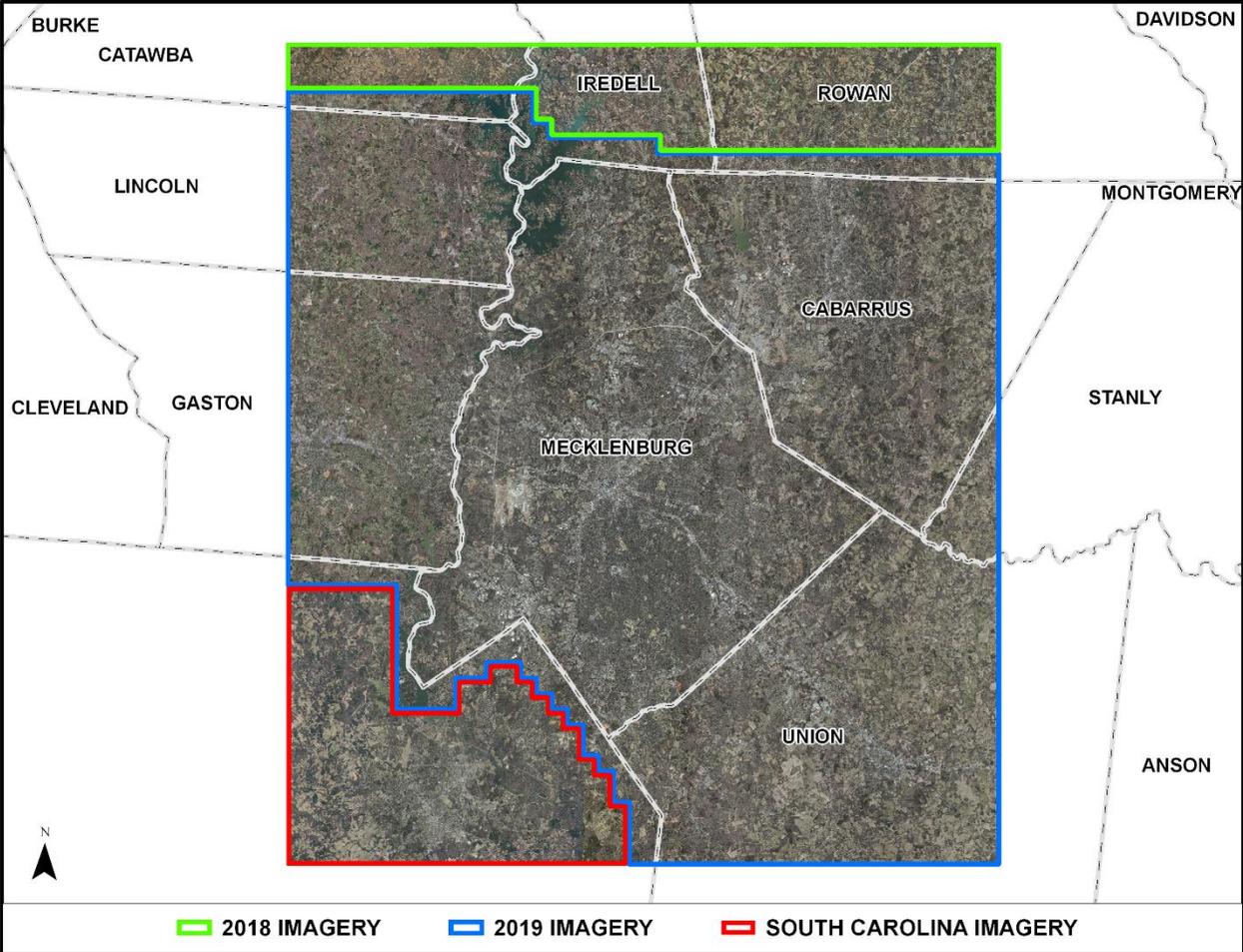


Figure 4: Anticipated Single File Deliverable for Mecklenburg County for 2019 project

Additionally, CGIA and the project team strive to incorporate lessons learned and feedback received from the 911 Board and PSAPs to improve the final products delivered at the end of the project. Table 1 outlines the current requirements related to the coverage area of imagery delivered to each county. Having these requirements enables each PSAP to be certain that they will have the coverage necessary to respond to any emergencies even if they fall outside their county boundary.

Throughout the first four-year cycle, advancements have been made to the single, county-wide imagery file that a majority of PSAP CAD systems employ. Figure 4 demonstrates an example of how this single file product now extends to a minimum of seven miles outside the county

911 BOARD COVERAGE REQUIREMENTS	
7 Mile Extent	Coverage that extends a minimum of 7 miles outside that county. Provides coverage for cellular call routing.
Neighbor Counties – Current project year	Provides regional coverage within the current project year.
Neighbor Counties – Previous project years	Completes regional coverage with imagery from previous projects where applicable.
Adjacent State Imagery	GA, SC, TN, and VA imagery from partners in those states incorporated into the single file mosaic for counties that border these states.

Table 1: Imagery Coverage Requirements

boundary, including any imagery from previous projects falling within the seven-mile coverage rectangle. In this example, as part of the 2019 deliveries, Mecklenburg County would receive a single file that includes imagery that extends a minimum of seven miles into the surrounding counties, and incorporates imagery from South Carolina. CGIA works with partners in neighboring states to obtain imagery necessary to complete the coverage rectangle into the bordering state. This deliverable is the result of lessons learned on the capabilities of some CAD systems in handling multiple input files and the concern over assuring basemap coverage for the routing of cellular phone calls to 911 originating from outside a county's borders.

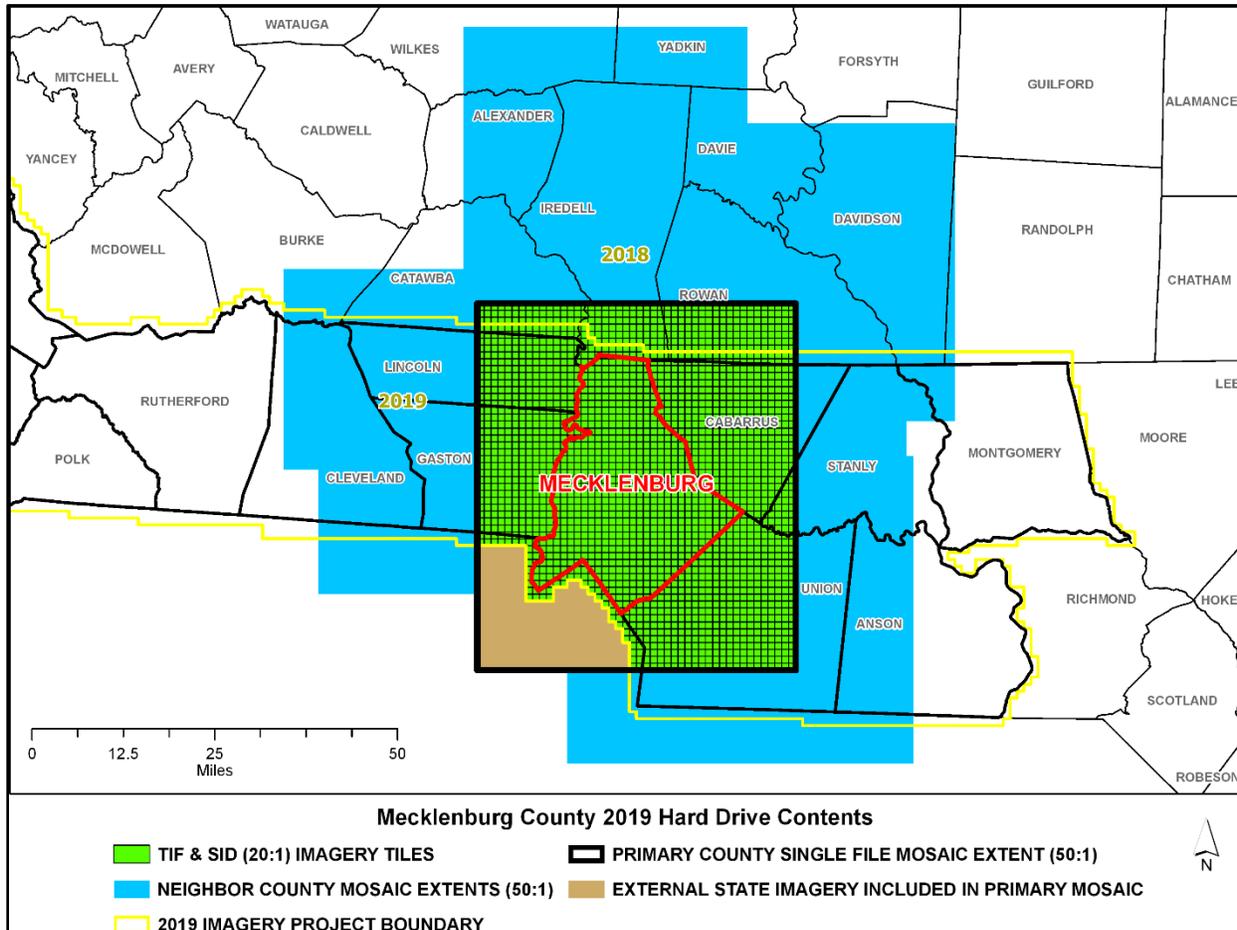


Figure 5: All anticipated imagery products to be delivered for Mecklenburg County

Along with the seven-mile single file deliverable, each county receives the full resolution imagery tiles, 20:1 compressed tiles, and the single file deliverable for each of the adjacent counties. The map in Figure 5 demonstrates the extent of all these imagery products delivered for a single county. This provides each PSAP with a full regional picture and removes all assumptions on the part of the project team as to what extent to provide for each specific delivery.

CGIA strives to stay up to date with the latest trends in imagery collection and processing techniques to assess the potential for improvements to the products delivered to North Carolina PSAPs. A new approach that was tested in Raleigh during the 2017 project and that is now a



Figure 6: Typical Nadir Orthoimagery (Left) compared with new processing requirements for tall structures (Right)

part of the scope of work for the Winston-Salem and Greensboro areas of the 2018 project is increased processing requirements for downtown areas with tall structures. In past projects, the central business districts of large urban areas had increased specifications for flight planning to minimize the lean of tall buildings in the imagery. However, this did not alleviate all building lean in very tall structures as can be seen in the left side of Figure 6. By implementing the new

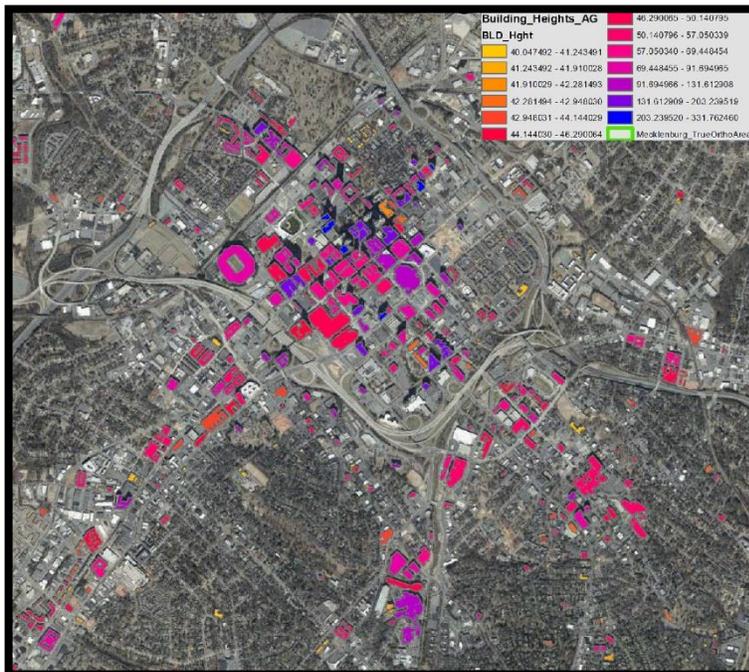


Figure 7: Lidar analysis highlighting buildings to be processed to new Orthoimagery specifications in Charlotte downtown area.

processing approach that requires additional processing and three-dimensional modeling, the orthoimagery product shown in the right of Figure 6 eliminates all building lean so that sidewalks, roads, and ingress/egress routes can clearly be seen on all sides of the structure. Figure 7 shows an analysis done for downtown Charlotte and highlights buildings that will be required to be processed to the new specifications as part of the 2019 project. This analysis and approach will also be done for downtown Asheville as part of this effort.

The pending implementation of Next Generation 911 (NG911) in North Carolina will rely heavily on the orthoimagery produced from this initiative. Utilizing the National Emergency Number Association’s (NENA) i3 standard will require the development and on-going maintenance of three statewide GIS datasets: street centerlines, address points, and emergency service boundaries. These three datasets are critical to call routing, call taking, and responder dispatch. The spatial accuracy and consistency of the orthoimagery will support the demanding quality control requirements for these GIS data layers. The alignment between orthoimagery and NG911 GIS datasets will also be critical in the context of backup/failover and mutual support scenarios supported by NG911.

Costing Approach

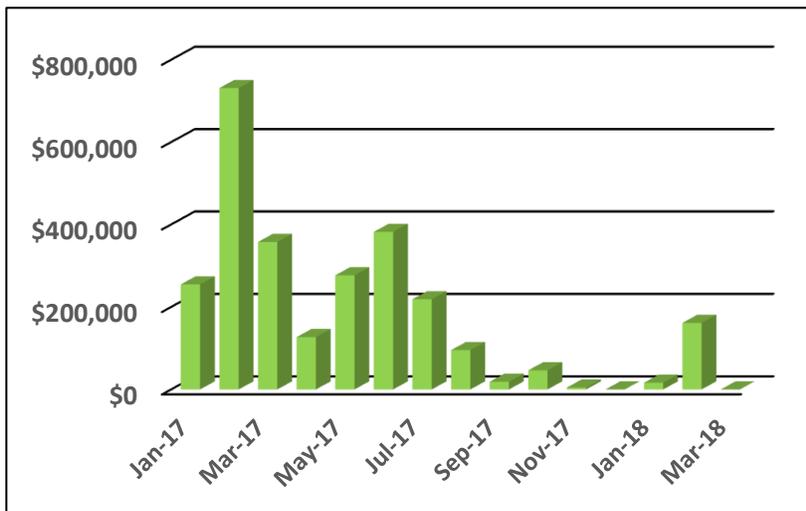


Figure 8: 2017 Actual Acquisition Contractor Costs

Private contractors account for up to 75% of the total budget, with much of this cost directly tied to the flying season and post processing of the raw imagery product between January and July as demonstrated in Figure 8. In as much as CGIA administers project management, it places an equal focus on the analysis of contractors’ costs. Both the 2016 and 2017 projects’ contractor procurement realized an overall substantial budget underrun due to a

sharper than expected deflation in the price of jet fuel of nearly 70% shown in Figure 9 as well as efficiencies gained through use of new LiDAR (or elevation) data products derived by the state. The latter also serves to demonstrate the mutual benefit of investments in large statewide programs. In as much as the 911 imagery program realizes cost savings from LiDAR, end-users throughout the state also realize cost and technical benefits from the 911 investment.

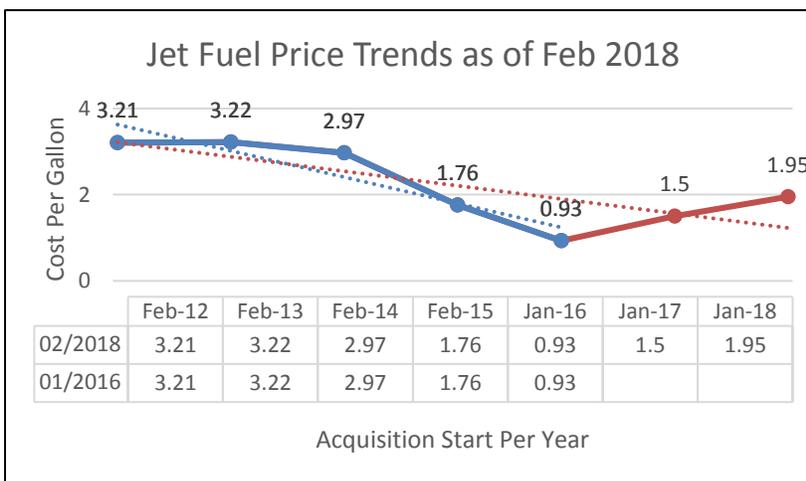


Figure 9: Jet Fuel Price Trends

Past performance has demonstrated that costs are attributed to three primary factors: (1) the cost of fuel and overhead inflation; (2) the complexity of the study area, most notably the difficulty in the mountains; and (3) the efficient use of “2nd Generation” sensors. Advances in large format sensor technology since 2012 drive efficiency resulting in larger footprints, higher flight

altitudes, reduced numbers of flight lines, increased velocities, less flight time, less fuel consumption, and reduced number of exposures for processing. In summary bigger, higher, faster image acquisition means less cost to the 911 Board. Using the 2016 through 2018 per unit actuals, an inflationary costing model based on the 2012-2015 cycle is applied to forecast costs associated with the Southern Piedmont and Mountains 2019 project. CGIA assumes the trend will continue into 2019 thus recognizing a reduced requested budget of \$247,752 less than originally forecast and approved by the 911 Board in February 2015 for the 2019 phase.

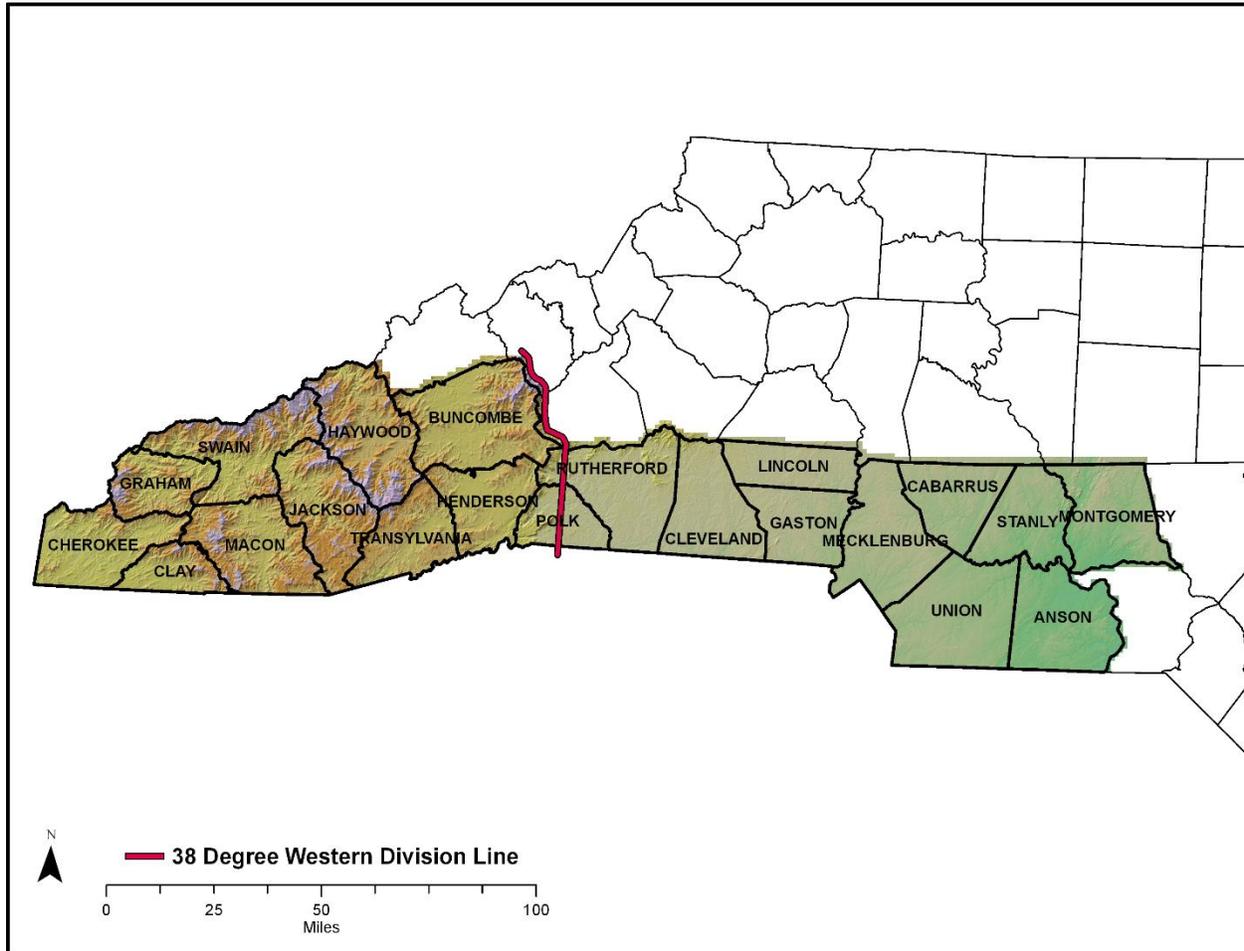


Figure 10: Mountain Project Area Delineation

Project Complexity

The costing approach noted the complexity of the study area in the western mountains as a primary indicator of costs. The means for evaluating proposed costs is to evaluate a per unit or per tile cost based on past actuals and industry standards. Specifically, in the 2019 study area, tiles can be categorized by location and elevation as either Piedmont or Mountain. The western portion of the study area, as shown in Figure 10 above, represents approximately 50% of the study area. This area to the west of the western division line is considered mountain tiles with extreme relief and necessitates stricter requirements during acquisition, such as a 38-degree sun angle compared to 33-degree with the rest of the project area. As demonstrated by the 2014 and

2015 actuals, the level of effort, will by default, increase in the mountains. Table 2 serves to document all reasons for the increased level of effort.

WESTERN MOUNTAINS CONTINGENCY	
FACTOR	IMPACT ON COST
FLIGHT LINE SPACING	Lines are more closely spaced due to elevation changes and increases fuel usage, number of flights, and crew logistics
EXPOSURES PER FLIGHT LINE	More exposures required increased post processing and storage capacity
FLIGHT ALTITUDE	Altitudes vary to insure minimum pixel resolution and Increases fuel costs
SUN ANGLE	To reduce shadows in mountains, a sun angle of 38 degrees is required. This reduces flight window per day which increases number of missions and fuel costs
SNOW	Reduces number of optimal flight windows which could lead to an increased number of missions and increased fuel costs
GROUND CONTROL	Rugged terrain and limited access increases labor level of effort and delays schedule.

Table 2: Mountain Tiles Cost Factors

Level of Effort and Cost

Table 3 provides the level of effort required to complete the Southern Piedmont and Mountains 2019 project based on the set of tasks described in this proposal.

Item	Fee
CGIA Labor	\$410,172
Private Contractors	\$2,376,975
Information Technology	\$48,319
NCDOT-Photogrammetry	\$143,447
NCDPS-NC Geodetic Survey	\$201,320
VOICE (QC Service Provider)	\$86,822
Travel and Reimbursable	\$6,500
Total	\$3,273,555

Table 3: Budget

Assumptions

1. CGIA Labor line item is calculated at the current approved rate of \$84 per hour. This rate is subject to change during the course of the project.
2. Information Technology line item cost includes storage and backup fees for the NC Department of Information Technology (DIT) Eastern Data Center servers at current billing rates. This line item cost also includes hardware investment required for processing imagery tiles and for delivery.
3. Software for serving imagery is likely to require some expense for customization, upgrades, and other maintenance.

4. The Virtual Online Inspection, Checking and Editing (VOICE) application used for 2012-2018 will be continued and enhanced as needed to support the QC process.

Schedule

Table 4 outlines the schedule for Phase 4. It assumes approval to proceed is granted by the NC 911 Board by July 1, 2018.

Task	Begin	End
1: Qualifications-Based Selection and Procurement	July 2018	December 2018
2: Imagery Acquisition and Production	January 2019	July 2019
3: Quality Control	August 2019	December 2019
4: Implementation	December 2019	April 2020
5: Project Closeout	May 2020	June 2020

Table 4: Phase 4 Schedule

Scope of Work

The scope of work consists of five distinct tasks performed by a combination of the state project team and private sector contractors.

Task 1: Qualifications-Based Selection and Procurement (July – December 2018)

The purpose of this task is to develop contracts with public and private sector project partners, and begin other administrative tasks in preparation for orthoimagery acquisition. Specific activities under this task include:

1. Develop statements of work, develop and execute contracts between CGIA and the NC 911 Board, and develop contracts between CGIA and the NCDOT Photogrammetry Unit and the NCDPS-NC Geodetic Survey, respectively.
2. Develop and release an RFQ and manage a QBS process for qualifying private sector contractors.
3. Select private sector contractors as a result of the QBS process and negotiate actual cost.
4. Initiate project planning, meet with project partners, and begin outreach activities with stakeholders.
5. Conduct kickoff and planning workshops with all applicable parties including project partners, contractors, and the Geographic Information Coordinating Council, Working Group for Orthophotography Planning.
6. Develop core data required to support the project, develop project websites, initiate open lines of communication, and implement the project SharePoint site.
7. Finalize extents and requirements for 'true orthoimagery' development process in built-up urban areas in the project area to facilitate contract requirements for private sector contractors.

Deliverables:

- Contract between CGIA and the NC 911 Board
- Contracts between CGIA and NCDOT Photogrammetry and NCDPS-NC Geodetic Survey
- Contracts with private sector contractors
- Project website and project SharePoint site

Task 2: Imagery Acquisition and Production (January – July 2019)

The purpose of this task is to acquire leaf-off imagery and to perform and document all post processing activities prior to product delivery. Prior to the flying season, the team must plan the technical details of the project, finalize technical requirements, and develop, engage, review, and approve quality compliance documentation. The flying season is driven by sun angle and vegetation per the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*, the state standard. The goals are to minimize shadows, snow, and vegetative cover that would obscure infrastructure. CGIA and the state project team, including NCDOT, NC Secretary of State, and NC Department of Public Safety (NCDPS)-NC Geodetic Survey, mandates adherence by subcontractors to the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*

and invests a detailed focus on photogrammetric compliance. Specific activities under this task include:

1. Acquisition Planning. Validate digital sensors using NC's validation range and procedures. Produce and review and finalize detailed flight plans. Design and implement ground control and survey planning.
2. Review planning compliance documentation.
3. Finalize imagery specifications to facilitate consistent radiometric deliverables across varying land classifications and contractor study areas.
4. Conduct flights, acquire orthoimagery, and verify images captured meet state specifications.
5. Perform all post processing activities required to develop a tile-based orthorectified product.
6. Deliver acceptance documentation for acquisition and all post processing submittals.
7. Develop and procure agreement with the VOICE quality control application contractor.
8. Quality Control Application: Update the VOICE application based on the previous projects' user experience. The VOICE application receives the delivery of orthoimagery tiles and facilitates three levels of visual quality control (Levels 2-4 where Level 2 is a 30% quality review by NCDOT, Level 3 is a 5% review by CGIA, and Level 4 is an independent review by PSAP and local government end-users).
9. Confirm software readiness to support quality review process. Acquire hardware to facilitate receipt of processed data. Plan hosting services and software updates to accommodate online access to imagery.
10. Outreach: Perform outreach and conduct training programs for PSAPs and local government points of contact to perform quality review during the Production stage. CGIA will work with the NC 911 Board to identify the appropriate contacts.

Deliverables:

- Detailed requirements for imagery products
- Quality Review Training programs
- Reports verifying images captured meet state specifications

Assumptions

- To account for weather and leaf-off conditions, flight terms vary depending on geographic areas.

Task 3: Quality Control (August – December 2019)

The purpose of this task is to perform the following four primary tasks:

- Complete a full circle quality review on the image deliverable product (including review, issues submittal, resolution, resolution submittal review, and signoff)

- Develop secondary image format after satisfactory signoff and delivery of the TIFF product
- Implement DIT hosting services and procurement and initiate data loading onto NC OneMap
- Open communications for final delivery.

Specific activities under this task include:

1. Finalize and secure DIT hosting services and perform initial image data loading onto DIT servers.
2. Conduct Level 1 quality review by imagery processing contractors to assure the imagery meets state specifications and is free of systematic error or systematic visual quality issues and to verify the quality and completeness of the product.
3. Conduct Level 2-4 quality review through the VOICE application, identify valid issues, and submit and receive revised imagery from imagery processing contractors.
4. Develop a MrSID format 20:1 compression file for each tile in the county and a 50:1 compression format that represents an entire county mosaic. CGIA will request feedback from PSAP and local government end-users to determine exceptions to the delivered compression format.
5. Complete horizontal quality control and review process.
6. Work with Primary PSAP contacts to set and schedule December to January delivery meetings.
7. Package imagery products on portable disk drives to include delivery of final imagery in GeoTIFF format, MrSID compressed format, metadata, and other applicable documentation. This also includes the logistics to maintain master copies of the GeoTIFF tiles, MrSID tiles and mosaics, finalize metadata files, assemble neighbor imagery, and collect other applicable data relevant to the primary county.

Deliverables:

- Quality control reports per county

Assumptions

- GeoTIFF product release by the processing contractor(s) will occur no later than seven months after completion of flights.
- The Public Safety Answering Points and the local government GIS representatives perform early quality review of the product as part of the Level 4 quality review through the VOICE application.

Task 4: Implementation (December 2019 – April 2020)

The purpose of this task is to deliver the final orthoimagery product to each PSAP including prior phase data as well as imagery seven miles into Georgia, South Carolina, and Tennessee, implement release of data on NC OneMap, and evaluate each county's quality review (60-day evaluation period).

1. Product Delivery: This task includes the distribution of data to each PSAP.
2. NC OneMap Implementation: CGIA will load the imagery into the NC OneMap database for public access as imagery services and as downloadable compressed imagery. The storage and maintenance will be continuous through the four cycles of quarter-state imagery acquisition.
3. 60-Day Evaluation: Each PSAP and county GIS office will evaluate the delivered product(s) during a period of 60 days to validate completeness or defectiveness or the existence of quality issues. CGIA will work with PSAPs to deliver exceptions and/or resolve outstanding data with contractors.

Deliverables:

- Final orthoimagery in GeoTIFF and MrSID formats
- NC OneMap release

Assumptions

- States of Georgia, South Carolina, and Tennessee will supply data either directly or through their respective county governments

Task 5: Project Closeout (May – June 2020)

The purpose of this task is to perform project management and other activities relevant to project closeout and procurement. This includes evaluating final contractor invoices and issuing final payment after state acceptance of all deliverables. This task also involves resolving and accepting final delivery of outstanding documentation, including final and lessons learned reports by acquisition contractors, to finalize contractor performance evaluations, conclude contractor agreements, to develop and deliver the final project report, and to perform project management closeout.

Deliverables:

- Final Report

Summary of Deliverables

Technical

1. Orthoimagery, true color with 0.5-foot resolution in 5,000 by 5,000 foot tiles (equivalent to a mapping scale of 1 inch – 200 feet) in GeoTIFF and MrSID (20:1 compression ratio) formats, as well as a derived single file per county MrSID mosaic (50:1 compression ratio) format.
2. Imagery will be consistent with the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*, Land Records Management Section, North Carolina Department of the Secretary of State.
3. Metadata in txt, HTML, and XML for (one record per format per county)
4. Statewide and county tile index
5. Elevation data if modified
6. NC OneMap image services

Reports and Requirements

1. Weekly status meeting minutes and contractors' status reports
2. Monthly invoicing, status, accomplishments, and plans
3. Distribution schedules
4. Reports include Flight Planning, Survey Control, Imagery Acquisition Compliance, Exploitation Image Post Processing, Airborne GPS Post Processing, Aerotriangulation, Orthoimagery Delivery, Quality Review Resolutions and Final Report.

Southern Piedmont and Mountains 2019 Orthoimagery

Tim Johnson

*Director, Center for Geographic Information and
Analysis*

March 23, 2018



Mission Statement

What is the Project?

- 10,397 square miles of high resolution imagery for all Primary PSAPs in 21 counties

What is the Value?

- A simple and comprehensive deliverable that provides PSAPs with current information and adequate coverage for emergency response
- A product that is rooted in oversight, accountability, compliance, quality standards, and specifications



The Collaboration Team



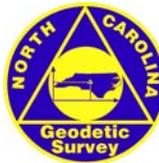
NC 911 Board and Primary PSAPs



NC Center for Geographic Information and Analysis



NCDOT Photogrammetry Unit



NCDPS-NC Geodetic Survey



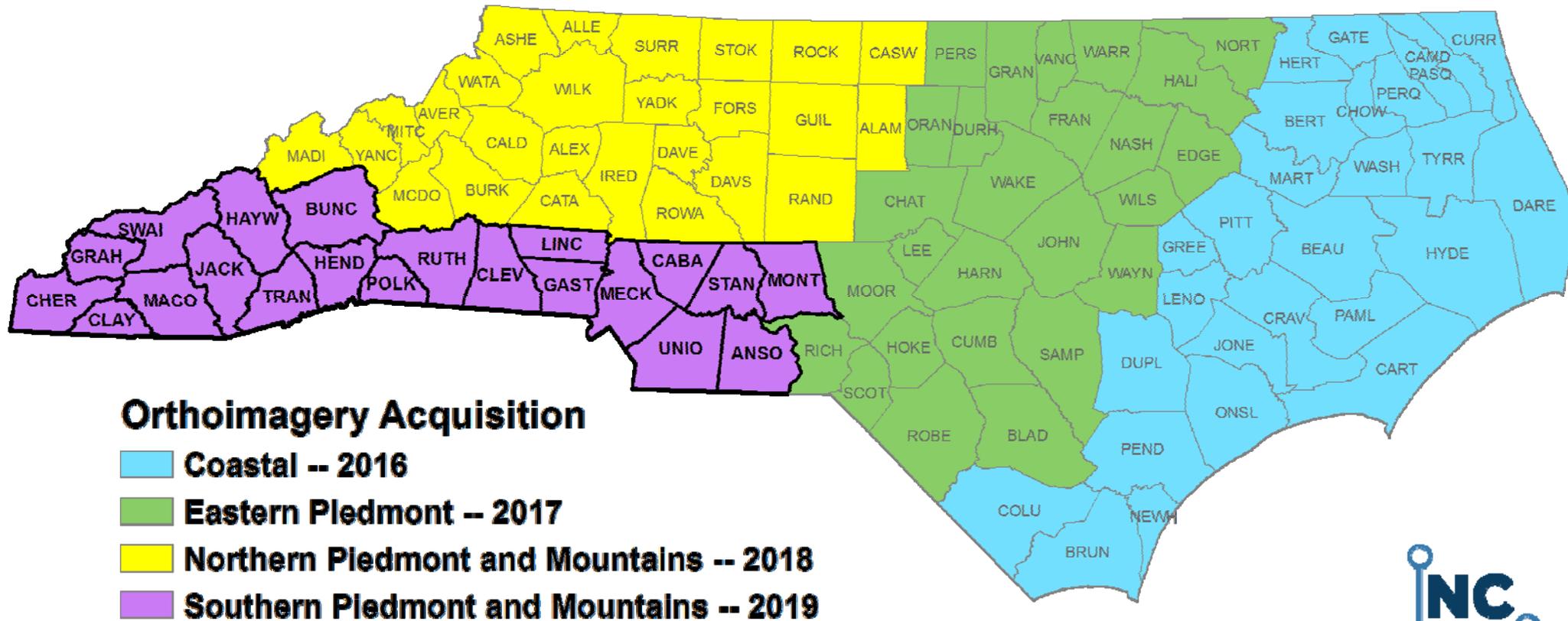
NC Department of Secretary of State



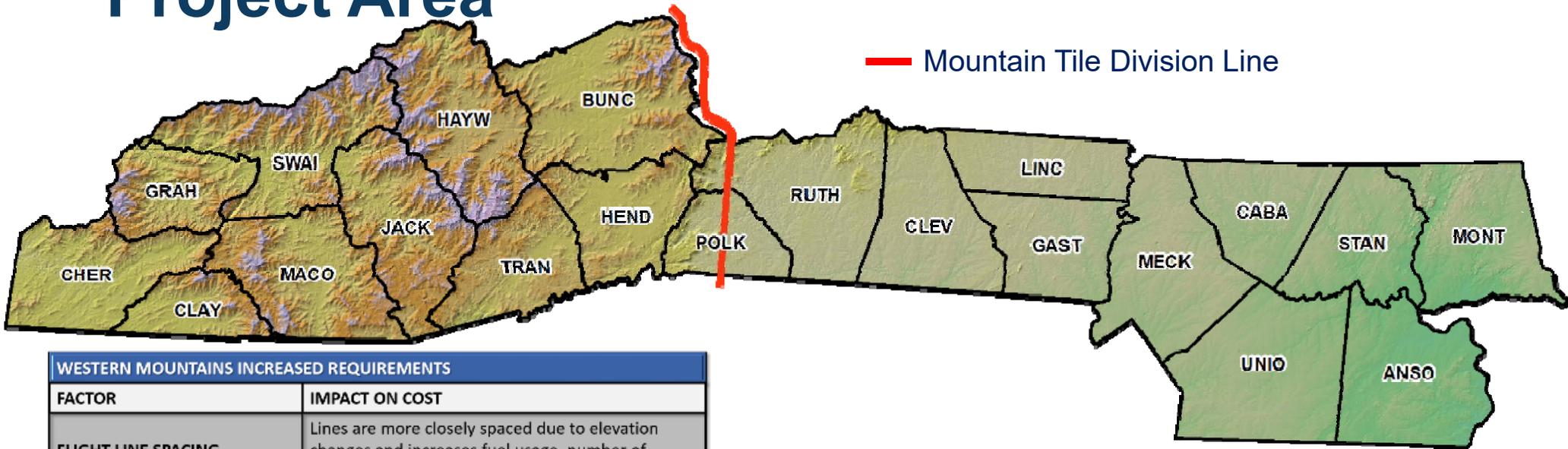
Value Proposition



Statewide Orthoimagery Cycle



Project Area



WESTERN MOUNTAINS INCREASED REQUIREMENTS	
FACTOR	IMPACT ON COST
FLIGHT LINE SPACING	Lines are more closely spaced due to elevation changes and increases fuel usage, number of flights, and crew logistics
EXPOSURES PER FLIGHT LINE	More exposures required increased post processing and storage capacity
FLIGHT ALTITUDE	3-D Flight Planning and variable aircraft altitude increases fuel costs
SUN ANGLE	To reduce shadows in mountains, a sun angle of 38 degrees is required. This reduces flight window per day which increases number of missions and fuel costs
SNOW	Reduces number of optimal flight windows which could lead to an increased number of missions and increased fuel costs
GROUND CONTROL	Rugged terrain and limited access increases labor level of effort and delays schedule

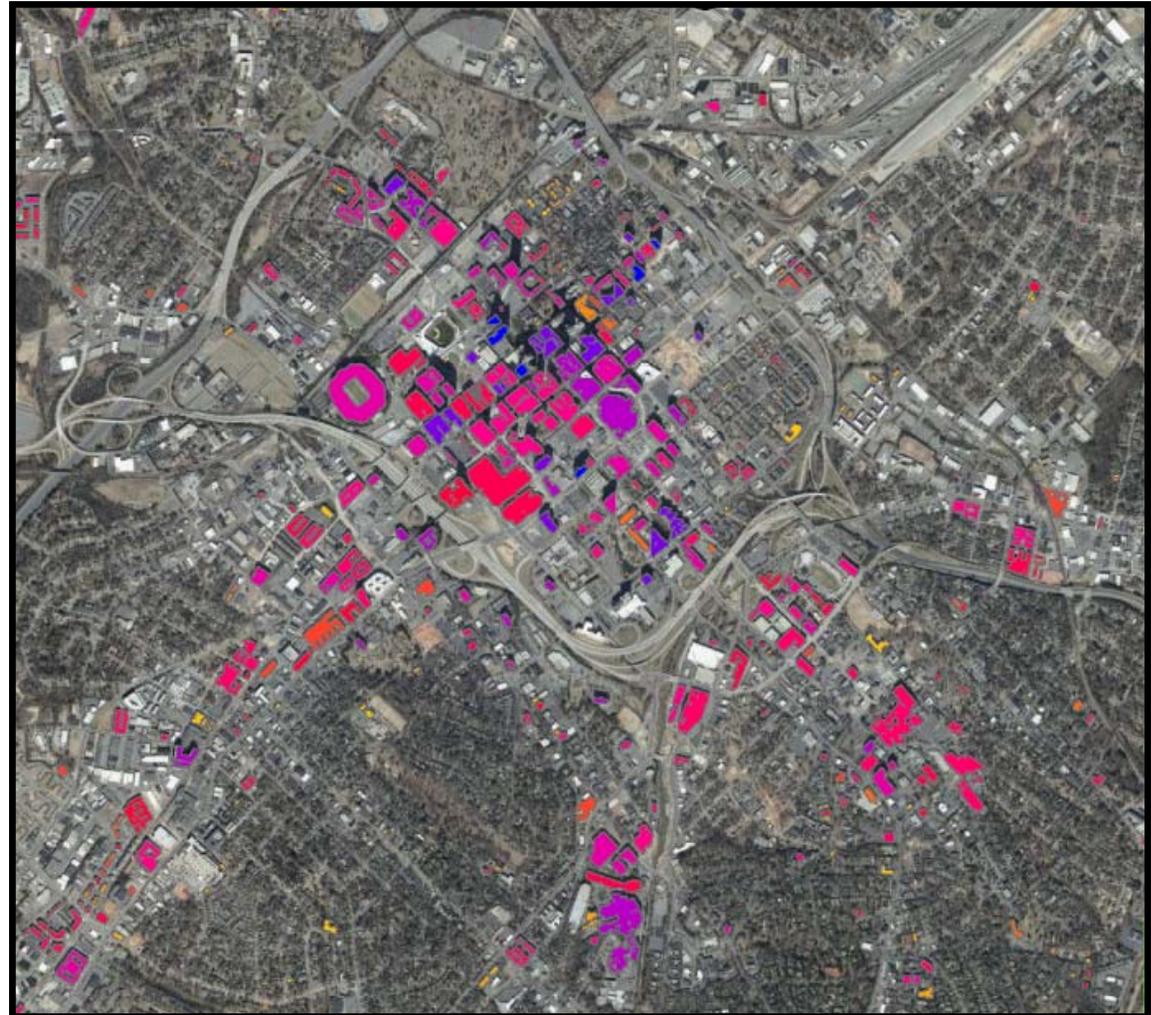


Project Approach



Project Approach

- Structures over 40 feet tall
- Increased flight lines
- Increased processing specifications:
 - 3-D Building Model
 - Increased seamlines

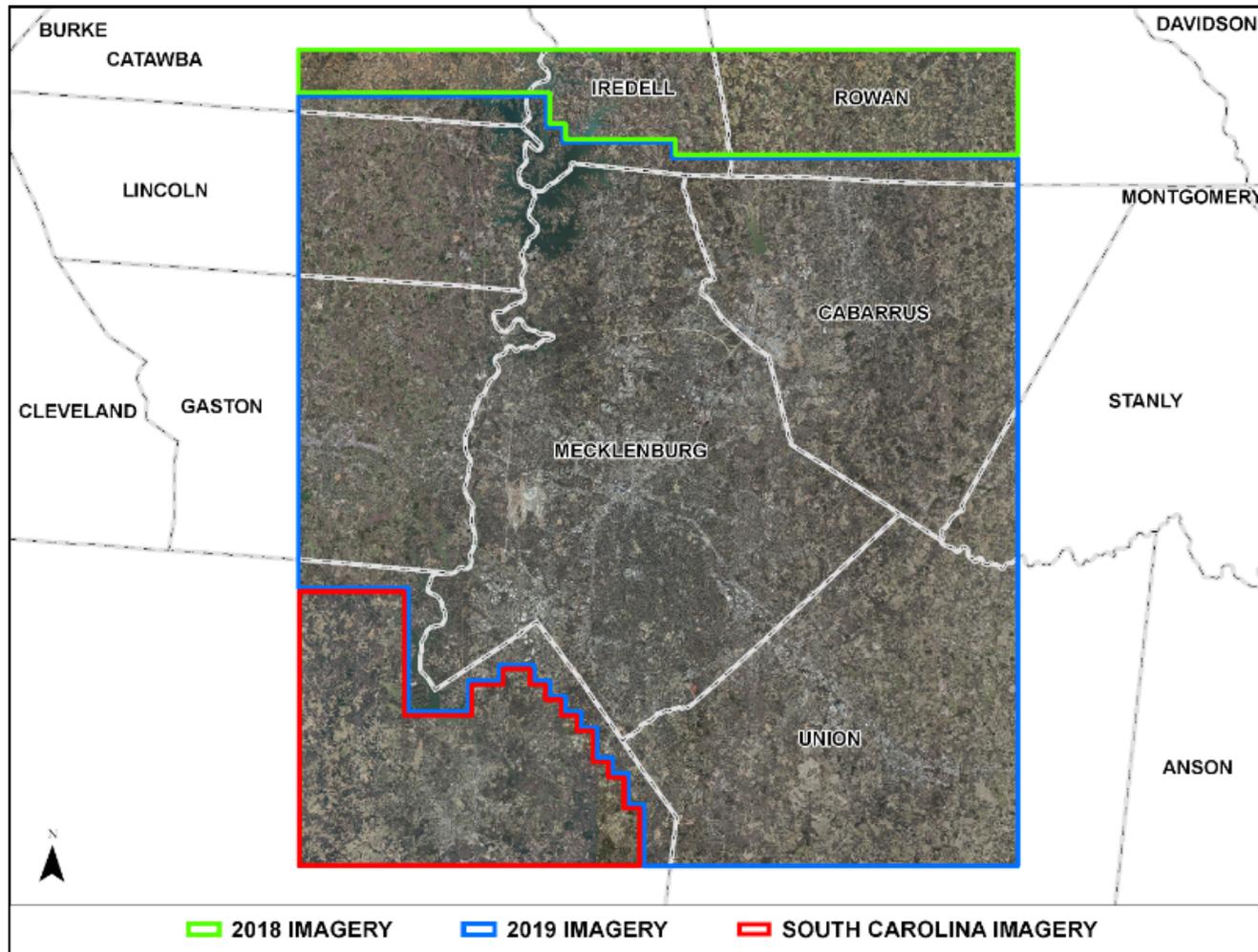


BUILDING HEIGHT

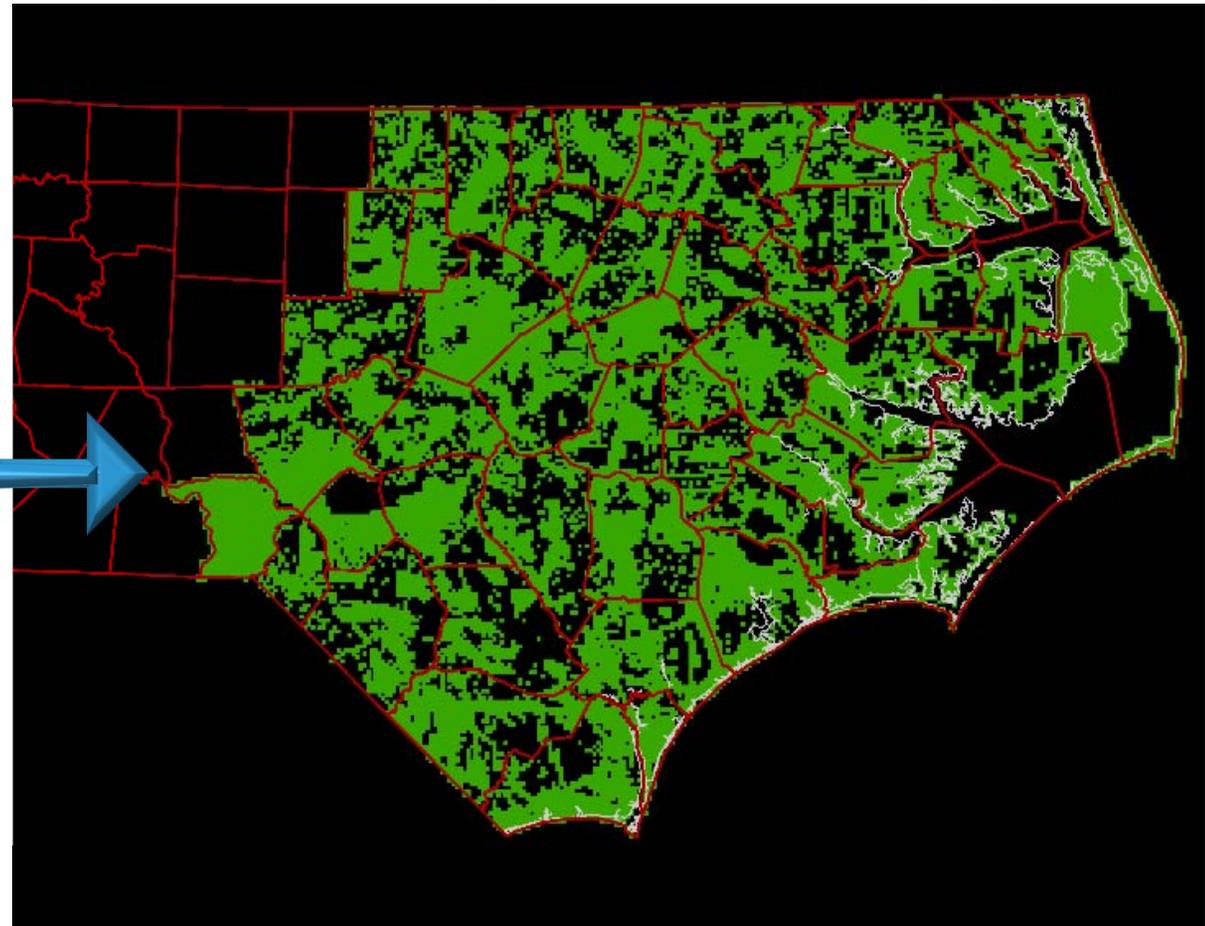
	40.00 – 41.25ft		46.30 – 50.14ft	
	41.26 – 41.91ft		50.15 – 57.05ft	
	41.92 – 42.28ft		57.06 – 69.45ft	
	42.29 – 42.95ft		69.46 – 91.69ft	
	42.96 – 44.14ft		91.70 – 131.61ft	
	44.15 – 46.29ft		131.62 – 203.24ft	
				203.25 – 331.76ft



Project Approach



Quality Control: Virtual Online Inspection, Checking, & Editing (VOICE)



County & Municipal
Primary PSAPs

CGIA

NCDOT

NC Geodetic Survey

NC Secretary of
State

Planners

Tax Assessors

Project Workflow

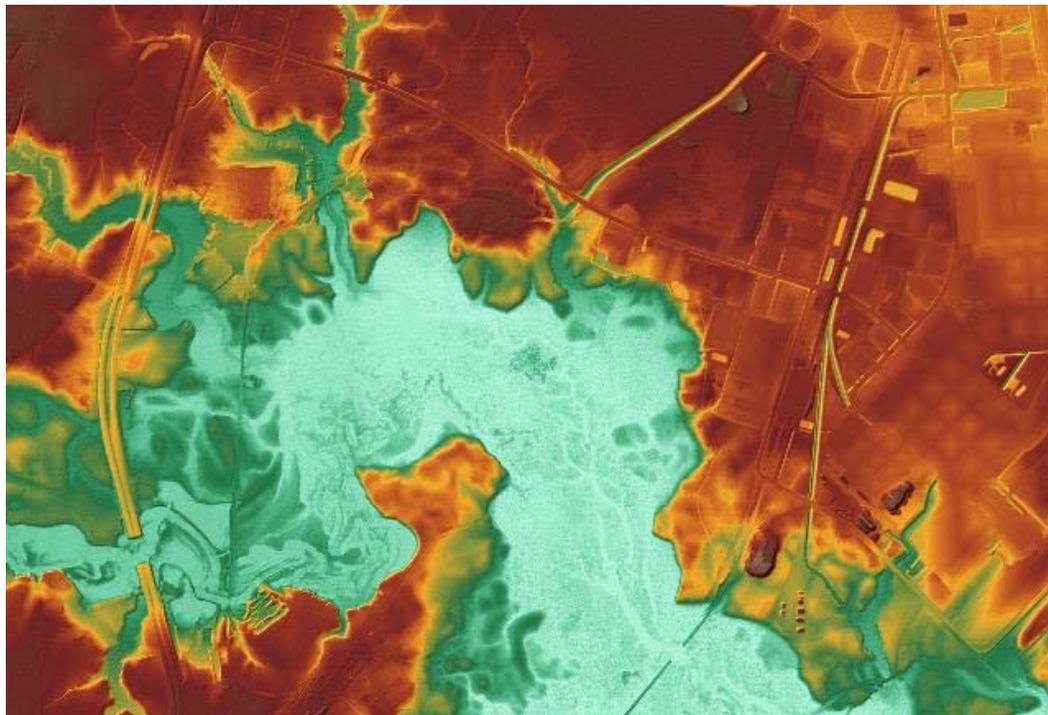


****After delivery, 60-day period begins to ensure customer satisfaction with delivered products.**

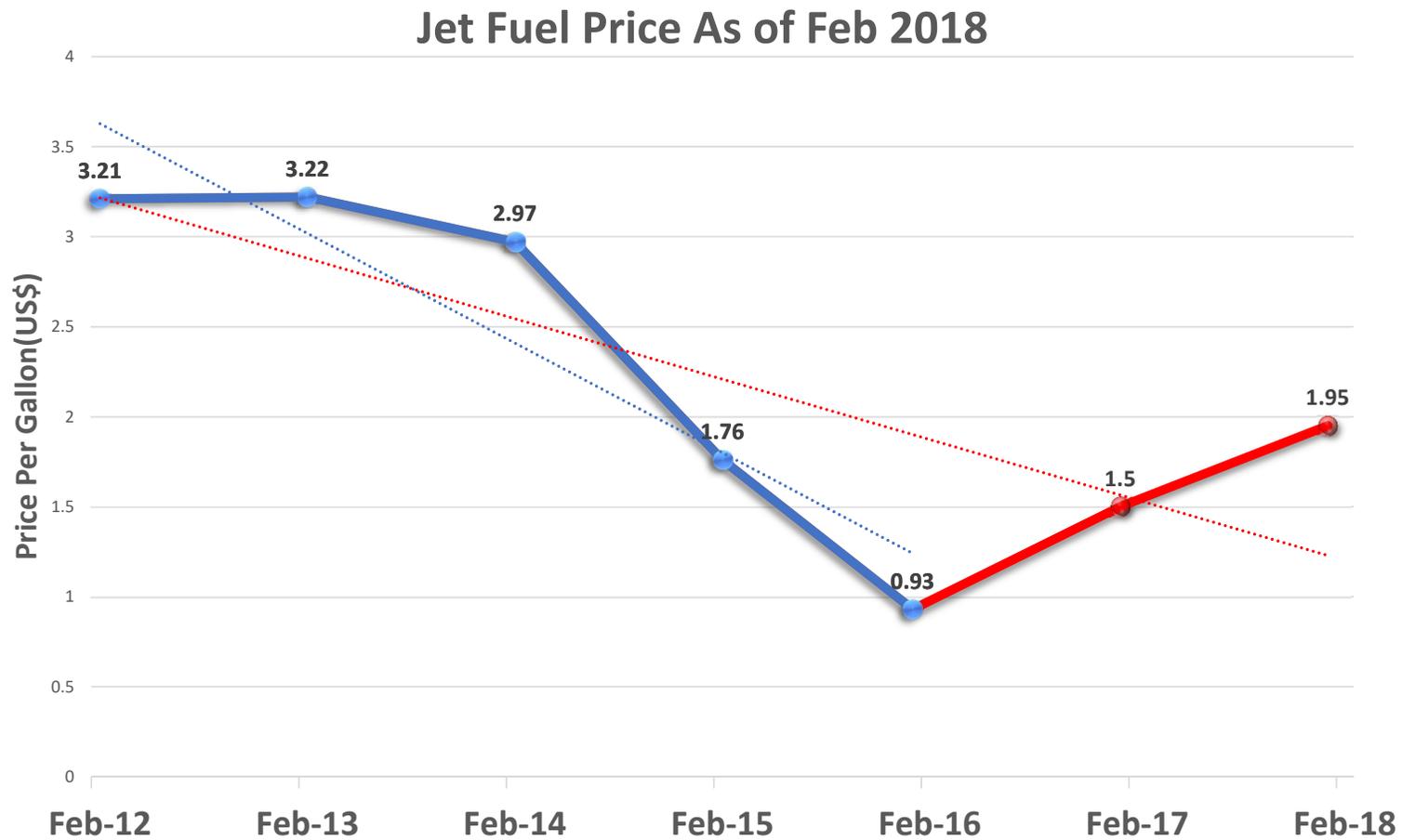


Cost Approach

- Updated State LiDAR (elevation model)
 - NCDPS-Floodplain Mapping Program
 - More accurate elevation data
 - Less error for orthoimagery acquisition contractors to fix



Cost Approach



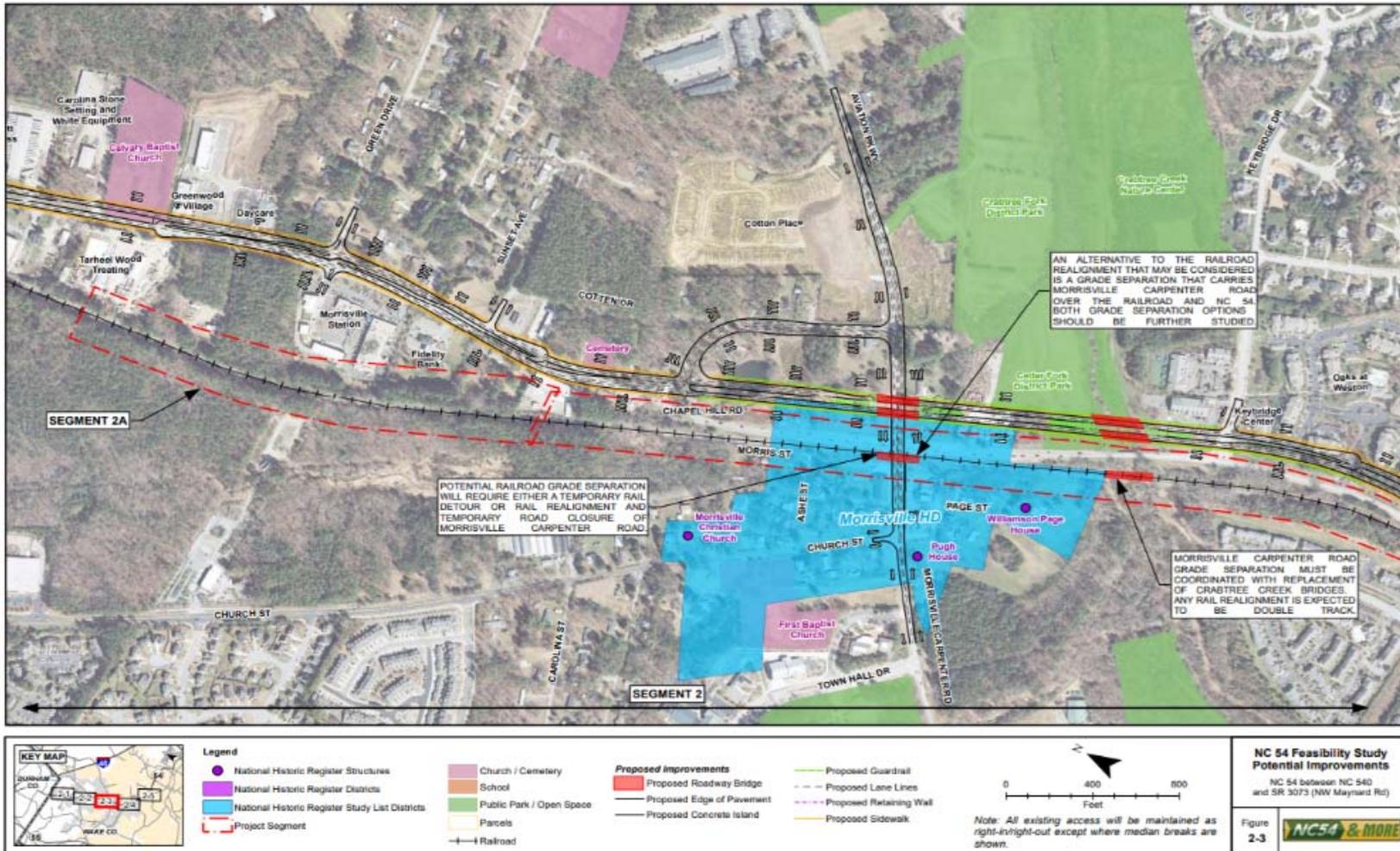
Summary

Item	Fee
CGIA Labor	\$410,172
Private Contractors	\$2,376,975
Information Technology	\$48,319
NCDOT-Photogrammetry	\$143,447
NCDPS-NC Geodetic Survey	\$201,320
VOICE (QC Service Provider)	\$86,822
Travel and Miscellaneous	\$6,500
Total	<u>\$3,273,555</u>

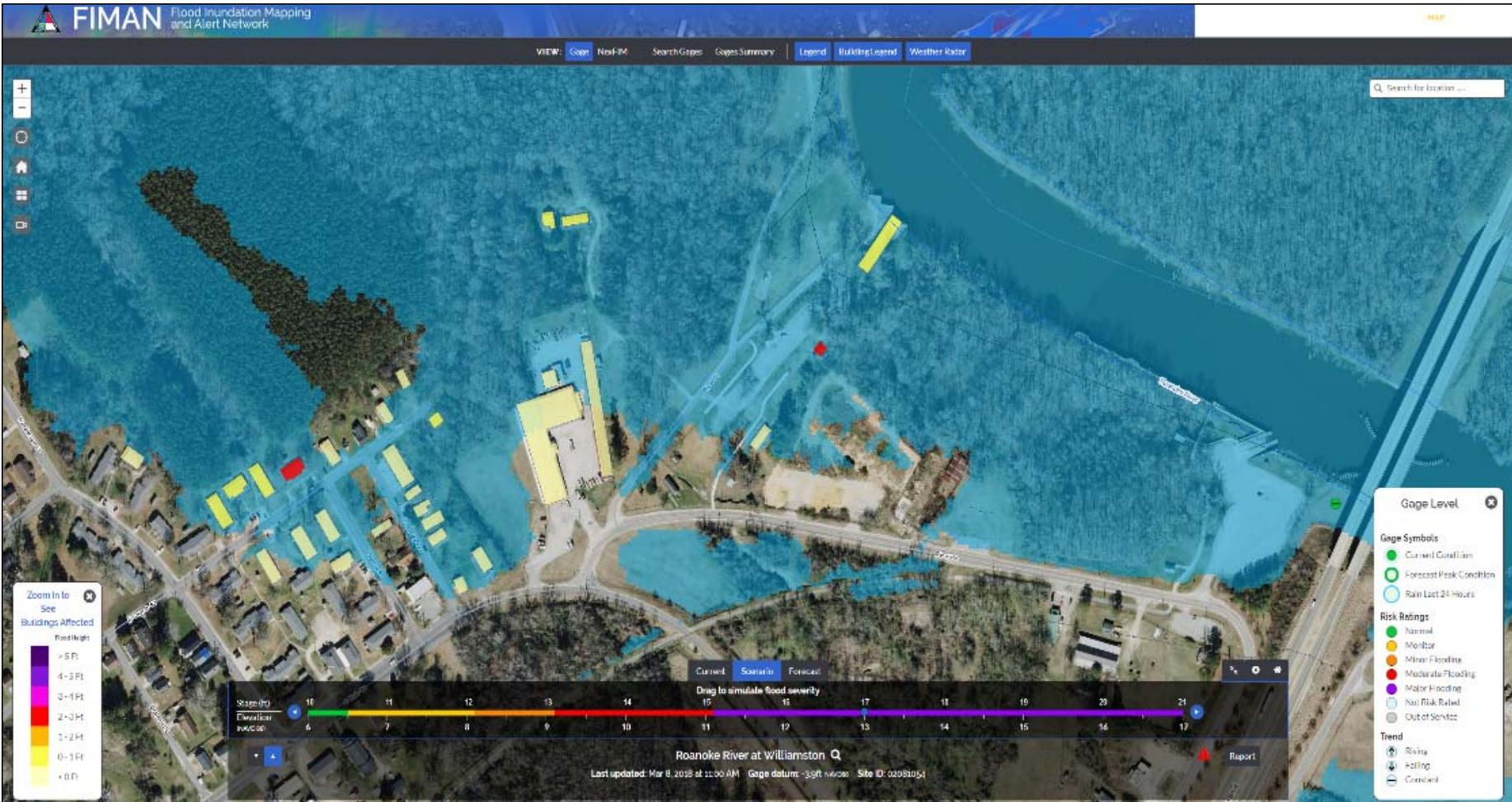
- Represents a savings of over \$245K from the approved acquisition budget
- Delivers a comprehensive solution meeting the needs of PSAPs
- Builds on a solid foundation for 911 in North Carolina



Additional Benefits: Transportation Planning



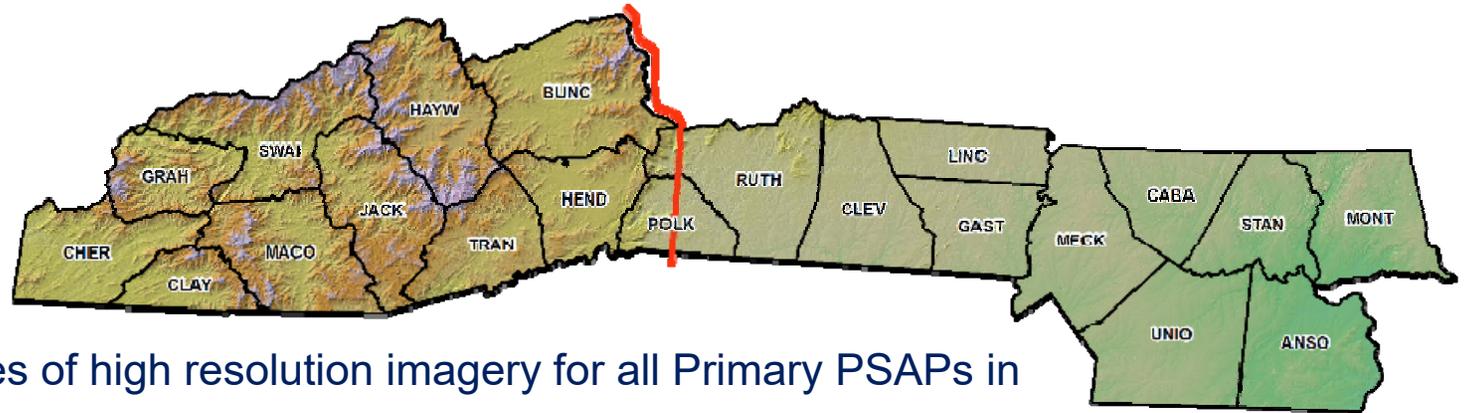
Additional Benefits: Public Safety/Disaster Response



Additional Benefits: Tax Assessment



Summary



- 10,397 square miles of high resolution imagery for all Primary PSAPs in 21 counties
- A simple and comprehensive deliverable that provides PSAPs with current information and adequate coverage for emergency response
- A product rooted in oversight, accountability, compliance, quality standards, and specifications
- Schedule compression resulting in deliveries in early December
- Total budget of **\$3,273,555**
 - Reduction of over \$245K from 4-year proposal



Questions?

Tim Johnson

Director

Tim.Johnson@nc.gov

Ben Shelton

Technical Lead

Ben.Shelton@nc.gov

www.ncgicc.org

www.nconemap.gov

www.nconemap.gov/Orthoimagery.aspx



Defining PSAP Consolidation and Colocation

(possible vote required)

Richard Taylor
Richard Bradford

Consolidation Policy

Background

The Board has not, by operational standard, policy or rule, adopted a definition of consolidated PSAP or colocated PSAP. Discussions among PSAPs and Board staff, and among the 911 Board members frequently include use of “consolidation.” To avoid uncertainty and ambiguity in the Board’s operations, it is suggested that the Board define consolidation.

Principles & Statutes

GS 143B-1400(23) defines Primary PSAP as the first point of reception of a 911 call by a PSAP. The Board can fund only primary PSAPs and certain secondary PSAPs. GS 143B-1400(25) defines a PSAP as receiving an incoming 911 call and dispatching “appropriate agencies” to respond to the call. GS 143B-1400(7) defines call taking as 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.

GS 143B-1402 provides authority for the Board’s adoption of operating standards, policies, procedures and rules.

61 FR 40348, 2 August 1996, published regulations that first defined terms relevant to this issue. The federal register publication followed the FCC Report and Order which forms the basis of GS 143B-1400 et seq. These regulations included:

- 47 CFR 20.18 As of October 1, 1997, licensees subject to this section must process all 911 calls which transmit a Code Identification and must process all 911 wireless calls which do not transmit a Code Identification where requested by the administrator of the designated Public Safety Answering Point which is capable of receiving and utilizing the data elements associated with 911 service.
- 47 CFR 20.3 Definitions:
- Public Safety Answering Point. A point that has been designated to receive 911 calls and route them to emergency service personnel.
- Designated PSAP. The Public Safety Answering Point (PSAP) designated by the local or state entity that has the authority and responsibility to designate the PSAP to receive wireless 911 calls.

The Board has a policy to fund secondary PSAPs in accordance with its statute. That policy is based upon transferring a 911 call to complete the call taking process, where the secondary PSAP acts as an extension of the primary PSAP.

Consolidation of PSAPs has been a goal of the 911 Board in its grant program for several years. For purposes of 911 grant applications, the 911 Board adopted the following definition of consolidation:

Combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same population and jurisdictions previously served.

Policy

PSAP consolidation refers to the consolidation of all 911 answering and dispatching appropriate agencies (law enforcement, fire, and EMS) of one or more PSAPs with a primary PSAP within a defined geographical area into a single organization. Consolidation means a fully integrated PSAP; that is, single management of all call taking activities in one primary PSAP location.

DRAFT

911 Funding Committee Report **David Bone**

a) FY 2018-2019 911 Fee Discussion

(Vote Required)

RATE \$0.60

	Beg. Balance	Revenue FY2019	Expenditures FY2019	Ending Fund Balance FY2019
FY2019 CMRS Fund 15%	\$8,943,916	\$6,296,085	(\$4,000,000)	\$11,240,001
PSAP Fund 85%	\$0	\$67,853,315	(\$55,000,000)	\$12,853,315
Admin 1%	\$1,665,971	\$740,627	(\$1,864,719)	\$541,879
Grant Fund	\$5,698,342	\$11,193,003	(\$5,094,752)	\$11,796,593
NG 911 Fund	\$22,964,266	\$8,229,187	(\$25,331,467)	\$5,861,986

	Beg. Balance	Revenue FY2020	Expenditures FY2020	Ending Fund Balance FY2020
FY2020 CMRS Fund 15%	\$11,240,001	\$6,296,085	(\$4,000,000)	\$13,536,086
PSAP Fund 85%	\$0	\$67,853,315	(\$49,098,660)	\$18,754,655
Admin 1%	\$541,879	\$740,627	(\$1,864,719)	(\$582,213)
Grant Fund	\$11,796,593	\$12,853,315	(\$5,094,752)	\$19,555,156
NG 911 Fund	\$5,861,986	\$8,229,187	(\$37,364,526)	(\$23,273,353)

	Beg. Balance	Revenue FY2021	Expenditures FY2021	Ending Fund Balance FY2021
FY2021 CMRS Fund 15%	\$13,536,086	\$6,296,085	(\$4,000,000)	\$15,832,171
PSAP Fund 85%	\$0	\$67,853,315	(\$40,348,195)	\$27,505,120
Admin 1%	(\$582,213)	\$740,627	(\$1,864,719)	(\$1,706,305)
Grant Fund	\$19,555,156	\$18,754,655	(\$5,094,752)	\$33,215,059
NG 911 Fund	(\$23,273,353)	\$8,229,187	(\$48,757,106)	(\$63,801,272)

RATE \$0.65

	Beg. Balance	Revenue FY2019	Expenditures FY2019	Ending Fund Balance FY2019
FY2019 CMRS Fund 15%	\$8,943,916	\$6,837,109	(\$4,000,000)	\$11,781,025
PSAP Fund 85%	\$0	\$73,521,690	(\$55,000,000)	\$18,521,690
Admin 1%	\$1,665,971	\$811,705	(\$1,864,719)	\$612,957
Grant Fund	\$5,698,342	\$11,193,003	(\$5,094,752)	\$11,796,593
NG 911 Fund	\$22,964,268	\$9,018,945	(\$25,331,467)	\$6,651,746

	Beg. Balance	Revenue FY2020	Expenditures FY2020	Ending Fund Balance FY2020
FY2020 CMRS Fund 15%	\$11,781,025	\$6,837,109	(\$4,000,000)	\$14,618,134
PSAP Fund 85%	\$0	\$73,521,690	(\$49,098,660)	\$24,423,030
Admin 1%	\$612,957	\$811,705	(\$1,864,719)	(\$440,057)
Grant Fund	\$11,796,593	\$18,521,690	(\$5,094,752)	\$25,223,531
NG 911 Fund	\$6,651,746	\$9,018,945	(\$37,364,526)	(\$21,693,835)

	Beg. Balance	Revenue FY2021	Expenditures FY2021	Ending Fund Balance FY2021
FY2021 CMRS Fund 15%	\$14,618,134	\$6,837,109	(\$4,000,000)	\$17,455,243
PSAP Fund 85%	\$0	\$73,521,690	(\$40,348,195)	\$33,173,495
Admin 1%	(\$440,057)	\$811,705	(\$1,864,719)	(\$1,493,071)
Grant Fund	\$25,223,531	\$24,423,030	(\$5,094,752)	\$44,551,809
NG 911 Fund	(\$21,693,835)	\$9,018,945	(\$48,757,106)	(\$61,431,996)

RATE \$0.68

	Beg. Balance	Revenue FY2019	Expenditures FY2019	Ending Fund Balance FY2019
FY2019 CMRS Fund 15%	\$8,943,916	\$6,975,000	(\$4,000,000)	\$11,918,916
PSAP Fund 85%	\$0	\$77,163,546	(\$55,000,000)	\$22,163,546
Admin 1%	\$1,665,971	\$849,884	(\$1,864,719)	\$651,136
Grant Fund	\$5,698,342	\$11,193,003	(\$5,094,752)	\$11,796,593
NG 911 Fund	\$22,964,268	\$9,443,159	(\$25,331,467)	\$7,075,960

	Beg. Balance	Revenue FY2020	Expenditures FY2020	Ending Fund Balance FY2020
FY2020 CMRS Fund 15%	\$11,918,916	\$6,975,000	(\$4,000,000)	\$14,893,916
PSAP Fund 85%	\$0	\$77,163,546	(\$49,098,660)	\$28,064,886
Admin 1%	\$651,136	\$849,884	(\$1,864,719)	(\$363,699)
Grant Fund	\$11,796,593	\$22,163,546	(\$5,094,752)	\$28,865,387
NG 911 Fund	\$7,075,960	\$9,443,159	(\$37,364,526)	(\$20,845,407)

	Beg. Balance	Revenue FY2021	Expenditures FY2021	Ending Fund Balance FY2021
FY2021 CMRS Fund 15%	\$14,893,916	\$6,975,000	(\$4,000,000)	\$17,868,916
PSAP Fund 85%	\$0	\$77,163,546	(\$40,348,195)	\$36,815,351
Admin 1%	(\$363,699)	\$849,884	(\$1,864,719)	(\$1,378,534)
Grant Fund	\$28,865,387	\$28,064,886	(\$5,094,752)	\$51,835,521
NG 911 Fund	(\$20,845,407)	\$9,443,159	(\$48,757,106)	(\$60,159,354)

Estimated 911 Revenues & Expenditures for FY-2020

\$0.60	Admin. Fund	CMRS Fund	PSAP Fund	Grants Fund	NG911 Fund
Starting Balance '20	\$541,879	\$11,240,001	\$0	\$13,456,905	\$9,062,519
Revenue*	\$740,627	\$6,296,085	\$67,853,315	\$0	\$8,229,187
Transfers	\$0	(\$9,000,000)	(\$12,853,315)	\$12,853,315	\$9,000,000
Available Funding	\$1,282,506	\$8,536,086	\$55,000,000	\$26,310,220	\$26,291,706
Estimated Expenses	(\$1,864,719)	(\$4,000,000)	(\$55,000,000)	(\$6,000,000)	(\$30,500,000)
Starting Balance '21	(\$582,213)	\$4,536,086	\$0	\$20,310,220	(\$4,208,294)

* Assumes admin percentage of 1% and 85%-15% PSAP-CMRS split

\$0.65	Admin. Fund	CMRS Fund	PSAP Fund	Grants Fund	NG911 Fund
Starting Balance '20	\$1,424,662	\$16,875,980	\$0	\$13,218,620	\$9,062,519
Revenue*	\$811,705	\$6,837,109	\$67,615,030	\$0	\$9,018,945
Transfers	\$0	(\$15,000,000)	(\$12,615,030)	\$12,615,030	\$15,000,000
Available Funding	\$2,236,367	\$8,713,089	\$55,000,000	\$25,833,650	\$33,081,464
Estimated Expenses	(\$1,864,719)	(\$4,000,000)	(\$55,000,000)	(\$6,000,000)	(\$30,500,000)
Starting Balance '21	\$371,648	\$4,713,089	\$0	\$19,833,650	\$2,581,464

* Assumes admin percentage of 2% and 85%-15% PSAP-CMRS split

\$0.68	Admin. Fund	CMRS Fund	PSAP Fund	Grants Fund	NG911 Fund
Starting Balance '20	\$1,501,020	\$17,437,215	\$0	\$16,398,954	\$9,486,733
Revenue*	\$1,699,768	\$12,493,299	\$70,795,364	\$0	\$9,443,159
Transfers	\$0	(\$21,000,000)	(\$15,795,364)	\$15,795,364	\$21,000,000
Available Funding	\$3,200,788	\$8,930,514	\$55,000,000	\$32,194,318	\$39,929,892
Estimated Expenses	(\$1,864,719)	(\$4,000,000)	(\$55,000,000)	(\$6,000,000)	(\$30,500,000)
Starting Balance '21	\$1,336,069	\$4,930,514	\$0	\$26,194,318	\$9,429,892

* Assumes admin percentage of 2% and 85%-15% PSAP-CMRS split

\$0.70	Admin. Fund	CMRS Fund	PSAP Fund	Grants Fund	NG911 Fund
Starting Balance '20	\$1,551,926	\$12,201,769	\$0	\$25,004,114	\$9,769,543
Revenue*	\$1,750,674	\$12,867,456	\$72,915,585	\$0	\$9,725,968
Transfers	\$0	(\$17,000,000)	(\$17,915,585)	\$10,000,000	\$24,915,585
Available Funding	\$3,302,600	\$8,069,225	\$55,000,000	\$35,004,114	\$44,411,096
Estimated Expenses	(\$1,864,719)	(\$4,000,000)	(\$55,000,000)	(\$6,000,000)	(\$30,500,000)
Starting Balance '21	\$1,437,881	\$4,069,225	\$0	\$29,004,114	\$13,911,096

* Assumes admin percentage of 2% and 85%-15% PSAP-CMRS split

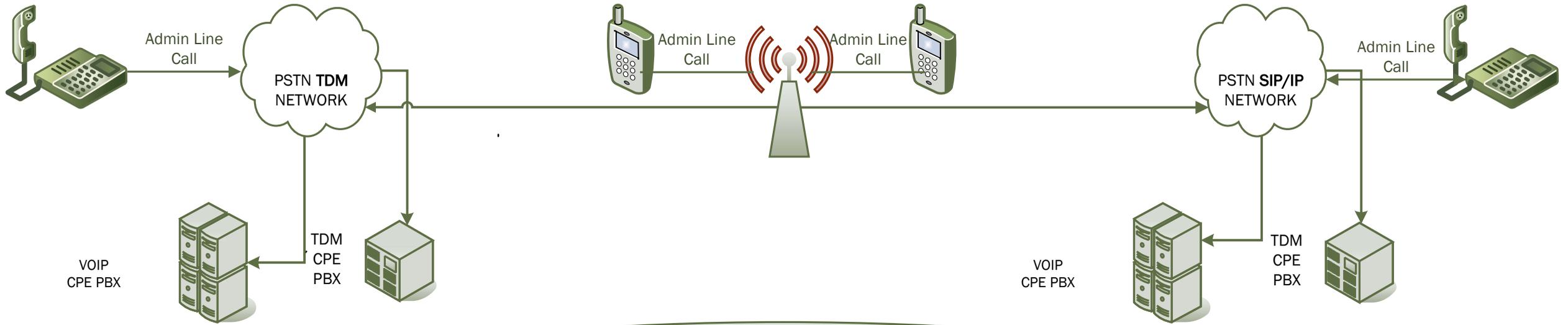
Education Committee Report **Jimmy Stewart**

a) Update On Telecommunicator
Certification Summit

Technology Committee Report

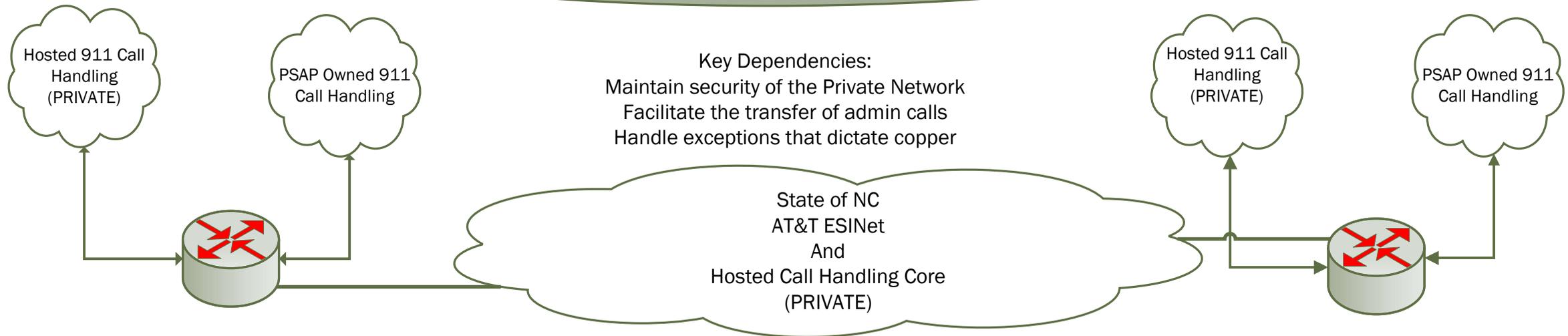
Jeff Shipp

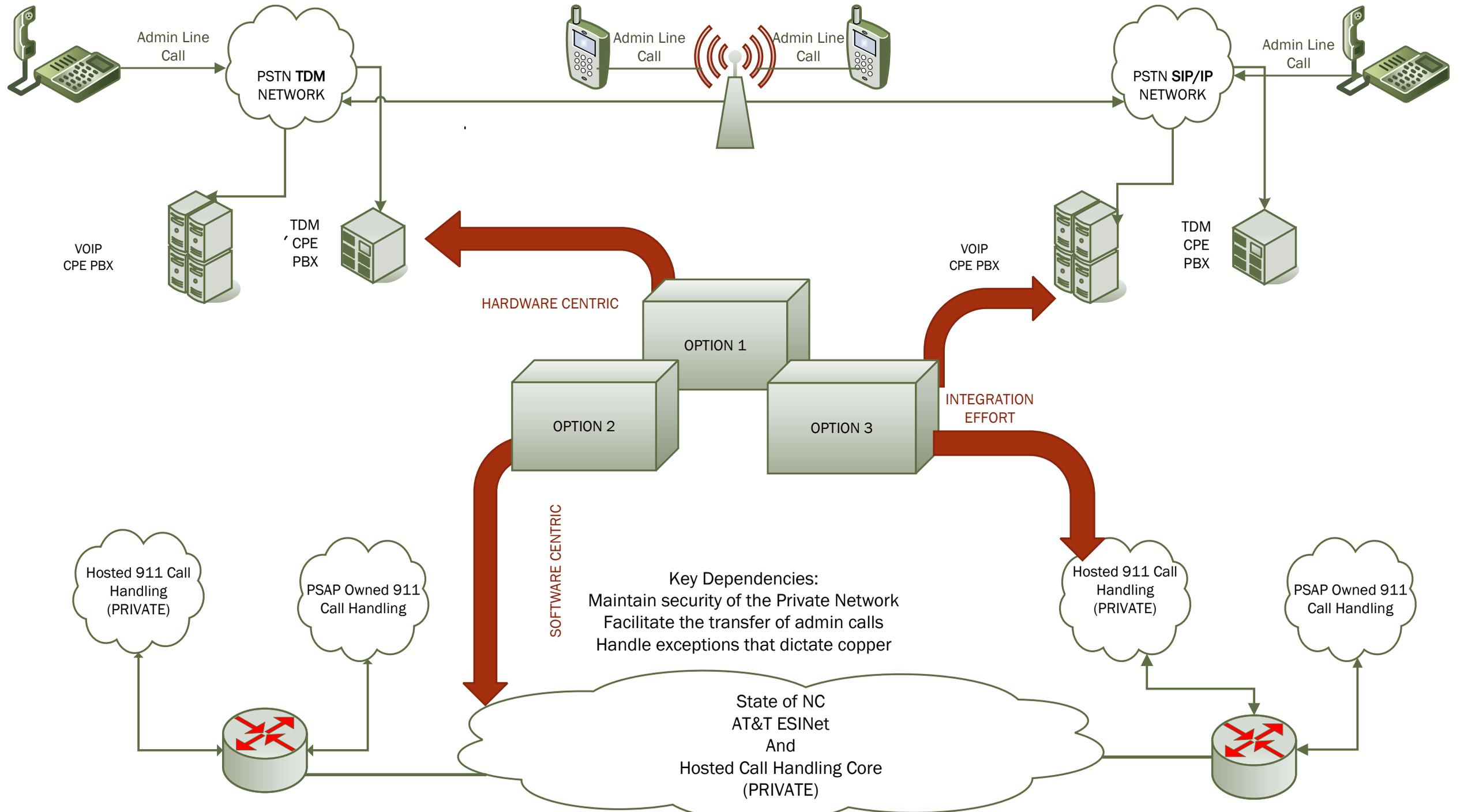
- a) Update on ESINet Deployment
- b) GIS RFP Update
- c) NMAC Update



?

What's the best option for admin line connectivity





Other Items

Adjourn

Next 911 Board Meeting

**April 20, 2018
3415 Bush Street
Raleigh, NC**

Next 911 Board Meeting

**April 20, 2018
3415 Bush Street
Raleigh, NC**

Technology Committee

Tuesday, March 27, 2018
2:00 pm
Training Room
109 East North Street
Raleigh, NC

911 Standards Committee

Wednesday, March 28, 2018
10:00 am
Training Room
109 East North Street
Raleigh, NC

PSAP Managers Meeting

Wednesday, April 4, 2018
Martin County Telecenter
415 East Blvd, #130,
Williamston, NC 27892

911 Funding Committee

Wednesday, April 11, 2018
2:00pm – 4:00pm
Training Room
109 East North Street
Raleigh, NC

Stakeholder Summit

Thursday, April 12, 2018
10:00am – 3:00pm
Embassy Suites
204 Centreport Drive
Greensboro, NC

911 Technology Committee

Tuesday, April 24, 2018
10:00am
Training Room
109 East North Street
Raleigh, NC

**** Chairman Boyette's Roadshow to Harnett County 911 – Friday 4/13 ****