



# AGENDA

## NORTH CAROLINA 911 BOARD MEETING

July 31, 2015

Banner Elk Room

3514A Bush Street

Raleigh, NC

10:00 AM – 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
1.	Vice Chairman's Opening Remarks <ul style="list-style-type: none"> <li>o Introduction of Ninnet Bowman, Time-Warner Cable</li> <li>o Recognition of Brunswick County 911 Telecommunicators for Outstanding Performance</li> </ul>	Jason Barbour	15
2.	Ethics Awareness/Conflict of Interest Statement	Jason Barbour	5
<p><b><i>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.</i></b></p>			
3.	Consent Agenda <i>(vote required)</i> <i>(Complete Reports Located in Agenda Book On Web Site)</i> <ul style="list-style-type: none"> <li>a) 1) Minutes of June 19, 2015 Board Meeting</li> <li>2) Delegation of Signature Vote, July 9, 2015</li> <li>b) PSAP Liaison Report</li> <li>c) Network Specialist Report - Bone</li> <li>d) Network Specialist Report - Corn</li> <li>e) Update On 2015 Revenue Expenditure Reporting</li> <li>f) Grant Project Updates</li> <li>g) CMRS Fund Balance \$ 1,326,273               <ul style="list-style-type: none"> <li>1) CMRS Disbursements \$ <b>(929,698)</b></li> </ul> </li> <li>h) PSAP Fund Balance \$ 16,312,533               <ul style="list-style-type: none"> <li>1) PrePaid CMRS Revenue \$ 268,173</li> </ul> </li> <li>i) Grant Fund Balance \$ 857,302               <ul style="list-style-type: none"> <li>1) Grant Fund March Encumbered \$ <b>(21,280,400)</b></li> </ul> </li> </ul>	Richard Taylor	5

4. Public Comment Jason Barbour

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

Speakers:

- |     |   |                  |    |
|-----|---|------------------|----|
| 5.  | Executive Director Report   | Richard Taylor   | 15 |
|     | a) Legislative Update   |                  |    |
|     | 1) H380 (Statewide School Safety Management)  |                  |    |
|     | 2) H506 (911 Fund Distribution)   |                  |    |
|     | 3) H512 (Amend/Clarify Back-Up PSAP Requirements)   |                  |    |
|     | 4) H730 (County Provide 911 Dispatch Services)  |                  |    |
|     | 5) H812 (Grant Recipients Posted on Grantor Web Site)   |                  |    |
|     | 6) S571 (Expand Uses of 911 Fee)  |                  |    |
|     | b) FCC Update   |                  |    |
|     | c) NASNA Spring 2015 State Report Compilation   |                  |    |
| 6.  | Update On Regional PSAP Managers Meetings   | Richard Taylor   | 10 |
| 7.  | Request From NC APCO-NENA for State<br>Conference Training Class<br><i>(vote required)</i>              | David Dodd       | 5  |
| 8.  | Recommendation of Grant Awards for 2016 Cycle<br><i>(vote required)</i>                                 | Rick Isherwood   | 15 |
| 9.  | Recommendation from Funding Committee<br>Regarding Policy and Statute Changes<br><i>(vote required)</i> | Jason Barbour    | 15 |
| 10. | Update from NG911 Committee On Technical<br>Consultant  | Jeff Shipp       | 10 |
| 11. | Discussion of Statutory Change Request<br><i>(possible vote required)</i>                               | Richard Taylor   | 30 |
| 12. | Update On Rules Review Process  | Richard Bradford | 5  |

Other Items

Adjourn

**Next 911 Board Meeting**  
**Public Hearing On Proposed Rules**

**August 28, 2015**  
**NC 911 Office**  
**3514 A Bush Street**  
**Raleigh, NC**

**NextGen 911 Committee**

Thursday, August 13, 2015  
10:00 am  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC

**Standards Committee**

Tuesday, August 18, 2015  
10:00 am  
Banner Elk Room  
3514A Bush Street  
Raleigh, NC

**Funding Committee**

Wednesday, August 19, 2015  
9:00 am  
Pinehurst Room  
3514A Bush Street  
Raleigh, NC



# **NORTH CAROLINA 911 BOARD MEETING**

**July 31, 2015**

**Banner Elk Room**

**3514A Bush Street**

**Raleigh, NC**

**10:00 AM – 12:00 PM**



# Introduction of Ninnet Bowman, Time-Warner Cable

# Recognition of Brunswick County 911 Telecommunicators for Outstanding Performance



abc NEWS  
.com



Presented to  
Jonathan Talley (Supervisor)  
Ashley Parker (Asst. Supervisor)  
Debbie Carr, Jennifer Hatley  
and Jennifer Johnson  
of  
Brunswick County Sheriff's Office  
9-1-1 Center

For Outstanding Teamwork, Professionalism and Commitment to Public  
Safety

Thank You for Striving to Make North Carolina's 911 System Excellent  
July 31, 2015

# Ethics Awareness/Conflict of Interest Statement

Jason Barbour

***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.***

Consent Agenda  
*(vote required)*

Richard Taylor

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North Carolina 911 Board  
 MINUTES  
 June 19, 2015  
 Scotland County EOC  
 1403 West Blvd.  
 Laurinburg, NC

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<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NC NENA) - phone	Tina Boone	Randy Beeman (Cumberland Co Emergency Services)
Darryl Bottoms (NCACP) - phone	Richard Bradford	Rachel Bello (Wake County)
Rick Edwards (CMRS) Sprint	Dave Corn	Crystal Buchanan (Burke Co Emergency Comm Center)
Chris Estes - Chairman (State CIO)	David Dodd	Michael Byers (Burke Co Emergency Comm Center)
Margie Fry (VoIP) Time Warner	Karen Mason	Samantha Cameron (Cumberland Co Emergency Comm Center)
Andrew Grant (NCLM) Town of Cornelius - phone	Marsha Tapler	Robert Chapman Jr (Burke Co Emergency Comm Center)
Len Hagaman (Sheriff) Watauga Co	Richard Taylor	Jeff Childs (NCEM)
Rick Isherwood (CMRS) Verizon		Nelson Clark (Synergem) - phone
Jeff Shipp (LEC) Star Telephone		Michael Cone (Wilson Co. 911) - phone
Jimmy Stewart (NCAREMS) Hoke Co 911		Anthony Ellis (Burke Co Emergency Comm Center)
Slayton Stewart (CMRS) Carolina West Wireless		Del Hall (Stokes Co. 911) - phone
		Greg Hauser (Charlotte Fire Dept)

		Grant Hunsaker (Montgomery Co. 911)
<b><u>Members Absent</u></b>	<b><u>Staff Absent</u></b>	Glenn Lamb – (Guilford Metro 911) - phone
Eric Cramer (LEC) Wilkes Communications		Mark Loudermilk (Becker Morgan Group)
Dinah Jeffries (NCAPCO) Orange Co EMS		Alana McRae (Richmond Co. Emergency Services)
Rob Smith (LEC) AT&T		Tim Mitchell (Cumberland County Emergency Svcs)
Laura Sykora (LEC) CenturyLink		Kyle Morris (Montgomery Co. Addressing)
Lee Worsley (NCACC) Durham County		Lora Nock (Dare Co. 911) - phone
		Ernie Olds (Becker Morgan Group)
		Tonya Pearce (Durham 911)
		Philip Penny (Mission Critical Partners) - phone
		Bryan Phillips (Moore Co.)
		Ray Silance (Onslow Co. 911) - phone
		Kenneth R. Skipper (Moore County)
		Bob Smith (Richmond Co. Emergency Services)
		Candy Strezinski (Burke Co. EOC)
		Andrew Thomas (Burke Co Emergency Comm Center)
		Jennifer Tilley (Burke Co Emergency Comm Center)
		Keith Whitfield (Durham Co)
		Travis Wilkerson (Richmond Co. Emergency Services)

		Brenda Womble – (Wilson Co. 911) - phone
		Brett Wrenn (Person Co. 911) – phone
		Donna B. Wright (Richmond Co. Emergency Services)

**Chairman’s Opening Remarks**

Chairman Estes welcomed everyone and conducted sound check with those attending via phone at 10:01. Chairman Estes invited Roylin Hammond to address everyone. Roylin welcomed everyone and gave information regarding the building of the Scotland County Emergency Operations Center and introduced Mark Loudermilk and Ernie Olds the architects of the Scotland EOC. Chairman of County Commissioners, Guy Cook welcomed the Board. A tour was given.

Following the tour Chairman Estes introduced new 911 Board staff member Karen Mason.

Richard Taylor presented audio from a 911 call and the CAD report from Burke County 911. Candy Strezinski and her team were recognized for outstanding performance, a plaque was presented by Chairman Chris Estes on behalf of the Board.

Richard Taylor called roll for those attending via teleconference. Board members Jason Barbour, Darryl Bottoms and Andrew Grant identified themselves; non-Board members Nelson Clark, Michael Cone, Del Hall, Glenn Lamb, Lora Nock, Philip Penny, Ray Silance, Brenda Womble and Brett Wrenn did likewise.

**Ethics Awareness/Conflict of Interest Statement**

Chairman Estes read the ethics awareness/conflict of interest statement printed on the agenda and asked Board members to indicate if they felt they had any conflict or potential conflict of interest with any of the matters

scheduled to come before the Board today. No conflicts were cited.

### **Consent Agenda**

Agenda item 3a, draft minutes from May 28, 2015 were introduced. No comments or corrections.

Agenda item 3g, CMRS fund balance \$ 1,506,605. CMRS Disbursements this month of \$276,581.

Agenda item 3h, PSAP Fund Balance \$15,862,348. Pre-Paid CMRS Revenue \$464,695. The number for prepaid has not settled down to be able to obtain a good average for what prepaid will look like. The remaining fees after next month will be used toward the grant fund, meaning a healthy grant fund coming up.

Agenda item 3i, Grant Fund Balance \$846,496 Grant Fund March Encumbered \$23,380,827.

The Financial updates were presented. Those in attendance were informed that the rest of the consent agenda is available online in the agenda book. Jeff Shipp made a motion to approve the consent agenda, Margie Fry seconded the motion. No discussion. All in favor; no opposition.

### **Public Comment**

Referencing agenda item 4, Chairman Estes opened floor for public comment.

Greg Hauser, the Communications Center Manager for Charlotte Fire Department addressed the Board. He informed the Board that the day prior to the meeting he along with Jeffrey Childs and a team from Orange County in Hillsborough conducted an assessment of backup communication center plans. The meeting was facilitated by Homeland Security. The meeting opened their eyes as to how vulnerable these centers are and how reliant the communication centers are on 3<sup>rd</sup> parties. DHS OEC has requested to speak at next meeting to offer technical assistance.

## **Executive Director Report**

Referencing agenda item 5, Richard Taylor presented the Executive Director Report.

### **a) Legislative Update**

- 1) H352 (Standard of Proof)  
Bill passed. Is now Session Law 2015-71.
- 2) H380 (Statewide School Safety Management)  
Panic Button Bill. Cleared the House, now Senate Rules.
- 3) H506 (911 Fund Distribution)  
Cleared the House.
- 4) H512 (Amend/Clarify Back-Up PSAP Requirements)  
Cleared the House. Currently in Senate Judiciary 1.
- 5) H730 (County Provide 911 Dispatch Services)  
Cleared the House, now in Senate Rules.
- 6) H812 (Grant Recipients Posted on Grantor Web Site)  
Cleared the House and the Senate. At Governor's Office currently awaiting signature.
- 7) S571 (Expand Uses of 911 Fee)  
Currently in Senate Judiciary.
- 8) H892 (Speaker & President Pro Tem Appointments)  
Has passed. Jimmy Stewart, Jeff Shipp, Rick Edwards and Slayton Stewart have been reappointed.

### **b) Update On Bi-Annual Audit**

Audit has been completed. The exit interview was conducted with Marsha Tapler. Formal report should be given next month.

### **c) FCC Update**

FCC request for information has been increased from five to six questions. The questionnaire is 23 pages. The FCC is requiring detailed information regarding the funds available to 911 and how they are used. The Federal Government wants to ensure that money is being spent properly. Richard Taylor went over sample questions on the new FCC request. Richard Taylor informed the board that the FCC asked about cyber security, which is something the Board will be looking at closely moving forward.

FCC is pushing for text to 911 for the deaf and hard of hearing community. This and abuse of 911 funds are the two big issues being emphasized by the FCC.

**d) Rockingham Co Grant Extension Request**

Rockingham County requests a grant extension. The Project is nearly complete. The consolidation ribbon cutting was in May. They are asking for an extension for paperwork, administrative purposes and use of leftover money in grant fund to upgrade the paging system. The Extension is requested for December 31. This is a time request only, no additional funds are requested. The Staff recommendation is to grant the extension. Len Hagaman made a motion to approve the request, Slayton Stewart seconded the motion. No discussion. All in favor; no opposition.

**Funding Committee Recommendations**

**a) Administrative Line Cost**

Richard Taylor explained that a line has been added to the eligible expenditure list; funding for each administrative line will not exceed \$75 unless prior approval has been received from the Board. PSAPs have been paying upwards of \$234 per line per month, moving to a state contract will avoid this. This language change is the recommendation from the Funding Committee. The recommendation from the committee stands as the motion. No discussion. All in favor; no opposition.

**b) Workstation Costs**

In regards to purchasing workstations, committee recommends to add the language; funding for computer workstation (not including monitors) will not exceed \$1,000. Any workstation purchase exceeding \$1,000 will result in percentages based on installed applications will be applied. This language change is the recommendation from the Funding Committee. The recommendation from the committee stands as the motion. No discussion. All in favor; no opposition.

**d) Activity Monitor Definition and Costs**

Richard Taylor declares that item D will be addressed before item C. Activity Monitor Definition and Costs. The Activity Monitor definition has been a problem for the committee since 2013. An appeal from Moore County was filed due to the need to create video wall to display 911 calls, which created a struggle as to how it fit within the statute. The committee met this week for the appeal after which the staff talked and developed new language for the Activity Monitor. The Funding Committee recommendation is to delete current language defining the Activity Monitor and replace with; all monitors used within the PSAP for call taking of 911 calls as defined in 62A40.5, funding for individual monitor will not exceed \$1,500 unless prior approval is received from 911 staff. Any monitor used in a 911 center for this purpose is eligible regardless of what it is called at the individual location. If PSAP needs to exceed this amount they will need to submit an individual request. This language change is the recommendation from the Funding Committee. The recommendation from the committee stands as the motion. No discussion. All in favor; no opposition.

**c) Implemental Function Costs**

Richard recognized Funding Committee and Jason Barbour for his dedication to “the easy button concept”. Prior to today it has been difficult to qualify or quantify functions for “in house vendors”. The staff has created a sample invoice, which has the different functions and how to charge them out. From here on out all in house functions

will be charged consistent with accounting practices. This will also ensure that in-house charges are comparable with 3<sup>rd</sup> party rates.

A discussion between Richard Taylor, Jimmy Stewart and Marsha Tapler resulted in the understanding that moving forward invoices will be submitted in lieu of job descriptions.

An additional discussion between Rachel Bello and Richard Taylor was initiated due to Rachel's concern regarding the language shown regarding qualifications and how they are determined. It was explained that having experience is a qualifier. Rachel Bello was concerned as to how new people will gain the qualifications moving forward; Chairman Estes explained that the PSAP will qualify the person to do the job. The recommendation from the committee stands as the motion. No additional discussion. All in favor; no opposition.

### **Update from NG911 Committee**

Referencing agenda item 7, Jeff Shipp reported that RFP award to Federal Engineering was posted this week, an initial work session with the committee should begin in July.

### **Update on FirstNet Activities**

Referencing agenda item 8, Richard Taylor reported that the Public Safety Advisory Committee and the FirstNet Board met in San Diego for two days, 40 members present. PSAC has a Tribal working group, which has reached out to the different American Indian associations to ensure the population is kept in the loop and is very much a part of FirstNet. Richard showed examples from the Early Builder Working Group where counties have gotten licenses through FirstNet and are already working on projects. Mr. Taylor explained that the PSAC is looking into MCUs (Mobile Communications Unit) as a solution to existing problems. An MCU will have an in vehicle router, a satellite back haul unit, satellite antenna, local nodes; everything needed. The advantage of this is the MCU can be driven anywhere it is needed, the disadvantage is you have to drive it where ever it is needed, which means you may not have immediate communications.

Another concern regarding security, is bringing your own device. The specs and requirements are unclear and the device needs to meet the security requirements. Also, since multiple disciplines will be using this system there concern is when something happens who gets priority? This question needs to be answered. There is competition due to this being a commercial network and in regards to the public safety side. Currently the PSAC is working to define Public Safety Grade. Devices, the network and framework of the entire system is no longer just police, fire, medical. Next meeting with FirstNet Board is in December 2015.

This past week the Ohio CIO did a presentation to the U.S. House and Energy Committee. FirstNet projected there is going to be a \$30 per month fee, a projected 5-year build out, 20% build out per year. 2018 is the first deployment, which parallels NextGen. There is a need for NextGen 911 integration with FirstNet. The FirstNet hub will be in 911 centers so it is important to integrate NextGen with FirstNet. Rural coverage continues to be a concern, this applies to North Carolina especially where 80% of the state is considered rural. Affordability is also critical. The State needs to decide who is going to be users on the system, deciding who is an emergency responder. \$7 billion is what was given for FirstNet but that is not near enough to build and operate the system but FirstNet believes that they can pay through the network through monthly subscribing fees and selling the extra capacity to commercial users.

Slayton Stewart asked whether or not it appears that the network will be built local in state or defer to federal? Mr. Taylor explained that his question cannot be answered yet; data collection is in the works which will aid in this concern. Chairman Estes – we have digital infrastructure working. Mr. Stewart followed up his question asking whether or not 700 MHz licenses are being used in the current testing. Mr. Taylor confirmed this and added that Adams County, Colorado has 46 different devices because the PSCR is in Boulder where all the testing is being done. The testing is being done through the PSCR.

### **Approval of Secondary PSAP Funding with Transylvania County**

Referencing agenda number 9, Richard Taylor stated that Transylvania County along with Brevard PD would like to enter in to an agreement as a secondary PSAP, which will become effective July 1, 2015. The amount

going annually to Brevard PSAP is \$64,567. Recommendation from staff to approve. Jeff Shipp made a motion to approve the request, Slayton Stewart seconded the motion. No discussion. All in favor; no opposition.

### **Other Items**

Jimmy Stewart asked if there has been any update on the new rules at DCI (Title 12) regarding criminal history involving operators causing a few operators to lose their jobs. Richard Taylor has no additional information. Candy Strezinski added that a few weeks ago senators were discussing a change in the wording but she has not received an update.

Richard Taylor stated that there are no dates on agenda. Reminder to the Board of upcoming PSAP regional meetings; July 8, 2015 in Silva, July 9, 2015 in Salisbury, July 15, 2015 in Lumberton, July 16, 2015 in Rocky Mount. If possible make any or all of these, they are great to meet with PSAP directors and share information with them. We will be talking about the rules and the rules process. Chairman Estes asked Mr. Taylor to help distribute Board members across the meetings so that all Board members do not show up to the same meeting.

### **Adjourn**

No other items. Len Hagaman made motion to adjourn. Chairman Estes adjourned meeting at 12:08.

**July 9, 2015**  
**Delegation of Signature**  
**911 Board Electronic Vote**

Certain situations gives the Executive Director authority to sign documents on behalf of the Board Chairman 1) 911 Board CGIA Delegation 2) 911 Board Contract Delegation	<b>In-Favor</b>	<b>NOT In-Favor</b>
Jason Barbour	√	
Darryl Bottoms	√	
Eric Cramer	√	
Rick Edwards	√	
Chris Estes		
Margie Fry	√	
Andrew Grant		√
Len Hagaman	√	
Rick Isherwood	√	
Dinah Jeffries	√	
Jeff Shipp	√	
Rob Smith	√	
Jimmy Stewart	√	
Slayton Stewart	√	
Laura Sykora	√	
<del>Lee Worsley</del>		

- g) CMRS Fund Balance \$ 1,326,273**
  - 1) CMRS Disbursements \$ (929,698)**
- h) PSAP Fund Balance \$ 16,312,533**
  - 1) PrePaid CMRS Revenue \$ 268,173**
- i) Grant Fund Balance \$ 857,302**
  - 1) Grant Fund March Encumbered \$ (21,280,400)**

**PSAP FUND REVENUE/DISTRIBUTION  
(20% /80% PLAN)**

	July-14	August-14	September-14	October-14	November-14	December-14	January-15	February-15	March-15	April-15	May-15	June-15
<b>CMRS Revenue</b>	720,011.52	760,591.34	744,087.78	725,863.98	682,290.22	791,928.81	763,139.22	662,519.54	771,443.07	843,699.30	732,539.19	748,693.65
<b>Interest</b>	1,308.96	1,284.10	1,243.77	365.38	601.90	619.92	757.60	1,125.08	1,044.87	118.76	416.60	671.98
<b>CMRS Disbursement</b>	(912,182.16)	(254,378.40)	(580,834.03)	(291,686.14)	(783,990.84)	(353,348.49)	(61,467.66)	(289,124.09)	(3,522,430.32)	(61,416.85)	(276,580.76)	(929,697.73)
<b>GRANT Allocation</b>			(2,820,000.00)									
<b>CMRS Prev Balance</b>	3,507,043.71	3,316,182.03	3,823,679.07	1,168,176.59	1,602,719.81	1,501,621.09	1,940,821.33	2,643,250.49	3,017,771.02	267,828.64	1,050,229.85	1,506,604.88
<b>CMRS Fund Balance</b>	\$3,316,182.03	\$3,823,679.07	\$1,168,176.59	\$1,602,719.81	\$1,501,621.09	\$1,940,821.33	\$2,643,250.49	\$3,017,771.02	\$267,828.64	\$1,050,229.85	\$1,506,604.88	1,326,272.78

	Revenue						GRANT Allocation	Monthly Expenditure	Fund Balance
	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			
								\$ 11,660,098.37	
<b>Jul-14</b>	2,880,046.14	1,202,394.16	772,862.48	696,794.39	4,351.98	\$ 5,556,449.15	(4,326,375.73)	12,890,171.79	
<b>Aug-14</b>	3,042,365.40	1,181,933.32	758,835.01	733,286.36	4,991.37	5,721,411.46	(4,239,388.56)	14,372,194.69	
<b>Sep-14</b>	2,976,351.07	1,381,427.94	786,153.68	820,620.85	4,675.01	5,969,228.55	\$(12,460,531.75)	3,596,394.16	
<b>Oct-14</b>	2,903,455.95	1,352,361.85	790,518.55	740,436.34	1,124.88	5,787,897.57	(4,365,454.43)	5,018,837.30	
<b>Nov-14</b>	2,729,160.88	1,210,820.02	807,306.78	771,452.47	1,884.82	5,520,624.97	(4,365,454.43)	6,174,007.84	
<b>Dec-14</b>	3,167,715.16	1,314,173.44	831,225.79	728,512.64	2,548.85	6,044,175.88	(4,365,454.43)	7,852,729.29	
<b>Jan-15</b>	3,052,556.82	1,062,874.68	894,126.74	840,718.12	3,065.33	5,853,341.69	(4,314,348.68)	9,391,722.30	
<b>Feb-15</b>	2,650,078.15	1,108,059.04	780,286.24	712,558.10	3,997.50	5,254,979.03	(4,314,348.68)	10,332,352.65	
<b>Mar-15</b>	3,085,772.42	1,354,126.98	799,723.98	943,246.70	3,577.48	6,186,447.56	(4,314,348.68)	12,204,451.53	
<b>Apr-15</b>	3,374,797.16	1,504,647.89	874,677.53	464,695.41	5,411.78	6,224,229.77	(4,314,348.68)	14,114,332.62	
<b>May-15</b>	2,930,156.82	1,254,024.99	855,389.04	1,017,194.06	5,598.79	6,062,363.70	(4,314,348.68)	15,862,347.64	
<b>Jun-15</b>	2,994,774.64	1,225,517.39	381,846.21	268,172.75	7,074.96	4,877,385.95	(4,427,200.64)	16,312,532.95	

**CASH BASIS REPORTING**

PSAP Grant-Statewide 911 Projects Fund

		Grant Completion (+/-)	Total Disbursed FY 2011 - FY2014	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Remaining Grant Balance
<b>Fund Balance</b>				\$30,687,627.04	\$29,851,172.54	\$28,269,188.55	\$42,529,323.84	\$41,633,954.07	\$38,609,686.69	\$36,717,249.85	\$34,900,612.88	\$29,603,771.41	\$27,243,844.92	\$26,325,345.87	\$24,227,322.65	
<b>Grant Award FY2011:</b>	<b>FY2011 Grant Award Total</b>	<b>Completed Grant Disbursement</b>														
Stanly County	866,250.00		-175,000.00									-275,000.00		-375,000.00		41,250.00
<b>Grant Award FY2012:</b>	<b>FY2012 Grant Award Total</b>	<b>Completed Grant Disbursement</b>														
Burke County	7,280,630.00		-2,470,125.59								-4,481,832.61					328,671.80
Rockingham County	7,826,000.00		-2,691,396.06		-1,021,458.53	-400,382.97	-343,452.27	-567,774.24	-171,884.30	-1,001,157.20		-134,071.64	-147,371.61		-322,078.75	1,024,972.43
<b>Grant Award FY2013:</b>	<b>FY2013 Grant Award Total</b>	<b>Completed Grant Disbursement</b>														
Brunswick County	2,100,000.00		-170,377.26									-685,056.85		-299,625.12	-219,023.90	725,916.87
Lenoir County	7,400,000.00		-3,536,356.22	-563,633.57			-306,506.67		-1,368,853.49			-820,208.32				804,441.73
Scotland County	2,100,000.00	\$ (2,100,000.00)	-1,553,654.83			-197,850.54	-85,410.83	-263,083.80								0.00
<b>Grant Award FY2014:</b>	<b>FY2014 Grant Award Total</b>	<b>Completed Grant Disbursement</b>														
Anson County 2014-01	949,000.00		-732,603.66	-13,200.00			-51,630.70									151,565.64
Bladen County 2014-02	300,000.00		0.00	-175,515.31												124,484.69
Gates Co. Central 2014-03	149,000.00		0.00									-72,223.41	-86,999.21	10,222.62		0.00
Henderson County 2014-04	3,600,000.00		-266,483.36		-402,427.38	-325,158.39		-1,000,737.31			-574,622.12		-132,620.83	-610,522.52	-59,038.81	228,389.28
Hertford County 2014-05	4,250,000.00		0.00		-73,745.85			-97,308.66				-71,417.24		-137,122.70		3,870,405.55
Orange County 2014-06	625,828.00		0.00											-538,141.28		87,686.72
Swain County 2014-07	610,000.00		0.00				-23,929.39		-155,752.50	-82,044.75		-26,013.80	-157,373.43		-123,332.15	41,553.98
<b>Grant Award FY2015:</b>	<b>FY2015 Grant Award Total</b>	<b>Completed Grant Disbursement</b>														
Caldwell County	1,022,399.00		0.00													1,022,399.00
Dare County	7,002,795.00		0.00												-160,785.33	6,842,009.67
Haywood County	2,694,827.00		0.00								-44,954.00	-17,080.21	-25,396.67		-44,307.92	2,563,088.20
Swain-Jackson County	859,681.00		0.00						-660,363.04			-97,355.66			-5,590.34	96,371.96
<b>STATEWIDE PROJECTS:</b>																
E-CATS	3,000,000.00		-1,726,460.84	-61,079.39	-62,951.28	-57,600.00	-60,462.17	-65,858.16	-59,013.46		-116,820.77	-57,600.00	-57,600.00	-57,600.00	-57,600.00	559,353.93
Orthoimager Image 12	3,541,341.00	3,346,129.70	195,211.30	-3,346,129.70												0.00
Ortho Project II Image 13	3,946,827.00	3,623,949.59	322,877.41	-3,589,130.55	-19,120.00			-15,699.04								0.00
Ortho Project III Image 14	3,987,667.00			-1,795,060.59	-15,360.00	-32,960.00	-40,160.00	-32,960.00	-1,010,721.74	-137,213.40	-66,460.67	-87,227.10	-66,960.31	-48,645.85	-14,855.82	566,479.61
Ortho Project III Image 15	3,719,332.00			0.00		-8,440.00	-4,320.00	-18,720.00	-15,659.14	-20,943.96	-6,240.00	-47,189.07	-274,572.10	-85,820.99	-1,036,067.57	2,201,359.17
Approved Transfer from PSAP Fund Interest						15,280,531.75										
				11,453.77	11,559.05	9,195.44	13,302.26	15,635.57	15,939.45	14,332.65	14,855.13	10,250.02	12,080.65	10,442.59	10,805.93	
<b>Total Ending Fund Balance</b>				\$ 29,851,172.54	\$ 28,269,188.55	\$ 42,529,323.84	\$ 41,633,954.07	\$ 38,609,686.69	\$ 36,717,249.85	\$ 34,900,612.88	\$ 29,603,771.41	\$ 27,243,844.92	\$ 26,325,345.87	\$ 24,227,322.65	\$ 22,137,701.90	\$ 21,280,400.23

Encumbered: \$ 21,280,400.23  
 Grant Fund Total \$ 857,301.67



**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 911 Board members.**

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

Speakers:

# Executive Director Report

## a) Legislative Update

Richard Taylor

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2015

H

2

HOUSE BILL 380  
Committee Substitute Favorable 4/21/15

Short Title: Statewide School Safety Management.

(Public)

Sponsors:

Referred to:

March 30, 2015

A BILL TO BE ENTITLED

AN ACT TO AUTHORIZE THE DEPARTMENT OF PUBLIC SAFETY TO IMPLEMENT  
A STATEWIDE SCHOOL RISK AND RESPONSE MANAGEMENT SYSTEM, TO  
MAKE CONFORMING CHANGES TO OTHER SCHOOL SAFETY REQUIREMENTS,  
AND TO PROVIDE FOR GRANTS FOR ADDITIONAL SCHOOL COUNSELORS.

The General Assembly of North Carolina enacts:

**SECTION 1.(a)** G.S. 115C-47(40) reads as rewritten:

"(40) To ~~adopt emergency response plans.~~ Local boards Adopt School Risk Management Plans. – Each local board of education shall, in coordination with local law enforcement and emergency management agencies, adopt emergency response plans a School Risk Management Plan (SRMP) relating to incidents of school violence-violence for each school in its jurisdiction. In constructing and maintaining these plans, local boards of education and local school administrative units shall utilize the School Risk and Response Management System (SRRMS) established pursuant to G.S. 115C-105.49A. These plans are not a public record as the term "public record" is defined under G.S. 132-1 and shall not be subject to inspection and examination under G.S. 132-6."

**SECTION 1.(b)** Local boards of education shall adopt a School Risk Management Plan as required by this section by March 1, 2017.

**SECTION 2.** G.S. 115C-105.49 reads as rewritten:

**"§ 115C-105.49. School safety exercises.**

(a) At least ~~every two years, once annually,~~ each local school administrative unit is encouraged to shall require each school under its control to hold a full systemwide school safety and school lockdown exercise with the school-wide tabletop exercise and drill based on the procedures documented in its School Risk Management Plan (SRMP). The drill shall include a practice school lockdown due to an intruder on school grounds. Each school is encouraged to hold a tabletop exercise and drill for multiple hazards included in its SRMP. Schools are strongly encouraged to include local law enforcement agencies that are part of the local board of education's emergency response plan, and emergency management agencies in its tabletop exercises and drills. The purpose of the ~~exercise tabletop exercises and drills~~ shall be to permit participants to (i) discuss simulated emergency situations in a low-stress environment, (ii) clarify their roles and responsibilities and the overall logistics of dealing with an emergency, and (iii) identify areas in which the ~~emergency response plan~~ SRMP needs to be modified.



1 (b) ~~As part of a local board of education's emergency response plan, at least once a~~  
2 ~~year, each school is encouraged to hold a full schoolwide school safety and lockdown exercise~~  
3 ~~with local law enforcement agencies. For the purposes of this section, a tabletop exercise is an~~  
4 ~~exercise involving key personnel conducting simulated scenarios related to emergency~~  
5 ~~planning.~~

6 (c) For the purposes of this section, a drill is a school-wide practice exercise in which  
7 simulated scenarios related to emergency planning are conducted.

8 (d) The Department of Public Safety, Division of Emergency Management, and the  
9 Center for Safer Schools shall provide guidance and recommendations to local school  
10 administrative units on the types of multiple hazards to plan and respond to, including intruders  
11 on school grounds."

12 **SECTION 3.** Article 8C of Chapter 115C of the General Statutes is amended by  
13 adding a new section to read:

14 **"§ 115C-105.49A. School Risk and Response Management System.**

15 (a) The Department of Public Safety, Division of Emergency Management, and the  
16 Center for Safer Schools shall construct and maintain a statewide School Risk and Response  
17 Management System (SRRMS). The system shall fully integrate and leverage existing data and  
18 applications that support school risk planning, exercises, monitoring, and emergency response  
19 via 911 dispatch.

20 (b) In constructing the SRRMS, the Division of Emergency Management and the  
21 Center for Safer Schools shall leverage the existing enterprise risk management database, the  
22 School Risk Management Planning tool managed by the Division. The Division shall also  
23 leverage the local school administrative unit schematic diagrams of school facilities. Where  
24 technically feasible, the system shall integrate any anonymous tip lines established pursuant to  
25 G.S. 115C-105.51 and any 911-initiated panic alarm systems authorized as part of an SRMP  
26 pursuant to G.S. 115C-47(40). The Division and Center for Safer Schools shall collaborate with  
27 the Department of Public Instruction and the North Carolina 911 Board in the design,  
28 implementation, and maintenance of the SRRMS.

29 (c) All data and information acquired and stored in the SRRMS as provided in  
30 subsections (a) and (b) of this section are not considered public records as the term "public  
31 record" is defined under G.S. 132-1 and shall not be subject to inspection and examination  
32 under G.S. 132-6."

33 **SECTION 4.(a)** G.S. 115C-105.51 reads as rewritten:

34 **"§ 115C-105.51. Anonymous tip lines, lines and monitoring and response applications.**

35 (a) Each local school administrative unit is encouraged to develop and operate an  
36 anonymous tip line, in coordination with local law enforcement and social services agencies, to  
37 receive anonymous information on internal or external risks to the school population, school  
38 buildings—buildings, and school-related activities. The Department of Public Safety, in  
39 consultation with the Department of Public Instruction, may develop standards and guidelines  
40 for the development, operation, and staffing of tip lines.

41 (b) ~~The Department of Public Instruction, in consultation with the Department of Public~~  
42 ~~Safety, may develop standards and guidelines for the development, operation, and staffing of~~  
43 ~~tip lines. The Department of Public Safety, Division of Emergency Management, and the Center~~  
44 ~~for Safer Schools, in collaboration with the Department of Public Instruction, shall implement~~  
45 ~~and maintain an anonymous safety tip line application for purposes of receiving anonymous~~  
46 ~~student information on internal or external risks to the school population, school buildings, and~~  
47 ~~school-related activities.~~

48 (c) ~~The Department of Public Instruction may provide information to local school~~  
49 ~~administrative units on federal, State, local, and private grants available for this purpose. The~~  
50 ~~Department of Public Safety, Division of Emergency Management, and the Center for Safer~~  
51 ~~Schools, in collaboration with the Department of Public Instruction and the North Carolina 911~~

1 Board, shall implement and maintain a statewide panic alarm system for the purposes of  
2 launching real-time 911 messaging to public safety answering points of internal and external  
3 risks to the school population, school buildings, and school-related activities. The Department  
4 of Public Safety, in consultation with the Department of Public Instruction and the North  
5 Carolina 911 Board, may develop standards and guidelines for the operations and use of the  
6 panic alarm tool.

7 (d) The Department of Public Safety shall ensure that the anonymous safety tip line  
8 application is integrated with and supports the statewide School Risk and Response  
9 Management System (SRRMS) as provided in G.S. 115C-105.49A. Where technically feasible  
10 and cost-efficient, the Department of Public Safety is encouraged to implement a single  
11 solution supporting both the anonymous safety tip line application and panic alarm system.

12 (e) All data and information acquired and stored by the anonymous safety tip line  
13 application are not considered public records as the term "public record" is defined under  
14 G.S. 132-1 and shall not be subject to inspection and examination under G.S. 132-6.

15 (f) Notwithstanding subsection (e) of this section, the Division may collect the annual  
16 aggregate number and type of tips sent to the anonymous tip line. The collection of this  
17 aggregate data shall not have any identifying information on the reporter of the tip, including,  
18 but not limited to, the school where the incident was reported and the date the tip was  
19 reported."

20 **SECTION 4.(b)** The Department of Public Safety shall implement an anonymous  
21 safety tip line application and a statewide panic alarm system as required by this section by July  
22 1, 2016.

23 **SECTION 5.** G.S. 115C-105.52 reads as rewritten:

24 **"§ 115C-105.52. School crisis kits.**

25 The Department of Public Instruction, in consultation with the Department of Public Safety  
26 through the North Carolina Center for Safer Schools, may develop and adopt policies on the  
27 placement of school crisis kits in schools and on the contents of those kits. The kits should  
28 include, at a minimum, basic first-aid supplies, communications devices, and other items  
29 recommended by the International Association of Chiefs of Police.

30 The principal of each school, in coordination with the law enforcement agencies that are  
31 part of the local board of education's ~~emergency response plan,~~ School Risk Management Plan,  
32 may place one or more crisis kits at appropriate locations in the school."

33 **SECTION 6.** G.S. 115C-105.53 reads as rewritten:

34 **"§ 115C-105.53. Schematic diagrams and emergency access to school buildings for local**  
35 **law enforcement agencies.**

36 (a) Each local school administrative unit shall provide the following to local law  
37 enforcement agencies: (i) schematic diagrams, including digital schematic diagrams, and (ii)  
38 either keys to the main entrance of all school buildings or emergency access to key storage  
39 devices such as KNOX® boxes for all school buildings. Local school administrative units shall  
40 provide updates of the schematic diagrams to local law enforcement agencies when substantial  
41 modifications such as new facilities or modifications to doors and windows are made to school  
42 buildings. Local school administrative units shall also be responsible for providing local law  
43 enforcement agencies with updated access to school ~~building key storage devices such as~~  
44 ~~KNOX® boxes when changes are made to these boxes or devices.~~ buildings when changes are  
45 made to the locks of the main entrances or to key storage devices such as KNOX® boxes.

46 (b) The Department of Public Instruction, in consultation with the Department of Public  
47 Safety, shall develop standards and guidelines for the preparation and content of schematic  
48 diagrams and necessary updates. Local school administrative units may use these standards and  
49 guidelines to assist in the preparation of their schematic diagrams.

1 (c) Schematic diagrams are not considered a public record as the term "public record" is  
2 defined under G.S. 132-1 and shall not be subject to inspection and examination under  
3 G.S. 132-6."

4 **SECTION 7.** G.S. 115C-105.54 reads as rewritten:

5 **"§ 115C-105.54. Schematic diagrams and emergency response information provided to**  
6 **Division of Emergency Management.**

7 (a) Each local school administrative unit shall provide the following to the Division of  
8 Emergency Management (Division) at the Department of Public Safety: (i) schematic diagrams,  
9 including digital schematic diagrams, and (ii) emergency response information requested by the  
10 Division for the School Risk Management Plan ~~(SRMP) and the School Emergency Response~~  
11 ~~Plan (SERP)~~ (SRMP). Local school administrative units shall also provide updated schematic  
12 diagrams and emergency response information to the Division when such updates are made.  
13 The Division shall ensure that the diagrams and emergency response information are securely  
14 stored and distributed as provided in the SRMP ~~and SERP~~ to first responders, emergency  
15 personnel, and school personnel and approved by the Department of Public Instruction.

16 (b) The schematic diagrams and emergency response information are not considered a  
17 public record as the term "public record" is defined under G.S. 132-1 and shall not be subject to  
18 inspection and examination under G.S. 132-6."

19 **SECTION 8.(a)** G.S. 115C-218.75 reads as rewritten:

20 **"§ 115C-218.75. General operating requirements.**

21 (a) Health and Safety Standards. – A charter school shall meet the same health and  
22 safety requirements required of a local school administrative unit. The Department of Public  
23 Instruction shall ensure that charter schools provide parents and guardians with information  
24 about meningococcal meningitis and influenza and their vaccines at the beginning of every  
25 school year. This information shall include the causes, symptoms, and how meningococcal  
26 meningitis and influenza are spread and the places where parents and guardians may obtain  
27 additional information and vaccinations for their children.

28 The Department of Public Instruction shall also ensure that charter schools provide parents  
29 and guardians with information about cervical cancer, cervical dysplasia, human  
30 papillomavirus, and the vaccines available to prevent these diseases. This information shall be  
31 provided at the beginning of the school year to parents of children entering grades five through  
32 12. This information shall include the causes and symptoms of these diseases, how they are  
33 transmitted, how they may be prevented by vaccination, including the benefits and possible  
34 side effects of vaccination, and the places where parents and guardians may obtain additional  
35 information and vaccinations for their children.

36 The Department of Public Instruction shall also ensure that charter schools provide students  
37 in grades seven through 12 with information annually on the preventable risks for preterm birth  
38 in subsequent pregnancies, including induced abortion, smoking, alcohol consumption, the use  
39 of illicit drugs, and inadequate prenatal care.

40 The Department of Public Instruction shall also ensure that charter schools provide students  
41 in grades nine through 12 with information annually on the manner in which a parent may  
42 lawfully abandon a newborn baby with a responsible person, in accordance with G.S. 7B-500.

43 The Department of Public Instruction shall also ensure that the guidelines for individual  
44 diabetes care plans adopted by the State Board of Education under G.S. 115C-12(31) are  
45 implemented in charter schools in which students with diabetes are enrolled and that charter  
46 schools otherwise comply with the provisions of G.S. 115C-375.3.

47 The Department of Public Instruction shall ensure that charter schools comply with  
48 G.S. 115C-375.2A. The board of directors of a charter school shall provide the school with a  
49 supply of emergency epinephrine auto-injectors necessary to carry out the provisions of  
50 G.S. 115C-375.2A.

1       (b) ~~Emergency Response Plan.~~ School Risk Management Plan. – Each charter  
2 school, in coordination with local law enforcement ~~agencies, and emergency management~~  
3 ~~agencies,~~ is encouraged to adopt ~~an emergency response plan~~ a School Risk Management  
4 (SRMP) relating to incidents of school violence. In constructing and maintaining these plans,  
5 charter schools may utilize the School Risk and Response Management System (SRRMS)  
6 established pursuant to G.S. 115C-105.49A. These plans are not considered a public record as  
7 the term "public record" is defined under G.S. 132-1 and shall not be subject to inspection and  
8 examination under G.S. 132-6.

9 Charter schools are encouraged to provide schematic diagrams and keys to the main  
10 entrance of school facilities to local law enforcement agencies, in addition to implementing the  
11 provisions in ~~G.S. 115C-105.49(b)~~ and G.S. 115C-105.52.

12       (c) Policy Against Bullying. – A charter school is encouraged to adopt a policy against  
13 bullying or harassing behavior, including cyber bullying, that is consistent with the provisions  
14 of Article 29C of this Chapter. If a charter school adopts a policy to prohibit bullying and  
15 harassing behavior, the charter school shall, at the beginning of each school year, provide the  
16 policy to staff, students, and parents as defined in G.S. 115C-390.1(b)(8).

17       (d) School Safety Exercises. – At least once a year, a charter school is encouraged to  
18 hold a full school-wide lockdown exercise with local law enforcement and emergency  
19 management agencies that are part of the charter school's SRMP.

20       (e) School Safety Information Provided to Division of Emergency Management. – A  
21 charter school is encouraged to provide the following: (i) schematic diagrams, including digital  
22 schematic diagrams, and (ii) emergency response information requested by the Division for the  
23 SRMP. The schematic diagrams and emergency response information are not considered public  
24 records as the term "public record" is defined under G.S. 132-1 and shall not be subject to  
25 inspection and examination under G.S. 132-6."

26       **SECTION 8.(b)** Each charter school is encouraged to adopt a School Risk  
27 Management Plan by March 1, 2017.

28       **SECTION 9.(a)** G.S. 115C-238.66 reads as rewritten:

29       "**§ 115C-238.66. Board of directors; powers and duties.**

30       The board of directors shall have the following powers and duties:

31       (1) Academic program. –

32       a. The board of directors shall establish the standard course of study for  
33 the regional school. This course of study shall set forth the subjects  
34 to be taught in each grade and the texts and other educational  
35 materials on each subject to be used in each grade. The board of  
36 directors shall design its programs to meet at least the student  
37 performance standards adopted by the State Board of Education and  
38 the student performance standards contained in this Chapter.

39       b. The board of directors shall conduct student assessments required by  
40 the State Board of Education.

41       c. The board of directors shall provide the opportunity to earn or obtain  
42 credit toward degrees from a community college subject to Chapter  
43 115D of the General Statutes or a constituent institution of The  
44 University of North Carolina.

45       d. The board of directors shall adopt a school calendar consisting of a  
46 minimum of 185 days or 1,025 hours of instruction covering at least  
47 nine calendar months.

48       (2) Standards of performance and conduct. – The board of directors shall  
49 establish policies and standards for academic performance, attendance, and  
50 conduct for students of the regional school. The policies of the board of  
51 directors shall comply with Article 27 of this Chapter.

- 1 (3) School attendance. – Every parent, guardian, or other person in this State  
2 having charge or control of a child who is enrolled in the regional school and  
3 who is less than 16 years of age shall cause such child to attend school  
4 continuously for a period equal to the time that the regional school shall be  
5 in session. No person shall encourage, entice, or counsel any child to be  
6 unlawfully absent from the regional school. Any person who aids or abets a  
7 student's unlawful absence from the regional school shall, upon conviction,  
8 be guilty of a Class 1 misdemeanor. The principal shall be responsible for  
9 implementing such additional policies concerning compulsory attendance as  
10 shall be adopted by the board of directors, including regulations concerning  
11 lawful and unlawful absences, permissible excuses for temporary absences,  
12 maintenance of attendance records, and attendance counseling.
- 13 (4) Reporting. – The board of directors shall comply with the reporting  
14 requirements established by the State Board of Education in the Uniform  
15 Education Reporting System.
- 16 (5) Assessment results. – The board of directors shall provide data to the  
17 participating unit in which a student is domiciled on the performance of that  
18 student on any testing required by the State Board of Education.
- 19 (6) Education of children with disabilities. – The board of directors shall require  
20 compliance with laws and policies relating to the education of children with  
21 disabilities.
- 22 (7) Health and safety. – The board of directors shall require that the regional  
23 school meet the same health and safety standards required of a local school  
24 administrative unit.

25 The Department of Public Instruction shall ensure that regional schools  
26 comply with G.S. 115C-375.2A. The board of directors of a regional school  
27 shall provide the school with a supply of emergency epinephrine  
28 auto-injectors necessary to carry out the provisions of G.S. 115C-375.2A.

- 29 (7a) ~~Emergency Response Plan.~~ School Risk Management Plan. – Each  
30 regional school, in coordination with local law enforcement agencies, is  
31 encouraged to adopt ~~an emergency response plan~~ a School Risk  
32 Management Plan (SRMP) relating to incidents of school violence. In  
33 constructing and maintaining these plans, a regional school may utilize the  
34 School Risk and Response Management System (SRRMS) established  
35 pursuant to G.S. 115C-105.49A. These plans are not considered a public  
36 record as the term "public record" is defined under G.S. 132-1 and shall not  
37 be subject to inspection and examination under G.S. 132-6.
- 38 (7b) Schematic diagrams and school crisis kits. – Regional schools are  
39 encouraged to provide schematic diagrams and keys to the main entrance of  
40 school facilities to local law enforcement agencies, in addition to  
41 implementing the provisions in ~~G.S. 115C-105.49(b)~~ and G.S. 115C-105.52.
- 42 (7c) School safety exercises. – At least once a year, a regional school is  
43 encouraged to hold a full school-wide lockdown exercise with local law  
44 enforcement and emergency management agencies that are part of the  
45 regional school's SRMP.
- 46 (7d) Safety information provided to Division of Emergency Management. – A  
47 regional school is encouraged to provide the following: (i) schematic  
48 diagrams, including digital schematic diagrams, and (ii) emergency response  
49 information requested by the Division for the SRMP. The schematic  
50 diagrams and emergency response information are not considered public

1 records as the term "public record" is defined under G.S. 132-1 and shall not  
2 be subject to inspection and examination under G.S. 132-6.

- 3 (8) Driving eligibility certificates. – The board of directors shall apply the rules  
4 and policies established by the State Board of Education for issuance of  
5 driving eligibility certificates.
- 6 (9) Purchasing and contracts. – The board of directors shall comply with the  
7 purchasing and contract statutes and regulations applicable to local school  
8 administrative units.
- 9 (10) Exemption from the Administrative Procedures Act. – The board of directors  
10 shall be exempt from Chapter 150B of the General Statutes, except final  
11 decisions of the board of directors in a contested case shall be subject to  
12 judicial review in accordance with Article 4 of Chapter 150B of the General  
13 Statutes.
- 14 (11) North Carolina School Report Cards. – A regional school shall ensure that  
15 the report card issued for it by the State Board of Education receives wide  
16 distribution to the local press or is otherwise provided to the public. A  
17 regional school shall ensure that the overall school performance score and  
18 grade earned by the regional school for the current and previous four school  
19 years is prominently displayed on the school Web site. If a regional school is  
20 awarded a grade of D or F, the regional school shall provide notice of the  
21 grade in writing to the parent or guardian of all students enrolled in that  
22 school.
- 23 (12) Policy against bullying. – A regional school is encouraged to adopt a policy  
24 against bullying or harassing behavior, including cyber-bullying, that is  
25 consistent with the provisions of Article 29C of this Chapter. If a regional  
26 school adopts a policy to prohibit bullying and harassing behavior, the  
27 regional school shall, at the beginning of each school year, provide the  
28 policy to staff, students, and parents as defined in G.S. 115C-390.1(b)(8)."

29 **SECTION 9.(b)** Each regional school is encouraged to adopt a School Risk  
30 Management Plan by March 1, 2017.

31 **SECTION 10.** G.S. 166A-19.12 is amended by adding a new subdivision to read:

32 "(22) Serving as the lead State agency for the implementation and maintenance of  
33 the Statewide School Risk and Response Management System (SRRMS)  
34 under G.S. 115C-105.49A."

35 **SECTION 11.** By December 1, 2015, the Department of Public Safety, Division of  
36 Emergency Management, and the Center for Safer Schools shall provide a report to the Joint  
37 Legislative Commission on Governmental Operations on (i) the status of the School Risk and  
38 Response Management System (SRRMS) implementation under G.S. 115C-105.49A, as  
39 enacted by this act, and (ii) the anticipated annual cost to operate and maintain the system.

40 **SECTION 12.** Subject to the availability of funds, it is the intent of the General  
41 Assembly to provide funds during the 2015-2017 fiscal biennium to provide grants to local  
42 school administrative units, regional schools, and charter schools for additional school  
43 psychologists, school counselors, and school social workers. These funds shall be matched on  
44 the basis of one dollar (\$1.00) in State funds for every one dollar (\$1.00) in local funds and  
45 shall be used to supplement and not to supplant State, local, and federal funds expended for  
46 school psychologists, school counselors, and school social workers.

47 The State Board of Education shall include need-based considerations in its criteria  
48 for awarding these grants to local school administrative units. The State Board shall give lower  
49 priority to local school administrative units that have received a grant for school resource  
50 officers pursuant to Section 8.36 of S.L. 2013-360.

1                   **SECTION 13.** This act is effective when it becomes law. Sections 2, 3, 5, 6, and 7  
2 of this act apply beginning with the 2015-2016 school year.

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2015

H

1

HOUSE BILL 506

Short Title: 911 Fund Distribution.

(Public)

Sponsors: Representatives Boles and McNeill (Primary Sponsors).

*For a complete list of Sponsors, refer to the North Carolina General Assembly Web Site.*

Referred to: Local Government, if favorable, Finance.

April 2, 2015

1 A BILL TO BE ENTITLED  
2 AN ACT TO CLARIFY AND AMEND THE PROCEDURES AND SCOPE OF EXPENSES  
3 ELIGIBLE FOR 911 FUND DISTRIBUTIONS AND TO STUDY THE STRUCTURE,  
4 OPERATIONS, AND FUNCTIONS OF THE 911 BOARD.

5 The General Assembly of North Carolina enacts:

6 **SECTION 1.** G.S. 62A-46 reads as rewritten:

7 "**§ 62A-46. Fund distribution to PSAPs.**

8 (a) Monthly Distribution. – The 911 Board must make monthly distributions to primary  
9 PSAPs from the amount allocated to the 911 Fund for PSAPs. A PSAP is not eligible for a  
10 distribution under this section unless it complies with the requirements of this Article, provides  
11 enhanced 911 service, and received distributions from the 911 Board in the 2008-2009 fiscal  
12 year. The Board may reduce, suspend, or terminate distributions under this subsection if a  
13 PSAP does not comply with the requirements of this Article. The Board must comply with all  
14 of the following:

15 ...  
16 (4) Additional distributions. – In the first quarter of the Board's fiscal year, the  
17 Board must determine whether payments to PSAPs during the preceding  
18 fiscal year exceeded or were less than the eligible costs incurred by each  
19 PSAP during the fiscal year. If a PSAP receives less than its eligible costs in  
20 any fiscal year, the Board may increase a PSAP's distribution in the  
21 following fiscal year above the base amount as determined by the formula to  
22 meet the estimated eligible costs of the PSAP as determined by the Board.  
23 The Board may not distribute less than the base amount to each PSAP except  
24 as provided in subsection (b1) of this section. The Board must provide a  
25 procedure for a PSAP to request a reconsideration of its distribution or  
26 eligible expenses.

27 (5) Appeal of distribution denial. – A decision by the Board to deny a  
28 distribution for expenses incurred by a PSAP shall be in writing and must  
29 include the following elements:

- 30 a. The reason for the denial.  
31 b. A statement notifying the PSAP of the right to appeal or request  
32 reconsideration of the denial.  
33 c. Information about the procedure for filing an appeal or requesting  
34 reconsideration of the denial.

35 ...



\* H 5 0 6 - V - 1 \*

1 (c) Use of Funds. – A PSAP that receives a distribution from the 911 Fund may not use  
2 the amount received to pay for the lease or purchase of real estate, cosmetic remodeling of  
3 emergency dispatch centers, hiring or compensating telecommunicators, or the purchase of  
4 mobile communications vehicles, ambulances, fire engines, or other emergency vehicles.  
5 Distributions received by a PSAP may be used only to pay for the following:

- 6 (1) The lease, purchase, or maintenance of:
- 7 a. Emergency telephone equipment, including necessary computer  
8 hardware, software, and database provisioning.
  - 9 b. Addressing.
  - 10 c. Telecommunicator furniture.
  - 11 d. Dispatch equipment located exclusively within a building where a  
12 PSAP or back-up PSAP is located, ~~excluding the costs of base station~~  
13 ~~transmitters, towers, microwave links, and antennae used to dispatch~~  
14 ~~emergency call information from the PSAP or back up~~  
15 ~~PSAP located.~~
  - 16 e. Base station transmitters, towers, microwave links, antennae, and all  
17 other transmission equipment located on or otherwise attached to any  
18 tower used to dispatch emergency call information from the PSAP.

19 ...."

20 **SECTION 2.(a)** The Legislative Research Commission shall study the structure,  
21 operations, and functions of the 911 Board. The study shall include the following issues:

- 22 (1) The composition of the 911 Board and appropriate placement of the 911  
23 Board within State government.
- 24 (2) The development of operating standards for Public Safety Answering Points  
25 (PSAPs), including standards for the content and delivery of training and  
26 certification for telecommunicators assigned to PSAPs.
- 27 (3) The administration of the 911 Fund.
- 28 (4) Any other issues the Commission finds relevant to the structure, operations,  
29 and functions of the 911 Board.

30 **SECTION 2.(b)** The Commission shall report its findings and any  
31 recommendations for statutory or administrative changes to the Joint Legislative Commission  
32 on Governmental Operations no later than January 31, 2015.

33 **SECTION 3.** This act becomes effective July 1, 2015.

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2015

H

D

HOUSE BILL 512  
Senate Judiciary I Committee Substitute Adopted 7/2/15  
Third Edition Engrossed 7/15/15  
Proposed Conference Committee Substitute H512-CCSSA-1 [v.3]

7/28/2015 8:10:18 PM

Short Title: Amend/Clarify Back-Up PSAP Requirements.

(Public)

Sponsors:

Referred to:

April 2, 2015

A BILL TO BE ENTITLED

AN ACT TO ALLOW TIME EXTENSIONS FOR IMPLEMENTATION OF BACK-UP PSAP REQUIREMENTS, TO DEFINE UNIFORM STANDARDS FOR BACK-UP PSAPS, TO DEVELOP A MASTER PURCHASING LIST FOR 911 SYSTEM ELIGIBLE EXPENSES, AND TO PROHIBIT THE DOUBLE TAXATION OF CITY RESIDENTS FOR 911 CALL TAKING SERVICES.

Whereas, Session Law 2014-66 amended Article 3 of Chapter 62A of the North Carolina General Statutes to require development of a back-up PSAP when calls cannot be completed by the primary PSAP; and

Whereas, the changes in Session Law 2014-66 are applicable to 911 fund distributions made on or after July 1, 2016; and

Whereas, many counties in North Carolina are unable to fully implement a back-up PSAP by July 1, 2016; and

Whereas, counties would save cost and increase efficiency by partnering under a standard model for a back-up PSAP developed by the 911 Board; and

Whereas, the assistance of the 911 Board in facilitating group procurement pricing for eligible 911 expense items would save money and eliminate price disparities between larger and smaller jurisdictions; Now, therefore,

The General Assembly of North Carolina enacts:

**SECTION 1.** G.S. 62A-46(e)(4a) reads as rewritten:

"(4a) ~~A~~By July 1, 2016, a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. If a PSAP has made substantial progress toward implementation of the plan and means, the 911 Board may grant the PSAP an extension until July 1, 2017, to complete implementation of the plan and means. The plan must identify the alternative capability of taking the redirected 911 calls. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP."

**SECTION 2.** The 911 Board shall investigate alternatives for facilitation of uniform procurement and pricing of 911 eligible expenses through bulk purchasing and other



\* H 5 1 2 - C C S S A - 1 - V - 3 \*

1 means. No later than May 1, 2016, the Board shall report its findings, including any requests  
2 for legislative action, to the Joint Legislative Oversight Committee on Information Technology.

3 **SECTION 3.** Article 23 of Chapter 153A of the General Statutes is amended by  
4 adding a new section to read as follows:

5 "**§ 153A-457. 911 call taking services.**

6 If a county operates a 911 public safety answering point that is funded, in whole or in part,  
7 by county ad valorem taxes, the county shall provide 911 call taking services without additional  
8 charge to any city located within the county's jurisdictional limits if the governing body of the  
9 city adopts a resolution requesting call taking services for the city's agencies. If the county does  
10 not already provide 911 call taking services to the city prior to the adoption of the resolution,  
11 the county shall provide the services for the city's agencies within 12 months of the resolution  
12 date. If the city requesting 911 call taking services operates a primary PSAP, 911 funds  
13 distributed to the city shall be distributed to the county that assumes responsibility for call  
14 taking services for the city. If the city continues to operate a secondary PSAP after the county  
15 has assumed responsibility for call taking services, the city may be eligible to receive  
16 distribution of 911 funds as a secondary PSAP."

17 **SECTION 4.** The provisions of Section 3 of this act shall not apply so long as a  
18 county and city have an agreement or contract in effect to share in the costs of a centralized or  
19 consolidated 911 dispatch center.

20 **SECTION 5.** Sections 3 and 4 of this act become effective September 1, 2015. The  
21 remainder of this act is effective when it becomes law.

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2015

H

2

HOUSE BILL 730  
Second Edition Engrossed 4/28/15

Short Title: County Provide 911 Dispatch Services. (Public)

Sponsors: Representative Saine (Primary Sponsor).  
For a complete list of Sponsors, see Bill Information on the NCGA Web Site.

Referred to: Local Government.

April 15, 2015

1 A BILL TO BE ENTITLED  
2 AN ACT TO PROHIBIT THE DOUBLE TAXATION OF CITY RESIDENTS FOR 911  
3 DISPATCH SERVICES.

4 Whereas, property owners in the State's cities pay both city and county ad valorem  
5 taxes; and

6 Whereas, these property owners should receive the benefit of their county taxes; and

7 Whereas, the property taxes paid by city residents should be considered adequate  
8 compensation for the provision of county dispatch services within the city; Now, therefore,  
9 The General Assembly of North Carolina enacts:

10 SECTION 1. Article 23 of Chapter 153A of the General Statutes is amended by  
11 adding a new section to read as follows:

12 "**§ 153A-457. 911 dispatch services.**

13 If a county operates a 911 public safety answering point that is funded, in whole or in part,  
14 by county ad valorem taxes, the county shall provide 911 dispatch services without additional  
15 charge to any city located within the county's jurisdictional limits if the governing body of the  
16 city adopts a resolution requesting the dispatch services."

17 SECTION 1.5. The provisions of this act shall not apply if a county and city have  
18 entered into an agreement or contract for the sharing of the costs of 911 dispatch services on or  
19 before the date this act becomes law. The agreement or contract between the county and city  
20 shall remain effective until it expires or is terminated by the parties in accordance with the  
21 terms of the agreement or contract.

22 SECTION 2. This act becomes effective July 1, 2015.



\* H 7 3 0 - V - 2 \*

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2015

SESSION LAW 2015-114  
HOUSE BILL 812

AN ACT TO ENSURE THAT INFORMATION ON GRANT FUNDS AWARDED BY STATE AGENCIES IS READILY AVAILABLE ON STATE AGENCY WEB SITES.

The General Assembly of North Carolina enacts:

**SECTION 1.** G.S. 143C-2-5 reads as rewritten:

**"§ 143C-2-5. Grants and contracts database.**

(a) The Director of the Budget shall require the Office of State Budget and Management, with the support of the Office of Information Technology Services, to build and maintain a database and Web site for providing a single, searchable Web site on State spending for grants and contracts to be known as NC OpenBook.

(b) ~~Each head of a principal department listed in G.S. 143B-6~~ The head of each State institution, department, bureau, agency, or commission, or a designee, shall conduct a quarterly review ~~monthly~~ of all State contracts and grants administered by that ~~principal department agency.~~

(c) All State institutions, departments, bureaus, agencies, or commissions ~~subject to the authority of the Director of the Budget~~ that maintain a Web site shall be required to include an access link to the NC OpenBook Web site on the home page of the agency Web site. Each agency shall also prominently display a search engine on the agency Web site home page to allow for ease of searching for information, including contracts and grants, on the agency's Web site."

**SECTION 2.** The State Chief Information Officer, through the Digital Commons Project, shall ensure that the data on grants or awards of public funds to non-State entities that is available on the NC OpenBook Web site is displayed in a consistent and easily accessible manner on the Web sites of all State institutions, departments, bureaus, agencies, and commissions.

The State Chief Information Officer shall fully implement this act by December 31, 2015.

The State Chief Information Officer shall report to the Joint Legislative Oversight Committee on Information Technology and the Fiscal Research Division prior to August 1, 2015, on a time line for implementing this act.



**SECTION 3.** This act is effective when it becomes law.  
In the General Assembly read three times and ratified this the 15<sup>th</sup> day of June,  
2015.

s/ Daniel J. Forest  
President of the Senate

s/ Tim Moore  
Speaker of the House of Representatives

s/ Pat McCrory  
Governor

Approved 10:15 a.m. this 24<sup>th</sup> day of June, 2015

**GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2015**

S

1

**SENATE BILL 571**

Short Title: Expand Uses of 911 Fee. (Public)

Sponsors: Senators Bryant, J. Davis, Foushee (Primary Sponsors); D. Davis, Lowe, and Waddell.

Referred to: Rules and Operations of the Senate.

March 30, 2015

1 A BILL TO BE ENTITLED  
2 AN ACT TO PROVIDE FOR THE APPEAL OF DENIAL OF DISTRIBUTIONS TO PSAPS  
3 MADE BY THE 911 BOARD, AND TO EXPAND THE USES OF THE PSAP FUND  
4 BALANCES.

5 The General Assembly of North Carolina enacts:

6 **SECTION 1.** G.S. 62A-46(a) is amended by adding a new subdivision:

7 "(5) Appeal of distribution denials. – A PSAP may appeal or request  
8 reconsideration of the Board's decision to deny a distribution for an  
9 expenditure. The Board shall establish procedures for appeals or  
10 reconsiderations of an expenditure denial. A decision to deny a distribution  
11 for an expenditure made by a PSAP must be in writing and must include the  
12 following:

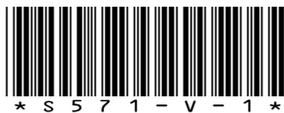
13 a. The reason for the denial.

14 b. A statement notifying the PSAP of the right to appeal or request  
15 reconsideration of the denial.

16 c. Information about the procedure for filing an appeal or requesting  
17 reconsideration of the denial."

18 **SECTION 2.** A local government entity may use the fund balance of the PSAP as  
19 of June 30, 2014, as shown on the PSAP Distribution Report of the 911 Board, to provide for  
20 public safety needs, including costs that are not eligible expenses under G.S. 62A-46, provided  
21 the expenditures do not impair operability, maintenance, replacement or repair of essential  
22 equipment during time frame of the current distribution period. All other funds in the  
23 Emergency Telephone System Fund must be used for eligible expenses under Article 3 of  
24 Chapter 62A of the General Statutes.

25 **SECTION 3.** This act is effective July 1, 2015.



# Executive Director Report

## b) FCC Update

Richard Taylor



Federal Communications Commission  
Washington, D.C. 20554

Approved by OMB  
3060-1122  
Expires: March 31, 2018  
Estimated time per response: 10-55  
hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122 , the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

**A. Filing Information**

**1. Name of State or Jurisdiction**

State or Jurisdiction
State of North Carolina

**2. Name, Title and Organization of Individual Filing Report**

Name	Title	Organization
Richard Taylor	Executive Director	North Carolina 911 Board



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**B. Overview of State or Jurisdiction 911 System**

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2014:

PSAP Type <sup>1</sup>	Total
Primary	121
Secondary	6
<b>Total</b>	127

2. Please provide the total number of active telecommunicators<sup>2</sup> in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2014:

Number of Active Telecommunicators	Total
Full-Time	Telecommunicators are not funded with 911 fees
Part-time	Telecommunicators are not funded with 911 fees

<sup>1</sup> A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at [https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014\\_2014072.pdf](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf).

<sup>2</sup> A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 137.



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3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$56,047,904
----------------	--------------

- 3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.

Type of Service	Total 911 Calls
Wireline	1,738,215
Wireless	5,087,289
VoIP	470,147
Other	
<b>Total</b>	7,295,651

**C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*



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- Yes .....
- No .....

**1a. If yes, provide a citation to the legal authority for such a mechanism.**

N.C.G.S. § 62A-43

**1b. If yes, during the annual period January 1 - December 31, 2014, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

Yes, funding for qualified secondary PSAPs through the associated Primary PSAP was instituted in January 2014.

**2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.**

- The State collects the fees .....
- A Local Authority collects the fees .....
- A hybrid approach where two or more governing bodies  
(e.g., state and local authority) collect the fees .....



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**3. Describe how the funds collected are made available to localities.**

N.C.G.S. § 62A-46 ; Funds are distributed to PSAPs monthly based on a formula of a 5 year rolling average of eligible 911 expenses reported by the individual PSAPs.

**D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent**

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
<b>Jurisdiction</b>	<b>Authority to Approve Expenditure of Funds</b> <i>(Check one)</i>	
	<b>Yes</b>	<b>No</b>
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local <i>(e.g., county, city, municipality)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)</b>		
Limited to 911 fees distributed to the PSAPs from the NC 911 Board		

**2. Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one.***

- Yes .....
- No .....



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**2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

N.C.G.S. § 62A-43(c)

**2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

**E. Description of Uses of Collected 911/E911 Fees**

**1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

The NC 911 Board provides funding of the collected 911 fee totally for the support of E911 within the State of North Carolina. Funds collected were allocated during calendar year 2014 to 126 primary PSAPs, 6 secondary PSAPs for their costs of providing E911 services in their jurisdictions, six CMRS providers for cost recovery of providing E911, 10 PSAPs in grants for the enhancement of their 911 systems and to the administrative fund of the NC 911 Board to pay for the costs of administering the 911 fund.

In each allocation of collected 911 funds, the North Carolina general statutes clearly define that the expenditures must be in support of providing E911 services. Those expenditures are reviewed and approved by the 911 Board staff and the North Carolina State Auditor.



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<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Dispatch Costs</b>	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Grant Programs</b>		<input checked="" type="checkbox"/> If Yes, see 2a.	<input type="checkbox"/>
<b>2a. During the annual period ending December 31, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.</b>			



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<b>Rockingham County</b>	PSAP Consolidation Rockingham Sheriff, Eden Police, Reidsville Police, Madison PD, Mayodan Police, Stoneville Police, Rockingham Fire, Rockingham EMS, Rockingham Co Rescue Squad
<b>Brunswick County</b>	PSAP Consolidation Brunswick and Oak Island
<b>Lenoir County</b>	PSAP Consolidation Lenoir Co and Jones Co for all law enforcement, EMS and fire depts within each county
<b>Scotland County</b>	PSAP Consolidation Scotland Co EMS and Laurinburg PD
<b>Wilson County</b>	911 Equipment Enhancement/Replacement Program
<b>Anson County</b>	911 Equipment Enhancement/Replacement Program
<b>Bladen County</b>	Backup Center
<b>Henderson County</b>	PSAP Relocation
<b>Hertford County</b>	PSAP Consolidation Hertford Co, Murfreesboro PD & Ahoskie PD
<b>Swain County</b>	911 Equipment Enhancement/Replacement Program
<b>E-CATS</b>	Emergency Call Tracking System
<b>Ortho Project Image 13</b>	Image 13 Eastern Piedmont 25 Counties (Orthoimagery Mapping)
<b>Ortho Project Image 14</b>	Image 14 Northern Piedmont 26 Counties (Orthoimagery Mapping)
<b>Ortho Project Image 15</b>	Image 15 Southern Piedmont 24 Counties (Orthoimagery Mapping)

**F. Description of 911/E911 Fees Collected**

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	60 ¢	State of North Carolina
Wireless	60 ¢	State of North Carolina
Prepaid Wireless	60 ¢	State of North Carolina
Voice Over Internet Protocol (VoIP)	60 ¢	State of North Carolina
Other		



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2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$8,809,556.60
Wireless	\$51,646,089.43
Prepaid Wireless	\$8,379,879.44
Voice Over Internet Protocol	\$9,325,720.91
Other	0.00
<b>Total</b>	<b>\$78,161,246.38</b>

- 2a. If an amount cannot be provided, please explain why.

3. Please identify any other sources of 911/E911 funding.

n/a



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Question	Yes	No
<b>4. For the annual period ending December 31, 2014, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b>		
E911 funds were combined with general fund allocations from each of the 121 Primary PSAPs and 6 Secondary PSAPs to pay for expenses not allowed by NC General Statutes to provide for E911 services. Examples of expenses not allowed from collected 911 fees are telecommunicator salaries, facility maintenance, and radio network infrastructure.		

5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	78%
Local 911 Fees	0
General Fund - State	0
General Fund - County	20%
Federal Grants	0



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State Grants	2%
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**Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

Question	Yes	No
<b>1. In the annual period ending December 31, 2014, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for purposes designated by the funding mechanism identified in Question 5? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If No, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.</b>		
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. (Add lines as necessary)</b>	



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**G. Oversight and Auditing of Collection and Use of 911/E911 Fees**

Question	Yes	No
<b>1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If yes, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2014. (Enter "None" if no actions were taken.)</b>		
<p>N.C.G.S. § 62A-42(5) The NC 911 Board staff conducts an annual "Revenue/Expenditure Review" of each PSAP receiving 911 funds. Any expenditures identified as not an eligible 911 expense, the PSAP is required to reimburse the 911 Fund the amount determined ineligible.</p>		

Question	Yes	No
<b>2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? Check one.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2a. If yes, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2014. (Enter "None" if no actions were taken.)</b>		



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**H. Description of Next Generation 911 Services and Expenditures**

Question	Yes	No
<b>1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If yes, in the space below, please cite any specific legal authority:</b>		
§ 62A-46(c)		

Question	Yes	No
<b>2. In the annual period ending December 31, 2014, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>2a. If yes, in the space below, please enter the dollar amount that has been expended.</b>		
<b>Amount (\$)</b>	\$1,285,639	



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3. For the annual period ending December 31, 2014, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	11	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission  
Washington, D.C. 20554

**4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2014.**

Johnston County 911 is implementing a local ESInet that will feature an LTE backup network. This ESInet will have interconnect capabilities with other ESInets in the state that are operated by Intrado

The North Carolina 911 Board issued a Request for Information (“RFI”) to gather information and statements of interest relating to design, development and implementation of a Next Generation 911 communications network throughout North Carolina. This was described as an Emergency Services Internet Protocol (IP) network (ESInet). In addition the RFI gathered information and statements of interest relating to systems having Next Generation 911 functionality that would use the ESInet to provide these services to Public Safety Answering Points (PSAPs). Responses were received from 13 diverse vendors and several were invited back to make presentations.

On December 2, 2014 the NC 911 Board issued an RFP for technical consultant support to create a plan that will meet current 911 needs, provide an ESInet IP backbone for NG911 applications, increase PSAP interoperability, and allow for an error free transition from the current e-911 environment to a Next Generation 911 environment for all primary PSAPs, secondary PSAPs, and backup PSAPs. The contract has been awarded and work will begin shortly. This plan will include issuance of an RFP for NG 911 functional capabilities. These Next Generation 911 functional capabilities are comprised of GIS operation supporting call routing, Hosted Call Processing, a Network Operations Center (NOC) and Help Desk, CAD interoperability for all PSAPs, and radio interoperability for all PSAPs. The 911 Board recognizes a likely interplay between its efforts and federal FirstNet development; however the planned RFPs are not intended to replace or supplant the State’s FirstNet effort. The NG911 system functions are to be open standards based and consistent with the National Emergency Number Association’s (NENA) i3 next generation standards, requirements, and best practices.

Question	Total PSAPs Accepting Texts
<b>5. During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?</b>	38
Question	Estimated Number of PSAPs that will Become Text Capable
<b>6. In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?</b>	19



Federal Communications Commission  
Washington, D.C. 20554

**I. Description of Cybersecurity Expenditures**

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2014, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2014, how many PSAPs in your state either implemented a cyber security program or participated in a regional or state-run cyber security program?	3

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Federal Communications Commission  
Washington, D.C. 20554

**J. Measuring Effective Utilization of 911/E911 Fees**

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

The North Carolina 911 Board is currently going through the rule making process to establish operational standards for the Primary PSAPs that receive 911 funding. Until those standards are formally adopted, the 911 Board utilizes the proposed standards as “best practices”. To date, no formal assessment has been conducted to measure compliance or effect. There are two major initiatives that are currently being used which does allow for a minimum review of 911 funding effectiveness, 1) measuring the call answer time of 90% of all 911 calls answered within 10 seconds, and 2) every PSAP have an established back up plan.

For measuring call answer times, the NC 911 Board utilizes the Electronic Call Analysis Tracking System (ECaTS). In January 2014, 33% of the PSAPs (42) were below the 10 second answer time of 90% of all 911 calls. In December 2014, that number had decreased to 23%. This indicates that better training, better equipment and more attention to performance was given as a direct result of 911 funding.

In the calendar year 2013, the NC 911 Board documented 62 hours of 911 outages that 911 calls were unanswered because of a lack of adequate back up plans being in place. As a result, the North Carolina General Assembly enacted legislation, S.L. 2014-66 that requires all Primary PSAPs to have an approved backup plan in place by July 1, 2016. As a result of the heightened awareness and the legislative mandate, the 2014 calendar year only had 38 hours of 911 outages. In 2013, only 25 of 127 Primary PSAPs had an approved backup plan and in December 2014, 5 PSAPs had their plans approved. The increase in approved plans along with the legislative mandate indicate another effective use of the 911 fee.

**Statement of FCC Chairman Tom Wheeler**

**Before the  
Subcommittee on Communications and Technology  
Committee on Energy and Commerce  
U.S. House of Representatives**

**Hearing on  
“Continued Oversight of the Federal Communications Commission”  
July 28, 2015**

Introduction

Chairman Walden, Ranking Member Eshoo, Members of the Subcommittee, I appreciate this opportunity to join with my colleague Commissioner Pai to discuss the most recent developments at the FCC. Since we last met in April, I am pleased to report that the Commission has not taken its foot off the gas pedal in our work to spur innovation, investment, and economic growth, while protecting consumers. I look forward to discussing the Commission’s most recent accomplishments and previewing our agenda for the coming months.

Recent Accomplishments

The Commission continues to work hard on issues that will help American consumers, enhance U.S. competitiveness, and improve our innovation economy. Over the past three months, we’ve seen progress on a number of key initiatives.

*Open Internet Order*

In June, the D.C. Circuit denied the request of broadband providers to stay the FCC’s Open Internet Order, allowing the rules to go into effect. This is the right outcome to keep the Internet fast, fair and open. Americans now have a referee on the field to deter blocking, throttling, pay-for-priority fast lanes and other behaviors that could harm consumers and innovators.

The Court also granted the request for expedited review of the Order. We welcome the accelerated litigation briefing and argument schedule, and we are confident we are on sound legal footing as we move forward.

The Court’s decision on the requested stay also gives broadband providers the certainty and economic incentive to build fast and competitive broadband networks. The CEOs of Sprint, T-Mobile, Cablevision, Charter, and Frontier have all publically said Title II regulation does not discourage their investment. Recent transactions, both announced and rumored, point to the same conclusion. And, of course, the post-Open Internet Order announcements by AT&T, Bright House, CenturyLink, Cincinnati Bell, Comcast, Cox Cable, TDS Telecom, and Time Warner Cable about their plans to expand their broadband service certainly suggest that healthy network investment will continue under the new rules.

## *Spectrum*

Unleashing spectrum for broadband remains one of the Commission's most effective strategies for spurring economic growth and job creation. At the top of our spectrum agenda is the unprecedented Incentive Auction, and we are advancing a number of actions to put us on track for a successful auction in the first quarter of 2016.

The Incentive Auction will be the most complex in Commission history. It is challenging enough trying to design an unprecedented two-sided auction with more moving parts than a Swiss watch. But the Commission must also balance a range of goals that Congress established, goals that are sometimes competing. These objectives include helping wireless carriers acquire licensed spectrum to meet growing consumer demand; making sure broadcasters are fairly compensated for the spectrum they relinquish; recovering a portion of the value of this spectrum for the public; preserving test beds for mobile innovation by maintaining spectrum for unlicensed use; and promoting competition by providing competitive wireless carriers and new entrants a realistic opportunity to acquire valuable low-band spectrum. Adding to the complexity is that almost all of these goals and design elements are interrelated and interdependent.

For nearly two years, all the interested parties have been jockeying for auction rules that benefit their position. Now is the time to end the back-and-forth, make some hard decisions, and finalize our auction rules. Next month, the Commission will consider a Public Notice establishing the bidding procedures for the Incentive Auction. Thank you to Chairman Walden, Ranking Member Pallone and others on this Committee for their invaluable input on this issue.

Next month, we will also be considering a Reconsideration of our Mobile Spectrum Holdings Order, which established a "market-based reserve" of up to 30 megahertz of spectrum per market in the Incentive Auction for bidders that do not currently hold significant amounts of low-band spectrum, provided that eligible bidders pay their fair share of auction costs. With more than 70 percent of low-band spectrum in the hands of just two providers, we want to make sure that multiple providers have a meaningful opportunity to acquire these valuable airwaves. The Reconsideration Order also assures there will be significant spectrum made available in all markets of the country to all bidders.

In advance of the Incentive Auction, the Commission recently adopted an Order to revamp our outdated spectrum auction bidding policies to help small businesses better compete for a position in today's wireless marketplace. Congress instructed the FCC to reduce the barriers faced by small businesses, including women- and minority-owned businesses and rural service providers seeking meaningful participation in the provision of spectrum-based services. With four national carriers serving 98 percent of mobile customers, it is virtually impossible for individual entrepreneurs to start their own company and compete in this market. This Order revamps our bidding policies to provide small businesses a better on-ramp into the wireless industry. At the same time, our reforms will enhance the integrity of the FCC's auctions and ensure large corporations can't game the system.

## *Promoting Competition*

As I have made plain on innumerable occasions, competition is paramount. It is the best assurance of industry dynamism, that opportunities for improvements in quality and reductions in cost will be pursued assiduously, and that the benefits will be shared with consumers.

As part our rigorous review of multiple proposed mergers, our test is to determine whether or not the transaction is in the public interest, and whether or not a transaction protects and encourages a competitive marketplace is key to making that determination.

Last week we granted – with conditions – approval of the acquisition of DIRECTV by AT&T Inc. (AT&T). The Commission’s decision was based on a careful, thorough review of the record, which included extensive economic analysis and documentary data from the applicants, as well as comments from interested parties. Based on this review, we determined that granting the application, subject to specified conditions, was in the public interest.

As part of the merger, AT&T-DIRECTV will be required to expand its deployment of high-speed, fiber optic broadband Internet access service to 12.5 million customer locations and make that service available to E-rate eligible schools and libraries, as well as create a low-income broadband service. In order to bring greater transparency to interconnection practices, the company will be required to submit all completed interconnection agreements to the Commission, along with regular reports on network performance. We also will require an independent officer to help ensure compliance with these and other proposed conditions. These strong measures will protect consumers, expand high-speed broadband availability, and increase competition.

### *Lifeline*

One of this Commission’s most fundamental responsibilities is to ensure that all Americans have access to vital communications services. We also have a duty to manage public resources in an effective, efficient manner that advances the public interest. Last month, the Commission approved an NPRM to reform Lifeline, which advances both objectives: exploring new ways to expand access to broadband, while strengthening protections against waste, fraud, and abuse.

In 2008, the Commission expanded the program to allow participation by low-cost wireless providers. Unfortunately, they took those steps without instituting the kinds of controls necessary to protect against abuse. As a result of these decisions, the program almost tripled in size from 2008 (about \$784 million) to 2012 (almost \$2.2 billion). Under Chairman Genachowski, the Commission made significant reforms, including a database that has drastically reduced program abuse caused by multiple Lifeline subscriptions in a household. These reforms helped annual Lifeline spending drop from almost \$2.2 billion to \$1.7 billion, a 23 percent decrease.

Building on the 2012 reforms, our Lifeline reform item proposes streamlining and tightening the process of verifying consumer eligibility by taking it out of the hands of providers. Ideas include establishing a third-party “national verifier,” coordination with other federal needs-based programs, and considering the use of direct subsidies to consumers through vouchers. The item also seeks comment on a budget for the program.

But it’s not just fixing the program’s management that is necessary. We need to modernize Lifeline’s focus for the Internet age like our other Universal Service programs. The

NPRM explores proposals such as adopting minimum service standards for both voice and broadband service; whether broadband should be a required offering of Lifeline providers; and how to encourage more competition to improve prices and services.

### *Robocalls*

Over the past several years, hundreds of thousands of consumers have made their voices heard by complaining to the Commission about unwanted telephone calls – calls they didn't ask for, that they don't want, and that they can't stop. In fact, complaints under the Telephone Consumer Protection Act (TCPA), the law that makes unwanted robocalls and texts illegal, are together the largest complaint category we have at the Commission.

Last month, the Commission moved to modernize our regulations to catch up with today's technology and to protect consumers against unwanted robocalls and spam texts. In a package of declaratory rulings, the Commission affirmed consumers' rights to control the calls they receive. As part of this package, the Commission also made clear that telephone companies face no legal barriers to allowing consumers to choose to use robocall-blocking technology.

### *Tech Transitions*

The transition to efficient, modern communications networks is bringing new and innovative services to consumers and businesses. The Commission's approach to these technology transitions is simple: the shift to next-generation networks – using Internet-based and fiber instead of circuit- and switch-oriented and copper – is good and should be encouraged. But advances in technology will never justify abandonment of the core values that define the relationship between Americans and the networks they use to communicate. After an open, rigorous process, I recently circulated two items that would update the FCC's rules to help deliver the promise of dynamic new networks, provide clear rules of the road for network operators, and preserve our core values, including protecting consumers and promoting competition and public safety.

To ensure consumers have information and tools necessary to maintain available communications during emergencies, our new proposed rules would require providers of new, substitute phone services to offer consumers the option to buy backup power. We propose requiring that consumers be notified before the copper networks that serve their homes are retired. This increased transparency will help ensure that new types of services meet the needs of consumers before legacy services are removed. These proposals would also promote competition, notably by ensuring wholesale inputs remain available to competitors that serve businesses, schools, health-care facilities, and other small- and medium-sized institutions. If adopted at the Commission Open Meeting on August 6, these clear rules of the road will give providers the certainty they need to invest, while protecting consumers, competition and public safety.

### *Empowering People with Disabilities*

Twenty-five years ago, our nation took an historic step toward fulfilling the fundamental American promise of opportunity for all when we adopted the Americans with Disabilities Act. The ADA also set the stage for other critical disability laws. In fact, this year, we also celebrate

the 5<sup>th</sup> anniversary of the Twenty-First Century Communications and Video Accessibility Act of 2010.

The FCC has played a key role in implementing these critical civil rights laws and in harnessing the power of communications technology to improve the lives of Americans with disabilities. The efforts we have already undertaken have had valuable impacts, including improvements to closed captioning and enabling text-to-911 calls. This May, we adopted rules to ensure individuals who are blind or visually impaired can quickly access critical information shown on television in the event of an emergency, and we expanded the iCanConnect Program to provide communications for Americans who are deaf and blind.

The FCC was the first federal agency to use broadband video to allow consumers to communicate with their government using American Sign Language. We are currently working with other federal agencies—and with private sector companies—to embrace this capability.

We are also harnessing the power of the Web to create an open IP-based platform for innovative applications to attack the challenges of individuals with disabilities. Think of it as the FCC building the basic components common to any Web-based application and inviting anyone with an innovative idea to hook on and in the process reduce costs and speed delivery of their application. Already, there are innovative new applications being developed for use by individuals who are deaf and blind. And there is no reason the platform can't also enable applications designed for individuals with physical disabilities.

#### *Positive Train Control*

Like the rest of the nation, I was deeply saddened by the fatal Amtrak derailment in Philadelphia. This tragedy was heightened by the fact that Amtrak was only months away from the deployment of Positive Train Control (PTC), a technology that could have prevented it.

Since Congress passed the law in 2008 requiring PTC, the FCC has been working with railroads and Amtrak to ensure availability of spectrum on the secondary market and to approve transactions quickly. During my Chairmanship, the Commission has been involved in helping freight and commuter trains such as Amtrak acquire spectrum, and implemented a historic preservation and environmental review system to fast-track the review of PTC infrastructure. In fact, the FCC approved Amtrak's application for spectrum for the Northeast Corridor two days after Amtrak submitted its finalized application to the agency in March 2015. Be assured that we will continue to do everything in our power to enable the rapid deployment of life-saving Positive Train Control systems.

#### *Consumer Protection*

Over the past two years, the Commission has left no doubt that we are willing to stand up for consumers when they have been wronged. We have developed new internal guidelines for identifying and pursuing enforcement cases, resulting in a significant increase in civil penalties and restitutions levied against companies that improperly take advantage of consumers. Most recently, our Enforcement Bureau reached a \$17.5 million settlement with T-Mobile, resolving an investigation into two 911 service outages that occurred on the company's national network last year. The separate but related outages, which together lasted approximately three hours,

prevented T-Mobile customers from reaching first responders when making wireless 911 calls. This enforcement action sends a clear message that communications providers that do not take necessary steps to ensure that Americans can call 911 will be held to account.

### *Process Reform*

Since I arrived at the Commission, improving the way this agency does business has been a high priority. We immediately conducted a top-to-bottom review to identify areas in need of reform, and we have subsequently taken a series of efforts to create a leaner, more efficient, more productive, and more transparent organization. Currently, there are ten active working groups, as well as teams tackling backlogs, streamlining, IT upgrades and many other process reform objectives within the individual Bureaus and Offices.

Thanks to these efforts, we're making decisions faster, increasing speed of disposal on routine matters, expanding electronic filing and distribution, decreasing backlogs, and improving responsiveness to consumers. Others are taking notice. A recent article in Forbes entitled "How the FCC Saved Me \$1,800" proclaimed that "something has been different lately" about the FCC. The author detailed how her ISP improperly billed her business \$1,800 for changing her service and turned her account over to third-party collection. She reached out to the Commission, using our new Consumer Help Center. Two days after filing her complaint with the FCC, her ISP notified her that there we working on the problem, and within a week the charge had been dropped and the issue resolved. You don't want to overreact to one anecdote, but when Forbes is publishing a piece praising your agency for its efficiency, accessibility, and effectiveness, you know you're doing something right.

### *Field Modernization*

One area that presented real challenges and opportunities for improvement was our field activities. It's been more than 20 years since we last examined EB's field structure. Many forms of technology commonly used today didn't exist or weren't widely available back then. Another significant change is a reduction in Commission resources, which necessitated a review of field staffing and priorities.

After a rigorous management analysis combined with extensive stakeholder and Congressional input, including Members of this Committee, the Commission adopted a field modernization plan that will allow our field operations to do more with less.

The resulting plan reflects the review team's thorough, data-driven analysis and concentrates field resources where they are needed most -- areas with the greatest spectrum density. It refocuses field staff on the resolution of public safety and other interference issues. The reorganization streamlines field management, and ensures that all field agents are capable of resolving the complex interference issues posed by new, expanded, and shared uses of spectrum.

Once implemented, this plan will save millions of dollars annually. We'll apply these savings to modernize the equipment used by the field so they can handle the interference issues in the new shared spectrum environment.

This plan isn't a reflection on our field employees. We appreciate their hard work and public service. But this plan is a badly needed reorganization that will focus our limited resources where they are most needed and create a field model for the next 10 years.

## Looking Ahead

Before highlighting some items that will top the Commission's agenda as we move into the fall, I want to reiterate my concern with the lack of coordination among 911 call centers, an issue I raised last time I was before this panel.

There are well over 6,000 public safety answering points (PSAPs) in the United States. They do yeoman's work to protect Americans and should be applauded. But the fact remains that absent Federal guidance they remain independent and autonomous without any need to either keep up with technology or coordinate on a state-wide basis.

Over 450 times a minute, Americans dial 911. The vast majority of those calls are placed from mobile phones. The problem is that the physics of mobile signals don't obey the boundaries of the PSAPs. A woman in Georgia trapped in her car drowned while on the phone with the 911 operator just because the call was picked up by the nearest cell tower and routed to a PSAP in a neighboring jurisdiction. We cannot allow that to happen.

In the 1999 law that established 911 as the national emergency number, Congress asked PSAPs to work together on a state-wide basis to coordinate activities. To the best of our information, not one single state has accepted that invitation. Almost 20 years have passed since the 911 Act was passed, during which time wireless has become the predominant vehicle for calling 911. We at the Commission have taken this as far as the authority granted us. Only the Congress can take the next steps to save lives. As we approach hurricane season, I hope Congress will treat this issue with the urgency that it deserves.

### *FCC Agenda*

Looking ahead, we remain committed to harnessing the power of broadband communications to grow our economy and improve the lives of the American people. We will continue to be guided by what I call the Network Compact – a set of values Americans have a right to expect from their network providers – such as universal access, consumer protection, and public safety. Overarching these values is the belief that competition is superior to regulation, and competition is the Commission's most effective tool for driving innovation, investment, and consumer and economic benefits.

Converting universal service programs from their narrowband origins to broadband is among our most important initiatives. That's why the Commission modernized USF to focus on broadband, establishing the Connect America Fund – a process that this Subcommittee has recognized as an essential activity. Just last month, Frontier accepted \$283 million from the Connect America Fund to expand and support broadband to over 1.3 million of its rural customers in 28 states.

It is my goal to reform the broadband support program for small rate-of-return carriers. Working with my colleagues, and particularly Commissioners Clyburn and O'Rielly, we are working with the affected carriers in search of an approach that has the support of the rate of return carriers and is consistent with the policy objectives the Commission unanimously adopted in April 2014. Unfortunately, while I appreciate the carriers' willingness to engage, time is not our friend. I look forward to continued engagement with an eye towards a solution that allows us

to implement meaningful, long-term reforms that have the support of the rate-of-return community.

We continue to implement reforms to the E-rate program. Last year, we improved the program's cost-effectiveness, set specific, ambitious goals for the broadband capacity delivered to schools and libraries – a short term target of 100 Mbps per 1000 students, and a longer term target of 1 Gbps per 1,000 students – and re-purposed funding for Wi-Fi and robust broadband connections capable of supporting cutting-edge, one-to-one digital learning.

These reforms will only have their intended impact if schools and libraries step up to take advantage of new opportunities. Early indications are that they are up to the challenge. Applications are in for E-rate funding for the coming school year, and schools and libraries have responded to the FCC's E-rate reforms by seeking a total of \$3.9 billion in support, including more than \$1.6 billion for internal Wi-Fi networks. Through their ambitious requests, schools and libraries have told us E-rate reform was needed and appreciated. Work is already underway preparing for next year's introduction of other changes we made to the E-rate program to support the expansion of high-speed fiber connections.

To increase opportunities for additional competition in upstream markets, we have proposed a rule to give over-the-top video providers the ability to choose the same business model as cable and satellite providers, with the same program access rights. We expect to move that to a Report and Order this fall. This action should expand video choice – and increase consumer demand – for broadband.

Demand for broadband also is affected by consumers' perceptions about the potential non-monetary costs of using it. We committed in the Open Internet order to address issues of privacy implicated by consumers' use of the Internet. We will begin that process with a Notice of Proposed Rulemaking in the autumn.

### Conclusion

Thank you for this opportunity to testify on the FCC's recent activities and upcoming agenda. I look forward to working with you to find common ground and answer any questions that you have about our efforts, successes, and future endeavors.

“We cannot allow that to happen, in the 1999 law that established 9-1-1 as the national emergency number, Congress asked PSAPs to work together on a statewide basis to coordinate activities. To the best of our information, not one single state has accepted that invitation.

“Almost 20 years have passed since the 9-1-1 Act was passed, during which time wireless has become the predominant vehicle for calling 9-1-1. We at the commission have taken this as far as the authority granted us. Only the Congress can take the next steps to save lives. As we approach hurricane season, I hope Congress will treat this issue with the urgency that it deserves.”

Executive Director Report

Richard Taylor

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Compilation

## Alabama Report

**Current Projects** – As of 2015, the staff of the Alabama 911 Board has been able to roll out its first grant program as well as a training sponsorship program. We're also currently analyzing information submitted by carriers regarding uncollected service charges, which is the responsibility of the customer, rather than the carrier, in AL. We've also become somewhat of a mediator in a regional, co-hosted 911 project involving 13 of our districts. (See NG 911 section for further on ANGEN project.)

**Policy changes in 911 at the state level** – We've had two administrative rules either passed or amended in the past 12 months. The first was the adoption of Admin. Rule 585-X-4-.07 MAXIMUM NUMBER OF WIRELINE 911 CHARGES TO BE IMPOSED ON A SINGLE SUBSCRIBER LOCATION, which provided for a cap of 300 voice connections at a particular subscriber location on which the 911 service charge is to be imposed. The second is the amendment of Admin. Rule 585-X-4-.02 REQUIREMENTS FOR FEE REMITTANCE SUBMITTED BY OR ON BEHALF OF VOICE COMMUNICATION SERVICE PROVIDERS WITH ATTACHED FORM, which will require voice communication service providers to use an automated clearing house (ACH) debit as the method of remitting 911 fees to the statewide board beginning with remissions due on or after October 1, 2015.

**Legislative activity** – No singular or concerted campaign from the Board or its staff/office.

**Funding issues** – The statute that created the state office and Board coupled with the initially-adopted statewide rate of \$1.60 proved it to be impossible to distribute the previously promised amounts to districts in the timeframe originally expected, i.e. the first 12 months of the statute's application and the staff's operation; therefore, through a series of AG's opinions, rate studies, committee meetings, and legislative hearings, we were forced to implement a rate increase to \$1.75 that took effect October 1, 2014. Exploration of long-term funding of 911 and its efforts as a whole continues, of course.

**NG911** – Alabama completed our wireless aggregation project in December 2014, which is as far as the first iteration of Alabama Next Generation Emergency Network (ANGEN) is able to accomplish with the vendor selected during the first phases of the project. We have now embarked on the next iteration of the ANGEN project, which will require another RFP process, transition, and implementation over the next 2-3 years, ambitiously speaking.

**Text to 911** – No statewide deployment. Our office has presented at local chapter meetings (AL NENA, AL APCO, and AAND) in an effort to educate and facilitate adoption of text-to-911 at the local district or PSAP level. We've conducted one online survey sent to our 88 Emergency Communication Districts (ECDs), of which only about half of our ECDs participated in. The survey results showed approximately 13% are live with text-to-911, 20% have requested and are in the testing phase, 15% expect to request and/or be live within the next 12 months, and the remaining 52% either did not participate or have no plans to request service within the next 12 months. (Information valid as of April 2015.)

**Litigation** – The Board recently reached a settlement in its ongoing litigation with certain providers who, in the Board's opinion, failed to remit in accordance to the statute governing remittance by service providers in the State of Alabama.

## **Arkansas Report**

LEGISLATIVE CHANGES – SB977 was enacted during the 2015 legislative session increasing the amount from \$120,000 to \$200,000 which is to be directed to ALETA (Arkansas Law Enforcement Training Academy) . Beginning January 1, 2016 PSAPs are required to report to the AR ETS Board the names of all dispatchers, dates of hire, and approved courses by ALETA which were completed during the 2015 calendar year. Beginning January 1, 2017, the AR ETS Board will withhold quarterly PSA disbursements for any PSAP until 50% of the dispatchers have completed training as approved by ALETA. Also, the ALETA will be required to develop training standards for dispatchers, supervisors, and instructors in Arkansas in consultation with APCO.

Legislation was also passed to deploy Rave Mobile Safety's Panic Button throughout the schools in Arkansas, and funding has now been secured for the cost of the project. A plan for the overall project has not yet been published. Also, currently 1.29% of the Arkansas population has added personal profiles in the Arkansas Smart911 database.

Legislation was passed to extend the Arkansas Blue Ribbon Committee on Local 911 systems to continue to study 911 throughout the state and to work to ensure that the same high level of service is available throughout the state. New appointments to the Committee are being completed, and the first meeting of 2015 is scheduled for Wednesday, June 17.

FIRSTNET - The FirstNet consultation was completed in Arkansas in May.

The annual PSAP certification was expanded significantly to require a more comprehensive report of data for each local jurisdiction for the 2015 calendar year. While Arkansas Code requires the local jurisdictions to complete the certification by April 1, the 2015 PSAP Certifications are less than 75% complete. This is resulting in a delay in updating the National 911 database for the State of Arkansas.

## Arizona Report

The State of Arizona 9-1-1 Program continues to be very busy

Phase II deployments have been completed in Coconino and La Paz Counties using the modified approach. We are no longer able to deploy Phase II with those carriers that seek cost recovery. Our budget bottom line has affected these deployments.

We will move forward this summer and fall with the deployment of the final two counties, Apache and Navajo (outside of the Navajo Tribal Nation).

The pre-paid wireless tax went into effect in January 2014 and we are collecting approximately \$425,000 per month. The collection methodology is at the retailer point of sale. The retailer collects eight tenths of one percent of the gross proceeds of sale or gross income derived from the retail sales of prepaid wireless telecommunications devices. The seller retains three per cent of the amount of tax collected before remitting it to the Arizona Department of Revenue.

Arizona completed a solicitation for State 9-1-1 equipment and awarded those contracts last fall. This equipment solicitation provides the communities with an avenue for purchasing 9-1-1 equipment for their Public Safety Answering Points, regardless of whether the funding resources are available from the State.

During the last legislative session which ended in April 2015, the existing 9-1-1 liability law was repealed and replaced with new Emergency Service Providers: Civil Liability Language. The new language replaces A.R.S. § 12-713.

The Managed Services project is still under consideration. This will be a three phase deployment with 10 counties in the first phase. The technical documents have been reviewed with final language. In the event that the project does not proceed, equipment replacement will be our only option for the future under our existing funding.

With the capital funds available at the end of FY15, equipment upgrades at 23 sites are scheduled to be upgraded. These PSAPs currently are running on end of services support equipment as well as XP operating systems.

Our collection estimate for the current fiscal year is \$17.5 million and expenditures are estimated expenditures are about the same. For wire-line, wireless and VoIP, only \$.20 per line, per month is collected and the prepaid wireless collection methodology is listed above.

# Colorado Report

## Policy Changes in 911 at the State Level

Our Public Utilities Commission has initiated a revision of our 911 rules. The NOPR is open for comments, at the time of this report. The changes update the references to relevant NENA standards, update the definitions to include NG911, and generally try to position the future of regulated components of the 911 network to accommodate for an NG911 architecture.

Last year, the Commission announced that they were going to hire a 911 policy analyst, but that hasn't happened yet due to funding problems within the agency. It's still planned, but not sure when it will happen. If that position were hired, they would become the first state employee to specifically have any responsibility regarding 911 service.

## Legislative Activity

Two pieces of legislation had some tangential effects on 911. One was a renewal of the Colorado Office of Consumer Counsel that stripped them of oversight authority for telecom issues. In the past, the OCC has intervened in PUC proceedings that affect 911 service on behalf of consumers - now they are no longer allowed to do so.

Another piece of legislation changed how the PUC is funded. It was intended to give them a little more budgetary breathing room, but one provision of the bill separated out the funding of telecom activities at the Commission to a new telecom fund. This separation of funds caused the funding problems that have delayed the hiring of the 911 policy analyst.

## Funding Issues

Currently, we are exploring the possibility of creating a separate, supplemental, statewide 911 surcharge. The idea has been developed within my organization, the Colorado 9-1-1 Resource Center, and will be going to the Colorado PUC's 911 Advisory Task Force, next. If a majority of them approve of the concept, we will begin looking for a sponsor for the next legislative session, and probably put together a committee to flesh out the details. Such a supplemental funding source would allow Colorado to fund statewide 911 initiatives, like an ESInet, without taking away the local 911 funding currently in place, which is politically unviable.

## Progression with NG9-1-1

Several local 911 Authorities, primarily in the "Front Range" area of the state, have developed local ESINets, but beyond this we are no closer to a statewide or even regional NG911 network than we were when I started in the position six years ago.

If the supplemental statewide surcharge, described under "Funding Issues" is successful, we may be able to make some progress. Until then, I don't see a way forward.

## Status on Statewide Deployments of Text to 9-1-1

We have 10 counties (out of 64) with text-to-911 now active. Some are using direct IP to their CTI, while others are using the web-based solution. One county, Larimer (Fort Collins), is hosting text-to-911 for another county, Mesa (Grand Junction), by MOU, even though Fort Collins is halfway across the state from Grand Junction. By all accounts, this has worked well so far, with Fort Collins taking the text-to-911 calls from Mesa County residents and relaying the important information back to Grand Junction.

# Connecticut Report

## **NG9-1-1 System:**

The State of Connecticut is replacing an aging statewide E911 system with an AT&T/TCS system. The core was completed December, 2014 and the first ten pilot sites installed during April and May 2015. Once fully tested, the remaining 90+ PSAPs will be installed over 2015 with final completion and acceptance mid-2016. The original deployment plan has been extended as a result of a redesign required due to the sale of AT&T wire-line services in Connecticut to Frontier. The AT&T network is connected to a state built and maintained IP network (below). Two PSAPs have also been chosen as text-to-911 Pilot sites, with activation anticipated 3Q2015.

## **Public Safety Data Network (PSDN):**

Connecticut has completed a statewide high speed optical network (PSDN), of which one of the key applications is 911. In 2010, the State won a \$94M BTOP award to expand the network which now connects 510 public safety sites. A \$24M match was fulfilled from the 911 surcharge. A total of 8,880 miles of fiber has been installed to connect public safety and educational institutions across the state. A requirement of the grant is that outside entities are allowed use of the network. A governing board has been legislated and external customers are now starting to get connected to the network. To date, there have been 84 requests from a variety of public safety entities to utilize the network.

We are also researching a disaster recovery network to back up the PSAPs in the event of a failure of the PSDN.

## **Funding:**

The current surcharge rate is .51 based on a cap of .75. Legislation was passed in 2012 to charge an E911 surcharge at the retail point of sale for prepaid cards, which began in January, 2013.

## **PSAP Consolidation:**

Connecticut currently has 103 PSAPs for 3.5M people, 169 municipalities and no county government structure. There have been a few consolidations in recent years however legislation is pending to mandate consolidation based on call volume and population.

The Connecticut State Police had implemented a plan to consolidate troop dispatch, but was met with significant public, union, legislative and financial pressure which led to the recent decision to revert dispatch functions back to the original troops.

# Hawaii Report

## Summary of Projects & Activities:

### 1. Projects Working on:

**Prepaid Legislation:** I am attempting to gather statistics on the percentage increase in other states' revenues resulting from prepaid surcharge fees in order to estimate the impact on the State of Hawaii's revenue should we be successful in passing prepaid legislation.

**NG911 Feasibility Study:** The State of Hawaii E911 Board is aware of the importance to engage consultants to complete a feasibility study for the State of Hawaii as we begin the transition process to NG911. I am hoping to gather information on the estimated cost of the study and a list of consultants who would be interested in participating in the procurement process.

### 2. Policy Changes in 911 at the State Level- None

### 3. Legislative Activity:

One billed sponsored by the E911 Board was passed and is awaiting the governor's signature while another did make it to the floor.

- a. **Passed:** Allows the E911 Board to hire support staff rather than be limited to consultants.
- b. **Failed:** Prepaid legislation allows the Board to seek parity with its wireless and VoIP connection service providers by assessing a similar surcharge fee on prepaid mobile phone services.

### 4. Funding Issues – None

### 5. Brief description on our state's progression with NG911 –

All nine PSAPS have completed upgrades to their systems and are NG911 ready.

### 6. Status on statewide deployments of text-2-911.

The State of Hawaii's PSAPs have completed the PSAP Text-to-911 Readiness and Certification Form as a prerequisite for listing onto the FCC registry. Text-2-911 service providers have been notified by separate letter as well.

## **Idaho Report**

### **Projects that you are working on:**

- Completion of State wide phase II roll out. One county/PSAP (of 48 PSAPs) remains and on track to complete by end of 2015 CY.
- Staying in front of required upgrades/MX in rural PSAPs to maintain PHII and future IP capabilities (equipment).
- Fostering shared services projects, technological consolidation between PSAPs. This is saving \$ and resources currently within the state.
- Still in litigation (Pre-paid fees).
- Formed a Next Gen Working Group within state and one meeting held. Moving forward with slow steps.
- Two counties up and running with Text-to-911.

### **Policy changes in 911 at the state level:**

- None at this point. Working possible evolution with ECC and local jurisdictional entities.

### **Legislative activity:**

- Proposing new activity in 1-2 years as we are on back side of legislative cycle currently. Moving legislation to be inclusive and addressing NG inclusive of current E911 systems.
- Potential legislation to combine 911, radio, and data into one commission (similar to Utah). Collaboration occurring between NG working group and public safety communications steering committee regarding next steps.

### **Funding issues:**

- None at this point until NG 911 costs are better known.
- PSAPs will not continue to be able to self-fund in the NG 911 environment (rural PSAPs will have the largest challenge).

### **Brief description on your state's progression with NG911:**

- NG Committee for the ECC has been formed. Regional concept with representation from counties, commissions, councils, PSAP, Operations, GIS, IT, Fire, EMS, Police, and Sheriff (not all inclusive) has the most potential at this time. Regional concept due to local jurisdiction of specific 911 centers and policies.

### **Status on statewide deployments of text to 911:**

- Two counties have rolled out text to 911 with another 5 working towards the capability.

## Indiana Report

### 1. The “new” IN911 Network

The Indiana Statewide 911 Board awarded contracts to 3 vendors at their June 12, 2015 meeting. The new IN911 network will be comprised of (2) two fully redundant and interconnected ESInets operated by two system service providers. Indigital Telecom will continue serving as the prime vendor for all wireless 911 services while AT&T will build their own ESInet solution providing like service in their 39 counties. The two ESInets will have full “backup capabilities” for service to every PSAP in the state as well as adjoining states.

Upon completion this project will have Indiana and all supporting PSAPs operational in a NG911 environment to include network and CPE. The 3<sup>rd</sup> vendor is ECATs which will ride on top of both networks providing a statewide comprehensive data analytics package.

### 2. Text to 911

Indiana continues to offer text to 911 services in 81/92 counties. Indiana has expanded service to at least one of the Tier 2 providers.

Indiana’s most recent statistics on text to 911 supports the position that PSAPs will not be overwhelmed with text sessions when deployed. Since May of 2014 Indiana reports that 8 counties have received more than 50 text sessions. The higher text session counts are relative to the counties who aggressively use the text FROM 911 (TexTTY) software that has been in use for at least two years.

### 3. Legislative

House Enrolled Act No. 1475 was signed into law by Governor Pence on May 2, 2015.

The Act was the “911” bill in the 2015 session of the Indiana General Assembly.

Elements of the law provides several PSAP funding options for local government. Those options include a \$ .10 cent increase of the fee of communication service providers – raising the standard user fee to \$ 1.00 per month, while raising the prepaid rate by \$ .50 cents, making the retail transaction fee \$ 1.00.

Additional language was added directed at providers of Lifeline services also. Property tax provisions, local option income tax / county adjusted gross income tax and transfer of tax levies rounded out the financial changes in the bill.

The Board gained audit authority of providers beginning July 1, 2015.

Other bills included training standards for telecommunicators in public safety.

## Iowa Report

### NG911

Half of the redundant secondary ESInet to thirteen PSAPs have been installed. These PSAPs will also provide additional backup during outages of the primary network.

Continue to work with the PSAPs to upgrade their equipment to IP. Funding is available to them from a grant program through our office. Approximately half of the 115 PSAPS are SIP enabled. Goal is to be completely SIP enabled by the end of the year.

GeoComm is working with our office to remediate initial data set submitted under a prior scope of work. Making available a GIS specific grant for PSAPs to be able to conduct the work via a vendor or internally. Will submit data through a statewide portal

Initial stages of working with Minnesota, South Dakota, and North Dakota on interstate interoperability at key locations where seamless transfers are often needed

### Text to 911

5 counties are capable of receiving text through the TCS GEM Web Browser. A few more pilot counties will be working off GEM, but most of the state will be waiting until next year. Encouraging CPE vendors to complete testing in the TCS Lab for the NENA i3 MSRP standard to deliver integrated text over the CPE. This roll out process will start first quarter of 2016

# **Kansas Report**

## **Current Projects**

The 911 Coordinating Council contracted with Mission Critical Partners (MCP) in late October, 2013 for professional services to design and migrate to a NG911 system. Work on the project began on November 15, 2013. This project is currently underway with an RFP having been issued in August, 2014 for statewide IP network connectivity and a statewide, hosted call handling solution. After a lengthy evaluation period a contract was issued to AT&T on February 26, 2015. The two data centers that will house the host CPE are expected to come online by mid June with the first PSAP coming onto the statewide system by the end of June. The Council's goal is to have 31 PSAPs on the statewide system by the end of the year.

The 911 Coordinating Council has commenced a statewide GIS Enhancement project to create a seamless, statewide GIS database for NG-911 purposes. The project involves gap analysis of existing local level GIS data, remediation of identified gaps and errors, and a quality assurance analysis to ensure that identified gaps are remediated. The project commenced in January of 2014. To date all gap analysis has been completed and remediation work is underway. 60 of the 117 PSAP jurisdictions have completed their remediation work and have passed the quality assurance audit. It is anticipated that the project will be complete by August of 2015. A sub-project of this GIS Enhancement project was acquisition of aerial imagery for the entire state. The 12" resolution imagery is available to all units of local and state government.

Other major projects that are underway are the creation of governance, security, training and change management plans for the statewide system.

## **State Level Policy Changes in 911**

The Kansas 911 fee remains at \$0.53 per device capable of accessing 911. This fee generated \$19,011,333.44 in revenue in 2014. Prepaid wireless is assessed a fee of 1.06% of the total of the retail transaction at the point of sale. This includes both devices and minute purchases. 2014 revenue generated by this fee was \$1,326,414.75. Prepaid wireless fees accounted for 15.33% of total revenue in 2014.

Under the Kansas statute, the Council is empowered to increase the 911 fee to a maximum of \$0.60 per device. The Council has initiated action to make this increase. It is anticipated that the \$0.60 rate will be effective January 1, 2016. The prepaid wireless fee will increase accordingly to 1.20%.

The Kansas 911 Act remained unchanged in 2015.

## **Text to 911**

Text to 911 has not been advanced as a statewide effort within the State. Several of the wireless providers have engaged Intrado to provide a text to 911 solution for the providers, but PSAPs have not, as of yet, enacted the capabilities to receive the messages. A few of the PSAPs within the state are in the preliminary planning stages of accepting text messages via TDD on an individual basis. A handful are currently testing text-to-911 via TDD.

The Council plans to enact text-to-911 capabilities on the statewide system prior to year's end. This will be a native IP solution from the host sites to the PSAPs.

## Kentucky Report

**Litigation-** There remains ‘mop up’ work in our litigation with Virgin Mobile as they along with T-Mobile are attempting to get refunded for 9-1-1 fees paid prior to 2006—roughly \$1 million exposure to the Board.

Telrite, a provider of prepaid service that participates heavily in the Lifeline program, has filed a request for refund of 9-1-1 fees remitted on behalf of their Lifeline subscribers—the Board’s denial of the request could result in litigation on the issue of whether the Board can collect 9-1-1 fees on Lifeline phones.

**2015 Legislative Session-** Legislation which would raise our state 9-1-1 fee from 70¢ to \$1.00, repeal cost recovery reimbursements to service providers and eliminate the disparity in revenues generated by a prepaid device as compared to a postpaid device was introduced (again) as was ‘point of sale’ legislation. No action taken on either. This was our short thirty day session so that is not unexpected. AT&T passed their deregulation bill which further reduces Public Service Commission oversight of telecommunications in Kentucky.

**Next Generation 9-1-1-**The Governor’s plan to acquire/deploy a state fiber network (which could accommodate NG9-1-1) remains on a fast track with target completion of Phase I (eastern half of state) set for October, 2016.

The Board is using grant money to fund a Regional 9-1-1 Network in the same area of the state as a pilot to promote state wide interest and support for full Next Generation 9-1-1.

Previous grant awards for host remote solutions in some 42 PSAPs have been slowed by vendor snafus.

**Text to 9-1-1-** The Board is not actively seeking to sponsor or provide a text to 9-1-1 solution; rather it is positioning itself to be a resource and advisor to local PSAPs and the public. To date, one Kentucky PSAP is on the FCC’s registry with the potential for another half dozen in the next six months.

## Massachusetts Report

1. Next Gen 9-1-1. On August 4, 2014, the Department executed a contract with General Dynamics Information Technology (GDIT) for GDIT to be the Commonwealth's Next Gen 9-1-1 service provider. The first pilot PSAP is scheduled to be cut over in August 2015.
2. Text to 9-1-1. The Department plans to roll out text to 9-1-1 in Massachusetts with its Next Gen 9-1-1 deployment.
3. Current 9-1-1 Service Provider Contract. The contract with the current 9-1-1 service provider (Verizon) will co-exist with the Next Gen 9-1-1 contract during the transition to Next Gen 9-1-1.
4. Funding. The monthly 9-1-1 surcharge has been increased to \$1.25 (from 75 cents), effective July 1, 2015, for all services. The adjustment is necessary to meet the costs of the new NG 9-1-1 system, while maintaining two 9-1-1 systems for a period of time during the transition from the current 9-1-1 system to the new system and continuing the State 911 Department's programs at current levels.
5. Grant Program. The Department continues to administer an extensive grant program supporting the PSAPs and incenting regionalization.
6. Telecommunicator Training Requirements. The Department put into effect EMD requirements, requirements for new hires (two days of equipment training, 40 hours basic telecommunicator training), and a requirement of 16 hours of continuing education for all telecommunicators annually.

## Maine Report

### NG911 Deployment

Maine completed an end-to-end NG911 implementation in July 2014. All PSAPs operate off a single ESInet. Since then we have worked on refinements to the system.

### Text to 911

Maine has completed text to 911 deployments with the “big four” but still have one additional carrier to test with. Currently, two PSAPs serve the entire state. Our efforts in 2015 will be transition from text to TTY delivery to IP delivery which will be more compatible with our NG911 System. With Solacom’s new software release we will be able to transfer text calls between PSAPs with a voice announcement. We will also be able to initiate text calls out from the PSAP. We plan to expand texting to all PSAPs.

### Legislative Activity

Our office submitted two bills this legislative session. The first bill was to clarify that 911 was the only number to be advertised or promoted for emergency response. This grew out of a private ambulance service that was promoting its 10 digit number as an emergency instead of 911. This bill became law. See Chapter 62

[http://www.mainelegislature.org/legis/bills/display\\_ps.asp?id=339&PID=1456&snum=127](http://www.mainelegislature.org/legis/bills/display_ps.asp?id=339&PID=1456&snum=127)

The second bill we sponsored was to lower the E911 surcharge from .45 cents to .40 cents because the NG911 system is costing us less to operate than the legacy system. This bill was voted down by the legislative committee. Instead, the committee voted to use the .05 cents to fund the implementation of Emergency Fire Dispatch (EFD) protocols. This bill is on the Governor’s desk for signature. If it becomes law, we will have three years to implement EFD on a statewide basis.

The only other 911 bill that passed relates to the confidentiality of the 911 system. It expanded confidential information to include any personally identifying information. See reference to Chapter 153.

[http://www.mainelegislature.org/legis/bills/display\\_ps.asp?id=206&PID=1456&snum=127](http://www.mainelegislature.org/legis/bills/display_ps.asp?id=206&PID=1456&snum=127)

## **Maryland Report**

**2015 Legislative Session:** Maryland's General Assembly passed Senate Bill 576 and House Bill 1080: Kari's Law. This legislation was signed into law on 14 April 2015 by Governor Hogan. This bill requires that a person that installs or operates a multi-line telephone system (MLTS) to allow for the direct dialing of 9-1-1 without dialing some other digit to access the public switched telephone network (PSTN) by 31 December 2017.

**Text to 9-1-1:** Maryland has developed a request for proposals to select a statewide text to 9-1-1 provider. This RFP should be released shortly.

**Next Generation 9-1-1:** Maryland is working with the Metropolitan Washington Council of Governments (MWCOG) to develop a deployment plan for an ESInet in the Washington, DC region.

## Michigan Report

**NG911:** At this time we have not had any formal action on the 911 legislation recommendation in regard to changes in funding and governance in Michigan. There has been several meeting with interested legislators. There are some details being worked out in the language prior to going “public” with it. Michigan’s Upper Peninsula has, in the meantime, moved to a completely IP-based 911 network and has de-commissioned the selective router. There a few independent projects being developed throughout the State to create regions for independent systems.

**MLTS:** In September of 2014 the State 911 Committee asked the Michigan Public Service Commission to modify its rule MLTS to address what the SNC thought was a potential gap in rules that would allow MLTS operators (owners of the systems) with facilities greater than 7,000 square feet, but less than 40,000 square feet an exemption from the rules. It took a year and a half to work through staff to get to a filing for the rule change, but the filing was made in September of 2014 and became final in June 2015. We will be issuing a handbook in September 2015, the rules go into effect December 31, 2016.

**Outage Reporting System:** Our PUC has deregulated almost all aspects of telecomm in the State and the 911 service providers no longer have to report network outages. We are developing an internal system for reporting outages using the State Police Ops Desk and other resources. This has included the development of a PSAP message group through our Law Enforcement Information Network (LEIN) that will message to all the PSAPs statewide.

**Text to 911:** There are currently seven counties in Michigan providing text-to-911 services in Michigan, several of them are very large population counties (Oakland and Macomb). All 15 counties in the Upper Peninsula will go live as soon as they finish their testing. We maintain a status map of text-to-911 deployments in Michigan on our website at :[www.michigan.gov/snc](http://www.michigan.gov/snc).

### Miscellaneous:

- Active pursuit of retailers not paying into the prepaid fund has generated more than \$760k+ in last five quarters. We currently collect about \$2m per quarter on prepaid and \$5m per quarter on postpaid.
- We have issued a past practices guidebook for PSAPs that covers the basics of 911 fund use, PSAP operations, and PSAP policies. That is posted on our website as well.

## Minnesota Report

### **The State of Minnesota currently is working three major components of the FirstNet Project.**

- 1) Coverage assessments: We are working with each county to determine where service is needed, where they have broadband service currently and what areas are lacking data coverage. The county's CAD data is used to make this assessment.
- 2) User data: what types of broadband services are used by responders; what types of devices are used; what are the types of contracts they have today; how many have personal devices versus department devices etc.
- 3) The state is working on possible broadband build-out strategies that will help inform FirstNet of where the state's requested coverage is over a five phased build-out. The strategies put forth will help show areas of capacity versus coverage, basically how much is needed and where the coverage is needed.

We had our FirstNet meeting in Sept of 2015. We responded to the first two public notices and are currently reviewing the draft RFP for the FirstNet network and putting together comments for their consideration by July 27<sup>th</sup>.

In addition the state is working on an additional RFI (Request for Information) that will be used to help inform the Governor of other possible public/private partnerships that could be considered either as an opt-out alternative to FirstNet or an alternative to possibly reduce cost of deploying a FirstNet state-owned RAN (Radio Access Network) through-out greater Minnesota if they cannot provide rural coverage in the near term. Responses to the RFI are due July 30, 2015.

The State is conducting a trial with NewCore Wireless, rural wireless carrier, and Great River Energy, rural utility, and Elk River Fire Department to demonstrate the value of a public/private partnership such as leveraging assets, user fees on the network, potential benefits a high speed broadband data network can provide that can allow public safety and utilities to better work together during emergencies to keep the public safe and to allow for faster restoration of critical infrastructure services, such as electricity.

### **The State of Minnesota is currently working two major components of the NG911 project:**

1. We have retained a GIS Project Manager who is collaborating with the State of MN Geospatial Office and local GIS entities and PSAPs for the creation of a statewide GIS centerline for 911. Successful kick off meetings have been conducted in all 7 regions and the project has favorable support. Time to completion is 3 years.
2. We are reviewing and scoring our next generation services RFP which includes network, IPSR, and a text to 911 solution. We hope to deploy a statewide text to 911 solution in early 2016.

As MN PSAPs continue to replace and/or upgrade their CPEs, we continue to transition them to an end to end IP environment. To date 10 of 104 PSAPs are operating on a direct SIP platform. We just completed a pilot initiative with one MN County and one WI County. If successful, this will be repeated all along the N/S border of both states. Network connects one LSR in WI to the MN LNGs which allows for the transfer of wireless calls from WI to MN with ANI/ALI. With lab testing successful, final testing with the PSAPs will occur the first week in July. MN is part of the 911.gov pilot project “Interstate Playbook” with ND, SD, IA. This group is tasked with building model process flow templates that may be utilized by other states to engage with neighboring states for improved interstate interoperability initiatives. Both Intrado and TCS are partnering with us on this project , along with consulting services provided by MCP.

## **SECB**

Strategic planning took place this year to determine what project priorities the board supports and garner funding. For NG911, statewide text to 911 implementation and the statewide GIS centerline project were both fully supported. Funding for upgrades to the ARMER system for those sites who were the early adopters was also approved.

## Montana Report

### **2015 Legislative Session:**

1. A joint Resolution (HJ-7) of the Senate and the House of Representatives of the State of Montana passed an interim study bill for Next-Generation 9-1-1, waiting to see if funding will be available for bill. The bill will accomplish two items (1) assess the state and federal and statutory environment affecting next-generation 9-1-1; and (2) study and make recommendations for the implementation, management, and operation and ongoing development of next-generation 9-1-1 emergency communication services.
2. HB-112 was submitted and passed by the Legislature to extend the sunset on Wireless 9-1-1 funding for less-populated counties from 2015 through 2019. The statute states that 84% of the balance of the account must be allocated to cities and counties on a per capita basis and the balance must be allocated evenly to the counties with 1% or less of the total population of the state.

**Text to 9-1-1:** Montana currently has two PSAPs accepting “Text to 9-1-1”. Supplied a “Text to 9-1-1” resource kit to all Montana PSAPs in May 2015 so will have additional jurisdictions in the next six months.

**Next Generation 9-1-1:** Montana’s State Library/GIS Department is currently working on outreach and education with our PSAPs to communicate the importance of GIS to NG9-1-1 by providing information on NG9-1-1 GIS requirements and getting their data ready. Michael Fashoway (MT GIS/State Library) participated on NENA’s Site/Structure Address Point Working Group. They just finished an informational document on developing address point datasets for NG9-1-1. The document is currently waiting for NENA approval. Michael is also doing work on building statewide GIS datasets that will be key components of a NG9-1-1 system.

## **North Dakota Report**

North Dakota is in the process of transitioning to NG9-1-1 with 15 of the state's 22 PSAPs now connected to a statewide ESInet. With work on ESInet connectivity nearing completion, attention has turned to the development of a GIS dataset that will support NG9-1-1 service while also supporting the current IP-enabled E9-1-1 architecture.

ND is 90% complete with development of a GIS database to support NG9-1-1. The database will facilitate the creation of a statewide MSAG through new workflows established with the 9-1-1 agencies. As the MSAG work builds out across the state, local ALI databases and direct trunking will be phased out.

Statewide text-to-911 service is expected by the end of 2015. ND is implementing the i3-based option with text messages arriving by way of the ESInet. We are waiting for a couple of our PSAPs to make the necessary upgrades to support this option before requesting text service. There were no significant bills introduced during this year's legislative assembly impacting 9-1-1.

## **New Jersey Report**

### **Legislation:**

A Bill is working its way through the legislature (A346, S2462) that requires PSAPs to be equipped with NG9-1-1 equipment and proposes to increase the 9-1-1 surcharge by 10% to .99 monthly. This increase, expected to be between 11-12 million dollars is intended to generate funding for PSAP equipment upgrades to enable NG9-1-1 and prioritizes the distribution of funds first to County, then Regionalized, then Large then other PSAPs.

### **Progression to NG9-1-1:**

Recently engages McCamley Associates, LLC to finalize a NG9-1-1 migration strategy that identifies PSAP capability in each county, examines Verizon's timeframe for exiting 9-1-1, updates projected costs for State and PSAPs. Also, examine any unique PSAP CPE issues within the state and propose expected timeframe for deployment.

In the FY-16 State budget there is funding proposed to engage outside resources to issue an RFP for the statewide NG9-1-1 migration.

### **Text to 9-1-1:**

At this time there are no text to 9-1-1 deployments in New Jersey. Interest over the past year has grown and in February the Statewide Public Safety Communications Commission has identified this as a priority for our office. New Jersey's initial deployment of text to 9-1-1 will occur with one PSAP in each of the 21 counties that will serve the entire county. The PSAP selected must agree to handle the text call in its entirety and be EMD trained. The use of the web browser interface is recommended, although there are a few considering the TTY method. Currently PSAP questionnaires are being completed and will be submitted to the carriers from our office on behalf of the PSAPs. We are hopeful to roll text to 9-1-1 out as a statewide capability before the end of 2015 rather than a county by county capability. We also want the public messaging to be uniform, encouraging voice calling as the preferred choice when capable.

## **New Hampshire Report**

### **Legislation:**

The DESC has been working on legislation surrounding collection of the 9-1-1 surcharge for prepaid devices for several years. The issue in New Hampshire has been that retailers have objected to collecting a fee at the point-of-sale because there is no statewide sales tax and thus no mechanism built in to collect the surcharge. The prepaid providers have objected to a monthly charge since the prepaid model is not a perfect fit for collecting a fee each month.

A compromise has been reached and new legislation was drafted to collection the surcharge at the point-of-sale. However, small vendors were excluded from the requirement to collect the surcharge while larger vendors are allowed to keep 3% of all funds collected for administration of the process. Currently, House Bill 391 has been passed by the House and Senate and is awaiting signature from the governor.

The DESC also attempted to pass MLTS legislation this spring, however it was voted inexpedient to legislate. The bill focused on three areas of compliance for MLTS Owner/Operators. First, it required all systems to be able to report the correct address. Secondly, it required a more detailed location, such as floor number, for buildings greater than 7,000 square feet. Finally, it required a system to be able to dynamically locate nomadic VoIP phones that were part of the system.

The DESC intends to re-submit the legislation with some changes. First, allow 2-3 years until the law takes effect to allow MLTS Owner/Operators the time to make the necessary changes. Second, crafting the language to focus on the ability of an MLTS to communicate the correct address of the structure where the caller is located. Thirdly, allow a location-exemption for buildings under 40,000 square feet as other states have done. Finally, change the language surrounding the nomadic phones to allow for a manual configuration when the phone has been moved.

### **Emergency Notification:**

The DESC completed the roll out of the statewide emergency notification system. Over 250 officials from over 100 cities and towns in New Hampshire have signed up for access to the system and have the ability to log on via the web to initiate an emergency message.

The system has the ability to reach over a million landline telephones, in addition to data collected for cell phones, SMS and emails for those that use the system's self-registration ability. Finally, the DESC has the ability to send out any message over the FEMA IPAWS system, which will deliver a 90 character message to anyone in a particular area with a smartphone.

### **Next Generation 9-1-1:**

The DESC is about to complete the RFP process for NG9-1-1. In April, the DESC released two NG9-1-1 RFPs, one for the network to deliver the calls to the PSAPs and one to provide an entirely new CPE, including an ESRP, LNG, ESINet and all new hardware. Responses to these

RFPs were received in May, followed by vendor presentations. The DESC is currently in negotiations with vendors for each of the RFPs and anticipated awarding contracts in mid-July.

The DESC has continued to work with 911Datamaster to establish the ECRF/LVF utilizing the NG 9-1-1 ready GIS data that has been generated from the multi-tenant initiative. This will allow the DESC to validate new phone records down to the sub-address level for every new device and to re-validate every device when an address change is made. The DESC has also been working closely with a national VPC that has agreed to integrate the ECRF/LVF into their operations.

## **North Carolina Report**

The North Carolina 911 Board has just awarded a contract to Federal Engineering to assist with the creation of an RFP for a Next Gen Network which hopefully will be issued in the November-December 2015 time frame.

Created a statewide PSAP Manager's group. We are conducting 1 statewide meeting and 2 regional meetings during the year to promote better communications between the 911 Board and the individual PSAPs. We also publish a weekly newsletter to all the PSAP managers to provide brief updates on any recent activities. In addition we created a private PSAP managers listserve that managers can exchange information freely without telecommunicators and vendors seeing the discussion.

For text to 911, 64 PSAPs out of 119, 32 have registered with the FCC, have deployed using one of the three solutions.

The 911 Board has been working on creating Standards, which are part of our rule making process. After years of slow movement (2010), a legislative push made the process move and we are now expecting our standards to be adopted by the end of 2015, barring any major objections from local governments.

In process of conducting a Statewide Assessment with the National 911 Office. Goal is to have assessors on site in early November.

As usual, several 911 bills have been introduced in our legislature. One, providing telecommunicator liability, has been enacted. The other bills are wanting to expand the use of the 911 fee.

# Ohio Report

## Description of Ohio Program

The Ohio statewide 9-1-1 program has been established in Ohio Revised Code (ORC) Chapter 128. The current program contains the remnants of previous programs coordinated by the Public Utilities Commission of Ohio (PUCO) and other previous agencies. ORC Chapter 128 moves 9-1-1 responsibility to the Ohio Department of Administrative Services (DAS) – Office of Information Technology (OIT) and establishes the Ohio 9-1-1 Project Office led by the Ohio 9-1-1 Administrator. This position was filled by Rob Jackson on March 23, 2015.

The 9-1-1 Project Office serves as the state's 9-1-1 advisor, support and regulatory agency in Ohio's Home-Rule State governance model. Specifically, the 9-1-1 Project Office coordinates activity and carries out decisions made by the Ohio Emergency Services Internet-Protocol Network (ESINet) Steering Committee. Although there are many aspects to the system, the regulatory and administrative functions are limited to wireless 9-1-1 at this time.

## Current Projects

- **State ESINet Design:** The Ohio Academic Resources Network (OARnet) exists throughout the state and is a fiber-optic network with Points of Presence in 90% of the counties, and traditional network connections to the remainder. OARnet will be the backbone for the state ESINet offering and a design presentation is scheduled for July 9<sup>th</sup>, with a follow-up Technical Summit to strengthen the design.
- **PSAP Operations Rules:** The ESINet Steering Committee is currently planning on holding a stakeholder comment session before finalizing PSAP operations rules to be submitted for approval by the Joint Committee for Agency Rule Review (JCARR) – a legislative committee of senators and representatives to approve agency rules.
- **Public Service Announcement (PSA):** A PSA has been recorded (Radio) and filmed (TV) titled “Know Your Location When You Call 9-1-1” – This PSA was produced in cooperation with Ohio APCO and NENA and is being distributed through the Ohio Association of Broadcasters PEP Program.
- **Funding Issues:** Local jurisdictions have the ability to pass levies (property or sales tax), as well as wireless funds are disbursed to counties based on the 25 cent charge on cell phones.
- **NG 9-1-1:** Several vendors are blanketing the area. The state currently has an ESINet Proof of Concept Pilot with one remote county, which will be expanding to five counties in 2016. This will subsequently become the state offering for ESINet.
- **Text to 9-1-1:** The state is currently exploring circuits and providers to provide this as part of the state ESINet offering

- FirstNet: The state held its FirstNet consultation on June 11, 2015 – nothing of note to report.

## **Oregon Report**

Under the guidance of our Legislature, Oregon 9-1-1 has been working collaboratively with the State CIO's office to approach Next Generation in a phased approach. Phase 1, and the only Legislatively approved action so far is to replace our outdated end of life ALI Network which is Frame Relay technology.

An RFP was released earlier this month, to move to an IP based network along with a single ALI database provider. Our timeline is to have a vendor selected and a new network in place by May 2016, to support our 43 PSAPs.

Our statute that governs 9-1-1 was outdated and only supported enhanced 9-1-1, so we did not have the authority to move to Next Gen technology. We drafted and introduced HB 2426, which was written very high level and technology agnostic so we will not have to rewrite it every time new technology emerges. The bill passed during our current Legislative session and the Governor has signed it into law.

In 2014, during our short month long Legislative session, we were successful in getting our prepaid wireless bill passed. It went into effect the beginning of this year. From January – September, the collection method is Carrier remit. Beginning in October of this year, the collection method will be point of sale.

Our 9-1-1 program has been working in collaboration with a regional (Portland / Metro area) PSAP consortium to begin a Text to 9-1-1 Pilot Project in the near future.

## South Carolina Report

### QUICK FACTS

Wireless fee – presently \$0.62.

Prepaid Wireless fee - presently \$0.62 (follows same protocol as the wireless)

Prepaid wireless fees make up 21% of all wireless fees

Wireless fees are remitted monthly from the provider to the Dept. of Revenue. Prepaid fees are remitted by the seller monthly, quarterly, or annually to DOR. Each month, DOR transfers the money into the CMRS fund at the State Treasurer's office. That money is put into 3 pots. PSAP Services (39.8%) is distributed quarterly based on total number of wireless 911 calls received for that quarter. Compliance Costs (58.2%) is the portion that county/PSAPs request cost recovery for items deemed reimbursable recommended by the committee and approved by SC Budget and Control Board. Board Operations (2%) is for auditing, administrative, legal, or other support services.

Landline fee – varies depending on number of access lines in a jurisdiction. The rate is as low as \$0.30 in one county to a maximum of \$1.00 for most of the rural counties in S.C. These fees are remitted directly from the providers to the county/PSAPs each month. The state has no involvement with the fees for landline 911 services.

### WHAT'S GOING ON

The South Carolina General Assembly adopted and the Governor approved Act 121 of 2014 which restructured the offices of the Budget and Control Board. Effective July 1, 2014, the South Carolina Wireless E911 program falls under a new agency, South Carolina Revenue and Fiscal Affairs Office. As changes were made in legislation to reflect our new agency, the SC CMRS Advisory committee recognized that the legislation was antiquated and was in urgent need of updating. South Carolina's 911 legislation was written in 1992, amended in 1998 to include wireless 911, and in 2011 to include prepaid. Last fall, the Advisory committee formed a legislative subcommittee to look at legislation and recommend changes to the law. In the first meeting, it became apparent that it would be difficult to recommend changes without having a clear vision of what the future holds for SC's 911 community. We need a plan. The subcommittee's recommendation was that we hire a consultant to work with the Advisory committee and our 911 community and develop a 5 year strategic plan.

**New Pennsylvania State 9-1-1 Coordinator joins PEMA** - As a result of the Pennsylvania Emergency Management Agency's (PEMA) reorganization, the Deputy Director for 9-1-1 position was created to provide oversight of the PEMA 9-1-1 Office program which is a highly critical component of providing public safety expertise to the Commonwealth.

Mr. Robert Mateff, ENP, CEM has officially started as the Deputy Director for 9-1-1 effective May 2015. Bob has a Bachelor of Arts from DeSales University and holds a Pennsylvania Preparedness Leadership Certificate from the University of Pittsburgh Graduate School of Public Health.

He has over 17 years of senior leadership experience in both emergency management and 9-1-1 operations. Most recently, Bob has served as the Director of Emergency Services for Northampton County, Pennsylvania for the past 7 years and previous to that appointment, he served for 10 years as Northampton County's Deputy Director for 911 Operations. Robert is a public safety professional with experience in law enforcement, emergency medical and fire services.

Bob will be assuming the Active member responsibilities with NASNA under the by-laws. Dave Holl will be continuing serving PEMA as the Deputy Director for Operations and will become a Designee member of NASNA. Jeff Boyle, the PA 9-1-1 Office Manager, will also become a Designee member.

**LEGISLATION** – Chapter 53 of PA Title 35 (the 9-1-1 Act in PA) originally was to sunset June 30, 2014. Due to some ongoing challenges with the negotiations among stakeholders, the legislature extended the sunset for one year and the 9-1-1 Act now expires on June 30, 2015. PEMA has worked with the PA chapters of NENA, APCO, the County Commissioners Association, carriers, and other stakeholders to rewrite the Chapter. Goals for the rewrite include: having the Act be technologically neutral for remittance of surcharges; changing the disbursement of funding to a formula-based method; incentivizing regionalization and/or consolidation; having the Act be compatible with NG9-1-1 technologies; and allowing PEMA greater authority to direct the statewide 9-1-1 system's transition to NG9-1-1 technologies. Below are reference links to the ongoing legislation status. There is good reason to believe a 9-1-1 Bill will be passed by the sunset deadline.

<http://www.pasenategop.com/blog/2015/06/08/house-bill-911/>

<http://veterans.pasenategop.com/files/2015/06/HB911PN1687.pdf>

**TEXT-TO-911** – Currently, of the sixty-nine PSAPs, fifteen have implemented text-to-911 operationally with all four major carriers deployed. One PSAP has deployed selected carriers, and six PSAPs have requested text-to-911 deployments and are at various stages of the carrier implementations.

**NG9-1-1 Planning and Implementation** – Work continues in developing a statewide NG9-1-1 strategy as well as a sub strategy for NG9-1-1 GIS. ESInet planning and implementation continues as well with the Southwest (WestCore) and the Northern Tier ESInets both operational. These ESInets serve twenty four of the Commonwealth's sixty-nine PSAPs.

## South Dakota Report

**NG911:** In November we entered into a contract (5 yrs with 5 yr renewal option) with GeoComm to create a statewide GIS dataset and maintenance to be used for geospatial call routing in our NG911 project. They have gathered all of the existing GIS data from our counties and are in the assessment stage now. Each counties data is being compared to the statewide ALI database and the MSAG for consistency and a report is provided back to each county identifying any errors to be fixed in the data. By July all counties will have received their individual data assessment reports for remediation.

In December we entered into a contract (5 yrs with a 5 yr renewal option) with TCS (TeleCommunication Systems) for our Statewide ESInet, statewide hosted call answering system and managed services. We are installing the statewide hosted CPE first and have begun deployment of that system in May with our first PSAP cutover. Once about half of our (28) PSAPs have been cut over to the new CPE we will then begin cutting those PSAPs over to the statewide ESInet.

**Policy Changes:** None

**Legislative Activity:** We are looking at a few different issues. In July of 2018 \$.25 of our \$1.25 surcharge will sunset. The loss of this revenue will cause the state 911 coordination fund which is the funding stream for NG911 to run dry by 2022. We are considering legislation to repeal the sunset clause and keep the \$1.25 surcharge intact which would easily cover the on-going costs of NG911 as they are today.

We continue to look at possible legislation to require PSAP compliance with the administrative rules. We have minimum operational, technical, training and financial standards for the PSAPs outlined in Administrative Rules, however there is nothing in statute that gives the 911 Coordination Board the authority to enforce those rules. Many of the PSAPs have not come into compliance with those rules after several years.

**Funding Issues:** We have not had any changes in funding in the last year. The current surcharge is \$1.25/line and we have a 2% prepaid wireless surcharge collected at point of sale.

The \$1.25 surcharge is disbursed with 70% going back to the county where it was collected and 30% goes to the 911 emergency fund. That 30% is then further split with 74% going to the 911 Coordination Fund to fund NG911 and 26% going to eligible PSAPs as incentive funds.

**Text to 911:** We intend to deploy Text to 911 statewide once we have the Statewide ESInet deployed. At this time that looks to be in 2017.

South Dakota 9-1-1 website – [www.dps.sd.gov/sd\\_911](http://www.dps.sd.gov/sd_911)

## Texas CSEC Report

### NG9-1-1 Geospatial Database Initiative –

- Enterprise Geospatial Database Management Services (EGDMS) – GeoComm contract to facilitate GIS data development, standardization, and QA/QC processes in preparation for moving ALI Database from MSAG based to LVF based function.
- Hosted Imagery (Google – Software as a Service) – collaborated with other state agencies to establish a state cooperative contract with assist GIS data prep
- 9-1-1 DBMS (ALI-to-LVF) – Procured new Intrado contract for (1) like-for-like ALI provisioning services; and, (2) to incorporate data from EGDMS and replace MSAG w/ LVF.

### State-Level ESInet – multi-year, multi-phase project (Phase I FY14/15, Phase II FY 16/17, Phase III FY 18/19)

We have collaborated with statewide stakeholders and have completed the following:

- Adoption of Standards for NG9-1-1 Interoperability & GIS Data; Adoption of Cyber Security Policy
- CSEC State-level ESInet & cyber security functional & technical requirements in collaboration with Customer Focus Group of future ESInet users
- Established a collaborative test lab and testing services for interoperability and core functionality

We are currently beginning work on the following:

- IT & Policy Governance – assessment, recommendations and implementation of a formalized decision making process for ESInet operation and policy
- ESInet technical design & Data Center Services research
- Acquisition planning for the procurement of i3 network and core functions

### **POLICIES**

- CSEC Board adopted a new policy through a resolution for the “Delineation of Policy and Management Responsibilities for the CSEC State-level Emergency Services Internet Protocol Network (ESInet)”

### **FUNDING**

- Appropriations > Revenue = Reducing \$150 M Dedicated fund Balance
- + 2% increase in overall appropriation for CSEC/Regional 9-1-1 programs
  - \$121.8 M Grants to 23 Regional 9-1-1 Programs
  - \$ 7.8 M CSEC NG9-1-1 Implementation
  - \$ 1.6 M Agency Administration

### **LEGISLATION**

- MLTS – Kari’s Law was passed and signed by Governor Abbott requiring all MLTS to have direct access to 9-1-1 with, or without, a “9”.
- EMD Resource Center – legislation passed to streamline funding mechanism from CSEC to the EMD Resource Center that provides EMD via a 1-800# to subscribing PSAPs.
- NG9-1-1 Telemedicine Medical Services Pilot Project – a collaborative project of CSEC & Texas Tech University Medical School
-

**TEXT TO 9-1-1**

- Current ALI MPLS network being leveraged to support text to 350 PSAPs in CSEC program
- Using NG9-1-1 funding to connect the 2 national TCCs to the ALI MPLS network
- Enables texting readiness, and simplifies implementation
- Text messages with ALI successfully delivered 6/12 – General Availability Mid-Summer 2015

## Texas 9-1-1 Alliance Report

In Texas, 9-1-1 service is provided by a mix of 9-1-1 entities consisting of 52 Emergency Communication Districts (ECDs) and the state program administered by the CSEC and operated by 23 Regional Planning Commissions (RPCs). The map [at this link](#) on the CSEC web site is a good visual description of how the different 9-1-1 entities in Texas.

The CSEC program covers approximately 80% of Texas' geographical area and 20% of its population. Conversely, the ECDs cover 80% of the population and 20% of the geographical area. Each group brings a unique and important perspective to Texas 9-1-1. The Texas 9-1-1 Alliance is composed of member ECDs that meet regularly to discuss and address common issues. The Texas 9-1-1 Alliance and the CSEC work collaboratively on statewide issues. This collaboration benefits Texas and would benefit NASNA, too.

Therefore, as Texas' Active Member, the CSEC has designated the Texas 9-1-1 Alliance as a Designee Member of NASNA. Mr. Jim Goerke is CEO of the Alliance and will be the individual attending NASNA meetings, along with me. Many members know Jim as the former Executive Director of CSEC and former member of NASNA, and as co-chair of the NENA NG9-1-1 Transition Planning Committee. He is making plans to attend the Annual Meeting in Denver later this month. Jim has provided the following update on activities within the Texas Alliance members' areas.

### PROJECTS

LVF/ECRF Project Status: the Texas 9-1-1 Alliance members are currently using the DataNexus tool provided by 911 Datamaster to compile member agencies' MSAG, GIS, and USPS data, and to reconcile/synchronize MSAG and USPS data. This effort involves matching up MSAG communities with the preferred USPS community (e.g., "ALPHA COUNTY" = "ALPHAVILLE", etc.) as well as making associations between street names that represent the same physical roadway (e.g., "MT ABLE" = "MOUNT ABLE", "NORTH FREEWAY" = "IH 45", etc.). The database contains 100% of participating agencies' MSAG and 100% of their USPS data. The Greater Harris County 9-1-1 Emergency Network (GHC) is hosting the combined data as a unified data resource. When complete, the data resource will represent a fully postal reconciled and aligned MSAG that represents a step towards what will be necessary to support a compliant next generation location validation function. The database will also contain Road Center Line and Emergency Service Zone polygons from the participating agencies' GIS systems. This GIS data will be used in conjunction with the MSAG and Postal data for both validation and routing. The same reconciliation efforts will be performed between this GIS data and the MSAG data.

- GHC has made its 9-1-1 DBMS infrastructure available via Interlocal Agreement to other 9-1-1 administrative entities in Texas.
- A number of Alliance Members are engaged in NG9-1-1 Transition activities, including, but not limited to:
  - DENCO has implemented an Intrado based "A9-1-1" solution for their region.
  - Bexar Metro and the Capital Area ECD have implemented a combined ESInet, and both are engaged in, or, are under contract of NG9-1-1 solutions.
  - GHC has an ESInet in place, and is engaged in testing core NG9-1-1 functions.

- Most members are engaged in NG9-1-1 planning, along with appropriate governance arrangements to support that planning and eventual deployment.

## **TEXTING**

- Alliance members currently supporting texting include Bexar Metro, Lubbock, Galveston, GHC, McLennan and Ector.

## **Tennessee Report**

### **1) Status of Next Generation 911 Deployment:**

As of June 11, 2015, all PSAPs were at some stage of deployment with 89 tested for live traffic and 77 live on the network. Equipment is complete in 140 PSAPs. All PSAPs have signed user agreements to assure the security of the network.

As of June 11, 2015, Knology/Cybernet Holdings, Bandwidth, XO and Morristown Utilities have completed call-through testing and traffic migration. Level 3 has completed call-through testing and migration for the Jackson selective router area. Successful call-through testing occurred this past week with Comcast. That testing will continue through the month of June. Traffic migration is projected to be completed with Comcast by end of June. Other carriers in the planning stage to conduct call-through testing include Birch, EPB, Verizon and Charter.

The process of creating the state's own automatic location information (ALI) database has begun. An administrative ALI database is being hosted by TCS, with the production database hosted by NetTN. Regression testing on the administrative ALI database with carrier data began on June 8th and is ongoing.

The process of developing user agreements for entities involved in VoIP service to assure mutual expectations on the security and operation of the network is complete with 38 agreements executed with emergency services gateway, VoIP positioning center and VoIP services providers.

Efforts to create a statewide GIS mapping system on which to route 911 calls and a statewide Automatic Location Information (ALI) database that will be available to ECDs at no cost (unlike the present system) are ongoing. Currently, 100% of ECDs are at 98% accuracy for their centerlines and their address points.

### **2) 911 Fee Issues:**

On April 25th, 2014 Tennessee enacted the 911 Funding Modernization and IP Transition Act of 2014 ("the Act"). Beginning January 1, 2015, the 911 surcharge is at a uniform statewide monthly rate of \$1.16. The surcharge is collected with the monthly charge for communications service or prepaid communications service to a service user. The Act requires 911 surcharges on all technology to be remitted directly to the Tennessee Emergency Communications Board ("the board"), with the exception of prepaid service which will continue to be collected at the point of sale and remitted to the Department of Revenue. The Act exempts communications services priced below \$5.00 per month or pre-paid communications services priced below \$10.00 from the surcharge.

The Act requires the surcharge to be applied to any multi-channel or other complex service that is capable of simultaneously carrying multiple voice and data transmissions, including, but not limited to, private branch exchange service. The surcharge on such service is calculated by applying one 911 surcharge of \$1.16 for each simultaneous outbound call that can be placed to 911 using the service. The maximum number of 911 surcharges that may be imposed on a single

subscriber is limited to two hundred surcharges per building with a unique street address or physically identifiable location.

Dealers of both retail and prepaid communications service are entitled to retain an administrative fee up to 3% of the collections of the 911 surcharge on the retail sale of communications service. Each dealer of retail communications service is required to provide an accounting of the amounts billed and collected and the disposition of such amounts to the board. Such accounting shall be subject to audit or review by the comptroller of the treasury.

The Act requires 911 surcharge to be displayed as a separate line item when practicable and remitted to the board every two months. No additional or local 911 surcharges on retail communications service are permitted.

## Utah Report

There continue to be major developments within the scope of Utah's 9-1-1 over the past year. This report is intended to report to the NASNA membership the changes in legislation as well as the hi-lites of the activities of the Utah 9-1-1 Program since our fall meeting in Michigan.

### **9-1-1 Advisory Committee Update**

Legislation in March changed the scope of the legacy 9-1-1 Committee to the new 9-1-1 Advisory Committee. Changes also include the creation of a 91-1 Division within Utah Communications Authority (UCA). In short, this shifts the approval authority to the UCA, with the 9-1-1 Advisory Committee changing to a "recommending" body. Utah continues to forge ahead with many significant changes to how it has traditionally overseen 9-1-1 services in Utah.

Progress with executing our Strategic five-year strategic plan is as follows:

1. Statewide CAD to CAD Interface, Grant Process, Award Process and Vision forward.
2. EMD Training and Certification: Working with the Bureaus of Emergency Medical Services to correct deficiencies.
3. Transition of PSAPs to ESInet over the next 18 months.
4. Budget, Accounting, Revenue, distribution of dollars. More formal grant award tracking process, with quarterly reporting and grant close out.
5. Text-to-911 beta test and rollout.

We continue to strive to meet the expectations of the citizens and visitors to Utah and raise the standard of care and practice throughout the state.

**New funding Rules** concerning how 9-1-1 centric needs have been established. This includes certain functional elements of CAD systems.

**Our Public Education effort** continues to see positive results in steering the public away from calling 9-1-1 for non-emergency situations. Our non-emergency mobile webpage link continues to catch the attention of those who do not want to call 9-1-1 for non-emergency situations. In addition, we are formulating a public education program for texting to 9-1-1.

### **NG9-1-1 Roll Out:**

This project is moving forward and it is expected that the entire state will be switched over to an ESInet configuration within 18 months. We are also doing an RFP to perform a statewide "efficiencies" study that encompasses all aspects of 9-1-1 operations throughout the state. All Utah PSAPs are NG ready, and there are several planning to create local multi-node networks.

### **Text To 9-1-1**

Text- to- 911 will be in beta test mode in July. After this system has been up and running, we anticipate to implement on a statewide basis.

# Virginia Report

## Projects

The Division of Public Safety Communications (PSC) is in the process of completing another 9-1-1 Comprehensive Plan. The E-911 Services Board published the first Plan in 2008. This document has assisted the Board and staff in keeping focused on resources and priorities important to the 9-1-1 stakeholder community. With the completion of the NG9-1-1 Feasibility Study, the Board directed PSC staff to undertake a new planning initiative. The 9-1-1 Comprehensive Plan will define key strategic initiatives for improving 9-1-1 services and functionality across Virginia, as well a roadmap for statewide decisions concerning 9-1-1. The Plan will be completed July 2015.

## Policy Changes

There have been no policy changes in 9-1-1 at the state level since the Interim Meeting.

## Legislative Activity

There has been no legislative activity since the Interim Meeting. However, PSC staff anticipates moving forward with NG9-1-1 legislation in the 2016 General Assembly session. The legislative agenda is being developed and will be announced in the 2015 Annual Report, which will be available in August 2015.

## Funding Issues

There are no current funding issues. Funding for NG9-1-1 will not be addressed until costs estimates for the creation and maintenance of a statewide ESInet are completed.

## NG9-1-1

With the help of Mission Critical Partners, a NG9-1-1 Feasibility Study was completed in January 2015. This study provides a concise list of statewide IP-based 9-1-1 network design options and represents a critical first step in the statewide deployment of NG9-1-1. A copy of the study is available from the following link: <http://www.vita.virginia.gov/isp/>.

The approximately 140 recommendations included in the Study focus on the following thematic areas: governance/legislation, ESInet design and pricing, best practices/standards, geospatial data, PSAP Grant Program, and funding. Staff has reviewed and prioritized these recommendations and has developed several strategic initiatives to carry out a majority of the recommendations by July 2016. The most significant initiatives are for ESInet development, rulemaking, and an analysis of existing GIS data.

## Statewide deployments of text to 911

There have been six Text-to-9-1-1 deployments in Virginia with another forty planned for the remainder of calendar year 2015. To ensure that the Commonwealth has a comprehensive strategy for deploying Text-to-9-1-1, the E-911 Services Board established a Text-to-9-1-1 Subcommittee to evaluate the feasibility of texting to 9-1-1 as a statewide initiative. As a result of the Subcommittee's effort, the Board established ubiquitous Text-to-9-1-1 service as a goal of the Commonwealth. In addition, staff has developed a PSAP implementation guide <http://www.vita.virginia.gov/isp/> and funding is available for localities for the deployment of Text-to-9-1-1.

# Update On Regional PSAP Managers Meetings

Richard Taylor









# Request From NC APCO-NENA for State Conference Training Class

David Dodd

*(vote required)*



North Carolina APCO / NENA Conference Committee  
Crystal McDuffie, ENP, RPL  
1237 Open Field Drive  
Garner, NC 27529

July 24, 2015

North Carolina 9-1-1 Board  
Office of Information Technology Services  
PO Box 17209  
Raleigh, NC 27619-7209

Mr. Taylor,

Please accept this request from the North Carolina chapters of NENA and APCO for the Board to sponsor one pre-conference course at our annual conference in Sea Trails, September 13-16, 2015. Course descriptions and costs are attached to this request.

The recommended course will allow for 30 participants and addresses a very important issue within 9-1-1 centers, bullying.

We appreciate the Boards commitment to education of 9-1-1 Professionals in North Carolina. If you will let me know the date this will be reviewed by the 9-1-1 Board, I will make every effort to attend that meeting to answer any questions the board may have.

Thank you for your consideration,

A handwritten signature in blue ink that reads "Crystal McDuffie".

Crystal McDuffie, ENP, RPL  
919-625-6864  
ncapcotraining@gmail.com

## Bullying and Negativity 8-Hour Course

Bullying and Negativity occur in many jobs, but particularly in our close environment in the 9-1-1 Center. This affects all operational aspects of the center and can reflect in the customer service that is provided to our customers.

This class shows supervisors, Communications Training Officers (CTO) and communications center and coordinators how to recognize bullying, and the bully(s), in the communications center. This class will also show how to handle these conflicts and how to resolve the issues at hand in order to produce a good outcome for everyone. This class is a necessity for everyone that works in a communications center - or any job for that matter - so they can see what bullying does to their employees.

With role playing and scenarios, the attendees will be able to handle bullying and negativity in a controlled environment. This training will show how to be the bully, how to project negativity as well as how to recognize and combat all of the above in the communications center.



# Recommendation of Grant Awards for 2016

Cycle

Rick Isherwood

*(vote required)*

PSAP	WEIGHT	Application Completed Properly	Revenue /Expenditure Reports Up-to-date	Goals & objectives	Implementation strategy and work plan, including a timeline	Interface or compatibility with existing equipment and/or software	Statutory requirement for rural or high cost Tier 1 County	Statutory requirement for rural or high cost Tier 2 County	Statutory requirement for rural or high cost Tier 3 County	Identify funding priorities, their impact on operational services, and consequences of not receiving funding	PSAP's long-term or strategic technology plan and how the project fits within it.	Likelihood of completing the project with grant funding, other funding sources(%, % of grant funding vs total project costs)	Line Item Breakdown	Line Item Narrative	How recurring costs will be paid	Evaluation Plan	0	8	24	Individual PSAP MAXIMUM POSSIBLE RATING	Describe how consolidation would take place	Indicate how the consolidated PSAP should be organized and staffed	Indicate what services the consolidated PSAP should perform	Indicate how consolidated PSAP policies would be made and changed	Indicate how the consolidated PSAP should be funded exclusive of grant funding.	Improvements should be made to inter-communications among the local governments participating in the consolidation in order to better.	Discuss sustainability of the consolidation project during the proposed term of the project and for the foreseeable future	Consolidation Initiative MAXIMUM POSSIBLE RATING	What is the relationship of participating PSAPs to the initiative?	Identify intended collaborative efforts	Identify how resource sharing will take place	Indicate how the initiative impacts the operational or strategic plans of the participating agencies	Regional Initiative MAXIMUM POSSIBLE RATING	MAXIMUM TOTAL GRANT APPLICATION SCORE	Grant Application requested Amount	Grant Application Reported Emergency Telephone System Fund Balance	July 29, 2015 emergency telephone system fund balance	Annual 911 fund disbursements (July 1, 2016 model)	Grant Amount Recommended By Grant Committee		
		-550	-550	6	3	3	10	5	1	5	4	4	3	3	5	4	0	8	24	650	3	2	1	2	4	4	4	758	3	2	2	3	100	1408							
																				TOTAL RATING													TOTAL RATING	TOTAL GRANT SCORE							
Anson County	SCORE	0.0	0.0	2.0	2.0	2.0	10.0	0.0	0.0	2.0	2.0	3.0	1.0	1.0	1.0	2.0				173.00													0.00	173.00	\$2,442,550	\$220,716			\$0		
Technological Imperatives for Next-Gen Interoperability	RATING	0.0	0.0	12.0	6.0	6.0	100.0	0.0	0.0	10.0	8.0	12.0	3.0	3.0	5.0	8.0																									
Beech Mountain PD	SCORE	0.0	0.0	7.0	3.0	2.0	10.0			2.0	1.0	2.0	2.0	2.0	2.0	2.0				209.00													0.00	209.00	\$257,937	\$138,190			\$0		
Back-up PSAP Center/Upgrades	RATING	0.0	0.0	42.0	9.0	6.0	100.0	0.0	0.0	10.0	4.0	8.0	6.0	6.0	10.0	8.0																									
Cherokee County	SCORE	0.0	0.0	8.0	5.0	5.0	10.0			8.0	3.0	6.0	10.0	10.0	3.0	3.0				341.00													0.00	341.00	\$2,129,722	\$316,740			\$0		
Enhancement and Expansion Project	RATING	0.0	0.0	48.0	15.0	15.0	100.0	0.0	0.0	40.0	12.0	24.0	30.0	30.0	15.0	12.0																									
Forsyth County	SCORE	1.0	0.0	8.0	4.0	7.0			10.0	1.0	6.0	8.0	8.0	3.0	1.0	2.0				(352.00)	2.0	2.0	7.0	2.0	2.0	2.0	2.0						0.00	(307.00)	\$3,440,000	\$822,464			\$0		
911 Consolidation	RATING	-550.0	0.0	48.0	12.0	21.0	0.0	0.0	10.0	5.0	24.0	32.0	24.0	9.0	5.0	8.0																									
Graham County	SCORE	0.0	0.0	8.0	8.0	7.0	10.0			8.0	9.0	8.0	8.0	8.0	4.0	7.0				477.00									6.0	7.0	8.0	6.0	66.00	543.00	\$5,314,887	\$285,075	-\$299,390	\$207,395	\$3,401,528		
911 Relocation and Technology Refresh	RATING	0.0	0.0	48.0	24.0	21.0	100.0	0.0	0.0	40.0	36.0	32.0	24.0	24.0	20.0	28.0													18.0	14.0	16.0	18.0									
Hyde County	SCORE	0.0	0.0	8.0	8.0	9.0	10.0			8.0	7.0	8.0	8.0	8.0	5.0	7.0				400.00	10.0	10.0	10.0	10.0	10.0	10.0	10.0						0.00	600.00	\$1,266,887	\$171,876	-\$169,676	\$106,624	\$1,266,887		
Dare-Tyrrell-Hyde Regional Emergency Communications Center	RATING	0.0	0.0	48.0	24.0	27.0	100.0	0.0	0.0	40.0	28.0	32.0	24.0	24.0	25.0	28.0													30.0	20.0	10.0	20.0	40.0	40.0	40.0						
Macon County	SCORE	1.0	0.0	2.0	2.0	2.0	10.0			2.0	2.0	2.0	2.0	2.0	2.0	2.0				(370.00)													0.00	(370.00)	\$410,539	\$132,378	\$0	\$0	\$0		
NG911 and Text-to-911	RATING	-550.0	0.0	12.0	6.0	6.0	100.0	0.0	0.0	10.0	8.0	8.0	6.0	6.0	10.0	8.0																									
Martin County	SCORE	0.0	0.0	8.0	8.0	4.0	10.0			7.0	7.0	8.0	7.0	7.0	5.0	7.0				374.00													0.00	374.00	\$5,187,510	\$113,477			\$0		
Relocate PSAP & Upgrade	RATING	0.0	0.0	48.0	24.0	12.0	100.0	0.0	0.0	35.0	28.0	32.0	21.0	21.0	25.0	28.0																									
McDowell County	SCORE	0.0	0.0	8.0	8.0	6.0			10.0	7.0	2.0	6.0	6.0	6.0	2.0	6.0				397.00													0.00	397.00	\$184,453	\$369,961	\$0	\$0	\$0		
Radio Console Replacement Project	RATING	0.0	0.0	48.0	24.0	18.0	0.0	50.0	0.0	35.0	8.0	24.0	18.0	18.0	10.0	24.0																									
Nash County	SCORE	0.0	0.0	0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0	0.0	0.0	0.0				0.00													0.00	0.00	\$400,356	\$290,884	\$0	\$0	\$0		
9-1-1 Telephone Upgrade	RATING	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																									
New Hanover County	SCORE	1.0	0.0	2.0	2.0	2.0			10.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0				(460.00)													0.00	(460.00)	\$2,302,479	\$1,170,584	\$0	\$0	\$0		
Back-up 911 Center	RATING	-550.0	0.0	12.0	6.0	6.0	0.0	0.0	10.0	10.0	8.0	8.0	6.0	6.0	10.0	8.0																									
Pasquotank-Camden 911	SCORE	1.0	0.0	2.0	2.0	2.0	10.0	0.0	0.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0				(370.00)													0.00	(370.00)	\$2,000,000	\$644,701			\$0		
911 Regional Backup Center	RATING	-550.0	0.0	12.0	6.0	6.0	100.0	0.0	0.0	10.0	8.0	8.0	6.0	6.0	10.0	8.0																									
Person County	SCORE	0.0	0.0	9.0	8.0	8.0			10.0	4.0	3.0	5.0	8.0	8.0	5.0	6.0				301.00													0.00	301.00	\$1,367,204	\$84,008			\$0		
911 Backup Facility	RATING	0.0	0.0	54.0	24.0	24.0	0.0	50.0	0.0	20.0	12.0	20.0	24.0	24.0	25.0	24.0																									
Randolph County	SCORE	0.0	0.0	5.0	5.0	2.0			10.0	1.0	7.0	2.0	7.0	5.0	5.0	2.0				211.00													0.00	211.00	\$2,260,900	\$304,839			\$0		
Construct a New 911 Center/Backup	RATING	0.0	0.0	30.0	15.0	6.0	0.0	50.0	0.0	5.0	28.0	8.0	21.0	15.0	25.0	8.0																									
Richmond County	SCORE	0.0	0.0	8.0	9.0	8.0	10.0			9.0	7.0	10.0	7.0	7.0	7.0	5.0				409.00	8.0	5.0	9.0	5.0	7.0	5.0	6.0						0.00	534.00	\$9,933,651	\$85,286	-\$90,000	\$342,626	\$6,357,537		
Richmond Co Communications Consolidation	RATING	0.0	0.0	48.0	27.0	24.0	100.0	0.0	0.0	45.0	28.0	40.0	21.0	21.0	35.0	20.0													24.0	10.0	9.0	10.0	28.0	20.0	24.0						
Rocky Mount, City of	SCORE	1.0	0.0	0.0	2.0	2.0	10.0	0.0	0.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0				(382.00)													0.00	(382.00)	\$379,600	\$355,115			\$0		
911 Backup PSAP	RATING	-550.0	0.0	0.0	6.0	6.0	100.0	0.0	0.0	10.0	8.0	8.0	6.0	6.0	10.0	8.0																									
Rutherford County	SCORE	0.0	0.0	9.0	7.0	6.0	10.0			8.0	7.0	8.0	9.0	8.0	5.0	3.0				461.00													0.00	461.00	\$6,002,622	\$550,478			\$0		
Primary PSAP Relocation	RATING	0.0	0.0	54.0	21.0	18.0	100.0	0.0	0.0	40.0	28.0	32.0	27.0	24.0	25.0	12.0																									
Stokes County	SCORE	1.0	0.0	8.0	1.0	1.0			10.0	1.0	0.0	1.0	2.0	1.0	0.0	2.0				(340.00)									1.0	0.0	1.0	1.0	8.00	(332.00)	\$566,000	\$434,000			\$0		
911 Backup with Rockingham Co	RATING	-550.0	0.0	48.0	3.0	3.0	0.0	50.0	0.0	5.0	0.0	4.0	6.0	3.0	0.0	8.0																									
Surry County	SCORE	0.0	0.0	9.0	8.0	5.0	10.0			8.0	7.0	9.0	8.0	7.0	2.0	3.0																									

# Grant Application

## General Information

<b>Grant Project Title</b>	Graham County 911 Relocation and Technology Refresh
<b>Grant Fiscal Year</b>	2016
<b>Project Director</b>	Graham County 911 Communications Director
<b>Project Contact</b>	Misty Hembree
<b>Title</b>	Graham County 911 Communications Director
<b>Address</b>	70 W. Fort Hill, Robbinsvil, NC 28771
<b>Phone</b>	828-479-7985
<b>Fax</b>	828-479-6599
<b>Email</b>	misty.hembree@grahamcounty.org
<b>Grant Program</b>	E-911 Enhancement/Replacement
<b>Grant Type</b>	Regional Initiative Enhancement/Replacement
<b>PSAP Applicant, Based upon Grant Type</b>	Graham County 911

## Project Description

*Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.*

**Please outline project goals and objectives.**

Graham County 911 has two goals that they desire to accomplish through the aid provided by this Grant Program. The overriding goal is to provide the citizens and visitors of Graham County, and the surrounding area, the best possible 911 service through the use of a properly designed and provisioned PSAP. An equally important goal is to become a contributing participant in the Regional PSAP Initiative, in cooperation with the PSAPs of Jackson and Swain Counties.

The objectives by which goal success will be defined include the following:

- Objective 1: Relocation from the current facility into a new, state of the art, 911 PSAP that is appropriately designed and equipped to meet both current and future needs, including applicable standards as defined by the NC 911 Board. This requires construction of a facility on land owned by the County (Lot 2 referenced in Appendix 1). The County has identified land that has potential to construct a 911 PSAP upon. This parcel is adjacent to the current PSAP facility. The County has received written commitment from Duke Energy to secure the relocation of electric utility services on or near the identified parcel. (See Appendix 2)
- Objective 2: Updating and/or replacing equipment and software to support emerging NG911 technologies. Especially any equipment that has reached "end of life", is not supported by vendors, or is technically outdated.
- Objective 3: Providing Mutual Support, Redundancy, and Continuity of Operations through participation in the Regional PSAP Initiative involving Jackson and Swain Counties.
- Objective 4: Provide the citizens and visitors of the Graham, Jackson and Swain County jurisdictions a 911 system that leverages the benefits offered by a regional partnership approach.

Graham County 911 Communications serves as Graham County's only E911 Public Safety Answering Point. The Communications Center is located at 70 West Fort Hill Road, Robbinsville, NC. Graham County is amongst the most western of counties within the State of North Carolina, being adjacent to the following: Cherokee County, Macon County, Swain County, and Tennessee.

Dispatch functions are provided for various public safety agencies which operate in, or in cooperation with Graham County. These agencies include the following:

- Graham County EMS
- Graham County Fire (Station 1-Robbinsville, Station 2-Snowbird Fire, Station 3-Santeelah Fire, Station 4-Meadow Branch Fire)
- Stecoah Fire Department
- Graham County Rescue Squad
- Stecoah Rescue Squad
- Graham County Sheriff's Office
- Cherokee Tribal Police
- U.S. Wildlife officers
- U.S. Forest Service officers
- Tennessee Valley Authority officers
- U.S. Park Service
- Graham County Emergency Management

As a part of their service, Graham County 911 Communications answers calls for service aiding the Town of Robbinsville, Town of Santeelah, Stecoah Township, and the Town of Fontana Dam. The properties located inside of Graham County of the Eastern Branch of the Cherokee Nation, NC Forest Service, and US Forest Service is also serviced.

The community served by Graham County 911 Communications includes 8,736 residents according to the 2013 population estimate for Graham County as published by the United States Census Bureau. Age demographical information for Graham County (2013 estimate) indicates that the population is comprised of the following groups listed below. Other demographical information for Graham County indicates that the per capita income (2013 dollars) is approximately \$19,780 as compared to North Carolina's per capita average of \$25,284.

- Persons 5 years and under = 5.3%
- Persons 18 years and under = 21.3%
- Persons 65 and older = 21.6%

These age groups comprise 48.2 % of Graham County's population, and represent a significant amount of the population that may not be employed on a full-time basis. A recent report (March 20, 2015) published by the North Carolina Department of Commerce-Labor and Economic Analysis Division, indicates that the unemployment rate of Graham County ranks the highest of North Carolina's 100 counties at 14.5%. Graham County's workforce is reported to be 3,549 persons with 438 of these unemployed (Appendix 7).

Graham County 911 Communications' existing facility was never designed to support a 911 Public Safety Answering Point. The current facility shares building space with several County Public Safety departments (EMS, Fire, Addressing, Mapping, and Emergency Management). All of these departments co-exist in a building that was acquired by Graham County in 2007 from a telecommunications company. The building itself was constructed in the late 1970's or early 1980's. This building was used for manufacturing functions by the previous owner, and did not possess the infrastructure design of a data center, or any facility designed to support network functions that would be expected of such a facility. 911 Communications and Emergency Management operate from the space that was formerly the acquired building. (See Appendix 3)

Existing physical concerns within portion of the legacy facility that address matters of design include:

- Server Components are housed within two separate rooms due to space limitations in each room.
  - o One of these was designed for a bathroom, and was intended to serve E911 staff in that capacity. This room currently supports:
    - o Electrical panels and other electrical components for the entire complex
    - o Demarc connections are not properly placed
    - o County Information Technology hardware (routers, servers, switches, etc.)
    - o This Server Room's (both) environment encounters the following design challenges:
      - o Water lines overhead of equipment
      - o Water lines along the walls adjacent to equipment
      - o Sewer drain overflows into the room occasionally
      - o The other server room shares water line and limited space concerns
    - o Insufficient cooling capacity
- The Independent mini-split system freezes when temperatures are 35 degrees or lower (lack of insulation in facility walls contributes to issue)
- During summer months, the Server rooms experience excessive heat due to lack of insulation and the heat generated by equipment within the confined space
- Building design lacks sufficient insulation to allow for proper environmental control (in general).
- The building does not have electrical grounding and bonding to meet existing standards.
- Security for the 911 Center is severely insufficient, and does not meet accepted best practices, or industry standards.
  - o The general public routinely accesses the facility for various purposes. Access is easily gained to the interior of the building, and once inside, there are no measures to prevent unauthorized entry to the Communications Center.
  - o Vehicular access and egress is through one driveway that serves the entire complex. This includes emergency services apparatus, as their bays are located the furthest away from the driveway.
- Parking (employee and public) space is shared amongst all in one area. Available spaces are limited.
- The E911 Communications Center does not have sufficient space for existing or future needs.
  - o The Director does not have a dedicated office.
  - o Administrative, including Emergency Medical Dispatch Quality Assurance (EMD-QA), and Personnel Management activities occur within the Operations Room, or in the adjacent Conference room. In most cases, EMD-QA tasks are executed from the Dispatch Workstations, within view of employees and any visitors that may be in the same room.
  - o A dedicated room for Meetings or Training is not available.
  - o Conference room is shared amongst all service agencies operating within the complex. It is immediately adjacent to the 911 Dispatch room.
- Emergency Management, EMS, and Fire conduct training classes in this room.
  - o At times, E911 Communications management can utilize the Conference room for meeting or training activities, however frequent interruptions disturb the activities, making the use of the room less than desirable.
  - o 911 staff share restrooms with all agencies working in the facility.
  - o There is no space for a Day room, or sleeping areas for 911 staff. Should events require staff the need to rest or sleeping areas, they would utilize the Conference room, or EMS and/or Fire bunks if available.
  - o The existing space within the 911 Center's Dispatch room provides space for three (3) dispatch workstations.
  - o This limitation does not allow room for growth.
  - o This reduces Graham County 911 Communications ability to support a regional initiative as they do not have space to host 911 staff from neighboring counties should the need exist.

After acquiring this building, Graham County added apparatus bays and support capacities to allow EMS and Fire services to co-exist at the same site. Sharing the same facility with Emergency Management, EMS, Mapping, and Fire services has brought about other concerns that impact the E911 Center's functionality.

- The only existing office space is being used to house other critical functions such as:
  - o County telephone system hardware
  - o County Back-up IT hardware
  - o 911 S-ALI Server
  - o UPS for E911 Communications

***Please provide an implementation strategy and work plan, including a timeline.***

The project will be comprised of two Phases, Grant Application and System Assessment (Phase 1), and upon award of a Grant, Facility Design/Construction and Technological Systems Design/Integration (Phase 2).

During Phase 1, Graham County 911 Communications, and Graham County, are receiving support from the Counties of Jackson and Swain, along with the support of Mission Critical Partners, Inc. (MCP), which was selected by Graham County in January 2015, to assist the County. During this Phase, the County will evaluate requirements for both a new facility, as well as requirements to ensure the best pathway toward allowing Graham County to successfully compliment the Regional PSAP model that Swain and Jackson Counties are currently implementing. During Phase 2, Graham County, with the ongoing support of MCP, will initiate processes to ensure overall success. This process will utilize the following:

- Site evaluation and preparation
- Facility design and construction (including a Communications Tower)
- Technology systems design, procurement, installation, testing, and training.
  - o Functional testing between Graham County and Swain-Jackson Counties
- Transition Planning
- Commissioning
- Migration to the new facility
- Cutover
  - o Final Testing between the legacy and new Graham County facility, and Swain-Jackson Counties
  - o Cutover of Graham County to new facility
  - o Decommissioning of legacy facility
- Acceptance of facility and systems
- Project Close Out

The implementation strategy during this phase will continue to enlist the support of Swain and Jackson Counties, vendor support, and that of MCP, so as to ensure that the designed system framework provides the participating governments the desired outcome.

We anticipate that Phase 2 processes will require 24-30 months from the Phase 2 Kick Off date to complete.

***Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.***

Having the knowledge gained by coordinating with Swain and Jackson Counties, and monitoring the development of the design which they deployed affords Graham County the ability to acquire compatible equipment and software. In so doing, we hope to avoid compatibility conflicts. Graham County will coordinate with vendors and network providers to create the necessary interfaces for Graham County to participate successfully within the same Regional PSAP Initiative as Swain and Jackson County.

Currently, Graham County 911 Communications utilizes Zetron's Max Solution radio equipment. During this project, this equipment is anticipated to be enhanced and expanded by updating to the latest version of the solution available, and by expanding radio channel capability to enable our PSAP to serve as a back-up for Swain County.

Additionally, our capabilities will be enhanced by adding additional workstations (administrative and dispatch) that will be outfitted with the necessary CPE equipment to process additional workload in support of Swain County, when needed, and to allow for expansion of internal operating capabilities during call overload circumstances. Both counties will operate from the same CPE platforms, which affords familiarity to end users, and eases system maintenance and upgrade management within the two PSAP's which propose to support one another.

Due to end-of-life of some of our CPE equipment, we anticipate minimal interface or compatibility issues during the migration process. We will be migrating to a new facility which will be equipped with new equipment, and decommissioning our legacy PSAP. Appropriate measures will be taken to ensure minimal interruption of service during the cut-over segment of the project.

## **Statement of Need**

*Required for all grant types, this statement should reference the relationship of the grant project to NCGS §62A-47(b),(c) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.*

***Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.***

Graham County 911 Communications serves one of North Carolina's Tier 1 Counties. Statutory criterion as defined by G.S.53A-37 (5) and G.S.160-A-1(2) are supported by the "2015 County Development Tier Rankings" as published by NC Department of Commerce. The 2015 report indicates that Graham County is classified as a "Tier 1" Rural County under G.S. 143B-437.08 guidelines. The County has maintained this status since 2013. (See Appendix 8)

Furthermore, Graham County is designated as one of North Carolina's 85 Rural Counties (as published by The Rural Center, 2015 data). Our largest city within the county is Robbinsville, which has a population of 620 at the 2010 census. North Carolina's 2013 population estimate from the Office of State Budget and Management is 9,861,952, thus one percent (1%) of North Carolina's population equals 98,619. Beyond any doubt, Robbinsville's population is certainly less than 1% of the population of North Carolina.

Graham County is recognized by North Carolina Rural Economic Center as being classified as a Rural County as defined below Rural: The Rural Center serves 85 of the state's counties. Of these, 80 have an average population density of 250 per square mile or less, as of the 2010 Census. Please refer to the following link for additional information [www.ncruralcenter.org](http://www.ncruralcenter.org),

***Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.***

Graham County government operates on a tight budget, and is partially due to the fact that approximately 78% of our land is federally owned (USFS) (Eastern Band of Cherokee Indian) and is non-taxable by our local government. Also due to the fact that our unemployment rate has significantly increased by the closing of Stanley Furniture Plant in August of 2014, our largest employer in the County until its closure, costing 400 jobs in the area. Working within these limitations does not make it feasible for Graham County to be in the position to fund this solution. Even though these realities have to be taken into consideration, Graham County Government has recognized a need to update and refresh the county technology system, in an effort to look to the future to maintain our technology plan. The County has also identified the need for a local Urgent Care Facility to provide our citizens and visitors with an option for emergency medical care. The need for the Urgent Care Facility further reduces available funding at the County level to support the needs of the 911 Communications Center. Currently, our Communications Center is the only means the public can make access to any form of emergency or urgent medical care. We provide assistance to the public, whether they arrive in-person to our facility, or call 911, to obtain medical care. We support all efforts to enhance our current Emergency Communications Department that we depend upon as our only means for emergency care.

Graham County 911 Communications considers the following priorities to be of high importance:

- 1) Construction of a State-of-the-Art PSAP that addresses all issues previously identified above (Project Description Section), and meets current industry and State 911 Board standards and expectations, respectively.
- 2) The ability to participate in the Regional Initiative begun by Swain and Jackson Counties.
- 3) The ability to have a cost effective and functionally efficient means to enable a back-up PSAP solution for Graham, Swain Jackson County's that incorporates technology that will be viable in a NG-911 environment.
- 4) Accomplish the above priorities without imposing adverse financial impact upon Graham County.

Graham County 911 Communications will not be able to deliver upon the priorities above without the funding provided by a 100% Grant Award. The consequences of not receiving this funding will delay the County's ability to provide a viable back-up PSAP solution for an unpredictable amount of time due to limited tax dollars available through traditional funding means. The lack of other Grant programs that address this unique function within Public Safety further complicate the possibility. The Grant program provided through the State 911 Board is unique and not replicated by other potential sources.

The consequences of not receiving funding can be summarized in one succinct thought: Without a 100% Award from this Grant Program, Graham County 911 Communications will continue to serve an under-served population from a Communications Center that itself operates on limited funding, and operates in a facility of unacceptable design, for both the near and long-term future.

***Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.***

The Strategic Plan of the 911 Communications Center is communicated within their "Vision Statement" (Appendix 5) and is supported by the Graham County Information Technology Strategic Plan (Appendix 6).

Graham County 911 Communications has identified several areas where they have determined to improve upon moving forward. Some highlights of this effort involve : 1) the deployment and sustenance of effective technology, 2) implementing "EFD and EPD" to compliment the service they already provide through "EMD" protocols, 3) refining the EMD-QA role and environment for monitoring performance, and 4) partnering with Swain and Jackson Counties in the Regional Initiative previously discussed.

The IT Strategic Plan discusses the desire of the County to put forth an Information Technology solution that addresses envisioned needs of each County department concerning technology. Given that the function of Information Technology has become intertwined with that of the 911 PSAP, the two departments have become more involved with one another in key areas. The Strategic Plan identifies the Vision incorporating the ability to "deploy effective solutions to meet the needs of our departments, present and future". The Goals incorporates the idea of using "technology to increase productivity and efficiency". Furthermore, the Core Values state that "Excellence in Service" is one identified. Additionally, the Strategic Plan recognizes Public Safety, of which the PSAP is a participant, supports providing interoperable systems that support multiple agencies. Not to be overlooked, this plan also recognizes the need of utilizing innovative technology while "being good stewards of the County funds".

This project will enable the departments from Finance, Information Technology, the 911 Center, and Public Safety to deliver 911 and Public Safety support utilizing an Information Technology solution that interfaces with existing County IT infrastructure through the latest technologies available. The creation of a state-of-the-art PSAP that utilizes the most current IT Hardware and Software funded from this Grant would escalate the completion of FY 2016-2017 plans in the most economical manner possible while minimizing adverse financial impact on the County. The PSAP will be positioned to deliver public safety support to multiple counties through the use of an effective, efficient communications and IT network design.

This project represents the best way for the County to achieve the items identified within its "Lines of Business" in a financially sound manner, being "good stewards" of County funds".

***Please identify the likelihood of completing the project without grant funding, the availability of other funding source(s) for the project, including 911 fund balance, the percentage of grant funding being requested in relation to total project costs.***

(See Documentation in Appendices 9 and 10)

Graham County is requesting 100% of the project to be funded by the Grant.

There is a significant need to establish a secure environment for the 911 Communications Center which will better serve Graham County. We support any effort to better equip the 911 Communications Center to function, considering the lack of emergency care within Graham County. We also support the initiative to create a Regional back-up collaboration that can provide redundancy between the two counties of Graham and Swain. However our current 911 fund balance is low (\$284,067.94), and will be needed to support the 911 Communications Center's normal operations throughout the year. Graham County does have adequate property that has been identified for the building space. Graham County intends to provide funding for site preparation. We have also contracted services from Mission Critical Partners, Inc. for support in Phase 1 of the project. We have no private or governmental funding sources available to contribute toward funding this effort. This is a direct result of the current financial status of the County, and that the County Board of Commissioners will not raise the millage rate to accommodate the funding of this project. Grant funding would support the following:

- Construction of a new facility which will be furnished and equipped to specifications and appropriate industry and State 911 Board standards; and associated costs or fees required;
- Replacement of end of life technology;
- Provision of required furniture to support the PSAP's mission;
- Refresh technology required for multi-agency or PSAP redundancy;
- Costs incurred to establish connective pathways and/or networks to support the Regional Initiative;
- Any other equipment, software, or technology that would be of benefit, or becomes required in support of the Regional Initiative; and
- Design and consultative services provided through architectural/engineering firms and consultative firms specializing in 911 facilities, systems design and operations.

With all that being said, on January 20, 2015, the Graham County Board of Commissioners has unanimously voted to support the effort to fund this project through this Grant Program. (Appendix 10)

## Consolidation Project Governance Plan

*This study is required for all consolidation projects. Consolidation projects involve combining two or more PSAPs into a single primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by such independent PSAPs. In addition to providing this governance plan, the localities that govern the PSAPs involved in the consolidation must provide interlocal agreements in support of consolidation, copies of which must be attached to the application submission.*

**Indicate how a consolidation would take place and improve service.**

N/A

**Indicate how the consolidated PSAP should be organized and staffed.**

N/A

**Indicate what services the consolidated PSAP should perform.**

N/A

**Indicate how consolidated PSAP policies should be made and changed.**

N/A

**Indicate how the consolidated PSAP should be funded exclusive of grant funding.**

N/A

**Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.**

N/A

**Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.**

N/A

## Regional Initiative Enhancement/Replacement Project

*Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.*

**What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.**

Graham County has recognized the importance and need to ensure the continuation of E-911 emergency services under circumstances that include: 1) Unanticipated emergency service disruptions; 2) failure of equipment, 3) PSAP becoming untenable or inoperative, and others. Graham County also understands the need to establish a configuration that affords operational backup and redundancy for our PSAP, and the public served. With these in mind, a Regional PSAP approach is an economical means to address those needs. (Appendix 11) Swain and Jackson Counties have addressed similar needs through the development of a comprehensive, supportive plan. They are in the midst of construction and implementation of their respective PSAP's and technology plans that were made possible by the awarding of their respective grants provided through this Grant Program.

The process of researching the possibility of establishing a regional back-up plan, and the potential benefit that can be realized, all parties (Graham, Jackson, and Swain Counties) have discussed a collaborative effort toward this end. Each has agreed to support this effort, contingent upon Graham County's ability to provide the same level of service expected from each participating entity. Graham County desires to effectively provide and maintain the required level of service included in the responsibilities and environments associated with our relationship to this initiative.

With that contingency, Graham County 911 Communications also agrees to enter into a similar MOU containing the responsibilities listed below:

- 1) To support the purchase and installation of appropriate E-911 equipment that will offer an easy and clear connectivity between the 911 Centers of Graham, Swain and Jackson County.
  - 2) To support the establishment of redundant backup procedures between Swain and Graham County's E-911 call Centers in case of system failure in any of the three Counties. System Failure shall be defined to include but not be limited to: A man-made, technological, or weather event that causes one of the centers not to be available to answer and process 911 calls for their respective county.
  - 3) To provide appropriate and quality E-911 services to Swain County residents upon notification of system failure.
  - 4) To maintain the operational effectiveness of all communications equipment, software, and technology purchased through the requested grant from the NC 911 Board, and to support any Redundancy Backup Support Agreements entered into between Swain and Graham Counties, or other counties.
  - 5) Routinely meet with counterparts from Swain County on a regular basis in support of the backup and redundancy mandate and intent of this memorandum.
  - 6) To terminate the backup and redundant support being provided to and Swain County immediately upon request of either County.
- Given this consensus, Graham County and Swain County have provided e-mails expressing support for this project. (Appendix 11)

**Identify intended collaborative efforts**

Through the anticipated regional network design, Graham County and Swain County intend to be connected by two pathways, one is provided through the local E911 telephone provider network, and the second through a shared, private regional Fiber connection that is already available and provided by a local Fiber vendor. Swain and Jackson Counties share connectivity that is similar to that envisioned for Swain and Graham Counties. The fiber connection between Graham and Swain County will be that of a "spur", as currently a fiber ring is not available between these two counties. In accessing both the telephone carrier's network that provides 911 service and the fiber connection from Balsam West shared between the two counties, a redundant network for telephony will be available. It is also envisioned that data produced from each County's CAD and radio systems, can be supported in a redundant arrangement. To make this a reality, the parties supporting this initiative will seek to identify potential challenges, and cooperatively work to craft the best solutions while maintaining the overall goal of the initiative, that of providing PSAP operational redundancy in the most effective and efficient means available.

Graham County desires to build and to strengthen relationships and partnerships between partnering agencies in this initiative, and to create a more unified level of service for the citizens within our region.

Through the support expressed in sections preceding this portion of the document, each County will work in a collaborative fashion to ensure that the three counties involved in this initiative create a successful way to expand the regional concept that can be modeled by others moving forward.

**Identify how resource sharing will take place.**

Each participating agency will operate from the same or similar, PSAP call processing equipment, and will also share the same services provided for network telephone (911) and fiber connectivity between the respective PSAP's. Similarly, each County utilizes compatible radio systems which are serviced by the same vendor. As discussed previously in this document, each participating County intends to operate from the same (or compatible) CAD platform, each housing hardware and software at their respective facilities.

Given these considerations, the utilization of similar equipment will enable the participating entities to support one another in a relatively seamless capacity. Each participating PSAP will retain call processing equipment at their respective facilities, yet share common network connectivity which will enable each agency to support another participating agency.

Graham County will interface the same fiber connection pathway that Swain County is already connected to as well. This will enable Swain and Graham County to support one another (Swain to be Graham's primary back-up, while Swain's primary back-up would be Jackson County, and Graham becomes the secondary back-up to Swain).

With the move to a newly constructed, built to standard facility, Graham County will gain needed security, space, and a more adequate working environment to be able to run our 911 program, EMD-QA, and management program more efficiently and securely as well as provide adequate space for future back-up operations. As mentioned earlier, one of the main goals with this initiative is to expand opportunities for redundancy to our region and state, and with this expansion Graham County Communications Center we would then be an available resource for another agency to utilize as a back-up center option. In our region in the past we have been somewhat limited as to available resources to utilize for redundancy such as using several different fiber or microwave connections or different cell tower sites as alternate means of connectivity in the event of system failure. With this proposal we will be utilizing a fiber connection that already exists in our area to create an open pathway for connectivity to potentially grow to other PSAP's within the area. This initiative will allow the possibility for our region to expand on the strategic plan already in place by Jackson and Swain County and create a long term strategic plan than can in the future be used as a building block for additional PSAP's in our region. System Diagram for Radio can be found in Appendix 12.

**Indicate how the initiative impacts the operational or strategic plans of the participating agencies.**

The primary impact resulting from this initiative will be to drastically enhance the redundancy afforded to participating agencies in the most economical manner possible, and yet enable each agency to operate in a normal capacity on a routine basis. Other beneficial impacts are expected that extend to operational considerations, whereby participating agencies can establish training that is appropriate for the capabilities of this regional matrix, allowing their staff to be cross-trained to operate from either participating PSAP in a seamless manner. The regional partnership could provide the avenue to increase call processing capability on a regional level during extreme or unusual operating conditions, without increasing authorized and budgeted staffing levels within each PSAP.

This initiative will require the PSAP's involved to restructure the strategic plans to include the responsibilities of each partnering agency.

Operational standards and policies would need to be adopted at each PSAP that enable agencies to assume the responsibilities of expanded operations in cases of emergencies.

**Financial Data**

<b>Current 911 Fund Balance</b>	\$285,074.64
<b>Amount Requested</b>	\$5,314,887.08
<b>Total Project Cost</b>	\$5,034,695.14

**Budget and Budget Narrative**

*A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2012 PSAP budget.*

**List planned expenditures.**

Please see the following information detailed below:

Construction Costs (Total) \$3,292,245.41

Technology Costs (Total) \$1,742,449.73

Total Project Cost \$5,034,695.14

**Construction Budget and Narrative**

Budgetary cost estimates were developed for Graham County by MCP. These programming and financial estimates for construction were developed through MCP's extensive experience in programming PSAP facilities. The values developed provide cost estimation for the purpose of this Grant Application. The costing is based upon similar work performed in North Carolina.

The proposed facility is programmed to accommodate all required functional areas to properly support the operations of a PSAP. This includes a Dispatch Operations room that can support five (5) workstations, and has expansion capability to house two (2) additional positions. These positions should be sufficient to support partner agencies that participate in the Regional Initiative referenced earlier. Space programming addresses all identified concerns listed in previous sections of this document, and others required to support the PSAP's role. (Appendix 14)

A cost of \$350/ square foot was used to calculate the opinion of cost based upon Total Building Area square footage estimated to be 7,507 square feet. This amount of space will allow for proper set-backs and parking necessary to support the facility, while \$350/ square foot represents a cost estimate that is commonly applied for estimating costs for similar projects. Further detail relating to Construction and Programming can be found in Appendices 13 and 15. Estimated costs (Base) for Construction are: \$2,627,394.00

The County does not envision using a Construction Manager, but will provide management and oversight to the selected Architectural/Engineering firm in support of the Project Manager, and Facilities Management to manage construction contracts and construction.

#### Construction Contingency (10%)

A contingency of 10% of the base construction cost is included within the Total Construction Cost value. A 10% contingency equates to \$262,739.40.

#### Fees/Permits

Fees for Architectural Engineering Services, Environmental Impact Study, and Geotechnical Studies have been estimated by MCP using percentage pricing from similar work. These fees were calculated at 9% of the base construction cost estimate (\$2,627,394.00 x .09 = \$236,465.46). Permits are estimated at \$60,000.00. Total cost estimate for Fees and Permits combined is \$296,465.46. Contingency (10%) for Fees/Permits is \$29,646.55

#### Generator

A generator system of sufficient capacity to power critical components within the new PSAP during periods when commercial power is unavailable is required. Graham County has been provided a budgetary estimate for such equipment from CP Electric, including all components to allow turnkey operation for \$76,000.00. This estimate has been reviewed by MCP. (See Appendix 15)

#### Itemized Construction Cost

Construction \$2,627,394.00  
Contingency \$262,739.40  
Permits/Fees \$296,465.46  
Contingency \$29,646.55  
Generator \$76,000.00

Total Construction Cost \$3,292,245.41  
(Including Contingencies, Generator, and Fees/Permits)

#### Technology Costs

(Documentation for these items may be found under Appendix 15)

Administrative Telephone System \$7,005.00  
911 Telephone System \$213,749.80  
Radio Console System and 80' Tower \$181,871.27  
Computer Aided Dispatch \$262,958.00  
Net Clock \$11,031.00  
UPS \$110,000  
Recording System \$34,304.00  
911 Workstations/Chairs (workstations) \$72,800.00  
(Four chairs) \$3,876  
Structural Cabling \$40,500.00  
Grounding \$14,300.00  
In Building Distributed Antennae System (DAS) \$110,000.00  
Audio/Visual \$17,500.00  
Access Control/Monitoring-Security Equipment \$64,267.00  
Cameras \$12,309.00  
Monitors \$1,658.00  
Access Control Hardware/Software \$50,300.00  
IT Network \$91,000.00  
Fiber Connectivity Services \$42,437.00  
Office Furniture \$21,893.50  
Consultative and Professional Services \$285,175.00

Technology Subtotal \$1,580,521.57

Technology Contingency (10% of total Technology) \$158,052.16

Technology Total (including Contingency) \$1,742,449.73

#### **Provide a budget narrative that briefly explains the reason for each requested budget item.**

##### Administrative Telephone System

An administrative telephony system is needed to properly interface with the Graham County administrative system. The system procured should be compatible with the existing administrative phone system being utilized by the County. Graham County has received a budgetary quote from The Network Team to procure such a system at a cost of \$7,005.00

#### In Building Distributed Antennae System (DAS)

A budgetary estimate of \$110,000.00 has been provided by MCP for such as system based upon budgetary estimates from similar projects

#### Fiber Connectivity Services

Graham County has been provided a budgetary quote for a 5 year service to provision a fiber connection between Bryson City (Swain County) and the Graham County PSAP. The service contains both Non-Recurring and Recurring monthly charges. This connection is needed to establish a redundant pathway between the Graham County PSAP and Swain County's PSAP. This pathway will enable the members of the regional system to operate on pathways that are technologically of the same type, resulting in a network that delivers data with the similar configuration schemes across the network.

#### Radio Console System and 80' Tower

Western Carolina Communications Systems supplied a budgetary estimate that provides sufficient radio console equipment to complete the outfitting for the Dispatch Operations room to bring the number of provisioned workstations to four (4). The estimate also provides material and installation of an 80 foot tower and all required equipment to allow the radio network to be accessed from the new PSAP.

#### 911 Telephony System

Graham County has been presented a budgetary quote from GeoConex for a Zetron Max E911 telephony system four (4) positions and two (2) back up/overflow positions. This system is the same that is deployed at Swain and Jackson Counties, and will enable staff from all agencies participating in the Regional Initiative to be able to operate from either PSAP seamlessly should they need to relocate to either PSAP. The deployment of this system will minimize any interface or compatibility concerns throughout the regional network.

#### Computer Aided Dispatch System

Southern Software has provided a quote to provide software, hardware and one year 24/7 support that will equip four (4) workstations, 4 additional positions, one Admin position, and Mapping. Also included are two (2) servers, workstations, and laptops to support both routine and overflow operational conditions. The quote includes installation and training. This CAD system will allow Graham County to operate from the same CAD platform as Jackson and Swain Counties. With each agency utilizing identical CAD software, the ability for each agency to support one another is further enhanced.

#### Netclock

Graham County has estimated costs for this technology. Time synchronization is critical for accurate time documentation of events that may be reported to the PSAP, or managed by the PSAP.

#### Recording Logger

Carolina Recording Systems has submitted a budgetary quote for a NexLog 32 channel 740 recording system. This equipment is required for proper documentation of events managed by the PSAP.

#### UPS

This equipment is required to allow the PSAP's mission essential equipment to operate when commercial power is off-line, and an interim power source is needed to power equipment until the system Generator is on line. A quote for this equipment was provided by CP Electric.

#### 911 Workstations and Chairs

A quote from Herman Miller has been presented to provide four (4) workstations to be used in the Dispatch Operations room. A quote from Herman Miller has also been provided to supply four (4) workstation chairs. This equipment is needed so that 911 Tele communicators can utilize properly designed furniture to house CPE and provide proper physical support to staff on a 24/7 basis.

#### Office Furniture/Chairs

Graham County has received a quote from Miller at Work for office furniture and chairs. These furnishings are necessary items to allow personnel operating in other areas outside of Dispatch to properly perform their tasks.

#### Structural Cabling

MCP has provided an estimate of costs based upon previous similar work. Cabling infrastructure is necessary to allow the proper functioning of equipment within the PSAP. Cabling of the latest design should be installed such that the facility is supported by the most current equipment available.

#### Grounding

Proper grounding and bonding in accordance with the latest industry accepted standards should be used. This equipment would support mission critical equipment and infrastructure, and would be installed with Technology. Estimate provided by MCP.

#### Audio/Visual-

An Audio/Visual system to support the mission of the PSAP with desired control and presentation functionality will also be required. The system can be used for monitoring events, receiving briefings from local, state, and national levels, and enable the agency to employ state-of-the-art technology while conducting training and public education meetings. Costs for an Audio/Visual system have been estimated by MCP based upon similar previous work.

#### In Building Distributed Antennae System

This system would enhance the reception of wireless signals within the facility. This allows staff to coordinate actions while using personal communication devices within the building. This expands the capability of the PSAP to deliver communication services using multiple communication platforms. Estimate provided by MCP based upon previous work in similar projects.

#### Access Control/Security Monitoring

Cameras, hardware, and monitors for the purpose of monitoring closed circuit television from security camera feeds, and equipment to control the access and egress at the facility are required to enhance the security of the PSAP. A quote for cameras and monitors has been submitted by The Network Team. Costs for Access Control hardware has been estimated by MCP based upon previous work for similar sized facilities.

#### IT Network/Switchgear

Hardware and software designed to provide the facility proper IT networking is required to enable the PSAP to operate in the

NG-911 era that is evolving into reality. An estimate of costs has been provided by MCP.

#### Consultative and Professional Services

Graham County desires to retain MCP to provide program management support through the completion of the project. The support from MCP addresses technology integration, procurement support, migration planning, grant reporting, developing a detailed timeline, coordinating with other technical procurement/contractors and their subcontractors, and managing grant requirements.

Costs estimates are based on support provided by MCP from similar support provided to other project grant recipients. Professional Services fees relating to MCP's work will be funded within the Grant Award, provided an award is received.

#### Technology Contingency

This fund is used to offset any unplanned costs or overages relating to budget items identified, or for other technology cost to procure items that would be beneficial, or are advantageous, providing additional capability to the PSAP.

**State how you will follow applicable procurement law, rules, and policies.**

Graham County and the Graham County Finance Director will act as the fiduciary agent for this project. Therefore, the responsibility of ensuring all applicable procurement laws, rules, and policies are followed will fall on Graham County's Finance Director. This will be accomplished by following existing County procurement policies which are in accordance with Article 8 of the North Carolina General Statutes, specifically G.S. 143-129, which establishes the procedures for formal bidding and G.S. 143-131, which establishes the procedures for the informal bid process. In addition, the documenting of all project expenses, payments, etc. will be in accordance with Generally Accepted Accounting Principles, as set forth by the Financial Accounting Standards Board. The project will also comply with any additional requirements that may be set forth in a project contract.

**If the project will have ongoing expenses, such as monthly recurring charges, describe plans and specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.**

Any Recurring costs associated with acquisition, maintenance, and support of 911 communications equipment will be funded from the annual allocation provided by the State 911 Board, and through Graham County's annual operating budget, as appropriate. Maintenance, repair, and replacement of building components will be funded through appropriate means that comply with Graham County financial management policy.

## Evaluation

*All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.*

**Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline for meeting short, intermediate, and long term goals.**

The evaluation of this project will be closely monitored using a number of variables to determine that all goals and deadlines are being met. We will measure the impact of the new 911 center operations once it is completed and operational. Our County Manager, Finance Director, Building Inspector, Emergency Management Director, 911 Communications Director along with Construction Manager will work together to conduct internal reviews in conjunction with MCP project team to evaluate the progress of the building project at regular intervals and will submit this information that is required within the grant contract.

This monitoring will include data and use evaluation parameters such as:

- Employee Retention
- Employee Satisfaction
- Service Outages due to Electrical Failure
- Outside Intrusion Levels
- Response times
- EMD QA Improvement Level

This data will be tracked quarterly to determine short, intermediate and long term success and impact of the facility once it is complete and operational.

Along with our project team we can also supplement that team with staff from various town and county departments that will provide input and or oversight to specific parts of the project.

A preliminary timeline with possible milestones is supplied below. This timeline is based upon general timeline expectations that will require further revision once the complete project team is identified.

#### Facility Tasking

Prepare a request for proposal (RFP) for a design architect/engineering firm – Month 1

Select and hire design architect – Month 2

Complete regulatory review – Month 3

Complete design – Month 10

Bid construction – Month 11

Select contractor and begin construction – Month 12

Allow technology vendor access to facility – Month 25

Complete construction – Month 26

Integrate technology – Month 27

Commission and occupy new center – Month 28

#### Technology Tasking

Establish equipment/systems parameters/review budgets – Month 3

Finalize requirements – Month 5

Develop RFPs or statements of work (SOWs) for vendors – Month 10

Issue RFPs/SOWs – Month 13

Evaluate vendor responses/select vendors – Month 15

Procure systems – Months 16-24

Install equipment – Month 25

Test/Accept systems – Month 27

Train for cutover/migration plan – Month 28

Complete migration plan – Month 29

Cutover to new facility – Month 30

***Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.***

The professional consulting services of the Construction Manager and the MCP project manager/consulting will be responsible for developing evaluation plans and tracking task completion/progress. Our Project team will work with MCP to review each evaluation to ensure the project is moving forward toward completion as planned.

During Construction performance measures that are typically associated with construction, such as required inspections, commissioning, and receipt of Certificate of Occupancy, will serve as construction benchmarks. During other phases of the project, such as IT and technology systems, and procurement/installations, Graham County will use accepted industry standards to ensure that we meet the grant requirements of the 911 Board.

***Identify how data will be collected and presented.***

As mentioned above the project team described above will have the responsibility of collecting data for the project during all phases of construction. Data will be compiled and reviewed by the County team as well as MCP and provided in a project evaluation form that will be created internally to track progress and report milestones that will be determined as required by the grant conditions. This will ensure a fixed point of contact in addition to a well-informed team. This data to be collected includes but is not limited to:

- Schedule or timeline of project
- Project budget
- Completed milestones or benchmarks within the project scope
- Designs issues, final design and procurement documents
- Coordination of services
- Cost predictions and oversight
- Safety and security issues
- County IT Strategic Plan



## Appendix 2 Duke Energy Letter



Duke Energy  
135 Academy, One Express  
PO Box 98  
Robbinsville, NC 28071

2-2-2015

To All Concerned:

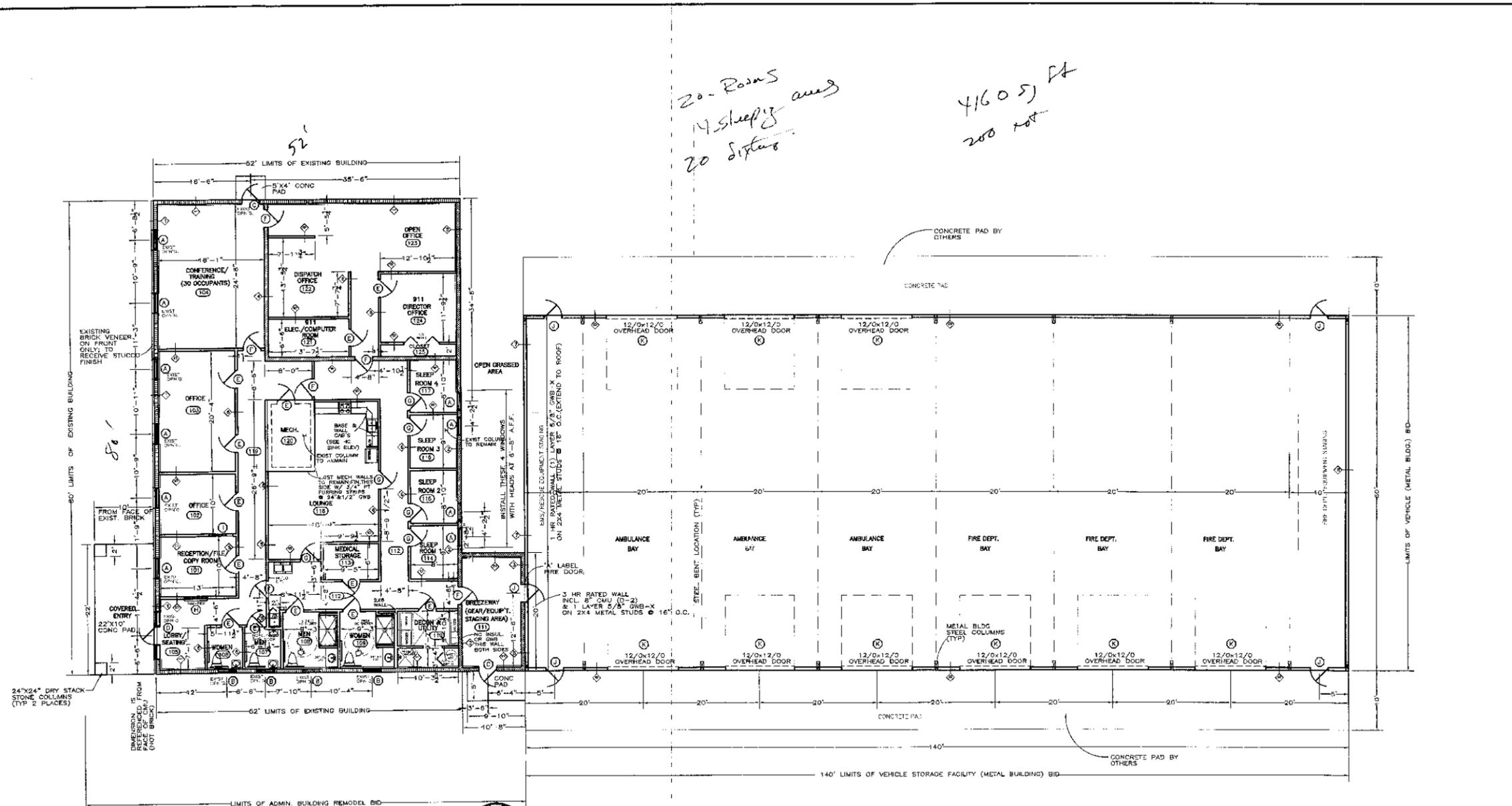
This letter is in reference to the distribution power lines located on the property owned by Graham County at West Fort Hill Rd, Robbinsville, NC. These lines can be relocated to accommodate future buildings on the property.

Sincerely,

Rachae Jones  
Lmgr. Tech III  
C: 828-342-0079  
Rachael.Jones@duke-energy.com

[www.duke-energy.com](http://www.duke-energy.com)

Appendix 3  
Graham Co 911, EMS, Fire Floor Layout



FLOOR PLAN  
SCALE: 1/8"=1'-0"



RITTLER ARCHITECTURE, P.A.  
187 Sloan Road  
Franklin, NC 28734  
Ph: 828-369-6611  
Fax: 828-369-6819  
www.rittlerarchitecture.com

BID SET

REV. NO.	DATE	BY	CHKD	REMARKS

**Citech Associates, P.A.**  
Civil Engineering Technologies  
Municipal • Industrial • Commercial • Residential

DESIGNED BY: \_\_\_\_\_  
DRAWN BY: \_\_\_\_\_  
SHEET CHECKED BY: \_\_\_\_\_  
CHECKED BY: \_\_\_\_\_  
DATE: 01/06

CONSULTING ENGINEERS  
2200 W. PINE STREET, SUITE 100, FAYETTEVILLE, NC 28404  
TEL: (704) 624-9133 FAX: (704) 624-2569 Email: info@citechpa.com

GRAHAM COUNTY, NORTH CAROLINA  
EMERGENCY SERVICES FACILITY

FLOOR PLANS  
ADMINISTRATION BUILDING REMODEL  
& VEHICLE STORAGE BUILDING

SHEET NO.  
A-1

**Appendix 4**  
**Current PSAP Facility Pictures**

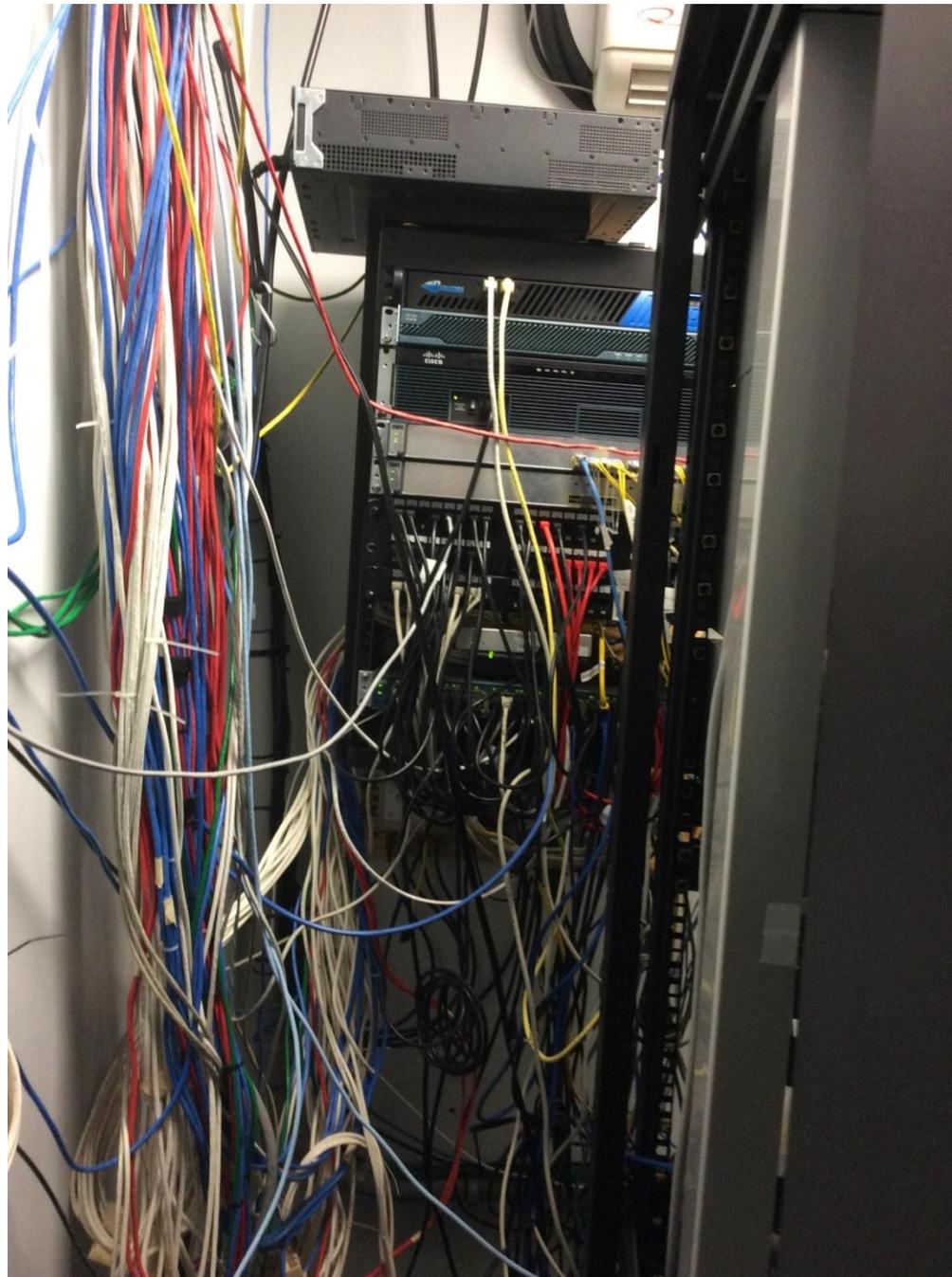
Dispatch Operations



Director's Office, Kitchen, Storage

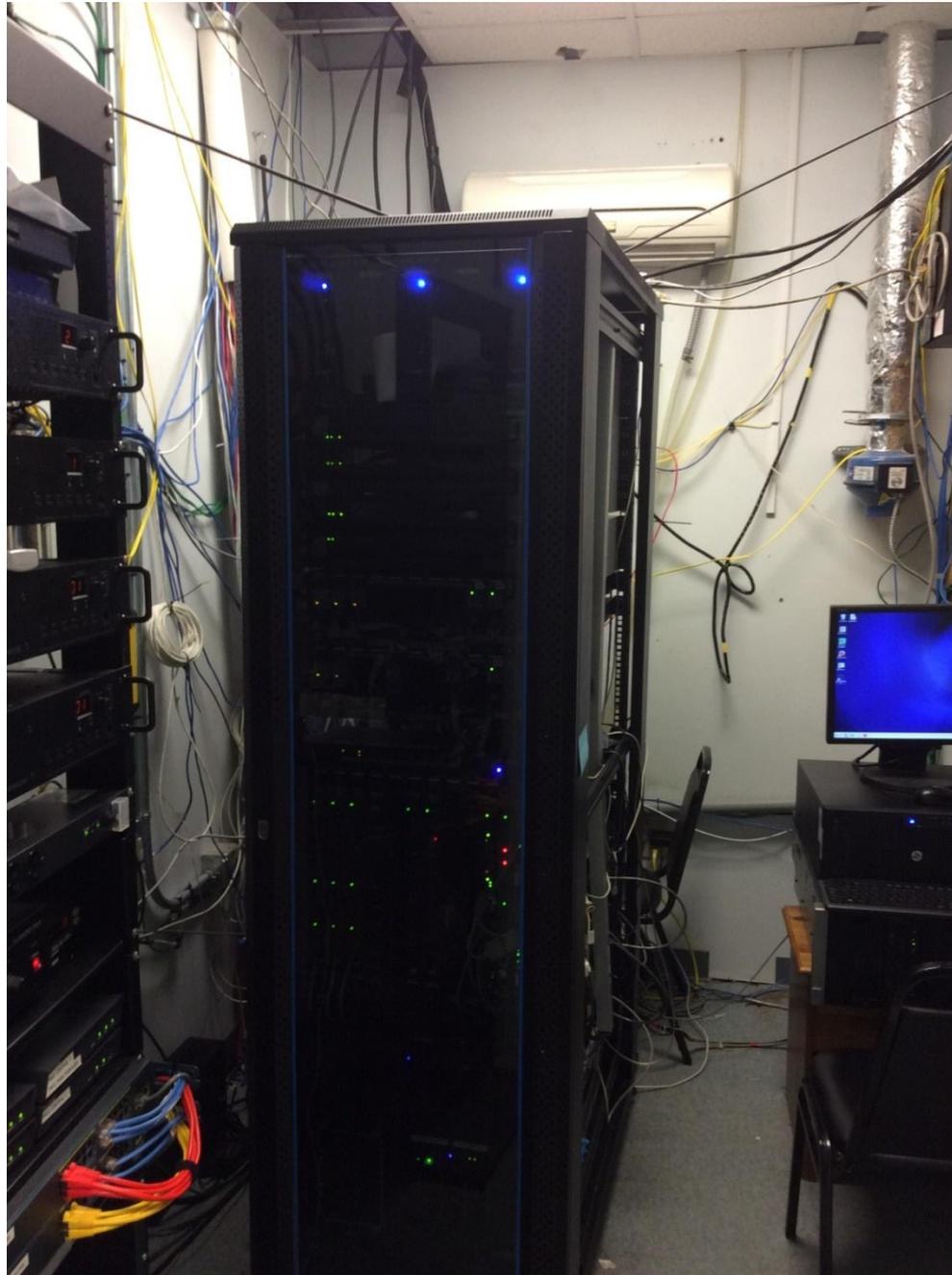


Server Room Pictures

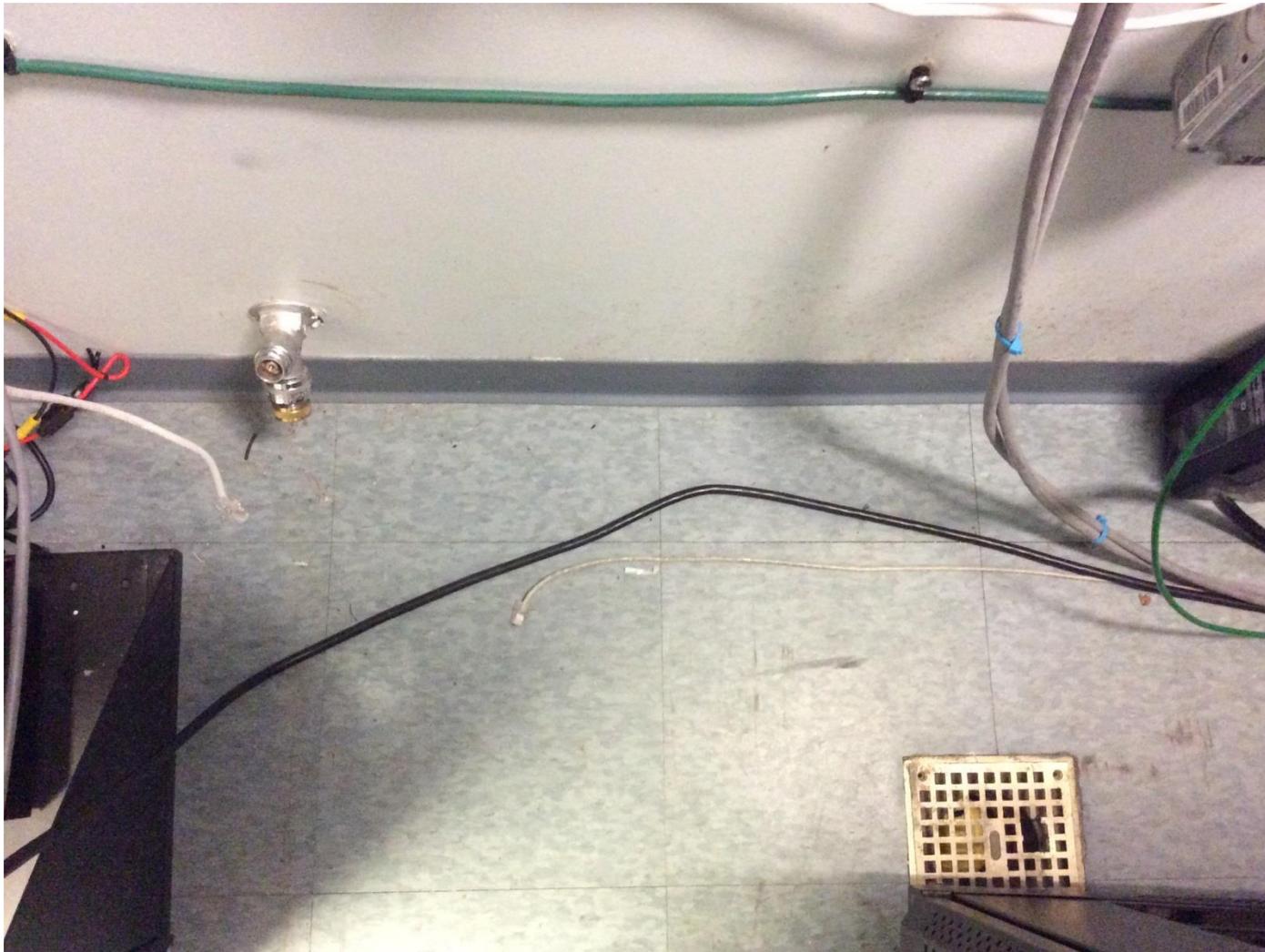




Server Room A/C and Room Layout



Water Connection and Drain system/Server Room



EOC/ Community Meeting /Multi-Agency Training Room:  
Wood Door depicts entrance to Dispatch, Exterior door adjacent to Dispatch  
(Note lack of Security features)



## Appendix 5

### Graham County 911 Vision Statement

- Vision- To provide Excellent Customer Service to each caller. To sustain and deploy effective technology. To invest in and develop our employees to be the best at what they do.
- Mission Statement- Graham County 911 Communications- Our mission is to provide the citizens and visitors of Graham County with efficient and effective 911 Communications services. We strive to give each caller as well as our field responders' prompt and courteous service in a professional manner; your emergency is our emergency.
- Plans and Goals- We at Graham County 911 Communications has realized a need to improve and restructure 911 services in Graham County. Last year we implemented EMD into our 911 toolbox. Recognizing the value of such a structured program, we hope in the future to look to adding EFD as well as EPD to our service. We also over the past year have taken a look at our hiring process. In December we re-worked our interview questions, including an interview evaluation form along with conducting panel interviews including HR department in this process. We reworked the telecommunicator job description to accurately convey the scope of work so that we properly recruit people who possess the correct skills and abilities included in being a telecommunicator at Graham County 911. We also identified the need to extend the time that we train new employees. One of our goals for the future will be to create a training environment that will allow a trainee to more effectively train outside of the on the job training we currently offer.
- Another goal is to improve our EMD-QA. There is a need to refine our QA environment to include a more effective opportunity to improve. To insure that our dispatchers are getting the most from the QA process and to make sure we are meeting the expectations we have set for ourselves as well as meeting the operational standard.
- Looking toward the future another goal is to commit to a regional redundant partnership with our neighboring counties of Swain and Jackson. We hope to affirm these partnerships and continue to strengthen our relationships between us as a 3 county region. Focusing on ourselves as a redundant unit as well as strengthening our relationships with the vendors involved who help us do our work and supply our systems, to make sure our operation is functioning as it has been designed to.
- Standard of Performance- We will continue to keep a check on the pulse of our department's performance, striving to make sure we maintain an excellent percentage of calls answered within 90 seconds. And to insure that every call is processed and dispatched as quickly and efficiently as possible while maintaining a stellar quality of service. We will make it a priority to look at every policy, procedure and protocol to continually review and improve our processes.

Appendix 6  
Graham County IT Strategic Plan

# Graham County Information Technology Strategic Plan

2014—2017



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# **Graham County Information Technology**

## **Mission, Vision, Goals and Core Values**

### **Mission**

To support the mission of Graham County Government Departments by providing innovative, cost effective and reliable information, and communications technology solutions.

### **Vision**

An efficient county government supported by an integrated information environment created by good inter-departmental relationships and deploying effective solutions to meet the needs of our departments, present and future.

### **Goals**

Provide quick and efficient customer service to county departments

Promote and maintain a dynamic and productive organization

Use technology to increase productivity and efficiency

### **Core Values**

Communication

Integrity

Honesty

Excellence in Service

Taylor Carringer,

Director of Information Technology

I have worked for Graham County IT department since May of 2010. I have served as the director of this department since February of 2012. As the sole member of my department, I pride myself in having good standing relationships with our various department heads and their employees. We work together to provide the most efficient and user friendly environments possible. This is made possible through these inter-departmental relationships as well as strategic planning.

Our strategic plan focuses on supporting Graham County's mission, goals and priorities with effective IT solutions. This is the foundation of all of our information technology and communication projects.

This department is dedicated to meeting the needs of other county departments, present and future. We are working every day to improve our county network through new software and services as well as hardware refreshes and acquiring new devices.

We have made major progress over the past ~5 years. We made the jump from the archaic standalone desktops to setting up a domain controller and using active directory/group policy to manage users. Now we are implementing a new virtual desktop system across all departments. And we continue to look for new and improved ways to be more efficient while providing excellent service to the public.

## **Graham County IT Objectives**

*Our objectives are structured, forward looking programs and processes used to provide the most user friendly and efficient work environment. Promoting productivity while providing service with a smile.*

**EFFICIENCY & PRODUCTIVITY** – Provide an IT environment that supports the mission of the county through automation, collaboration, data sharing and availability, building the workplace of the future to promote the county's image as an innovative leader.

**ANYTIME, ANYWHERE ACCESS** – Enables mobility and provides anytime, anywhere access to information and services whether in an office, out in the field or on the road.

**INNOVATION/TRANSFORMATION** – Deliver innovative technology solutions that will transform the county into the future.

**FISCAL ACCOUNTABILITY** – Execute plans while spending funds only as needed. Utilize capital to invest in technology wisely and economically.

**TRAINING AND ADVANCEMENT** – Continuing education and training to provide the most competent and innovative service

## **GRAHAM COUNTY IT STRATEGIES**

*County IT must meet the needs of today while expanding county horizons for the future.*

**VIRTUALIZATION** – implement both server and desktop virtualization solutions to reduce costs, improve efficiencies and support practices.

**INTEGRATION** – The process of linking together different computing systems and software applications physically and functionally to act as a coordinated whole.

**CLOUD** – A Style of computing in which scalable and IT-enabled capabilities are delivered as a service using internet technologies.

**COMMUNICATIONS ENHANCEMENTS** – Install and integrate IP phones in all office locations. Provide voicemail service through unified messaging, integrated with Microsoft Exchange.

**UNIFIED COMMUNICATIONS** – The integration of real-time communication services such as instant messaging, telephony and video conferencing.

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## **GRAHAM COUNTY IT LINES OF BUSINESS**

*Accomplishments of this department are shared throughout all county offices and departments to better serve the citizens of Graham County*

**INFORMATION TECHNOLOGY** – The core of the county’s business systems and practices is to deliver information whenever and wherever necessary.

**GOVERNING BODY** – It is our goal to serve the commissioners and leadership of Graham County to ensure data is available as required by business operations. Providing technology solutions to make informed decisions and remain connected is imperative.

**PUBLIC SAFETY** – We are focused on leveraging technology to effectively and efficiently address core law enforcement and public safety needs through the design and implementation of interoperable systems between agencies.

**COMMUNITY RESOURCES** – Our focus is to provide the information technology tools required to agency staff, our community partners and our clients to proficiently deliver integrated Health & Human Services to the citizens of Graham County.

**CONSTITUENT SERVICES** – We strive to develop systems that promote real-time service and facilitate communication.

**FINANCE** – We strive to support the financial and budgetary needs of Graham County through innovative technology and support being good stewards of the county funds.

**INFRASTRUCTURE** – Our primary information technology focus is to provide an IT environment that empowers customers and county staff to deliver high-value services in an effective and timely manner.

### GRAHAM COUNTY IT LONG RANGE PLAN

FY 14-15	FY 15-16	FY 16-17
VDI Rollout to all departments	Finalize VDI Rollout	Finalize Disaster Recovery Planning
Data Storage Solution	Dell Appassure for server backups	Microsoft Licensing Subscription
Microsoft Licensing Subscription	Disaster Recovery Planning	Server Replacements
Phase out 25 computers	VDI remote access training	Phase out computers as needed
Install 25 thin clients	Roll out of Office 365	Maintain 10 thin clients in inventory
Replace 5 laptops	Microsoft Licensing Subscription	Replace 5 laptops
Replace 15 Monitors	Phase out computers as needed	Replace 15 Monitors
	Have 10 thin clients in inventory at all times	
	Replace 5 laptops	
	Replace 15 monitors	

**Appendix 7**  
**Graham County Unemployment Rate**

North Carolina Department of Commerce - Labor and Economic Analysis Division



## News Release

*For More Information, Contact:*  
Larry Parker/919.707.1010

*For Immediate Release*  
March 20, 2015

### North Carolina's January County and Area Employment Figures Released

RALEIGH — Unemployment rates (not seasonally adjusted) increased in 98 of North Carolina's counties in January and decreased in two.

Graham County had the highest unemployment rate at 14.5 percent while Buncombe County had the lowest at 4.5 percent. All 15 of the state's metro areas experienced rate increases. Among the Metro areas, Rocky Mount at 8.2 percent experienced the highest rate and Asheville and Raleigh, both at 4.8 percent, had the lowest. The January not seasonally adjusted statewide rate was 5.9 percent.

	<i>Counties With Rates 5% Or Below</i>	<i>Counties With Rates Between 5% &amp; 10%</i>	<i>Counties With Rates 10% Or Above</i>
<i>January</i>	7	86	7
<i>December (Revised)</i>	33	66	1

When compared to the same month last year, not seasonally adjusted unemployment rates decreased in 90 counties, increased in seven, and remained unchanged in three. All 15 metro areas experienced rate decreases over the year.

The number of workers employed statewide (not seasonally adjusted) increased in January by 1,148 to 4,363,491, while those unemployed decreased 41,534 to 273,212. Since January 2014, the number of workers employed statewide increased 58,444, while those unemployed decreased 44,375.

It is important to note that employment estimates are subject to large seasonal patterns; therefore, it is advisable to focus on over-the-year changes in the not seasonally adjusted estimates.

The next unemployment update is scheduled for *Friday, March 27, 2015* when the state unemployment rate for *February 2015* will be released.

— More —

This information may be accessed on the DES World Wide Web page, at <http://www.ncsc.com>

## Appendix 8 2015 County Tier Rankings

### 2015 COUNTY DEVELOPMENT TIER RANKINGS (§ 143B-437.08)

NEW TIER	COUNTY	ECONOMIC INDICATORS								TIER ADJUSTMENTS										Adjusted County Rank	FINAL 2015 TIERS
		Adjusted Property Tax Base Per Capita FY 2014-2015		Population Growth July 2010-July 2013		Median Household Income 2012		Unemployment 12 Mth Avg Oct 13-Sept 14		County Rank (lowest = most distressed)	ECONOMIC DISTRESS RANK (#1 = most distressed)	Population Less Prison July 2013	Poverty Rate 5-year 2008-2012	2013 Tier	2014 Tier	Pop <50,000 then top 80; pop >50,000 & >19% then top 40	Pop <12,000 then top 40	Must be Tier One for two consec. Years			
		Value	Rank	% Change	Rank	Income	Rank	Rate	Rank												
	ALAMANCE	\$77,347	39	1.40%	60	\$41,394	58	6.53%	71	228	66	153,595	17.3%	2	2	66	66	66	76	2	
	ALEXANDER	\$73,159	33	0.17%	40	\$39,655	51	6.21%	79	203	50	36,331	18.3%	2	2	41	41	41	49	2	
	ALLEGHANY	\$160,277	90	-0.86%	19	\$34,046	18	7.51%	39	166	32	11,052	20.9%	1	1	0	0	0	1	1	
	ANSON	\$69,221	23	-1.58%	9	\$32,339	11	7.94%	24	67	10	24,298	22.2%	1	1	0	0	0	1	1	
↓	ASHE	\$149,224	88	0.65%	49	\$34,080	19	8.10%	21	177	38	27,434	19.3%	2	2	0	0	0	1	1	
	AVERY	\$279,492	98	0.84%	56	\$34,727	22	7.41%	41	217	59	16,128	17.8%	2	2	41	41	41	49	2	
	BEAUFORT	\$119,004	73	0.03%	34	\$38,256	44	8.03%	23	174	37	47,777	20.6%	2	1	0	0	0	1	1	
	BERTIE	\$63,566	12	-3.10%	2	\$30,414	2	9.37%	9	25	1	19,651	24.3%	1	1	0	0	0	1	1	
	BLADEN	\$77,970	42	0.16%	39	\$32,766	13	9.77%	5	99	14	35,074	24.4%	1	1	0	0	0	1	1	
	BRUNSWICK	\$210,131	95	7.08%	99	\$48,624	84	7.37%	43	321	88	115,716	15.2%	3	3	88	88	88	89	3	
	BUNCOMBE	\$123,617	78	4.19%	86	\$43,146	69	4.98%	97	330	90	248,058	16.8%	3	3	90	90	90	91	3	
↑	BURKE	\$72,269	29	-0.95%	16	\$38,581	47	7.21%	51	143	27	88,393	18.7%	1	1	27	27	27	43	2	
	CABARRUS	\$102,047	59	4.55%	89	\$55,531	98	6.02%	85	331	91	186,347	12.1%	3	3	91	91	91	92	3	
↑	CALDWELL	\$71,138	27	-0.56%	27	\$35,127	24	7.36%	45	123	22	82,251	19.0%	1	1	22	22	22	41	2	
	CAMDEN	\$104,749	63	1.91%	65	\$53,563	94	6.73%	68	290	81	10,174	7.4%	1	1	41	0	0	1	1	
	CARTERET	\$209,308	93	3.78%	83	\$48,930	86	6.21%	80	342	96	68,939	14.1%	3	3	96	96	96	97	3	
	CASWELL	\$66,848	19	0.80%	55	\$39,615	50	7.04%	55	179	39	22,744	20.7%	1	1	0	0	0	1	1	
	CATAWBA	\$100,835	58	0.73%	51	\$42,080	62	7.26%	50	221	61	155,174	15.1%	2	2	61	61	61	72	2	
	CHATHAM	\$130,081	81	6.08%	94	\$55,371	96	4.59%	100	371	100	67,597	11.1%	3	3	100	100	100	100	3	
	CHEROKEE	\$110,404	68	0.12%	37	\$31,370	7	8.78%	16	128	23	27,471	15.1%	1	2	23	23	23	42	2	
	CHOWAN	\$104,625	62	0.39%	44	\$37,458	41	8.19%	20	167	33	14,815	24.7%	1	1	0	0	0	1	1	
	CLAY	\$157,704	89	2.14%	68	\$36,871	36	6.52%	72	265	74	10,794	22.6%	1	1	0	0	0	1	1	
	CLEVELAND	\$76,231	36	-0.61%	25	\$38,265	45	7.17%	52	158	30	97,429	19.7%	2	2	30	30	30	45	2	
	COLUMBUS	\$59,320	6	-0.17%	32	\$33,765	17	8.87%	13	68	11	55,672	24.5%	1	1	11	11	11	35	1	
	CRAVEN	\$91,184	53	0.30%	42	\$47,087	82	7.72%	32	209	53	103,691	16.3%	2	2	53	53	53	68	2	
	CUMBERLAND	\$66,017	17	1.56%	62	\$45,110	79	7.82%	29	187	42	332,553	16.8%	2	2	42	42	42	63	2	
	CURRITUCK	\$293,712	99	3.63%	80	\$54,822	95	5.42%	94	368	99	24,506	9.9%	2	2	41	41	41	49	2	
	DARE	\$420,851	100	3.73%	81	\$51,900	92	7.81%	30	303	85	35,273	10.4%	2	2	41	41	41	49	2	
	DAVIDSON	\$77,946	41	0.55%	48	\$43,824	73	6.92%	60	222	62	163,400	15.2%	2	2	62	62	62	73	2	
	DAVIE	\$99,097	56	0.47%	45	\$49,984	89	6.05%	84	274	76	41,507	13.0%	2	2	41	41	41	49	2	
	DUPLIN	\$66,508	18	2.76%	73	\$36,075	31	7.35%	46	168	34	59,967	24.4%	2	2	34	34	34	47	2	
	DURHAM	\$104,194	61	5.60%	93	\$50,889	90	5.42%	93	337	94	283,210	18.0%	3	3	94	94	94	95	3	
	EDGECOMBE	\$56,273	4	-1.25%	14	\$32,002	10	11.51%	3	31	3	55,352	24.0%	1	1	3	3	3	32	1	
	FORSYTH	\$91,962	54	2.59%	72	\$43,049	68	6.36%	77	271	75	360,226	17.6%	3	3	75	75	75	81	3	
	FRANKLIN	\$67,373	20	3.12%	76	\$42,346	64	6.16%	82	242	69	62,222	15.4%	3	2	69	69	69	78	2	
	GASTON	\$68,350	21	1.66%	63	\$41,614	59	6.94%	59	202	47	209,335	17.0%	2	2	47	47	47	65	2	
	GATES	\$72,544	30	-2.37%	7	\$44,273	76	6.75%	67	180	40	11,880	18.2%	1	1	40	0	0	1	1	
	GRAHAM	\$141,385	86	-0.18%	31	\$32,883	14	11.97%	2	133	25	8,854	17.3%	1	1	25	0	0	1	1	
	GRANVILLE	\$72,744	31	1.15%	58	\$46,303	81	6.98%	57	227	65	54,973	14.3%	2	2	65	65	65	75	2	
	GREENE	\$55,373	3	-0.68%	22	\$35,050	23	7.04%	54	102	15	19,102	22.1%	2	1	0	0	0	1	1	
↓	GUILFORD	\$90,358	51	3.62%	79	\$43,299	70	7.05%	53	253	71	507,419	16.9%	2	3	71	71	71	80	2	
	HALIFAX	\$70,556	24	-1.52%	10	\$31,253	6	10.12%	4	44	5	52,727	25.3%	1	1	5	5	5	34	1	
	HARNETT	\$61,437	8	6.59%	98	\$44,998	78	7.65%	33	217	59	122,333	16.4%	2	2	59	59	59	71	2	
↑	HAYWOOD	\$121,541	75	1.41%	61	\$40,022	53	5.57%	90	279	80	59,674	14.2%	3	2	80	80	80	84	3	
	HENDERSON	\$114,724	71	2.18%	70	\$45,168	80	5.01%	96	317	87	109,287	13.5%	3	3	87	87	87	88	3	
	HERTFORD	\$61,565	9	-0.74%	20	\$31,861	9	7.91%	28	66	9	23,188	25.0%	1	1	0	0	0	1	1	
↑	HOKE	\$59,684	7	6.41%	97	\$44,717	77	7.28%	49	230	67	50,183	21.9%	1	1	67	67	67	77	2	
	HYDE	\$210,015	94	1.96%	66	\$35,301	27	7.93%	26	213	56	5,152	23.3%	1	1	0	0	0	1	1	
	IREDELL	\$122,933	77	3.26%	77	\$49,666	87	6.47%	73	314	86	164,974	13.5%	3	3	86	86	86	87	3	
	JACKSON	\$240,463	97	1.15%	57	\$37,049	38	5.88%	86	278	79	40,810	19.5%	1	1	0	0	0	1	1	

**Appendix 9  
Graham County 911 Communications Fund Balance\***

\*Actual dollar amount may actually be \$285,074.64 based upon email communication from the 911 Director

GRAHAM COUNTY  
DETAIL ACCOUNT INQUIRY BY ACCOUNT

FY 2014-2015

07/01/2014 TO 06/30/2015

80-101-0200-00 WIRELESS 911

					<u>BAL FORWARD</u>	<u>YTD AMT</u>	<u>ACCT BAL</u>
					178,793.72	105,274.22	284,067.94
<u>DATE</u>	<u>MOD</u>	<u>REFERENCE</u>	<u>JE #_or_VOUCHER#</u>	<u>CHECK#</u>	<u>DEBIT</u>	<u>CREDIT</u>	<u>BALANCE</u>
		BALANCE FORWARD					178,793.72
07/03/2014	AP	WESTERN CAROLINA COMM. SYSTEMS 9587	14217	1389		550.50	178,243.22
07/31/2014	CA	DEP 2926 INTEREST - JULY			15.72		178,258.94
08/01/2014	AP	PRIORITY DISPATCH 101519	14525	1390		2,208.95	176,049.99
08/15/2014	AP	FRONTIER 828-189-0149 7/20	14744	1391		34,144.17	141,905.82
08/31/2014	CA	DEP 2927 INTEREST - AUGUST			13.59		141,919.41
09/08/2014	AP	FRONTIER 828-189-0165 8/20	15226	1392		934.70	140,984.71
09/30/2014	CA	DEP 2928 INTEREST - SEPT			12.40		140,997.11
10/07/2014	AP	FRONTIER 8281890149 9/20	15867	1393		937.15	140,059.96
10/07/2014	AP	GEOCONEX CORPORATION 1511	15754	1394		3,900.00	136,159.96
10/07/2014	AP	WESTERN CAROLINA COMM. SYSTEMS 10080	15843	1395		550.50	135,609.46
10/31/2014	CA	DEP 2929 INTEREST - OCT			11.71		135,621.17
11/06/2014	AP	FRONTIER 82818901650514075	16407	1396		929.40	134,691.77
11/25/2014	FL	POST REFUND FOR SALES TAX	959		6,066.83		140,758.60
11/30/2014	CA	DEP 2930 INTEREST - NOVEMBER			10.43		140,769.03
11/30/2014	AP	WESTERN CAROLINA COMM. SYSTEMS 10330	17070	1398	1,101.00		141,870.03
12/05/2014	AP	FRONTIER 828-189-0149-012102	16902	1397		925.02	140,945.01
12/08/2014	AP	WESTERN CAROLINA COMM. SYSTEMS 10330	17070	1398		1,101.00	139,844.01
12/31/2014	CA	DEP 2932 INTEREST - DEC			12.62		139,856.63
01/07/2015	AP	FRONTIER 82818901490121025	17502	1399		780.01	139,076.62
01/29/2015	AP	FRONTIER 01/20/2015	17906	1400	147.63		139,224.25
01/29/2015	AP	GEOCONEX CORPORATION 1582	17839	1402		270.17	138,954.08
01/29/2015	AP	PRIORITY DISPATCH 104084	17838	1403		700.00	138,254.08
01/30/2015	CA	DEP 2933 INTEREST - JAN			11.37		138,265.45
02/06/2015	AP	FRONTIER 01/20/2015	17906	1400		147.63	138,117.82
02/17/2015	AP	FRONTIER 02/13/2015	18063	1401		779.01	137,338.81
02/28/2015	CA	DEP 2934 INTEREST - FEB			10.51		137,349.32
03/05/2015	AP	FRONTIER 02/20/2015	18431	1404		1,705.27	135,644.05
03/11/2015	AP	WESTERN CAROLINA COMM. SYSTEMS 10568	18495	1405		550.50	135,093.55
03/27/2015	CA	DEP 2935 JUN 2014 - FEB 2015			148,974.39		284,067.94
SUBTOTALS FOR ACCOUNT 80-101-0200-00 :					156,388.20	51,113.98	
					<u>156,388.20</u>	<u>51,113.98</u>	

**From:** [Misty Hembree](#)  
**To:** [Brent Boykin](#)  
**Subject:** fund balance and grant info  
**Date:** Wednesday, March 25, 2015 2:57:59 PM

*Brent,*

**911 fund balance 285,074.64 more than I thought was here!**

**Appendix 10**  
**Graham County Board of Commissioners Vote of Support**

Regular Meeting – January 20, 2015

The Graham County Board of Commissioners met Tuesday, January 20, 2015 at 5:30 p.m. for their regular monthly meeting in the Graham County Courthouse-Courtroom located at 12 North Main Street Robbinsville NC. All commissioners was present.

Chairman Eller called the meeting to order.

Chairman Eller asks Commissioner Cody to give the Invocation.

Chairman Eller asks Commissioner Orr to lead the Pledge of Allegiance.

Chairman Eller asks for approval of the agenda. Commissioner Orr made the motion to approve the agenda. Commissioner Nelms seconded this motion. Vote unanimous.

Chairman Eller asks for approval of the regular and workshop minutes for December 15, 2014. Commissioner Orr made the motion to approve the minutes as stated. Commissioner Gibson seconded this motion. Vote unanimous.

Chairman Eller asks Rebecca Garland, Finance Officer for the finance report. Ms. Garland stated that the county closed the month of December with a \$6.267 million dollar cash balance in the general fund which is up from this time last year and she was very proud of this balance which will allow us to borrow money if needed for bonds or large purchases. Ms. Garland stated that our tax collections for the month was slightly higher at \$1.133 million for real but the DMV was lower at \$19 thousand compared to \$39 thousand from this time last year. Our overall collection rate is higher this year at 78.89% compared to last year of 76.97% which is good news. Ms. Garland stated that the tax office is still pursuing the back taxes through foreclosures and garnishments. Ms. Garland stated that our revenues for December was \$1.561 million and our expenditures was \$891 thousand leaving us a surplus of \$670 thousand which is always great news. Ms. Garland stated that our year to date surplus at the present time is \$1.237 million. Ms. Garland stated that our sales tax collections for December was down for the month of December which is disappointing but we are hopeful that this number will rebound back in January.

Ms. Garland stated that she did have a budget amendment for approval. Budget Amendment #11 to amend for additional general purpose funds approved for Senior Center in the amount of \$5,191.00. Commissioner Cody made the motion to approve this amendment. Commissioner Orr seconded this motion. Vote unanimous.

Ms. Garland stated that she had a request from the Health Department to purchase planters and two greenhouses from a diabetes grant at an approximate cost of \$1800.00. Commissioner Orr asks if all the funds are grant monies. Ms. Garland stated that all the money is 100% grant funded. Commissioner Orr made the motion to approve the expenditure. Commissioner Cody seconded this motion. Vote unanimous.

Ms. Garland stated that she needed to get the board's approval to close out the old Sheriff's bank accounts and open new accounts for our newly elected Sheriff Danny Millsaps. Commissioner Orr made the motion to close out all the old accounts from the previous sheriff and open new accounts for our newly elected Sheriff Danny Millsaps. Commissioner Nelms seconded this motion. Vote unanimous.

Ms. Garland stated that our newly elected Sheriff had also requested a credit card and she further stated that he had agreed to the pre-auditing requirements and she was not opposed to his having the credit card. Commissioner Orr made the motion to allow the Sheriff to have the credit card. Commissioner Gibson seconded this motion. Vote unanimous.

Ms. Garland stated that the Sheriff had also requested to subscribe to the Leads Online which links his office to the Pawn shops in our area and the cost is \$2500.00. Ms. Garland stated that the office has been using a trial version for a year but would like to purchase the software. Commissioner Orr made the motion to allow the purchase. Commissioner Nelms seconded this motion. Vote unanimous.

Ms. Garland stated that she needed permission for the EMS Director to attend the NC Association of EMS Conference in Wilmington in February which is \$107.00 per night. Commissioner Orr made the motion to approve the travel. Commissioner Nelms seconded this motion. Vote unanimous.

Ms. Garland stated that the Extension Office has an old copier that needed to be surplus and a local copier company would like to receive it for parts. Commissioner Orr made the motion to surplus the copier at the Extension Office for parts. Commissioner Gibson seconded this motion. Vote unanimous.

Ms. Garland stated that it was time for the new EMS Billing Rates to come in and she wanted to know the board's desire in changing to the new rates. Ms. Garland asks that the board consider adopting the new 2015 Prevailing Rates so that the county will not lose any monies when these rates changes take place. Commissioner Orr made the motion to adopt the new 2015 Prevailing EMS Rates. Commissioner Cody seconded this motion. Vote unanimous.

Ms. Garland stated that some discussion needed to be made educating the public on what the costs are concerning the ambulance fees.

Ms. Garland stated that we have a lot of confusion on treat and non-transport or if the call is after hours versus during the hours that the clinic is open. Ms. Garland felt that the county should put an article in the paper with the prices to educate the public on what the charges are if you call an ambulance. The board all agreed to the article in the paper to educate the public on the charges. The board discussed the possibility of looking into grants to pay for a crew that does house checks which could help with the number of no transports. Ms. Garland stated that she would draft the ad and let the board approve it at the next meeting and then put it in the Graham Star.

Chairman Eller asks for public comment. No public comment was given.

Chairman Eller asks Misty Hembree to speak. Ms. Hembree stated that she was here to present the Phase I to the NC 911 Grant Application Support and Program Management for \$11,450.00 by Mission Critical Partners which provides the NC 911 Grant Compliance services to include preparation of the grant submission, grant budget, schedule and other required reporting and presentations. Ms. Hembree stated that she felt this was a really good opportunity and this would be a stand alone facility and with the many changes coming along certain things are critical. Ms. Hembree stated that the 911 Board sets the rates and this is the best time to go for this money in her opinion and at this time all the county is required to do is to get the site ready. Commissioner Orr stated that

she has been speaking with legislation on making the 911 monies more flexible to the counties and she agrees with Ms. Hembree that the time to try for the monies is now. Ms. Garland stated that this was a very wise move in her opinion and she felt that we have a very good chance of receiving the funds to build the facility. Commissioner Orr made the motion to allow Mission Critical Partners to begin Phase 1 of the NC 911 Grant Application Support and Program Management. Commissioner Nelms seconded this motion. Vote unanimous.

Chairman Eller asks Manager Cable to present the discussion and action items. Manager Cable stated that the board had \$1,447.80 in Releases and \$554.47 in Discoveries for the month of January 2015. Commissioner Nelms made the motion to approve the releases and discoveries. Commissioner Orr seconded this motion. Vote unanimous.

Manager Cable stated that the board had four polls that was taken in December and they were:

Gift card to employees taken 12/15/2014

Part time dispatcher Tina Millsap's 12/15/2014

Move Jacob Nelms into Environmental Health due to Chad Burchfield's resignation

Changer Order #1 on DSS repairs for sound system, front doors leading into community room, remove overhand on sides of room and install new lighting.

Commissioner Orr made the motion to approve the polls as stated. Commissioner Gibson seconded this motion. Vote unanimous.

Manager Cable stated that he has been speaking with Chairman Eller on looking into the possibility of obtaining some surplus vehicles from NCDOT. Manager Cable stated that the county was in need of a dump truck and an inmate work truck and we would be able to obtain these vehicles at low prices. Chairman Eller stated that he had a man looking for us but the vehicles would not be junked vehicles but would be dependable. The board was in favor of the manager proceeding with inquiring about these vehicles.

Manager Cable asks the board's pleasure about insulating the rest of the DSS building. Clerk Crisp had installed pictures of the difference in the new insulation of the roof versus the old and the frost was holding on the new part and the heat was leaving the building on the old part of the building so the county was losing money every day in heating the building. The board agreed to bid the job out now.

Manager Cable stated that he had several board replacements due to the commissioner board change and he would follow the attached list in order. Manager Cable stated that the board's needing a new member are noted in red. Those boards are:

Board of Equalization and Review. Commissioner Orr made the motion to keep the commissioner board as the Board of Equalization and Review. Commissioner Nelms seconded this motion. Vote unanimous.

Community Child Protection Team. Commissioner Nelms made the motion to appoint Commissioner Orr. Commissioner Cody seconded this motion. Vote unanimous. Commissioner Orr made the motion to appoint the Sheriff's choice for the Deputy position. Commissioner Gibson seconded this motion. Vote unanimous.

GC HCCBG Committee. Commissioner Cody made the motion to appoint Keith Eller and Jacob Nelms to the board. Commissioner Gibson seconded this motion. Vote unanimous.

Grounds Committee. Commissioner Orr made the motion to appoint Commissioner Gibson. Commissioner Nelms seconded this motion. Vote unanimous.

JCPC. Commissioner Orr made the motion to appoint Commissioner Nelms. Commissioner Gibson seconded this motion. Vote unanimous.

Sanitation Board. Commissioner Orr made the motion to appoint Commissioner Eller and Commissioner Cody. Commissioner Nelms seconded this motion. Vote unanimous.

SW LTC County Advisory. Commissioner Nelms made the motion to appoint Commissioner Orr. Commissioner Gibson seconded this motion. Vote unanimous.

SW Region A Aging Advisory. Commissioner Gibson made the motion to appoint to appoint Commissioner Cody. Commissioner Eller seconded the motion. Vote unanimous.

Travel and Tourism Authority. Commissioner Nelms made the motion to reappoint Revonda Williams for a one year term. Commissioner Eller seconded this motion. Vote unanimous.

Manager Cable stated that he needed approval for Andy Cable to submit the application to NC Department of Commerce for Oak Valley Hardwood. Commissioner Eller made the motion to allow Economic Director Andy Cable to submit the application to NC Department of Commerce for Oak Valley Hardwood for the Building Reuse Grant as presented in the workshop session.

Commissioner Nelms seconded this motion. Vote unanimous.

Manager Cable stated that Commissioner Orr wanted approval from the board to allow her travel to Raleigh on February 3<sup>rd</sup> and 4<sup>th</sup> for the NCACC Board of Director's Meeting. The board all agreed to the travel.

Manager Cable stated that he needed to surplus one of the K-9 dogs at the Sheriff's department due to medical problems. Manager Cable stated that one of the prior deputies who was his handler was willing to take the K-9 if the board would allow him to take the dog. Commissioner Cody made the motion to surplus the K-9 and allow the Sheriff to make the decision as to where the K-9 goes. Commissioner Nelms seconded this motion. Vote unanimous.

Manager Cable stated that the county has several vehicles that needed to be surplus and the sheriff had comprised a list of the vehicles from his department. Manager Cable stated that we needed to use the most effective way to dispose of the vehicles whether by trade or scraping the vehicles. Chairman Eller stated that the school had asked the Sheriff for one of the vehicles to work on in their class. Commissioner Cody asks if he could have one of the older vehicles for a crash vehicle to train his rescue squad. The board was in agreement to these requests. Commissioner Cody made the motion to surplus the vehicles in the county on the printout by the Sheriff and others as agreed upon by Chairman Eller and Manager Cable. Commissioner Gibson seconded this motion. Vote unanimous.

Manager Cable stated that he had a quote to have the DSS Community Room floors cleaned for \$1000.00 from Mountain Fresh Floor Care. Manager Cable felt that this should be done since the room was being redone before the chairs and tables were put back into the room. Commissioner Nelms made the motion to allow the floors to be cleaned. Commissioner Gibson seconded this motion. Vote unanimous.

Manager Cable stated that a conference was coming up again concerning PILT and this is a crucial funding stream of revenue not only for us but for our schools as well and he wanted the board's direction on whether they wanted him to go to Washington again and speak on this subject. Ronnie Beale, Commissioner in Macon County and the President of the NCACC has asked him to attend the conference and he needed the board's guidance. Commissioner Cody stated that he was all for our county attending this conference and we do need this funding to continue. Chairman Eller stated that he felt that Manager Cable needed to attend and it did help last time and we did need our voice in Washington. Commissioner Eller stated that Graham County needs to be heard each time on this subject and we were heard the last time on this subject and if Ronnie Beale thinks that Manager Cable should go then we need to send him. Commissioners Gibson and Commissioner Nelms agreed as well that he should go. Commissioner Cody made the motion to allow Manager Cable to travel to Washington to represent Graham County on the PILT Funding and for our Secure Rural Schools. Commissioner Nelms seconded this motion. Vote unanimous.

Manager Cable gave an update on the legislative conference in Pinehurst and stated that 90 counties had attended and all the counties are tired of the unfunded mandates being handed down from the legislature. Manager Cable stated that the counties submitted their goals and one of the goals that they submitted to the legislation was to stop the unfunded mandates. Other goals that they submitted was they did not want road maintenance responsibility, they wanted lottery funds restored, more flexibility on broadband to entice telecom companies to locate in our rural communities, and more flexibility in our 911 funding. Manager Cable stated that the meeting went well and a lot of good things will come out of the meeting he felt and he looks forward to the upcoming year of 2015.

Chairman Eller asks for further comment. No further comment was given.

Chairman Eller asks for a motion to go into closed session under G.S. 143-318.11(A) (1) (3) (6) for privileged or confidential information, attorney-client privilege, personnel and contracts. Commissioner Nelms made the motion to go into closed session as stated. Commissioner Gibson seconded this motion. Vote unanimous.

Commissioner Nelms made the motion to go back into open session. Commissioner Gibson seconded this motion. Vote unanimous. Commissioner Cody made the motion to hire Melissa Crisp as the Senior Center Cook. Commissioner Gibson seconded this motion. Vote unanimous.

Commissioner Cody made the motion to hire Shaun Garrison as the 911 Data Addressing Coordinator at \$11.00 with a 6 month evaluation with a possible raise to \$11.50. Commissioner Gibson seconded this motion. Vote unanimous.

Commissioner Gibson made the motion to raise Krystina Ford's rate of pay to \$19.50 due to her reclassification of her job from Public Health Nurse I to Public Health Nurse II and the pay grade is 72 and approved by the North Carolina Office of Human Resources and is within our county pay scale. Commissioner Cody seconded this motion. Vote unanimous.

Commissioner Gibson made the motion to raise Jacob Nelms rate of pay to \$20.00 due to his reclassification of his job to Environmental Health Program Coordinator after the position became vacant with the resignation of Chad Burchfield. The pay grade will be 72 and is approved by the North Carolina Office of Human Resources and is within our county pay scale. Commissioner Cody seconded this motion. Vote unanimous.

The board gave a directive to the Manager Cable to allow Commissioner Orr to take the Raleigh trip for the NCACC.

Manager Cable stated that he had received estimates on the fencing for the transfer station and the approximate cost is \$30,350.00 for the fencing and the gate is \$1,150.00. Manager Cable stated that we have six months to install the fencing after the purchase of the property but this was with the understanding that the county received the donated property so we are unsure where we need to install the fencing due to the fact that Manager Cable had spoken with Herve Cody and he did not want the fencing in the center of the property. Manager Cable stated that the donated property has not been recorded and this was part of the agreement when the county bought the property. Chairman Eller stated that we would need to decide on the fencing soon.

Commissioner Nelms made the motion to adjourn. Commissioner Gibson seconded this motion. Vote unanimous.

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Keith Eller, Chairman, Graham County Commissioner

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Jacob Nelms, Vice-Chairman, Graham County Commissioner

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Lynn Cody, Member, Graham County Commissioner

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Ricky Gibson, Member, Graham County Commissioner

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Connie Orr, Member, Graham County Commissioner

ATTEST:

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Kim Crisp, Clerk to the Board

**Appendix 11**  
**Intent of Support (Swain County to Graham County)**

**From:** [David Breedlove](#)  
**To:** [larry.hembree@ncmail.net](mailto:larry.hembree@ncmail.net)  
**Cc:** ["misty.hembree@leo.gov"](mailto:misty.hembree@leo.gov); [Misty Tabor](#); [Kevin S. King](#)  
**Subject:** Graham County backup PSAP  
**Date:** Tuesday, January 20, 2015 9:40:27 AM

---

Larry,

Swain County is open to working with Graham County to serve as a backup Public Safety Answering Point(PSAP).

We are currently working with Jackson County to serve as backup for Swain and Jackson. Having Graham County 911 in the loop, would strengthen our back up situation by having another path for calls, should a 911 center go down.

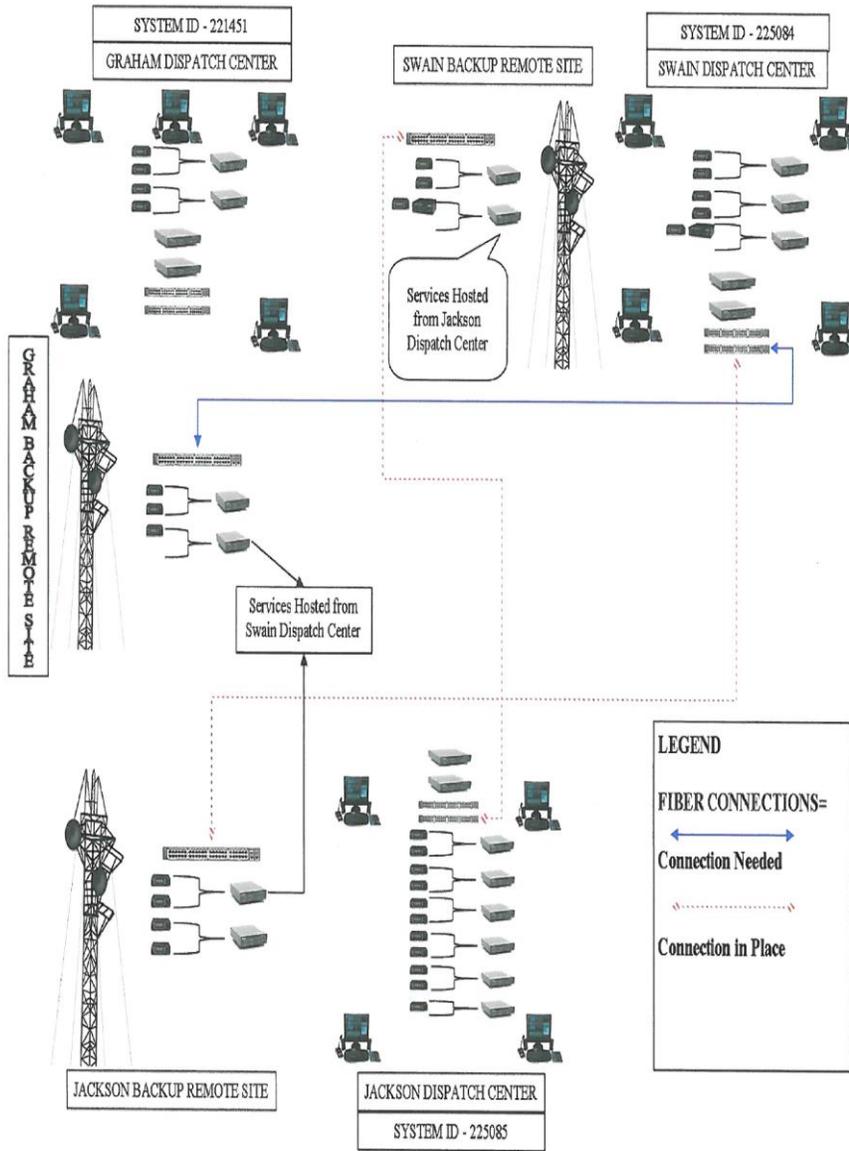
I feel strongly that interconnecting the 911 centers for back up purposes is a cost effective way to meet the State 911 Board's mandate of each center being required to have a backup center by 2016.

Working together seems to be a much better alternative to having a brick and mortar backup center.

David Breedlove  
Emergency Services Director  
828 488-6021  
[davidb@swaincountync.gov](mailto:davidb@swaincountync.gov)

# Appendix 12 Radio Connectivity Proposal

GRAHAM, SWAIN, JACKSON BACKUP PROPOSAL



## Appendix 13 Facility Programming

### AREA SUMMARY

TOTALS		NSF	Grossing Factor	GSF	Total
1	DISPATCH / 9-1-1	3434	29 %	1147	4581
2	IT SUPPORT / EQUIPMENT ROOMS	1964	11 %	280	2244
<b>Subtotal</b>		<b>5398</b>	<b>6 %</b>	<b>1426</b>	<b>6824</b>
<b>Building GSF @ 10%</b>				<b>682</b>	
<b>TOTAL 9-1-1 BUILDING AREA</b>		<b>5398</b>		<b>2109</b>	<b>7507</b>

OPINION OF PROBABLE COSTS

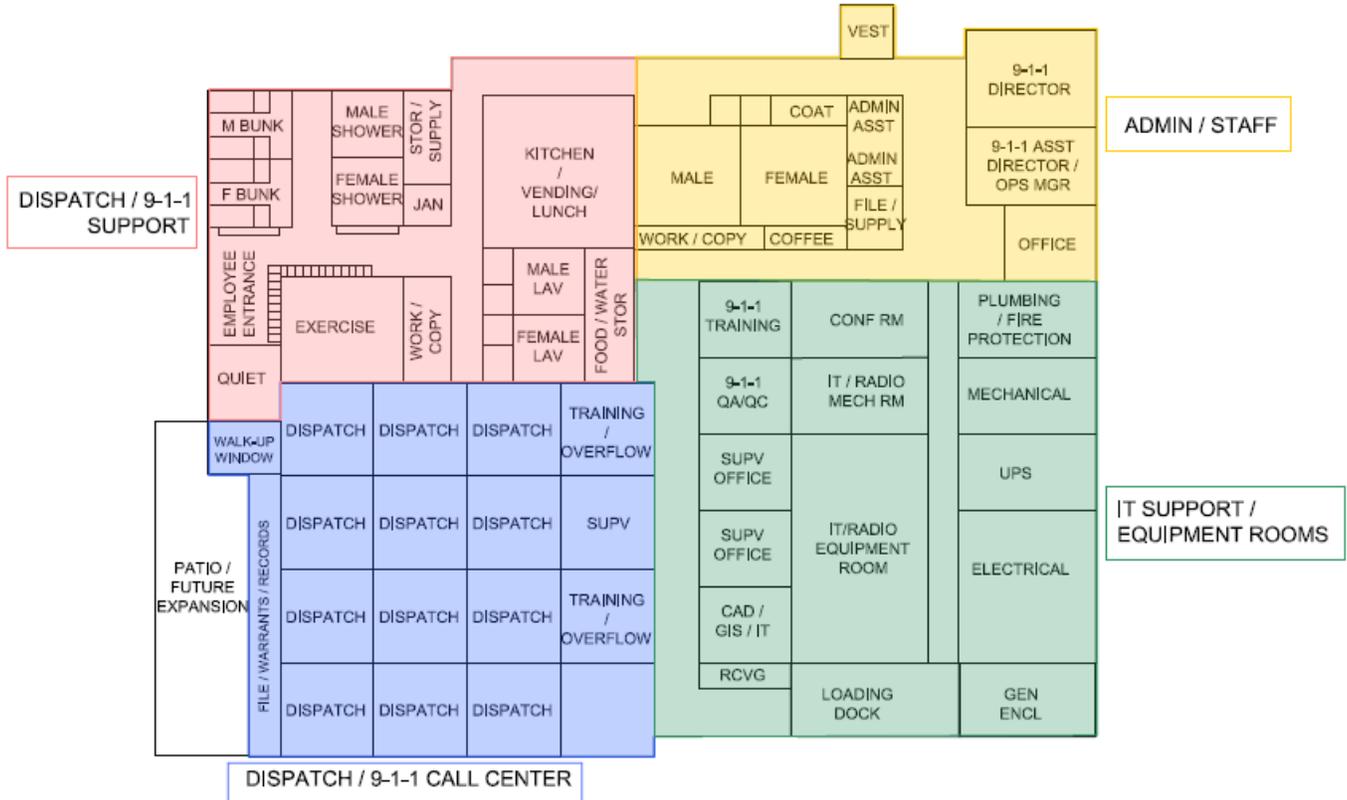
Low \$250/Sq Ft	Mid \$300/Sq Ft	High \$350/Sq Ft
\$ 1,876,710	\$2,252,052	\$2,627,394

Space Code	Area/Unit	Units	NSF	Grossing Factor	GSF	Total
<b>1</b>						
<b>1.0</b>	<b>DISPATCH / 9-1-1</b>	<b>BUILDING ADJACENCIES</b>				
1.1	9-1-1 Manager	150	1	150	35 %	53
1.2	Telecommunicators	150	5	750	35 %	263
1.3	Telecommunicators (Expansion)	150	2	300	35 %	105
1.4	Training/QA	150	1	150	35 %	53
1.5	GIS/Mapping Office	150	1	150	35 %	53
1.6	Toilet Rooms	72	2	144	35 %	50
1.7	Break Room	400	1	400	30 %	120
1.8	Day Room - Men	100	1	100	30 %	30
1.9	Day Room - Women	100	1	100	30 %	30
1.10	Quiet Room / Decompression	100	1	100	35 %	35
1.11	Conference/EOC Room	220	1	220	35 %	77
1.12	Copy/Storage/Work Area	220	1	220	35 %	77
1.13	Showers/Lockers	200	2	400	35 %	140
1.14	Bulk Food/Water Storage	150	1	150	25 %	38
1.15	Storage/Supplies	100	1	100	25 %	25
<b>Subtotal</b>			<b>3434</b>	<b>29 %</b>	<b>1147</b>	<b>4581</b>

Space Code	Area/Unit	Units	NSF	Grossing Factor	GSF	Total
<b>2</b>						
<b>2.0</b>	<b>IT SUPPORT—EQUIPMENT ROOMS</b>	<b>BUILDING ADJACENCIES</b>				
2.1	911/IT/Radio Equipment Room	400	1	400	10 %	40
2.2	911/IT/Radio: Equipment Receiving	64	1	64	50 %	32
2.3	IT Work Area	48	1	100	45 %	45
2.4	Main Power Distribution	400	1	400	10 %	40
2.5	UPS Rooms	200	1	200	10 %	20
2.6	Emergency Generator	200	1	200	10 %	20
2.7	Mechanical/Plumbing Room/Fire Protection	400	1	400	10 %	40
2.8	Maintenance/Custodial Storage	150	1	150	25 %	38
2.9	Janitorial Closet	50	1	50	10 %	5
<b>Subtotal</b>			<b>1964</b>	<b>11 %</b>	<b>280</b>	<b>2244</b>

NOTES:

## Appendix 14 Typical PSAP Floor Plan



**Appendix 15  
Budgetary Quotes**

Generator and UPS Quote

**CP ELECTRIC**

Charles Proctor  
PO Box 1814  
Sylva, NC 28779

(828)507-1964

**JOB ESTIMATE**

**TO:**  
MISTY HEMBREE  
GRAHAM COUNTY 911 CALL CENTER  
ROBBINSVILLE, NC 28771

JOB DESCRIPTION
30 KVA UPS SYSTEM
100 KW DIESEL GENERATOR

ESTIMATE: TIME AND MATERIALS	AMOUNT
30 KVA 120/208 VOLT UPS SYSTEM 4 HR. RUN TIME INSTALLED COMPLETE FOR A WORKING SYSTEM	\$110,000.00
30 KVA SYSTEM WITH 3 HR RUN TIME	\$85,000.00
100 KW DIESEL GENERATOR INSTALLED COMPLETE WITH TANK AND ALL WORK NEEDED FOR AN OPERATING SYSTEM	\$76,000.00

**TOTAL ESTIMATED JOB COST**

This is an estimate only, not a contract. This estimate is for completing the job described above, based on our evaluation. It does not include unforeseen price increases or additional labor and materials which may be required should problems arise.

Charles Proctor  
PREPARED BY

MARCH 19 2015  
DATE

Balsam West Fiber Connectivity Quote



<b>Company:</b>	Graham Co. Government
<b>Attention:</b>	Mistie Hembree
<b>Address:</b>	12 N. Main St., Robbinsville, NC 28771
<b>Phone:</b>	828-479-7985 828-735-0068 - Cell
<b>Email:</b>	<a href="mailto:misty.hembree@graham.org">misty.hembree@graham.org</a>
<b>Date:</b>	2/19/2015
<b>Exp.Date:</b>	3/19/2015
<b>Quote #</b>	GCG911021915LH
<b>BWFN Code:</b>	

Thank you for your interest in BalsamWest FiberNET's Network. We are pleased to provide a quote for the services listed below. Please contact us with any questions you may have.

A Location Address	Z Location Address	Service	Off Net	ON Net	MRC	NRC	Term
Graham Co. 911 70 W. Fort St. Robbinsville, NC	BW POP 45 Plateau St. Bryson City, NC	10 MB Transport Unprotected	N	Y	\$713.00	\$2,802.00	3 Year
"	"	"	"	"	\$673.00	\$2,057.00	5 Year

**Notes:** \_\_\_\_\_  
 \_\_\_\_\_ This circuit will provide back-up connectivity to the Swain and Jackson 911 facilities.  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Confidential

Radio and Tower Quote

**Western Carolina Comm Systems, Inc.**  
 Post Office Box 488  
 Sylva, NC 28779

**QUOTATION**

Quote Number: 2320  
 Quote Date: Mar 16, 2015  
 Page: 1

Voice: 828-586-0611  
 Fax: 828-586-0451

Quoted To:
Graham Co. Communications Attn: Accounts Payable 12 North Main Street Robbinsville, NC 28771

Customer ID	Good Thru	Payment Terms	Sales Rep
GCC911	4/15/15	Net 15 Days	

Quantity	Item	Description	Unit Price	Amount
		GENERAL CONTRACTOR TO SET TOWER BASE		
1.00	ZETRON	ZETRON CONSOLE (SPECIAL ORDER)	105,830.00	105,830.00
7.00	NXB-MB	M/B WITH POWER SUPPLY AND HOUSEING	2,140.00	14,980.00
1.00	DESC	TK-5910 VIPER INTERFACE	3,224.25	3,224.25
1.00	431411	GROUND BAR	123.73	123.73
1.00	HHD	HHD 80' SELF SUPPORTING TOWER.	15,980.59	15,980.59
1.00	77703	77" X 19" BUD RACK, BLACK.	220.35	220.35
4.00	75855	VHF, BA1012, OMNI FG BASE ANTENNA	464.31	1,857.24
1.00	DESC	VIPER ANTENNA	563.95	563.95
5.00	440562	2 FOOT TOWER STANDOFF BRACKET	159.95	799.75
625.00	LMR-600	LMR-600 1/2" COAX CABLE 86672	2.09	1,306.25
7.00	85394	FLANGE ARRESTOR N/F ***65935***	77.65	543.55
5.00	85399	UHF MALE FOR LMR-600	37.00	185.00
1.00	32013	POLYPHASER, 125-1000 MHz. N FEMALE N FEMALE.	103.00	103.00
12.00	29019	N MALE CONNECTOR LMR-600	22.00	264.00
5.00	95040	COLD SHRINK LMR400-ANTENNA	34.58	172.90
16.00	23207	MALE CRIMP CONNECTOR PL259	4.25	68.00
1.00	MISC HARDWARE	MISC HARDWARE	500.00	500.00
80.00	481111	WIRELESS GROUNDING WIRE	1.62	129.60
2.00	411166	RACK MOUNT POWER STRIP	67.24	134.48
5.00	91160		16.45	82.25
2.00	302240	TESSCO, 4" PORT WAVEGUIDE ENTRIES.	49.29	98.58
			Subtotal	Continued
			Sales Tax	Continued
			<b>TOTAL</b>	<b>Continued</b>

**Western Carolina Comm Systems, Inc.**  
 Post Office Box 488  
 Sylva, NC 28779

# QUOTATION

Quote Number: 2320  
 Quote Date: Mar 16, 2015  
 Page: 2

Voice: 828-586-0611  
 Fax: 828-586-0451

<b>Quoted To:</b>
Graham Co. Communications Attn: Accounts Payable 12 North Main Street Robbinsville, NC 28771

Customer ID	Good Thru	Payment Terms	Sales Rep
GCC911	4/15/15	Net 15 Days	

Quantity	Item	Description	Unit Price	Amount
1.00	MISC HARDWARE	CRANE RENTAL	2,500.00	2,500.00
1.00	LABOR	LABOR	20,500.00	20,500.00
1.00	SHIPPING	SHIPPING	1,500.00	1,500.00
<b>Subtotal</b>				<b>171,667.47</b>
<b>Sales Tax</b>				<b>10,203.80</b>
<b>TOTAL</b>				<b>181,871.27</b>



SOUTHERN SOFTWARE, INC.  
an employee-owned company

**Graham County 911, NC**

**Proposals**

March 17, 2015

Total CAD	\$181,382.00
Total Hardware	\$81,576.00
<b>TOTAL</b>	<b>\$262,958.00</b>

***Contact information for Public Safety Representative:***

**Mike Moody**  
**Southern Software**  
**150 Perry Drive**  
**Southern Pines, NC 28387**

**Business: 800.842.8190**  
**Mobile: 910.603.3481**  
**Fax: 910.695.0251**  
**E-Mail: [mmoody@southernsoftware.com](mailto:mmoody@southernsoftware.com)**

Agency:

Contact: Date:

**Graham County 911, NC**

Misty Hembree 3/17/2015



**SOUTHERN SOFTWARE, INC.**  
an employee-owned company

<b>CAD SOFTWARE</b>		<b>Qty</b>	
<b>CAD - Full Positions</b>		4	\$64,000.00
<b>CAD - Additional Admin Positions</b>		1	\$8,000.00
<b>CAD with MDS - For EOC</b>		4	FREE
<b>CAD Reporting Station</b>		1	\$1,000.00
<b>Preliminary CAD Build</b>		1	\$4,500.00
<b>Wireless Messaging (CAD Paging) with 5 Additional Connectors</b>		1	\$8,000.00
<b>Mapping Display System (MDS)</b>		4	\$20,000.00
<b>Mapping Display System (MDS) - Admin Positions</b>		1	\$1,995.00
<b>Map Centric Addressing (MCA)/Geo Backoffice</b>		1	\$9,995.00
<b>Evaluation of GIS/911 Centerline Base Map</b>		1	\$3,250.00
<b>CAD interface for NCIC</b>		1	\$6,000.00
<b>PSAware</b>	SITE	1	NO SOFTWARE COST
<b>Total Software:</b>			<b>\$126,740.00</b>

**Project Management Fee** - including Installation, Training and Project Management

**Total Project Management: \$27,942.00**

**PROJECT MANAGEMENT**

**YEARLY SUPPORT/SUBSCRIPTIONS**

<b>CAD</b>	24/7 SUPPORT	1	\$8,450.00
<b>Mapping Display System (MDS)</b>	24/7 SUPPORT	1	\$5,500.00
<b>Map Centric Addressing (MCA)</b>	8:30-5, M-F	1	\$1,250.00
<b>CAD Wireless Messaging</b>	24/7 SUPPORT	1	\$750.00
<b>CAD Interface for NCIC</b>	24/7 SUPPORT	1	\$1,250.00
<b>PSAware Subscription</b>	Over 200; Site	1	\$9,500.00
<b>Total Support:</b>			<b>\$26,700.00</b>

**NOTE: MICROSOFT® SQL SERVER 2008™ R2 IS REQUIRED.**

## PROJECT MANAGEMENT

**TOTAL INVESTMENT** (STATE TAX AND SHIPPING NOT

**\$181,382.00**

**NOTE: PROPOSAL DOES NOT INCLUDE PROVISIONS FOR DATA CONVERSION, DATA IMPORT, OR FIELD MAPPING (WITH EXCEPTION OF INITIAL BUILD WHICH INCLUDES MSAG, ESN, INTERSECTIONS AND ADDRESSES THAT ARE PROVIDED TO US IN NENA STANDARD FORMAT AS APPLICABLE. NOTE: DISPATCH ZONES AND LANDMARKS WILL BE VIEWED ON A CASE BY CASE BASIS DEPENDING ON THEIR FORMAT.)**

## PROJECT MANAGEMENT

**Proposal of software is valid for (60) days from date of proposal.**

**Proposal of hardware is valid for (30) days from date of proposal.**

## PROJECT MANAGEMENT

**Software includes (30) days of free support, including all updates.**

## PROJECT MANAGEMENT

**Management fees include training, installation, and project management.**

**Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.**



**SOUTHERN SOFTWARE, INC.**  
an employee-owned company

Agency: **Graham County 911, NC**  
Contact: **Misty Hembree**  
Date: **3/17/2015**

HARDWARE		Qty	
<b>Server</b>	PowerEdge R320, Intel® Xeon® E-24XX v2 Processors	2	\$33,232.00
<b>Warranty &amp; Service</b>	3 Year ProSupport and NBD On-site Service		
<b>Add-in Network Adapter</b>	On-Board Broadcom 5720 Dual Port 1Gb LOM		
<b>Embedded Systems Management</b>	Basic Management		
<b>Chassis Configuration</b>	3.5" Chassis with up to 4 Cabled Hard Drives and Embedded SATA		
<b>RAID Configuration</b>	SW RAID 5 for S110 (3-4 SATA HDDs) with Cabled Chassis		
<b>RAID Controller</b>	S110, Software RAID (for Microsoft OS Only)		
<b>Processor</b>	Intel® Xeon® E5-1410 v2 2.80GHz, 10M Cache, Turbo, 4C, 80W, Max Mem 1333MHz		
<b>Memory Capacity</b>	(4) 16GB RDIMM, 1600MT/s, Low Volt, Dual Rank, x4 Data Width		
<b>Memory DIMM Type and Speed</b>	1600MT/s RDIMMS		
<b>Memory Configuration Type</b>	Performance Optimized		
<b>Hard Drives</b>	(4) 1TB 7.2K RPM SATA 3Gbps 3.5in Cabled Hard Drive		
<b>System Documentation</b>	Electronic System Documentation and OpenManage DVD Kit for R320		
<b>Internal Optical Drive</b>	DVD+/-RW, SATA, Internal for 4HD Chassis		
<b>Rack Rails</b>	ReadyRails™ Sliding Rails Without Cable Management Arm		
<b>Power Supply</b>	Dual, Hot-plug, Redundant Power Supply, 350W		
<b>Power Cords</b>	(2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord		
<b>Operating System</b>	Windows Server® 2012R2, Standard Ed, Factory Inst, No MED, 2SKT, 2VM, NO CAL		
<b>OS Media Kits</b>	Windows Server® 2012R2, STD Ed, Media Kit w/Factory Inst STD DGRD Images		
<b>Database Software</b>	Microsoft® SQL Server™ 2014 STD - 10 CALS		
<b>Client Access Licenses</b>	(2) 5-pack of Windows® Server 2012 User CALs (Standard or Datacenter)		
<b>Antivirus</b>	Symantec Corporate Edition - 10 CALS		
<b>Console</b>	Dell 18.5 in 1U Rackmount LED KMM Console - English Language Keyboard - TAA Compliant		
<b>UPS</b>	APC UPS 1500		
<b>Backup Software</b>	Nova Backup Business Essentials V. 16		
<b>Hard Drives</b>	Qty 3 (3) - 500 GB/TB Hard Drive		
<b>Removable Storage</b>	PowerVault RD1000		
<b>Dell Networking 2824 Switch</b>	PowerConnect 2824, 24 1GbE Ports, 2 Ports with SFP option, Web Managed		
<b>Rack</b>	Tripplite 25u Enclosure		
<b>Roll of Cable</b>	1000' Cable		
<b>***Neverfail (Note: first year support included; 2nd year support payable to Neverfail = \$850)</b>		1	\$5,200.00
<b>Workstations</b>	Dell Precision Tower 5810 CTO Base	5	\$24,875.00
<b>Operating System</b>	Windows 7 Professional 64-bit English/French/Spanish (Includes Windows 8.1 Pro license)		
<b>Memory</b>	32GB (4x8GB) 2133MHz DDR4 RDIMM ECC		
<b>Keyboard</b>	US English (QWERTY) Dell KB212-B QuietKey USB Keyboard Black		
<b>Video Card</b>	Dual NVIDIA® Quadro® NVS 310 512MB (2cards w/ 2DP each) (4DP-DVI adapter)		
<b>Hard Drive</b>	2TB 3.5" Serial-ATA (7,200 RPM) Hard Drive		
<b>HDD/Storage Controller</b>	Integrated Intel AHCI chipset SATA controller (6 x 6.0Gb/s) - SW RAID 0/1/5/10		
<b>Mouse</b>	Dell MS111 USB Optical Mouse		
<b>Network Card</b>	1Gbit NIC add-in card (PCIe- Intel)		
<b>CD ROM/DVD ROM</b>	16X DVD+/-RW Drive		
<b>Sound</b>	Creative Sound Blaster Recon3D Sound Card		
<b>Power Cords</b>	US 125V Power Cord		
<b>Documentation/Disks</b>	Safety/Environment and Regulatory Guide (English/French Multi-language)		
<b>Hardware support service</b>	3 Years ProSupport with Next Business Day Onsite Service		
<b>Chassis Options</b>	Dell Precision Tower 5810 425W TPM Chassis		
<b>Processor</b>	Intel® Xeon® Processor E5-1607 v3 (4C, 3.1GHz, 10M, 140W)		
<b>Dell Data Protection  Encryption Se</b>	No DDPE Encryption Software		
<b>Internal Hard Drive Configuration</b>	C1 SATA 3.5 Inch, 1-2 Hard Drives		
<b>Chassis intrusion switch</b>	Chassis Intrusion Switch		
<b>Storage Volume</b>	Boot drive or boot volume is less than 2TB		
<b>Packaging</b>	Dell Precision Packaging		
<b>Multi-Select Monitor</b>	Qty Three (3) - Dell UltraSharp 24 Monitor - U2414H		
<b>Microsoft Application Software</b>	Microsoft® Office Professional 2013, English, French and Spanish		
<b>Non-Microsoft Application Softwar</b>	Dell Applications Windows 7		

**Workstations (cont.)**

**OS Recovery**

Windows 8.1 English OS Recovery - DVD

**Dell backup recovery**

Dell Backup and Recovery Basic

**External Speakers**

Dell AC511 Stereo USB SoundBar

**Extension Cables**

Extension Cables

**UPS**

APC UPS 650

Semi- Rugged Laptops	Getac S400 - SB6DB5DABDKX Model + 8GB RAM	3	\$7,344.00
Intel i5-4210M 2.6GHz Processor, 3MB Cache, 8GB DDR3 RAM, 500GB HDD, 800 NITs Multi-Touch Touchscreen Display, Mechanical Backlit Keyboard, 802.11ac Wireless, Bluetooth, Express Card 54/34, Smart Card, SD Card Reader, TPM, Low Temp -20C, IP5X, WIN7 Pro 64-bit, 3 Year Warranty			

GPS Unit	GPS Unit	1	\$75.00
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**Total Hardware: \$70,726.00**

**INSTALLATION**

**Installation**

**INSTALLATION**

INSTALLATION OF HARDWARE

**INSTALLATION**

**Total Project Management: \$6,100.00**

**INSTALLATION**

**YEARLY SUPPORT**

**Hardware Support**

**INSTALLATION**

**YEARLY SUPPORT**

24/7 HARDWARE SUPPORT FOR SERVER, WORKSTATIONS AND LAPTOPS PROPOSED.

**INSTALLATION**

**YEARLY SUPPORT**

**1 YEAR**

**Total Support: \$4,750.00**

**INSTALLATION**

**YEARLY SUPPORT**

**TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT** \$81,576.00

**Proposal of hardware is valid for (30) days from date of proposal.**

MARCH 30, 2015



GRAHAM COUNTY COMMUNICATIONS

ROBBINSVILLE, NORTH CAROLINA

PROPOSAL FOR: GRAHAM COUNTY EMERGENCY SERVICES

PO Box 11311

Charlotte, NC 28220

[derrick.duggins@crsnc.com](mailto:derrick.duggins@crsnc.com)

(919) 302-2297



Misty Hembree  
Graham County Communications  
70 West Fort Hill  
Robbinsville, NC 28771

Misty,

Carolina Recording Systems is pleased to present this proposal for a mission critical voice logger for Graham County Communications. This proposal details our recommended approach to meet and exceed the County's recording needs and requirements.

Carolina Recording Systems prides itself in offering a relationship focused service to each of our customers. Headquartered in North Carolina we are easily accessible to Graham County with a commitment to provide full-time certified technicians with minimal response times when servicing routine maintenance requests and mission critical emergency needs.

Carolina Recording Systems brings to this project over 14 years of recording experience as a company along with a team possessing decades of experience and knowledge of technical solutions as well as operational knowledge of best practices from the user perspective.

We thank you and look forward to the continued relationship built with your organization. If there are any questions you may have regarding this proposal or our company, please feel free to reach out and contact us.

Respectfully submitted,

Derrick Duggins  
Carolina Recording Systems

A handwritten signature in black ink, appearing to read 'D. Duggins', is enclosed within a thin black rectangular border.

## CAROLINA RECORDING SYSTEMS

### COMPANY BACKGROUND

Carolina Recording Systems is a leading distributor, installer, and service provider of communication recording systems. Operating since 2001, we pride ourselves in providing reliable products designed specifically to meet the needs and requirements of mission-critical call centers.

Knowing the importance of personal relationships, customer service and accessibility, our primary focus is being a high touch service provider to fill a void we see in our industry. Carolina Recording Systems continues to add local service technicians even as others continue the trend of diminishing that support.

Our continued success as a solutions provider is attributed to our company's ability to:

- specialize in selling, installing, and servicing communication recording systems designed specifically for mission-critical call centers.
- only focus on recording systems and solutions, which allows us extensive knowledge of the products and the industries we serve.
- be the trusted expert of recording systems and solutions for our customers.
- provide and service multiple solutions in order to provide customized approach.
- continually monitor and evaluate manufacturers' developments.
- ensure our technicians are certified and continue to receive up-to-date vendor training.
- always do what is right.

CRS full-time technicians provide comprehensive on-site service and training and are strategically located throughout our geographic territory. Although we believe there is no substitute for on-site visits, we do have the capabilities to do remote-in work and provide 24/7 response.

Our relationship focus keeps us thoroughly involved in national and local APCO and NENA chapters thus providing an opportunity to stay abreast of the latest industry needs and opportunities.

GRAHAM COUNTY COMMUNICATIONS

**SYSTEM REQUIREMENTS**

The following recording requirements were discovered for the Graham County Communications based on verbal discussions. Specific requirements and recommended solutions will be determined by a future scheduled site visit:

**RESOURCES TO BE RECORDED**

Qty	Resource	Method
4	Radio Channels	Analog
4	Radio Consoles	Analog
1	VIPER Radio	Analog
5	E911 Trunk Lines	Analog
4	Phone Consoles	Analog
3	Admin Phone Lines	Analog
4	CAD Consoles Screen Record	Screen Record
2	Mobile Laptop	Screen Record

**CRS SOLUTION**

To fulfill the recording requirements of Graham County Communications, we are proposing the Eventide NexLog communications recording system. This specific solution recommendation has been crafted to provide the highest level of redundancy, security, and usability to record up to 32 total audio channels.



Qty	Purpose
1	32 Channel NexLog 740 Recorder
1	Front-Panel Display
1	8 pack MediaWorks Plus Web Client Concurrent Users
1	NENA ANI/ALI CAD Spill Integration or SMDR
1	24 port GPIO PCI Contact Closure Card/Cable Kit
1	45 Baud Analog TTY Decoder for TDD & SMS-911
1	Screen Recording for 5 PC Workstations
1	(Optional) GeoFence Search and View Location on Google Maps
1	(Optional) Quality Factor Call Evaluation (20 Agents, 2 Evaluators)
1	(Optional) 5 Additional Screen Recording Licenses for total of 10 PC Workstations

## THE EVENTIDE NEXLOG 740

A purpose-built Linux operating system configured with multiple levels of resilience, including dual hot-swap redundant power supplies, redundant hard disk drives, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network archiving to another NexLog recorder. **Eventide's recording systems are designed, assembled, tested and supported exclusively in the USA.**

Configuration, playback, retrieval, and incident management is accessed via a secured web interface. The web-based application eliminates the need for software to install or updates to manage. The system can also be accessed over a VPN without the need to install additional software, creating a simplified PC deployment process.

A multi-tier security system controls user access based on role and channel assignments. Password policy options include complexity enforcement, automatic aging, change reminders, expiration, and lock-out. System access can also be controlled by an SMB share or active directory. In addition, each user's access and actions are audited and available for review.

## THE INTEGRATED 7" COLOR LCD TOUCH SCREEN DISPLAY

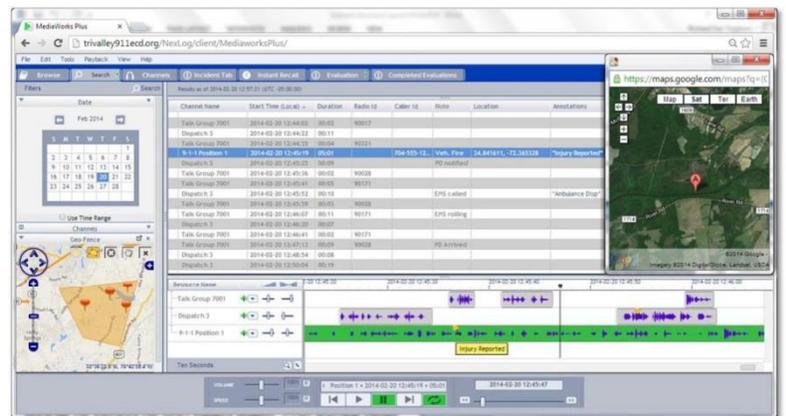
Provides convenient control and replay at the server's front panel. Users can view the current status of each channel and each archive, receive visual and audible alerts, live monitor channels, and fully administer the configuration manager software. This feature also serves as an interface for direct connection to the recorder in the event of a network failure.

## HOT SWAP RAID STORAGE (3TB-RAID5)

Combines multiple disk drive components into a logical unit for the purpose of data redundancy and performance improvement. Data is distributed across the drives. Upon failure of a single drive, subsequent reads can be calculated from the distributed parity such that no data is lost.

## MEDIAWORKS PLUS

Browser-based software provides a comprehensive set of easy-to-use tools for search, replay, instant recall, incident reconstruction and call export. Capabilities include live call monitoring, multi-parameter search, multiple-call replay via graphical time-line with pan/zoom, waveform displays, variable-speed replay, drag and drop into incident tabs, call notes, text annotations, redaction, obfuscation, and protection. The incident reconstruction software helps users quickly find and export recordings via email, DVD or Blu-Ray.



## **IDENTITY PROTECTION**

The voice obfuscation and redaction tool allows the user to modify and export recordings with silence, beep tones, and increased volume in the selections you choose. It also allows the pitch of the dispatcher or caller's voice to be altered for privacy purposes. The original call is left in its original, unaltered form for legal authenticity verification. This feature was designed specifically to assist PSAPs with meeting Freedom of Information Act request, while still complying with the NC General Statute § 132-1.4 concerning identity protection.

## **ANI/ALI TAGGING**

ANI/ALI Tagging is done on all incoming ANI/ALI information to the console positions. ANI would be tagged to the console phone position recording and is captured via the NENA standard CAD interface.

## **TTY/TDD DECRYPTION**

Allows the system to decode the baudot codes from TTY/TDD calls. The system will store the decoded text for search and incident recreation. TTY/TDD decoding also captures and stores SMS messages sent via the "SMS to 9-1-1" interim standard.

## **CONTACT CLOSURE DETECTION**

Provides definitive start and stop commands to the recorder so back-to-back calls at the console are recorded as individual interactions. Recordings begin at the exact moment a call is answered and terminate as soon as the call is released, which eliminates the problem associated with VOX triggering where calls are merged into single recordings or separated due to silence.

## **SCREEN RECORDING**

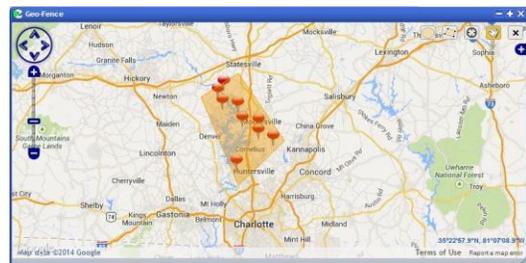
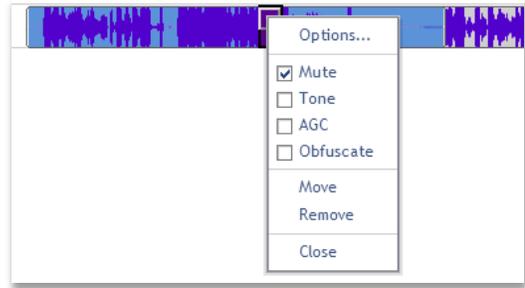
Captures desktop PC activity, including multimedia interactions which can be viewed along with the calls for training, verification, incident recreation, and exporting.

## **GEO-FENCE SEARCH (OPTIONAL)**

Utilizes Google Maps and allows searching by a polygonal geographic area or circular radius. All calls/radio transmissions with a latitude/longitude can be displayed in real time on a heat/saturation map. Local proprietary maps can be added/used as well for an additional fee.

## **QUALITY FACTOR (OPTIONAL)**

Quality Factor is call evaluation software that helps managers evaluate and quantify call taker proficiency in each area of performance specific to a communications center. Quality Factor includes an Evaluation Form builder to quickly design forms that identify key performance results on an individual, shift, and center basis. Quality Factor helps focus on areas that need improvement, provide analytical support data to bolster budgetary requests, and address citizen or government quality/performance inquiries.



3/30/2015

## NETWORK ATTACHED STORAGE

3TB Network Attached Storage Server is for data backup and redundancy. This offline storage provides the capacity to backup retention needs for audio and video recordings.

## OFFICIAL GSA QUOTE

The following 3 pages are the official quote provided by Carolina Recording Systems.

We are pleased to be able to extend GSA discounted pricing, the use of the GSA contract has been a welcome offering due to meeting most formal and informal County, City and State acquisition guidelines.

Pages 1 and 2 contain the summary quote showing each item with its applicable GSA discount.

Page 3 shows individual items broken down with their GSA Special Item Numbers (SIN). This information, as well as the information below can be used by your purchasing department to verify Eventide, Inc.'s participation with the General Services Administration

*Eventide, Inc. is listed with the General Services Administration (GSA) and their Federal Acquisition Service (FAS) as an authorized contractor for IT Equipment, Software, and Services. The attached proposal is based on the federal GSA Contract number GS-35F-0415V, which is flagged for Cooperative Purchasing. The Cooperative Purchasing program allows the federal contract to be used by State and Local government (reciprocal agreement), which alleviates the need to go through a redundant bid process.*

### **Contract# GS-35F-0415V**

Direct Verification Link to their Profile:

<http://www.gsa.gov/ElibMain/contractorInfo.do?contractNumber=GS-35F-0415V&contractorName=EVENTIDE+INC.&executeQuery=YES>

*They are listed under the following procurement categories:*

*IT Schedule 70*

*SIN 132-8 PURCHASE OF EQUIPMENT*

*FSC CLASS 7010 - SYSTEM CONFIGURATION*

*FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES*

**Carolina Recording Systems, LLC PO Box 11311  
Charlotte, NC 28220**

# QUOTE



**FOR: 32-Channel NexLog Communications Recording System**

**Graham County 911 Communications**

70 West Fort Hill  
Robbinsville, NC 28771

Misty Hembree  
828-479-4847  
misty.hembree@grahamcounty.org

**FOR: 32-Channel NexLog Communications Recording System**

<b>Date</b>	<b>03/30/2015</b>
<b>Valid Through</b>	<b>06/30/2015</b>

<b>Estimated Delivery</b>	<b>Terms</b>	<b>GSA Contract Number</b>	<b>Quote Number</b>
4 to 6 Weeks	Net 30	GSA Contract NO. GS-35F-0415V)	CRSQ1561

<b>Line</b>	<b>Qty</b>	<b>Model</b>	<b>Description</b>	<b>Unit Price</b>	<b>Ext. Price</b>
1			<b>32-Channel Communications Recording System</b>		

2	1	NexLog740	NexLog 740 Logging Recorder This Eventide NexLog recording server will be configured to record up to 32 Analog channels and is expandable to 96 total recording channels. The 3U rack-mount recording chassis contains 3TB of RAID5 storage and a Linux Operating System.  Recording Solution Includes: - Front-Panel Display           - Central Storage of Incidents - Redaction                       - Comprehensive Search - Instant Recall                 - Screen Capture - Real-Time Monitor           - Contact Closure Detection - TTY/SMS-to-911             -ANI/ALI Metadata Integration	\$31,540.00	\$31,540.00
3	1	NAS-3TB	Network Attached Storage Server - 3TB RAID5, Quad Core Processor, 4GB RAM, Windows Server 2012.	\$4,995.00	\$4,995.00
4			<b>Equipment List Price:</b>		<b>\$36,535.00</b>
5	1	XXXX	Professional Services: Includes pre-installation site survey, installation, testing and unlimited training.	\$2,500.00	\$2,500.00
6			<b>Solution Total:</b>		<b>\$39,035.00</b>
7			<b>GSA Discount (Based on GSA Contract Number GS-35F-0415V)</b>		-\$4,731.00
8			<b>SOLUTION TOTAL:</b>		<b>\$34,304.00</b>

Derrick Duggins Phone: 1-888-776-0202

Fax: 1-888-776-0201

E-mail: sales@crsnc.com Help Desk : (888) 661-0202

**FOR: 32-Channel NexLog Communications Recording System**

Installation Notes:

Customer's radio and telephone vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location.

Warranty Notes:

System comes with one year warranty parts and labor with 24/7 onsite response.

**FOR: 32-Channel NexLog Communications Recording System**

# QUOTE



**FOR: 32-Channel NexLog Communications Recording System**

**Graham County 911 Communications**  
70 West Fort Hill  
Robbinsville, NC 28771  
Misty Hembree  
828-479-4847  
misty.hembree@grahamcounty.org

**FOR: 32-Channel NexLog Communications Recording System**

<b>Date</b>	<b>03/30/2015</b>
<b>Valid Through</b>	<b>06/30/2015</b>

<b>Estimated Delivery</b>	<b>Terms</b>	<b>GSA Contract Number</b>	<b>Quote Number</b>
4 to 6 Weeks	Net 30	GSA Contract NO. GS-35F-0415V)	CRSQ1561

Line	Qty	Model	Description	Unit Price	Ext. Price
9			<b>Recommended Options with Applicable Nominal GSA Pricing</b>		
10	1	271077	Call Evaluation base-level software (20 Agents, 2 Evaluators)	\$1,495.00	\$1,495.00
11	1	271098	GeoFence Search and View Location on Google Maps	\$995.00	\$995.00

12	1	271071	Additional Screen Recording System License for 5 Additional PC Licenses	\$425.00	\$425.00
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Derrick Duggins Phone: 1-888-776-0202

Fax: 1-888-776-0201

E-mail: sales@crsnc.com Help Desk : (888) 661-0202

**FOR: 32-Channel NexLog Communications Recording System**

Installation Notes:

Customer's radio and telephone vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location.

Warranty Notes:

System comes with one year warranty parts and labor with 24/7 onsite response.

**FOR: 32-Channel NexLog Communications Recording System**

## Graham County 911 Eventide Recording System

(Based on GSA Contract NO. GS-35F-0415V)

Part Number	Description	Quantity	List Price (Each)	List Price (Extended)	GSA Price (Each)	GSA Price (Extended)
<b>NexLog 740</b>						
<b>List Total (\$31,540.00) - GSA Total (\$26,809.00) = GSA Discount of \$4,731.00</b>						
NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager. SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$7,995.00	\$7,995.00	\$6,795.75	\$6,795.75
105301	Integrated 7" Color LCD Touch Screen Display SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$1,295.00	\$1,295.00	\$1,100.75	\$1,100.75
105314	Upgrade to 4 x 1TB Hot Swap h/w-RAID5 = 3TB storage SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$2,880.00	\$2,880.00	\$2,448.00	\$2,448.00
105321	One DVD-RAM Drive SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$0.00	\$0.00	\$0.00	\$0.00
108233-000	Dual hot-swap power supplies, 120/240VAC SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$0.00	\$0.00	\$0.00	\$0.00
108109	Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740) SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$450.00	\$450.00	\$382.50	\$382.50
105284-024	24-Channel Analog Card, 24 Ch. Licenses SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$6,000.00	\$6,000.00	\$5,100.00	\$5,100.00
105284-008	8-Channel Analog Card, 8 Ch. Licenses SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$2,700.00	\$2,700.00	\$2,295.00	\$2,295.00
109033-003	Quick Install Kit (9ft. Connector Cable & Punch Block) SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	2	\$220.00	\$440.00	\$187.00	\$374.00
108121	24 port GPIO PCI Contact Closure Card/Cable Kit SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$795.00	\$795.00	\$675.75	\$675.75
209029	NENA ANI/ALI CAD Spill Integration or SMDR SIN: 132-33, FSC CLASS: 7010	1	\$3,495.00	\$3,495.00	\$2,970.75	\$2,970.75
271083	MediaWorks Plus (Web Client) Concurrent Access for 8 users SIN: 132-33, FSC CLASS: 7010	1	\$995.00	\$995.00	\$845.75	\$845.75
271101	45 Baud Analog TTY Decoder for TDD & SMS-to-911 SIN: 132-33, FSC CLASS: 7010	1	\$1,995.00	\$1,995.00	\$1,695.75	\$1,695.75
271070	Screen Recording system license w/ 5 PC licenses SIN: 132-33, FSC CLASS: 7010	1	\$2,500.00	\$2,500.00	\$2,125.00	\$2,125.00
<b>Peripherals</b>						
NAS-3TB	Network Attached Storage Server - 3TB RAID5, Multi- Core Processor, 4GB RAM, Windows Server 2012. #N/A	1	\$4,995.00	\$4,995.00	\$4,995.00	\$4,995.00
<b>Professional Services</b>						
XXXX	Professional Services: includes pre-installation site survey, installation, testing and unlimited training Open Market Item	1	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00

**Item Sub-Total**

**\$39,035.00**

**\$34,304.00**

**Total Solution GSA Discount = \$4,731.00**

### Recommended Options with Applicable Nominal GSA Pricing

271077	Call Evaluation base-level software (20 Agents, 2 Evaluators) SIN: 132-33, FSC CLASS: 7010	1	\$1,495.00	\$1,495.00	\$1,270.75	\$1,270.75
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271098	GeoFence Search and View Location on Google Maps SIN: 132-33, FSC CLASS: 7010	1	\$995.00	\$995.00	\$845.75	\$845.75
271071	Additional Screen Recording system license for 5 Additional PC licenses = 10 Total PC Licenses SIN: 132-33, FSC CLASS: 7010	1	\$500.00	\$500.00	\$425.00	\$425.00
<b>Item Sub-Total</b>				<b>\$2,990.00</b>		<b>\$2,541.50</b>

*Total Solution GSA Discount = \$448.50*





**THE  
NETWORK  
TEAM**

5101 Sugar and Wine Rd.  
Monroe, NC, 28110  
980.263.2850

**PRELIMINARY CONFIGURATION AND PRICE QUOTE**

**CUSTOMER:** Graham County Government  
**PROJECT:** GCG-15-911 Office Switching  
**DATE:** 3/23/2015

LINE	MANU PART #	DESCRIPTION	QTY	UNIT COST	EXT COST
<b>Infrastructure</b>					
1	WS-C3650-24PS-S	Cisco Catalyst 3650 24 port Switch PoE+	1	\$2,998.00	\$2,998.00
2	CON-SNT-WSC3652S	SmartNet 8x5xNBD for Cisco 3650 Switch	1	\$296.00	\$296.00
3	GLC-LH-SMD=	Cisco SFP Module - 1 Gbps	2	\$608.00	\$1,216.00
4	CP-7942G=	Cisco 7942G IP Phone	4	\$279.00	\$1,116.00
<b>INFRASTRUCTURE TOTAL:</b>					<b>\$5,626.00</b>
<b>Installation</b>					
5	Labor	Professional Labor for Setup and Installation	10	\$125.00	\$1,250.00
6	Per Diem	Per Diem (as established by GSA)	1	\$129.00	\$129.00
<b>INSTALLATION TOTAL:</b>					<b>\$1,379.00</b>
<b>PROJECT TOTAL:</b>					<b>\$7,005.00</b>

**NOTES:**

- Labor times shown are most-likely case estimates.
- Ship: Generally, all product can ship in less then 5 business days from order date.
- Price Quote Valid: 30 Days.
- FOB: TNT, Charlotte, NC.
- Terms: Prepaid.
- Prices Subject to Change without notice.
- This Price Quote is Company Confidential and intended only for TNT and Graham County Government employees.

Security Cameras



5101 Sugar and Wine Rd.  
 Monroe, NC, 28110  
 980.263.2850

**PRELIMINARY CONFIGURATION AND PRICE QUOTE**

**CUSTOMER:** Graham County Government  
**PROJECT:** GCG-15-Axis Cameras  
**DATE:** 3/27/2015

LINE	MANU PART #	DESCRIPTION	QTY	UNIT COST	EXT COST
<b>Axis Cameras</b>					
1	0476-001	AXIS P3364-LVE Network Camera	6	\$983.00	\$5,898.00
2	0485-001	AXIS P3364-LV Network Camera	4	\$786.00	\$3,144.00
3	IPS04-4000-ELPR	EXACQVISION Network Surveillance Server - 4TB	1	\$2,607.00	\$2,607.00
4	EVIP-01	EXACQVISION IP Camera License	6	\$110.00	\$660.00
<b>PROJECT TOTAL:</b>					<b>\$12,309.00</b>

**NOTES:**

- Labor times shown are most-likely case estimates.
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5101 Sugar and Wine Rd.  
 Monroe, NC, 28110  
 980.263.2850

**PRELIMINARY CONFIGURATION AND PRICE QUOTE**

**CUSTOMER:** Graham County Government  
**PROJECT:** GCG-15-Monitors  
**DATE:** 3/27/2015

LINE	MANU PART #	DESCRIPTION	QTY	UNIT COST	EXT COST
<b>Monitors</b>					
1	42LS33A-5B	LG 42" LED-backlit LCD display 1080p Monitor	2	\$631.00	\$1,262.00
2	ESA746PU	PEERLESS Articulating Mount	2	\$198.00	\$396.00
<b>PROJECT TOTAL:</b>					<b>\$1,658.00</b>

**NOTES:**

- Labor times shown are most-likely case estimates.
- Ship: Generally, all product can ship in less then 5 business days from order date.
- Price Quote Valid: 30 Days.
- FOB: TNT, Charlotte, NC.
- Terms: Prepaid.
- Prices Subject to Change without notice.
- This Price Quote is Company Confidential and intended only for TNT and Graham County Government employees.

Office Furniture and Chairs

Miller at Work  
 PO Box 5508  
 High Point, NC 27262

Ack# GC-002-1

Ship Date:

Terms: 2%10net30

To: Graham County 911 Center

70 West Fort Hill Road  
 Robbinsville, NC 28771  
 PH: 828-479-7885  
 FAX: 828-478-6599  
 Email: misty.hembree@grahamcounty.org  
 Attn: Misty Hembree

Ship To: Graham County 911 Center

70 West Fort Hill Road  
 Robbinsville, NC 28771  
 PH: 828-479-7885  
 Attn: Misty Hembree

P O Number	Date	Product	Qty	Price	Total
GC-002	4/1/2015	74-7236-1-MA-RTA	3	\$918.00	\$2,754.00
		74-4822-RET-MA-RTA	2	\$660.00	\$1,320.00
		74-4822-BR-MA-RTA	1	\$420.00	\$420.00
		74-7222-SP-MA-RTA	1	\$840.00	\$840.00
		74-7015-HU-MA	3	\$750.00	\$2,250.00
		74-LF2-MA	1	\$694.80	\$694.80
		74-LFT4-MA	2	\$1,050.00	\$2,100.00
		74-14448-CT-MA-RTA	1	\$2,500.00	\$2,500.00
		Rilla 329-WB-MA/F2 Fabric	4	\$469.80	\$1,879.20
		Rilla Side 326-WB-MA/F2 Fabric	12	\$330.00	\$3,960.00
		SPM-01-IW01	5	\$440.10	\$2,200.50
		<b>SUBTOTAL</b>		<b>\$20,918.50</b>	
		<b>FREIGHT</b>		<b>\$975.00</b>	
		<b>TOTAL</b>		<b>\$21,893.50</b>	

**Remit To:**

Miller at Work  
 PO Box 5508  
 High Point, NC 27262  
 336-883-1302  
 336-883-1304 (Fax)  
 davidmiller@milleratwork.com

Zetron MAX 911 Telephony Quote



GeoConex Corporation  
 6923 Maynardville Pike  
 PMB# 109  
 Knoxville, TN 37918

## Budgetary Quote

Date	Estimate #
3/16/2015	2927

Name / Address
Graham County NC 911 12 North Main Street Robbinsville, NC 28771

Rep	Project

Item	Description	Qty	Cost	Total
ZETRON/3300TelSys/10.01.2008	ZETRON MAX E911 4 Position Telephone System plus 2 Backup Positions	1	177,340.00	177,340.00
	MAX Call-Taking Call Controller Bundle - 1			0.00
	24 Port 10/100, 8 POE Rack Mount Switch - Manufacturer: Cisco - 2			
	MOXA IP to serial converter - 4			
	MAX Call Taking Gateway, 4 port FXS (CAMA) - 2			
	MAX Call Taking Gateway, 12 port FXO - 2			
	MAX 3 Color Audible Stack Light - 1			
	MAX CT Work Station Bundle (With out PC) - 1 Media Dock, 1 Speaker, 1 Power Supply, 1 SIP Telephone and 1 Headset Jackbox Interface. Licenses: 1CT Workstation License. All manuals are included in soft copy format with MAX Software. - 4			0.00
	MAX CT Work Station License (With out PC) Licenses: 1CT Workstation License. All manuals are included in soft copy format with MAX Software. - 2			
	Telephone/Radio Headset Interface (TRHI) included is radio quote			0.00
	MAX Call-Taking TRHI Cable Required for the use of a Telephone Radio Headset Interface (TRHI) - 4			
	MAX Call-Taking TDD License - 6			0.00
	MAX Call-Taking Event Recall (IRR) License - 6			
	MAX Call Taking Base PBX System - PBX Telephone System - 1			
	MAX Call-Taking PBX SIP Phone License (Per Phone) - 4			
	One per administrative phone is required.			
	SIP Enabled Phone - 4			
ZETRON/Inst/ALICon/01.01.2009	Installation service for ZETRON MAX 911 phone system	12	950.00	11,400.00
ZETRON/Training/01.01.2009	Onsite Training on ZETRON System	2	950.00	1,900.00
T&E/T&E/N/STANDR/N/01.01.2007	Travel Expenses	14	200.00	2,800.00
HDW/SHP/SHIPPING/01.01.2007	Shipping	1	1,150.00	1,150.00
	Subtotal ZETRON MAX E911 Telephone System			194,590.00
	Hardware			0.00
<b>Total</b>				

Phone #	Fax #
865.686.0411	865.686.0046

Customer Signature



GeoConex Corporation  
 6923 Maynardville Pike  
 PMB# 109  
 Knoxville, TN 37918

# Budgetary Quote

Date	Estimate #
3/16/2015	2927

Name / Address
Graham County NC 911 12 North Main Street Robbinsville, NC 28771

Rep	Project

Item	Description	Qty	Cost	Total
HDW/RACK/KVMConsole/07.01.2...	TRIPP LITE 8-Port Rackmount Console KVM Switch Steel with 17-Inch LCD Screen, Touchpad and Keyboard 1URM (B020-008-17) or equivalent	1	1,330.00	1,330.00
HDW/RACK/S/4postCab/07.31.20...	Four Post Rack Cabinet, U2 Shelf Tray, Wiring Manager	1	1,422.00	1,422.00
HDW/WKS/MID2Graph/11.13.2012	HP Z420 Workstation w/ 600W 90% Efficient Chassis, Genuine Windows 7 Professional, Intel® Xeon Processor, HP 8GB (2x4GB) DDR3-1333 ECC RAM, 2 NVIDIA Quadro 310 512MB Graphics to support up to 4 monitors, HP SATA 7200 1st Hard Drive, 16X DVD+/- RW SuperMulti SATA (1st), HP USB Standard Keyboard, HP USB optical scroll mouse, 3 years parts, 3 years labor, & 3 years onsite service (3/3/3) standard warranty. HP Air Cooling Solution, HP Protect Tools™ security software, HP 1x Standard Heatsink Thermal Kit	4	1,516.00	6,064.00
HDW/MON/HPZ22i/1.2.2014	HP Z22i 21.5-inch IPS Display, 1920x1080 with DVI-D; VGA; DisplayPort connector (HDCP support on DisplayPort and DVI-D), 3/3/3 warranty	4	231.24	924.96
WAR/HDW/HP/259308/10.01.2008	HP - 9x5 next business day onsite - 5 yrs. workstation only	4	241.80	967.20
HDW/LAP/HPEliteBook850/3.9.2...	HP EliteBook 850 G1 Notebook PC, business rugged construction features a full magnesium alloy chassis, magnesium/aluminum display enclosure, metal alloy hinges, brushed aluminum with platinum finish; designed to meet the military standard Mil-Std-810G for vibration, dust, humidity, altitude, and high and low temperature operation	2	1,561.20	3,122.40
HDW/LAP/DocSta230/07.29.2010	HP 230W Docking Station	2	185.00	370.00
WAR/HDW/HP/Laptop5yr/10.11.2...	9x5 Next Business Day On-Site Coverage, 5 years - Laptop	2	330.12	660.24
HDW/Firewall/TZ215/8.31.2012	SonicWall TZ 215	1	845.00	845.00
HDW/FIREWAL/CGS/10.20.2009	SonicWall Comprehensive Gateway Security Suite (3 years)	1	875.00	875.00
HDW/MSC/OTHER/01.01.2007	Other network supplies	1	500.00	500.00
HDW/SHP/SHIPPING/01.01.2007	Shipping	1	129.00	129.00
	Subtotal Hardware			17,209.80
	****Options****			0.00
	AT&T may require the installation of a new model of modems, if so two of the following items will need to be added.			0.00
ZETRON/VerilinkModem/8.2.2010	Verilink 6911S Modem for use with E-911 phone systems	2	975.00	1,950.00
	Subtotal Options			1,950.00
	Extended Service and Hardware Warranty Options			0.00
<b>Total</b>				

Phone #	Fax #
865.686.0411	865.686.0046

Customer Signature



GeoConex Corporation  
 6923 Maynardville Pike  
 PMB# 109  
 Knoxville, TN 37918

# Budgetary Quote

Date	Estimate #
3/16/2015	2927

Name / Address
Graham County NC 911 12 North Main Street Robbinsville, NC 28771

Rep	Project

Item	Description	Qty	Cost	Total
ZETRON/MAXCTWar/8.26.2011	One Time Cost - Hardware Warranty on ZETRON MAX - Years 2 - 5	0	24,827.60	0.00
ZETRON/MAXCTWar/8.26.2011	One Time Cost - Software Warranty on ZETRON MAX - Years 2 - 5	0	26,601.00	0.00
ZETRON/MAXCTWar/8.26.2011	One Time Cost - Onsite Service by GeoConex on ZETRON MAX - Years 2 - 5	0	18,000.00	0.00
ZETRON/MAXCTWar/8.26.2011	Annual Cost - Hardware Warranty on ZETRON MAX - 1 Year	0	7,093.60	0.00
ZETRON/MAXCTWar/8.26.2011	Annual Cost - Software Warranty on ZETRON MAX - 1 Year	0	7,093.60	0.00
ZETRON/MAXCTWar/8.26.2011	Annual Cost - Onsite Service by GeoConex on ZETRON MAX - 1 Year	0	4,500.00	0.00
<b>Total</b>				\$213,749.80

Phone #	Fax #
865.686.0411	865.686.0046

Customer Signature \_\_\_\_\_

**From:** Herman Miller Store <[hmstore@hermanmiller.com](mailto:hmstore@hermanmiller.com)>  
**Date:** April 6, 2015 at 9:08:34 AM EDT  
**To:** <[misty.hembree@grahamcounty.org](mailto:misty.hembree@grahamcounty.org)>  
**Subject:** RE: Contact Us Form: Other {51844}



**Request Update**

[View the complete request history](#)

Good Morning Misty,

Thank you for contacting the Herman Miller Online Store!

Attached is the pricing that you requested. You are able to see where this pricing came from by going to the Aeron Chair page on our website:

<http://store.hermanmiller.com/Products/Aeron-Chair>

**Request Update**

[View the complete request history](#)

Herman Miller does not manufacture a headrest for the Aeron Chair. Our research has shown that when the back is in alignment, your shoulders and neck will naturally also fall into alignment. When your back, neck and shoulders are in alignment, your head is then fully supported eliminating the need for a headrest.

Based on your specifications, the Aeron Chair would be \$969 per chair without shipping or taxes. Four chairs would come to \$3,876 without shipping or taxes.

Please let me know if you have any other questions, I am happy to help.

**Request Update**

[View the complete request history](#)



Kind regards, Jessica  
888.798.0202





### Console Pricing Summary

#### **Graham County Dispatch Center**

(4) Desience Dispatch Height Adjustable Consoles

Services Include:

- Design layouts & console configurations
- Survey of requirements & objectives
- Equipment checklist, space planning and floor plans
- CAD drawing packages and revisions
- Photo realistic color renderings & sign off
- Dedicated Support Representative & Dedicated Project Manger
- Coordinate with architectural, design and construction firm.
- Coordinate with data/electrical/technology providers to assure project completed on time and within budget
- Establish project timelines & attend project meetings
- Delivery & Installation checklist
- Fully assemble & stage console configurations prior to shipment
- Specialized packaging & transportation carriers
- Russ Bassett Certified Installers
- Installation Survey

Each Console Includes:

- Personal Environment System (Filtered Air & Forced Air Heat)
- (5) Fully Articulating Monitor Arms
- Led Task Light
- (4) Desktop Convenience Outlets (Duplex power outlet and (4) customizable data ports)
- Box/Box/File or Drawer Pedestal
- CPU Storage Cabinets with Slide Out Shelf

**Product Total:** \$15,200.00 per Console  
**Freight & Installation Services:** \$12,000.00



**Appendix 16  
Technology Budgetary Summary**

Technology Systems	Cost Estimate	Comments / Notes
Admin Telephone System	\$7,005.00	Estimated by Graham County. County system for offices, conference, and training room
9 911 Telephone System	\$213,749.80	Zetron Max E911 4 position telephone System plus 2 Backup Positions.
Radio Console System and 80' Tower	\$181,871.27	Hardware, Software, Tower and all required equipment. Quote from Western Carolina Communications
CAD Hardware and Software	\$262,958.00	Hardware, Software for Southern Software CAD - 4 position/ 2 mobile laptops.
Logger-Recorder	\$34,304.00	32 Channel NexLog 740 Logging Recorder-quote Carolina Recording System
Net Clock	\$11,301.00	Estimate from Graham County for new hardware/software and installation.
Console Workstation	\$72,800.00	Quote from Russ Bassett for four (4) workstations and installation.
Chairs for Workstations (4)	\$3,876	Quote by Herman Miller to supply four (4) workstation chairs for Dispatch
Office Furniture/chairs	\$21,893.50	Quote -Miller at Work. Office furniture for Conference, Training, and Offices
Fiber Connectivity to Swain County	\$42,437.00	Quote-Balsam West. Allows fiber connection to create redundant path to Swain.
IT Equipment	\$91,000.00	Estimate by MCP. Network switchgear/hardware to support the PSAP's mission.
Generator	\$76,000	Quote from CP Electric-turn- key solution
UPS	\$110,000.00	Quote from CP Electric for a 30KVA 120/208 volt system with 4 hour run time
In-building Distributed Antenna System	\$110,000.00	Estimated by MCP.
Grounding System	\$13,000.00	Estimated costs to provide Grounding for critical infrastructure and the facility. Estimate provided by MCP. .
Structured Cabling System	\$40,500.00	Estimate for new hardware and installation. Quoted by The Soundside Group
\ Audio/Video Systems	\$17,500.00	Estimated by MCP.
Access Control/Security Systems	\$50,300.00	Estimate provided by MCP for Access Control hardware/software.
Security Cameras	\$12,309.00	Quote from The Network Team for hardware, software, security cameras.
Monitors for Security Monitoring	\$1,658.00	Quote from The Network Team for security monitors
Consultative and Professional Services	\$285,175.00	Quote from MCP for Consultative/Professional Services in Phase 2 of Project

# Grant Application

## General Information

<b>Grant Project Title</b>	Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC) – Hyde County Radio Communications & Simulcast Paging System
<b>Grant Fiscal Year</b>	2016
<b>Project Director</b>	Emergency Services Director
<b>Project Contact</b>	Justin L. Gibbs
<b>Title</b>	Emergency Services Director
<b>Address</b>	PO Box 95; 30 Oyster Creek Road, Swan Quart, NC 27885
<b>Phone</b>	252-542-0806
<b>Fax</b>	252-926-3709
<b>Email</b>	justin.gibbs@hydecountync.gov
<b>Grant Program</b>	E-911 Consolidation
<b>Grant Type</b>	Consolidation
<b>PSAP Applicant, Based upon Grant Type</b>	Hyde County Emergency Mangement

## Project Description

*Required for all grant types, this should be a thorough, concise, and complete description of the proposed project. Please outline project goals and objectives.*

Dare, Tyrrell, and Hyde counties each operate county-wide Public Safety Answering Points (PSAPs). In late 2013, the three counties and their respective 911 agencies recognized the need to develop a plan that would allow for a joint PSAP serving the three counties and address the growing needs of their respective stakeholders and their emergency communications needs. The county governments and 911 agencies, with representatives from the three PSAPs, began to address the possibility of consolidating the three existing county PSAPs into one multi-county consolidated and unified 911 communications center.

In March, 2014, Mission Critical Partners, Inc. (MCP) was selected to assist in the consolidation evaluation, to determine an appropriate PSAP facility and to prepare a future plan for consolidation. The evaluation cost \$53,000 and the preliminary work shows a commitment towards consolidation on the part of the counties' governing bodies and PSAPs. In addition, a tract of land owned by Dare County has been selected as the primary site for a consolidated communications center. This site will be provided at no cost for the communications center and once again shows a commitment for consolidation. The overall goal of PSAP consolidation is to improve the delivery of emergency services to the citizens and visitors of the counties and the greater Outer/Inner Banks region in northeast North Carolina.

This project will accomplish this goal through the following objectives:

- Enhanced 911 intercommunications and data sharing
- Reduced response time for all emergency services disciplines
- Realization of Next Generation 9-1-1 (NG9-1-1) capabilities (current PSAPs are not NG9-1-1-compatible)
- Enhanced law enforcement, fire and emergency medical services (EMS) mutual aid and interoperability
- Consistency in operations when all communications center staff are trained to the same industry standards
- Adoption of dispatch protocols for all emergency service disciplines
- Adoption of a comprehensive quality assurance (QA) program
- Development of the communications center using current International Organization for Standardization (ISO) standards, National Fire Protection Association (NFPA) 1221 standards, National Emergency Number Association (NENA) standards, and North Carolina Sheriff's Education and Training Standards (NCCJETS)
- Capabilities to meet or exceed all applicable industry standards including those being proposed by the 911 Board
- Upgraded, enhanced or replaced 911 infrastructure to meet or exceed current industry standards (much of the current infrastructure at both PSAPs is at end-of-life, or approaching end-of-service, and cannot be upgraded)
- Increased Dare, Tyrrell, and Hyde counties' PSAP call capacity will be realized for future regional growth and the possible inclusion of one or more additional counties or dispatch agencies in this regional PSAP
- Common geographic information system (GIS) mapping for cross-training
- Greater ability to meet growing needs for emergency services

MCP's report determined that none of the existing communications centers could serve as a venue for a consolidated communications facility. None of the PSAPs have the capacity for expansion nor were they adequate to accommodate the functions and features of all the equipment associated with emergency call processing and dispatch.

During the 2015 PSAP Grant cycle, Dare County submitted a consolidation grant application and were awarded the funds to construct the Regional Emergency Communications Center (RECC). Therefore, this project seeks funding for a new communications system to improve deficiencies in the current Hyde County communications infrastructure and provide a transport for emergency communications between the DTH-RECC and Hyde County emergency responders. Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC) – Hyde County Radio Communications and Simulcast Paging System has been chosen as the project title for this grant application. As part of this grant application, the following documents will be added as attachments:

- Dare-Tyrrell-Hyde Executed Resolution of Support – Hyde County
- Map – Current Hyde County VHF Repeater Locations
- Map – Current NCSHP VIPER Sites in the DTH-RECC Region
- Map – Hyde County System Overlay
- Map – Proposed DTH-RECC Infrastructure Design
- Hyde County Communications System Integration Narrative
- Gately Communications – Budgetary Quote – Hyde County Communications System Integration
- Hyde County Proposed Project Budget Worksheet

***Please provide an implementation strategy and work plan, including a timeline.***

During the construction and up-fitting of the new three-county consolidated communications center, the existing PSAPs will continue operations as normal. There will be appropriate infrastructure and systems equipment transfer based on a migration plan with limited disruption of service worked out by the three counties with MCP's assistance. Much of the existing infrastructure is at end-of-life and/or is also at end-of-service and will need to be replaced; as such, existing operations can continue with little to no disruption to current services.

The Dare-Tyrrell-Hyde RECC will be thoroughly tested prior to going on-line. In addition, all current, and any new, PSAP employees will undergo training at the new communications center. Following completion of all testing and training, the consolidated communications center will be transitioned to operations and brought on-line incrementally, with Dare County, the primary agency, being cutover based on an agreed upon transition and cutover plan worked out by the three counties with MCP's assistance. This process will conclude with Tyrrell and Hyde Counties migrating after Dare County has transitioned to operations at the new facility.

Once the consolidated communications center is operational, all employees will fall under the umbrella of Dare County Communications (with Tyrrell and Hyde Counties in the RECC). The timeline from ground-breaking to being fully staffed and operational is expected to be completed within 30 months. In anticipation of consolidation, Tyrrell and Hyde Counties have agreed to adopt the standards used by Dare County's 911 Communications Center (i.e., IAED dispatch protocols for EMS, fire, and law disciplines and NCCJETS). This ongoing standardization among the three current PSAPs will benefit the RECC implementation strategy.

***Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.***

Currently, there are only limited compatibility issues and none are anticipated to remain as the three PSAPs transition to the RECC. As confirmed by the assessment, with MCP support, there will be limited and planned infrastructure transfer from the Dare County PSAP and the complete transition of Tyrrell and Hyde Counties, as a condition of consolidation. The majority of each PSAPs' existing infrastructure is currently at end-of-life or at end-of-service. For example, computer aided dispatch (CAD), customer premise equipment (CPE), logger and other call processing and dispatch telecommunications systems will be hardware/software refreshed or replaced in the RECC.

The Voice Interoperability Plan for Emergency Responders (VIPER), a statewide radio system used extensively for mutual aid and hurricane/disaster response, will help ensure a smooth transition to a consolidated communications center as it is used day to-day by Fire, EMS, and Law Enforcement agencies in Hyde County. Additionally, the NCSHP has approved use of the current VIPER system infrastructure to provide a transport for the proposed simulcast paging system.

## Statement of Need

*Required for all grant types, this statement should reference the relationship of the grant project to NCGS §62A-47(b),(c) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.*

***Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.***

Hyde County meets the definition of "rural" as contained within North Carolina General Statutes; G.S. 53A-37(5) defines a rural area as any county in North Carolina which does not include within its boundaries a city, as defined by G.S 160A-1(2), with a population greater than one percent (1%) of the population of North Carolina. The United States Census Bureau estimates that the population of North Carolina in 2013 was 9,752,073 (1% = 97,521).

As defined by the North Carolina Development Tier Designation Statute (§143B-437.08), as it provides specific guidelines for calculating annual tier rankings. This process assigns each county to a designation of Tier 1 (most distressed), Tier 2, or Tier 3 (least distressed). Assuming there are no ties in rankings, North Carolina will have 40 Tier 1, 40 Tier 2, and 20 Tier 3 counties each year. In the event of a tie for the final position as a Tier 1 or Tier 2 county, both counties will be placed in the lower tier. Tier rankings take into account four factors:

- Adjusted property tax base per capita for the most recent taxable year (2014-2015)
- Percentage growth in population for the most recent 36 months for which data are available (July 2009 – July 2012)
- Median household income for the most recent twelve months for which data are available (2012)
- Average unemployment rate for the most recent twelve months for which data are available (September 2012 – August 2013)

NOTE: The years in parentheses for each variable indicate the years that are used to rank counties for 2014 tier designations. Each county is ranked from 1 to 100 on each variable, making the highest possible Distressed County Sum 400, and the lowest 4. After calculating the Distressed County Sum, counties are then ranked from most distressed (1) to least distressed (100) in order to determine their Distressed County Rank.

Additional tier ranking criteria based on the Development Tier Designation statute specifies the "automatically qualifying criteria" below for Tier 1 status. Tier 1 "Automatic Qualifiers", such as Hyde County must:

- Be Tier 1 for at least two consecutive years
- Be a county with less than 12,000 people, such as Hyde County, or
- Be a county with a population between 12,000 and 49,999 AND a poverty rate of 19 percent or greater.

Hyde County, a Tier 1 county and one of North Carolina's least populous counties, has a poverty rate of 23.3 percent and unemployment rate of nearly percent eight percent. Hyde County encompasses 612.70 square miles and has a population of 5,152 (excluding prisoners at the Hyde County Correctional Institute); this results in 8.41 persons per square mile. Additionally, Hyde County has no incorporated towns. By both statutory criteria, Hyde County constitutes a rural area.

The rural status of Hyde County is further supported by North Carolina agricultural statistics, provided by the National Agricultural Statistics Service (NASS) of the U.S. Department of Agriculture (USDA) in cooperation with the North Carolina Department of Agriculture and Consumer Services (NCDA & CS), with corn, soybean and wheat production ranking in the top one-fourth of North Carolina counties.

***Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.***

This new communications infrastructure is a funding priority as it is not fundable through traditional 911 funds. Due to the seasonal population's impact and economic challenges faced by Hyde County, no funds are available for this emergency communications system through the county's annual budget process.

Hyde County has been designated Tier 1 by the North Carolina Department of Commerce, indicating it is one of the 40 most distressed counties in the state; therefore, without funding, consolidation will be on hold for the foreseeable future. In addition, regardless of funding for this project, much of the infrastructure in the PSAPs will have to be replaced in order to meet the mandates requiring NG9-1-1 capabilities. Although this equipment could possibly be obtained with 911 funds, it would be more economical to place this equipment in one consolidated communications center built with project funds.

Failure to obtain funding for this project would result in potentially replacing infrastructure in the Hyde County PSAP. This is not a prudent use of 911 funds but it is the reality facing the PSAP without this project. In addition to the economic realities, it is also important not to lose sight of both the community and the seasonal tourism demands of the county. Without project funding, the PSAP will continue to operate, resulting in the transferring of 911 calls, delayed response times, stresses from seasonal demands, a lack of standardization, and other inherent problems of the current system. The RECC, with grant funding, will provide a better service for its citizens and tourists in their time of need.

***Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.***

Although Hyde County does not have a strategic technology plan, this project addresses many of our short-term and long-term deficiencies. For example, much of the major E911 infrastructure is at/near end-of-life and due to have the software/hardware refreshed (at about a 5-year cycle) and/or replaced between 2015 and 2017. The RECC project addresses these needs and similar end-of-life systems issues for the consolidation of Hyde County, by replacing the aging infrastructure within a single consolidated communications center, the RECC.

Due to the lack of infrastructure and the inadequate paging coverage, the Hyde County Emergency Services Department has been seeking funding sources to upgrade the communications system in Hyde County. Minor upgrades have been installed over the past four years, but the proposed partnership with the North Carolina State Highway Patrol will provide access to a transport mechanism and infrastructure that could not have been realized through our individual efforts. Also, the post 9/11 communications grants, that at one time were prevalent, have all but disappeared. Without financial assistance, the ailing infrastructure will continue to degrade and systems failures will become more frequent.

***Please identify the likelihood of completing the project without grant funding, the availability of other funding source(s) for the project, including 911 fund balance, the percentage of grant funding being requested in relation to total project costs.***

Due to the tightening county operating budget, decreasing tax base/revenues, and difficult economic times, there is no likelihood that this project will be completed without grant funding. No other funding sources have been identified that could fund a project of this nature. The current unreconciled 911 fund balance for Hyde County is \$171,876, based on current operations/anticipated funding, to be only \$117,876 in 2017, when the 30-month project will end.

In addition, it has already been established in this application that Hyde County spends more for 911 than they receive from the annual 911 fund. The project budget will include the 2017 anticipated fund balance, which is not sufficient to fund this project. However, if there were to be any additional surplus after ongoing operations, these funds will be dedicated to the project.

## **Consolidation Project Governance Plan**

*This study is required for all consolidation projects. Consolidation projects involve combining two or more PSAPs into a single primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by such independent PSAPs. In addition to providing this governance plan, the localities that govern the PSAPs involved in the consolidation must provide interlocal agreements in support of consolidation, copies of which must be attached to the application submission.*

***Indicate how a consolidation would take place and improve service.***

The consolidation would take place by integrating the operations of the Hyde County Sheriff's Office 911 Center directly into the Dare County 911 Communications Center and creating a unified administrative entity under Dare County 911 Communications. This consolidated RECC would be housed in a new facility in Dare County, which would improve redundancy, intercommunications and service delivery to the citizens, tourists and emergency responders.

Based on an assessment by MCP and Moseley Architects, an architectural design group subcontracted through MCP that specializes in the area of public safety, a concept plan and an anticipated budget for this facility, located on a site in Dare County, has been developed to support this grant application. The concept plan supports the ten positions noted in the staffing assessment. Thus, consolidation would begin with the building of a new PSAP facility (that could support, ideally 9-10 operator positions) at a selected Dare County site to house the RECC. A technology review by MCP further supports the replacement of end-of-life technology and the migration of limited equipment to this new facility.

A project management team, working under leadership from the County Managers with support from the Dare County 911 Communications Director, supported by a second contract phase for technology procurement and integration with MCP, would be utilized to ensure all deadlines are met, project reports submitted, etc. Purchases will be made according to established procurement guidelines, with Dare County acting as the grant recipient, host agency and the fiduciary agent for the project. All NC 911 Board funds from the successful grant and the counties' fund balances (not needed or deemed critical to current operations) will be utilized to purchase infrastructure and other fundable expenses for the new RECC. This includes 911 funds in the current fund balance, as well as the anticipated awarded grant funds accrued during the estimated 30-month life of the project. Management of these funds by Dare County is supported by a joint resolution executed by the counties in 2014 to assure administrative and management support for consolidating the PSAPs. The resolutions of agreement both support that all 911 funds go directly to the joint project administered by Dare County. The resolutions support consolidation, submittal of the 911 Board grant application, integrated management and facilitation and finance of the consolidation with administration from Dare County. Therefore, no further County Board action(s) will be needed by the governing bodies in regards to the sharing of these resources.

Once operational, the RECC will provide the citizens of the counties, tourists, as well as emergency responders with improved services for decades to come. Tangible economies of scale, such as costs associated with supporting a single RECC and joint facility rather than two distinct operational entities will be realized. The result will be an overall improvement to the delivery of service, as well as a more efficient operation. Advantages of a consolidated RECC include the following:

- Command and control falls under the administrative management of Dare County 911 Communications
- Standardized standard operating procedures (SOPs)
- Seasonal/surge events are more effectively able to be handled with spikes in workloads (call volume, dispatch volume)
- Improvements in coordinating and dealing with large-scale disaster events (i.e., seasonal hurricanes, etc.)
- Coordination and managing events that involve crossing jurisdictions
- Staffing able to draw from a larger geographic applicant pool better absorb absenteeism
- Standardized training and regular ongoing skills improvement
- Management of telecommunications staff certification and recertification
- Cross-training of staff in law enforcement, fire, and emergency medical dispatch (EMD)
- Ability to institute and to execute and maintain a comprehensive quality assurance (QA) program
- Standardization of management information systems (MIS) and records management systems (RMS)
- Two-county (adjacent) candidate recruit pool and more consistent and regular entry-level training programs
- Improved and standardized human resourcing
- Joint management to better mitigate attrition

***Indicate how the consolidated PSAP should be organized and staffed.***

As noted in the resolutions, the proposed RECC would remain an agency of Dare County government (Dare County 911 Communications) within the administrative control of the Dare County Sheriff and Manager. The Dare County 911 Communications Director, in addition to functioning as the grant Project Manager, will remain as the RECC-Dare County 911 Communications Director under the Dare County Sheriff. The Hyde County Sheriff will work closely with the Dare County Sheriff. The user agencies in the counties and stakeholders have equal access to this management, regardless of whether they reside in Dare County or Hyde County. The day-to-day governance of this entity would be focused on access to the Dare County 911 Communications Director. Thus, user agency issues, dispatch protocols, SOPs, hiring and training, incident management, etc. will be administered in this manner.

This management within the administration of Dare County 911 Communications, under the Dare County Sheriff and Dare County Manager, will work closely with the Hyde County Sheriff and Hyde County Manager under their statutory authority, to handle overall management issues, such as policy, budget, recruitment, contracts, maintenance, and personnel issues referred by the Dare County 911 Communications Director, with the ability to report directly through this hierarchy to the elected officials with responsibility to set/maintain the SOPs used to process calls and dispatch agencies in both counties. This will allow input to be provided for the policies, governance and financial operation of the RECC, including administration for day-to-day operations that deal directly with user operational issues.

It is also to be noted that a small, targeted project team, including the Hyde County Sheriff, will be named by Dare County to support the Dare County 911 Communications Director as the grant project is implemented. Project decisions or issues that cannot be resolved would be passed up through the Dare County 911 Communications Director to the Dare County Manager.

The day-to-day operations of the RECC will support both counties' law enforcement agencies, volunteer fire/rescue services and EMS and will coordinate securing mutual aid with the State, federal and local agencies currently interacting with the PSAPs. The RECC would be led by the Dare County 911 Communications Director and Dare County 911 Communications administrative staff (Assistant Director and supervisors) to oversee staff of the RECC. Procedures will be revised to address a variety of management/operations topics from the PSAPs and Hyde County's desire to consolidate.

Based on MCP's staffing assessment, it is anticipated 25 total telecommunicators would be necessary to staff the RECC. These staffing levels were developed using a modeling formula accepted and used by the National Emergency Number Association (NENA) as part of their Communications Manager Certification Program. Job descriptions will be updated for each position and telecommunicator staff from each PSAP will be integrated into the RECC based on the employee's seniority, training, qualifications and other factors as developed by the administration. Payroll and benefits would be administered by Dare County. Transferred employees would not lose their seniority. In addition, the scheduling of staff will be based upon a priority/peak staffing model to ensure adequate staffing when needed.

***Indicate what services the consolidated PSAP should perform.***

Note: As required by law and best practices, all telecommunicator staff will be hired, trained, annually in-serviced, and managed using the NCCJETS criteria, including EMD.

The RECC will have nine call answering and dispatch work stations dedicated to emergency call processing, with additional workstations available for predictable busy periods, training/staffing requirements for seasonal demands, or situations where call volume spikes.

There will be two to four dispatcher positions available to law enforcement, with additional dispatch positions available for peak/seasonal periods, special events, or any other situation that causes a spike in law enforcement dispatch workloads. All law enforcement-capable dispatch positions must be capable of processing National Law Enforcement Telecommunication System (NLETS) queries as well as any other federal, state or local on-line queries germane to law enforcement.

Also, there will be two to three dispatch positions available to fire and EMS, also with additional dispatch positions for peak/seasonal periods, special events, or any other situation that causes a spike in fire or EMS workloads.

In addition to an initial anticipated 911 call volume over 25,000, the RECC would also answer non-emergency calls of an administrative nature for both counties, estimated at over 61,000 calls, including citizen requests for information or to access agencies after normal business hours. Outbound call volume is estimated at over 22,000 calls. This projects an annual call processing of over 109,000 calls.

Other services will be performed that are internal to the RECC, including two positions for training, QA, information technology/system updates/maintenance, etc. These positions will also be able to process 911 calls should seasonal or situation demands require.

Any problems that arise among the user agencies in the RECC will be referred to the Dare County 911 Communications Manager. If the problem cannot be resolved, then the matter will be referred to the Dare County Sheriff for resolution. The Dare County Sheriff will have direct access to the Hyde County Sheriff should his/her input be needed to address any issues.

In summary, the RECC will provide the following services:

- Phone answering to include emergency and non-emergency calls
- Transferring or making phone calls
- Law enforcement dispatching
- Fire dispatching
- EMS dispatching
- Emergency services' paging
- County agency call-out
- Coordination with Emergency Management
- Interoperable communications for all public safety agencies in North Carolina
- Coordination with other mutual aid, state and federal agencies
- Maintenance of telecommunications systems
- Technical systems operation and upgrade
- IT planning and development for Dare County 911 Communications
- Disaster/weather-related functions
- National Crime Information Center (NCIC)/NLETS operations
- QA operations
- Recruitment, orientation, training and standards/certification functions
- Strategic communications solution on the VIPER statewide 800 megahertz (MHz) radio system

These services will be provided through the new consolidated RECC to those agencies previously served by the three existing PSAPs. However, citizens and many other agencies will enjoy the benefits of a consolidated PSAP. These law enforcement agencies include the Dare County Sheriff's Office, Tyrrell County Sheriff's Office, Hyde County Sheriff's Office, Duck Police Department (PD), Southern Shores PD, Kill Devil Hills PD, Kitty Hawk PD, Nags Head PD, and Manteo PD; plus the National Park Service, North Carolina (NC) Forestry Service, United States (US) Fish/Wildlife Service, NC Marine Fisheries, NC Wildlife, US Coast Guard and NC Parks. Any costs associated with these agencies will be absorbed by the RECC.

Dare County has 19 Fire/EMS agencies, including Kitty Hawk Volunteer Fire Department (VFD), Kill Devil Hills VFD, Nags Head VFD, Roanoke Island VFD, Buxton VFD, Avon VFD, Salvo VFD, Dare Regional Airport, Station 22, Stumpy Point Fire Department (FD), Frisco Fire Prevention Association, Manns Harbor VFD, Southern Shores VFD, Duck VFD, Colington VFD, Chicamacomico Banks FD, Dare County EMS (eight stations), Hatteras VFD, and Hatteras Island Rescue Squad, and an Ocean Rescue.

Tyrrell County VFD has six stations (Columbia, Frying Pan, Alligator, Gum Neck, Scuppernong, and Kilkenny) with 66 firefighters, and Washington -Tyrrell County EMS (Plymouth). These agencies will also benefit from the RECC and will not be required to provide funding for the consolidated PSAP.

Hyde County has six volunteer fire departments, including Engelhard VFD, Fairfield VFD, Ponzer VFD, Scranton VFD, Swan Quarter VFD, and Ocracoke VFD. Each volunteer fire department also provides medical first responder services to assist Hyde County EMS. The Hyde County Emergency Medical Service (EMS) has two stations one centrally located on the mainland and another on Ocracoke Island.

In addition to administrative phone calls and citizen non-emergency requests for information or assistance, other ancillary agencies that have calls currently answered by both Dare and Tyrrell counties' 911 centers and staff call-out after hours include Animal Control, Probation and Parole, Social Services, Water Department, and Chapel Hill Poison Control.

***Indicate how consolidated PSAP policies should be made and changed.***

The daily operations of the RECC will be administered by the Dare County 911 Communications Director. The Director, working for the Dare County Sheriff, will have the authority, with support from the Hyde County Sheriff, to make and enforce policy with guidance and direction from the Sheriffs and County Managers. This authority is derived from the Dare County Government, both the Dare County and Hyde County Managers and Sheriffs, as resolved by resolution in conjunction with the RECC. Administration in turn is further established through intergovernmental work and practice between two Sheriffs. All Dare County 911 Communications revised policies, as they incorporate procedures from Hyde County, will meet or exceed NCCJETS and applicable industry standards including those established by NENA and the NC 911 Board.

The call handling processes and human resource recruitment and training procedures and policies will be addressed first and will be established by both County Managers and be in place prior to the physical migration and consolidation with Hyde County.

The Dare County 911 Communications Director and Hyde County Sheriff will initially draft revisions to these first procedures, obtaining policy support from both County Managers. Subsequent policy reviews will be made by the Dare County 911 Communications Director, in consultation with the various stakeholders involved in consolidation. Future changes will be made by the Dare County 911 Communications Director with support from the Hyde County Sheriff and the County Managers to remain in compliance with industry standards and user requirements.

***Indicate how the consolidated PSAP should be funded exclusive of grant funding.***

Once operational, all operating expenses will be funded by the participating counties (Dare/Tyrrell/Hyde). The first year's operational expenses will be funded based on the resolution agreement that is in place since early 2014. Based on the staffing study, after applying each County's available NC 911 Board fund balances, based on this agreement.

There are additional considerations outside of call volume. One is incident volume and personnel accountability. Dare County will now be responsible for the safety of Hyde County emergency responders. While the call volume is low, incident volume is higher. Currently, it is not known whether Hyde County will be dispatched by developed RECC procedures requiring a single staff person as they are now or whether the responsibilities will be split among Dare County's dispatch positions. The answer could mean that another position is warranted (which will require the same amount of people Hyde County currently employs).

There are also transition costs such as training on fire, EMS, law enforcement; developing RECC policies and procedures; combined CAD system data (response packages and units); mapping/geographic information system (GIS); public education; and technical personnel to work with the local exchange carrier (LEC) for 911 migration, etc.

MCP will further review these costs during Phase 2 and it can be anticipated that MCP would recommend limiting Hyde County to their current operational costs up to and including the first two years of operation in the RECC and then after the first full year is over, evaluating the actual data to determine the impact to Dare County and, if necessary, reevaluating the compensation from Hyde County to Dare County, limiting to the current Hyde County 911 budget (maximum) unless there is a drastic increase in call/incident volume.

The actual cost of operations will be as accrued after cutover and migration, but can be estimated in advance and be based the projections of costs made as a result of the MCP assessment. As indicated, approved 911 fundable expenses will continue to be funded through the 911 fund balance.

After the first operational fiscal year, all expenses from that previous fiscal year will be audited and reviewed by the County Managers. These expenditures will then be divided among the counties based on the percentage of dispatched 911 calls from that fiscal year. This formula, based on percentage of dispatched 911 calls, will be used for all future operational expenses.

The County Managers, with the authority of their respective Commissioner Boards, will review and approve all RECC costs annually and will have the financial authority over the RECC budget, with this authority established through resolution and intergovernmental agreements established prior to consolidation.

Emergency services in both counties will continue to fund their respective agency equipment and subscriber equipment, as was the practice before consolidation.

***Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.***

The governing bodies of Dare, Tyrrell, and Hyde counties each passed the same resolution supporting consolidation. Intergovernmental agreements concerning operations, technology, and equipment are being developed as needed, or are in place pending consolidation. These serve as demonstrations that the governments involved have cooperated and continue to do so.

Once operational, all existing intergovernmental agreements will be examined and updated as needed by the Sheriffs and their County Managers. There will also be meetings of both governments (Boards/Managers), as needed. These meetings will ensure collaboration and cooperation continues.

The fact that the existing RECC will be housed in one facility and under one administration will also assist with communications among the various stakeholders across county boundaries and service areas.

Although not involved directly in the governance of the RECC, the County Emergency Management Agencies and Homeland Security Task Forces will continue to be active and have representation within each local government involved, acting as an informal body to improve communications and cooperation among disaster response agencies co-located in the consolidated RECC facility.

***Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.***

All 911 funds not currently (at grant award) needed or deemed critical to legacy operations in the counties will be utilized to support the project and purchase infrastructure and other fundable expenses for the new RECC. This includes 911 funds in the current fund balance as well as the anticipated funds accrued during approximate 30-month life of the construction/migration project.

Once operational, both counties will realize some operational/anticipated savings. Duplicate training, recruitment, operations, and maintenance costs within these expenditures will not be necessary and the counties will no longer need to independently fund (but can share) software/hardware refreshes in a consolidated RECC.

Other areas of cost benefitting from consolidation will also experience operational savings. For example, Hyde County, from simply not having the direct staffing, 911 administration/management and agency-specific supporting infrastructure, utilities and upkeep associated with housing 911 Communications in Hyde County will save annual operating funds. These savings can be contributed to address future end-of-life procurements and/or outfitting a back-up PSAP for the RECC in future budgets.

## Regional Initiative Enhancement/Replacement Project

*Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.*

**What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.**

N/A

**Identify intended collaborative efforts**

N/A

**Identify how resource sharing will take place.**

N/A

**Indicate how the initiative impacts the operational or strategic plans of the participating agencies.**

N/A

## Financial Data

<b>Current 911 Fund Balance</b>	\$171,876.00
<b>Amount Requested</b>	\$1,266,886.60
<b>Total Project Cost</b>	\$1,266,886.60

## Budget and Budget Narrative

*A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2012 PSAP budget.*

**List planned expenditures.**

Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC) – Hyde County Radio Communications and Simulcast Paging System. Quote from Gately Communications, Co. (Appendix 1)

- Initial estimated project cost, based upon quote provided by Gately Communications, Co. \$987,376.00
- Project Quote Add-On Revision (4/8/2015) - Rose Bay to Engelhard Microwave Hop \$75,000.00
- Project Contingency (10%) \$106,237.60
- Consultative and Professional Services (estimated) \$98,273.00

Total Project Cost \$1,266,886.60

**Provide a budget narrative that briefly explains the reason for each requested budget item.**

The requested Radio Technology is necessary to allow proper radio integration of Hyde County's radio network into the Dare-Tyrell Regional Emergency Communications Center (RECC). The project is intended to accomplish several key objectives that will ultimately improve the Public Safety radio network in Hyde County. Some of these improvements include:

- The addition of radio hardware and software,
- Sharing access to the Highway Patrol's VIPER network,
- Aligning radio frequencies, by discipline, used by the public safety agencies across Hyde County (Law, EMS, Fire),
- Providing Simulcast capability across the system,
- Enabling responders to communicate "county-wide" within their assigned frequencies to/from the Communications Center, and amongst agencies on the same frequency band,
- Adding additional and new radio infrastructure at designated repeater sites,
- Creation of a Five (5) repeater site ring that will serve Hyde County while providing pathway redundancy, and connectivity to the new RECC,
- Formation of a new Microwave Hop from Hatteras to Ocracoke,
- Microwave will be used to route IP traffic from the RECC out to the five repeater sites,
- Overcome existing limitations regarding radio coverage to Ocracoke from the mainland site through routing radio transmissions to other repeater sites. This cannot be accomplished under the existing configuration.
- Back-up radio capability on VHF will be added through re-purposing of EMS repeaters located at the Mattamuskeet and Ocracoke sites.

There are many other features of the proposed radio configuration for Hyde County. These can be reviewed in the included documentation that also contains a description of work as proposed by the Vendor which supplied the quote. (Appendix 1)

NOTE: The Rose Bay to Engelhard Microwave Hop is not included within the Budgetary Quote as provided by Gately Communication, Co. This task was identified as a need after the Quote was submitted to Hyde County. This Hop will be designed to address weakness in signal paths that currently exist between these two sites. The design of this pathway will be similar to that of the Hatteras to Ocracoke sites.

A ten percent (10%) Contingency has been included with the Project Total Cost to be used to address any overages encountered, or for any required changes to the system design in order to ensure that all technical needs are resolved.

The overriding reason this technology is being requested is that the proposed project would make a reality adding much needed upgrades and enhancements to Hyde County's Public Safety radio network, and enable Hyde County public safety agencies to be supported by the RECC. The completion of this project would produce a more robust Radio system that incorporates the latest versions of this technology that are prudent for application within the overall system design. Accomplishing this integration would represent a significant "step forward" in terms of capability and interoperability.

Included with this document is a description of component pricing for the Radio design.

#### Consultative and Professional Services

Hyde County desires to retain MCP to provide program management support through the completion of the project. The support from MCP addresses technology integration, procurement support, migration planning, grant reporting, developing a detailed timeline, coordinating with other technical procurement/contractors and their subcontractors, and managing grant requirements. Costs estimates are based on support provided by MCP from similar support provided to other project grant recipients. Professional Services fees relating to MCP's work will be funded within the Grant Award, provided an award is received.

#### **State how you will follow applicable procurement law, rules, and policies.**

Hyde County and the Hyde County Finance Director will act as the fiduciary agent for this project. Therefore, the responsibility of ensuring all applicable procurement laws, rules, and policies are followed will fall on Hyde County's Finance Director. This will be accomplished by following existing county procurement policies which are in accordance with Article 8 of the North Carolina General Statutes, specifically G.S. 143-129, which establishes the procedures for formal bidding and G.S. 143-131, which establishes the procedures for the informal bid process.

In addition, the documenting of all project expenses, payments, etc. will be in accordance with Generally Accepted Accounting Principles, as set forth by the Financial Accounting Standards Board. The project will also comply with any additional requirements that may be set forth in a project contract.

#### **If the project will have ongoing expenses, such as monthly recurring charges, describe plans and specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.**

This project will entail ongoing expenses throughout the life of the system. Those portions of the system that may be eligible, or become eligible to be funded through monies allocated from the North Carolina 911 Board, will be sustained accordingly. Other costs relating to the maintenance and upgrading of equipment, hardware, and software utilized within the radio system will be financially supported through funds supplied by the participating counties. The mechanism for how these monies are supplied toward the support of this portion of the overall system will be governed by the funding matrix in place at that time, including any funding responsibilities of each participating County as are applicable.

The County's operating budget, and any other available funding sources may be used to sustain this project outside of 911 Grant Program funding.

## Evaluation

*All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.*

**Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline for meeting short, intermediate, and long term goals.**

The evaluative portion of this project should follow the timeline for Technology Tasking that was presented by Dare-Tyrell Counties in their Grant Application. The timeline would then be adjusted to the operating timeline schedule as it exists at that point-in-time should a Grant Award be received by Hyde County. Appropriate adjustments to the timeline will be coordinated with all stakeholders to ensure that task alignment is identified. Following this step, responsibilities will be determined and assigned within the Project Team. The evaluation system adopted for this project should be eventually included into the overall RECC project evaluation schema.

The Technology Tasking timeline includes the following:

- Establish equipment/systems parameters/review budgets – Month 3
- Finalize requirements – Month 5
- Develop RFPs or statements of work (SOWs) for vendors – Month 10
- Issue RFPs/SOWs – Month 13
- Evaluate vendor responses/select vendors – Month 15
- Procure systems – Months 16-24
- Install equipment – Month 25
- Test/accept systems – Month 27
- Train for cutover/migration plan – Month 28
- Complete migration plan – Month 29
- Cutover to new system – Month 30

***Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.***

The Project Team may consist of the following: Hyde County's Project Manager, selected staff, MCP, parties representing the RECC, and other stakeholders will assist in conducting and or writing evaluations. Evaluations will be conducted at routine intervals that will be determined by the Project Team based upon the milestones that are deemed appropriate. These intervals can be adjusted in accordance with the needs of the project, or to meet any required or requested report to the NC 911 Board or other governing entity.

Acceptance criteria will include such items as:

- Meeting or exceeding industry accepted parameters for performance
- Field testing from various pre-determined sites within the area covered by the radio system. This is to include "known" areas where existing difficulties are experienced in transmitting or receiving radio signals. Participants conducting testing should include: system engineers, technical staff, installation technicians, representatives from the public safety disciplines served, and MCP.
- Once the system has been in operation for a designated time period, the system will be tested in the "live" environment so that performance data gathered during implementation and integration can be measured against "live" operational usage. This will provide insight whether any adjustments are warranted in order to optimize the system.
- The above mentioned items should contribute to the evaluation assessment. Other performance criteria may be developed to address specific concerns as warranted.

***Identify how data will be collected and presented.***

The Hyde County Project Manager will be responsible for collecting data relating to the project during all integration-related phases. It is anticipated that the data will be collected on a project evaluation form with commercial off-the-shelf (COTS) software (Microsoft Excel or Word) and collated by MCP, who will assemble the data using software/reports utilized to collate and analyze the data.

The exact data to be collected will be determined by the Hyde County Project Manager and the grant contract, but should include data on the following:

- Schedule
- Accuracy and Completeness
- Design Issues
- Coordination and Cooperation
- Testing Outcomes
- Readiness to migrate
- Safety

# COUNTY OF HYDE

## Board of Commissioners

Barry Swindell, Chair  
Earl Pugh, Jr., Vice-chair  
Benjamin Simmons  
John Fletcher  
Dick Tunnell

30 Oyster Creek Road  
PO Box 188  
SWAN QUARTER, NORTH CAROLINA 2781  
252-926-4400  
252-926-3701 Fax

Bill Rich  
County Manager

Fred Holscher  
County Attorney

Lois Stotesberry, CMC, NCCCC  
Clerk to the Board



## **RESOLUTION SUPPORTING THE APPLICATION FOR A GRANT FROM NORTH CAROLINA 911 BOARD**

**WHEREAS**, the current Public Safety Answering Points or PSAP's providing service and answering 911 calls for Dare/Tyrrell/Hyde Counties are handled through a system financed, in part, from 911 funds provided by the North Carolina 911 Board under G.S. 62A-46(c); and,

**WHEREAS**, Dare, Tyrrell and Hyde Counties currently operate PSAP's; and,

**WHEREAS**, Dare, Tyrrell and Hyde County governments, have recommended the consolidation of 911 communication services throughout Dare/Tyrrell and Hyde Counties in an effort to establish an integrated management structure to better each County's populations; and,

**WHEREAS**, the North Carolina 911 Board will soon commence a grant cycle which will include the E-911 Consolidation Program intended to provide funding for those jurisdictions seeking to consolidate 911 emergency services; and,

**WHEREAS**, the Dare County Board of Commissioners, Tyrrell County Board of Commissioners and the Hyde County Board of Commissioners support the consolidation of the existing PSAP's into an integrated management structure and by this Resolution intend to authorize and to support an application for grant funding under the E-911 Consolidation Program adopted by the North Carolina 911 Board.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Commissioners of Dare County, Tyrrell County and Hyde County each being a government body located in North Carolina, that:

1. Individually and jointly each of the governmental bodies expresses its support for the consolidation of communication services (PSAP's) into a single PSAP as recommended, and
2. To facilitate and finance, or partially finance, the consolidation of communication services, the application for a grant under the E-911 Consolidation Program is authorized and may be submitted to the North Carolina 911 Board when the applications for funding become available, and
3. In order to facilitate the application and granting process, the application shall be submitted and any grant funds received shall be administered with Dare County acting as the lead agency for such purposes or as a joint effort by three (3) or more of the governmental bodies, as may be required by the E-911 Consolidation Program Guidelines; and

This Resolution is adopted by each of the governmental bodies set out below, but executed in counterparts pursuant to authority duly given by official action of the governing body on the date indicated below.

Adopted this the 2<sup>nd</sup> day of September, 2014, in Hyde County, North Carolina.

  
\_\_\_\_\_  
Barry Swindell, Chairman

ATTEST:   
Lois Stotesberry, Clerk to the Board



## Appendix 1

### Description of Work and Budgetary Quote

Hyde County Paging and Radio system integration to Dare 911

(800 Mhz VIPER Radio Dispatch for Hyde Public Safety Agencies)

Furnish and install (4) APX-7500 700/800 Consolettes at Dare 911 to dispatch on existing Hyde County Local VIPER Talk groups for Hyde Sheriff, Fire, EMS and EM departments. These (4) control Stations will be connected to Dare County MCC-7500 consoles at new dispatch center (or) possibly be located at Existing Dispatch Center as the Dare "Master site" equipment may remain at Existing 911 center. APX-7500 consolettes will be installed in rack with (4) dedicated 800 yagi antenna systems located either on existing penthouse or tower at new Dare 911 Center. Two (4 channel) CCGW (Enhanced) will be installed to interface MCC-7500 consoles to the (4) APX-7500 consolettes and also allow interface with the recorder at Dare 911. (2) APX7500 800 Mhz Consolettes with (1) CCGW will be installed at Stumpy Point Site for back-up. One antenna system would be directed toward Ocracoke and the other toward Mainland sites. Should VIPER system go to Site Trunking, these remote located Consolettes would allow Dare 911 to communicate with each tower site individually to assure communications with Hyde County Agencies..

(VHF Simulcast Paging System for Hyde Fire and EMS)

License new VHF simulcast paging frequency for Hyde County Fire / EMS. Furnish and install (5) new VHF GTR-8000 Paging transmitters along with TRAK 9000 time syncs and new DB-264 Base antenna systems at (5) Tower sites for Hyde County Paging. Sites include: Ponzer VIPER Tower, Rose Bay VIPER Tower, Ocracoke Water Tank, Englehard VIPER Tower and Stumpy Point VIPER Tower. Use of existing Dare County and VIPER microwave will be utilized to pass IP traffic from Dare 911 (MCC-7500 Consoles) to all (5) locations. Page Tones will be sent by IP thru microwave / Fiber connection to East Lake Prime site to CCGW to MLC-8000 Simulcast Controller. TRAK 9000 will be installed to provide Time sync to controller. Signal will be converted to T1 format and will be distributed to the (5) sites by way of VIPER Microwave. Each site will receive the simulcast paging traffic from VIPER Microwave and convert signal back to IP where the MLC8000 simulcast control equipment will engage GTR-8000 Motorola Stations for Simulcast Page out at the (5) remote sites. Note: Hyde EMS and Hyde Fire Departments will all be paged on same system. Existing EMS VHF repeaters at Ocracoke and Mattamuskeet will be left in place and used as back up VHF systems. (2) existing VHF MTR-3000 Stations (Hyde Fire East and Fire West) will be reprogrammed and installed at Stumpy Point Tower site and will be interfaced to the new CCGW at that site for control from Dare 911. This will allow back-up VHF operation thru EMS repeaters at Mattamuskeet and Ocracoke sites.

(Microwave system)

(1) Microwave Hop will be furnished and installed between Ocracoke Water tank and Hatteras Island Water tank to provide connectivity from Ocracoke to Hatteras and over existing Dare County PTP-800 microwave to Buxton US Cell Tower where the existing VIPER microwave currently terminates. Shared usage of this new HOP will be provided to VIPER. VIPER will in turn allow Hyde County to use their microwave Transport throughout mainland Hyde County for new VHF simulcast paging system.

Assumptions:

Microwave path was done on a desktop model and may be found to be different in the field. Path is not guaranteed until confirmed physically.

That all identified sites will be able to accept proposed loading without modification. Towers are heavily loaded and may not pass rev G without structural enhancements.

Hyde Co will confirm that the water tanks will accept the new microwave dishes. Any structural reports or modifications on water tanks, if needed, will be the responsibility of the Hyde County.

Dare County has agreed to allow voice/ data traffic over their PTP microwave system

NOTE: VIPER approvals have been given by Marty Randall (VIPER Network Specialist).

NOTE:: Structural Analysis will be done on all Towers as needed. Estimated cost of Structural Reports is \$3,500.00 per site. Additional to the quote.

NOTE: Structural enhancements that may be required is NOT included in this quote and would be in addition to quoted amount .

NOTE: Simulcast paging is being proposed primarily from existing sites. Therefore VHF paging coverage is not guaranteed but will conform closely to coverage maps based on final site locations.

Appendix 1

***Budgetary Quote***

***Gately Communication, Co.***

**Hyde County Communications**

**Atten: Justin Gibbs**

**320 West Lake Drive  
Kill Devil Hills, NC 27948  
(252) 441-2066 Fax: 441-0913  
Submitted By: Warren Bell  
3-27-2015**

**Job Reference: Hyde County Radio and Page System Integration to Dare 911**

>File FCC license for (5) site VHF simulcast Paging System (Ponzer, Rose bay, Ocracoke, Englehard, Stumpy Point) Modify existing Hyde County EMS License for Back up	(5,500.00)
>File FCC license for (1) PTP800 Microwave Hop Ocracoke Water Tank to Hatteras Water Tank	(1,500.00)
>Site Drawings, Coverage Maps, Load Studies, Eng fees	(45,000.00)
>Electrical	(\$ 15,000.00)
>Build Out (1 Hop) PTP-800 Microwave System (Ocracoke to Hatteras)	(\$ 75,000.00)
>Build Out (5 site) VHF Simulcast Paging System (Turn Key) Includes Trak 9000 or equivalent Time Syncs at each site	(\$ 456,150.00)
>Motorola CSSI (System Staging and Integration)	(\$ 45,000.00)
>Furnish and install (4) APX-7500 Consolettes (700/800 Mhz) (Dare 911) Includes: (2) CCGW, (4) yagi antenna systems with integration to Dare 911 Furnish and install (2) APX-7500 Consolettes (700/800 Mhz) (Stump Point) Along with (2) existing MTR-3000 VHF (Old Hyde Fire East & West Repeater) Includes: (1) CCGW, (2) 800 and (2) VHF Yagi antenna systems Also Includes: (1) CCGW & (1) TRAK 9000 at (East Lake Prime site) for Paging	(\$ 158,726.00)
>VIPER Interface Equipment (Includes: Switches, Routers, RAD (T1 to IP) Converters at each site, TENSr Channel banks, misc Network equipment)	\$ 120,000.00)
>Warranty wrap (1 <sup>st</sup> year) (24/7) response to system issues	(\$ 18,000.00)
>Advance replacement on Microwave Components (Does NOT include Tower Climbs)	(\$ 7,500.00)
>Recommended Spare Boards / Modules	40,000.00)
<b>Total</b>	<b>(\$ 987,376.00)</b>

**Notes:**

- **Quoted prices are strictly Ball Park figures for Budgetary purposes.**
- **Tax & shipping NOT included in quote (Charged separately if applicable)**
- **Proposed System will share VIPER microwave for connectivity to sites.**
- **Bandwidth upgrades may be required by VIPER or Dare County and will be in addition to quote.**
- **Numbers are contingent on all towers being able to pass necessary load studies and necessary frequencies being issued by Fcc .**

**Note: Microwave Hops are required for reliable Paging in Hyde County.**

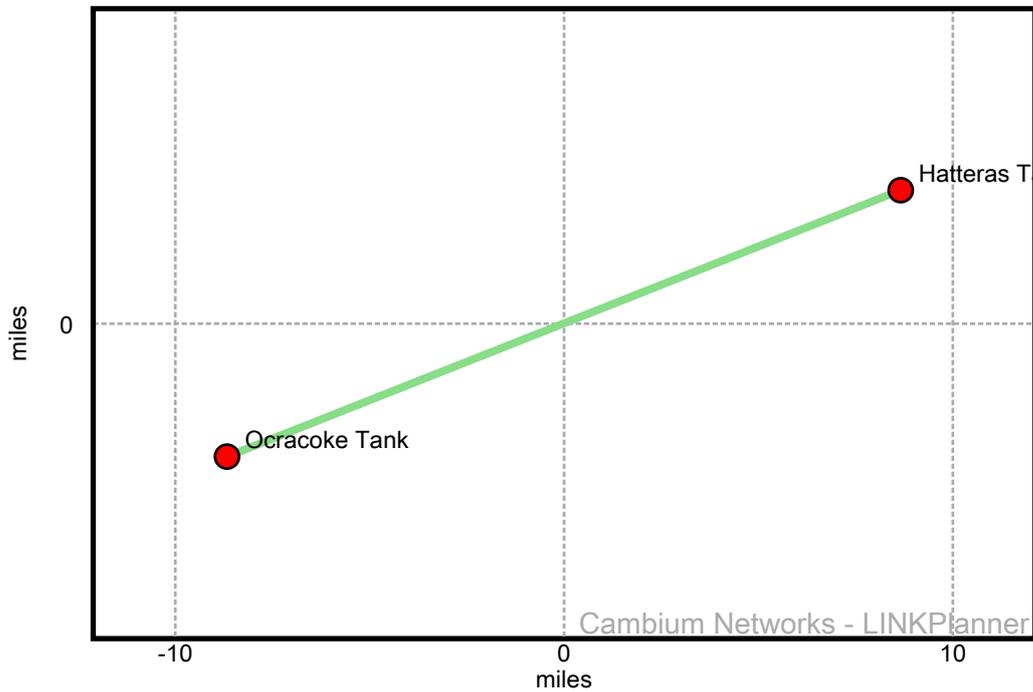
# Project Hatteras to Ocracoke LINKPlanner Proposal Report

27 March 2015

Danny Patterson  
Organization: Gately Communication  
Phone: 757-826-8210  
Email: dpatterson@gately.com



center = 35:10:01.9N 075:49:50.8W



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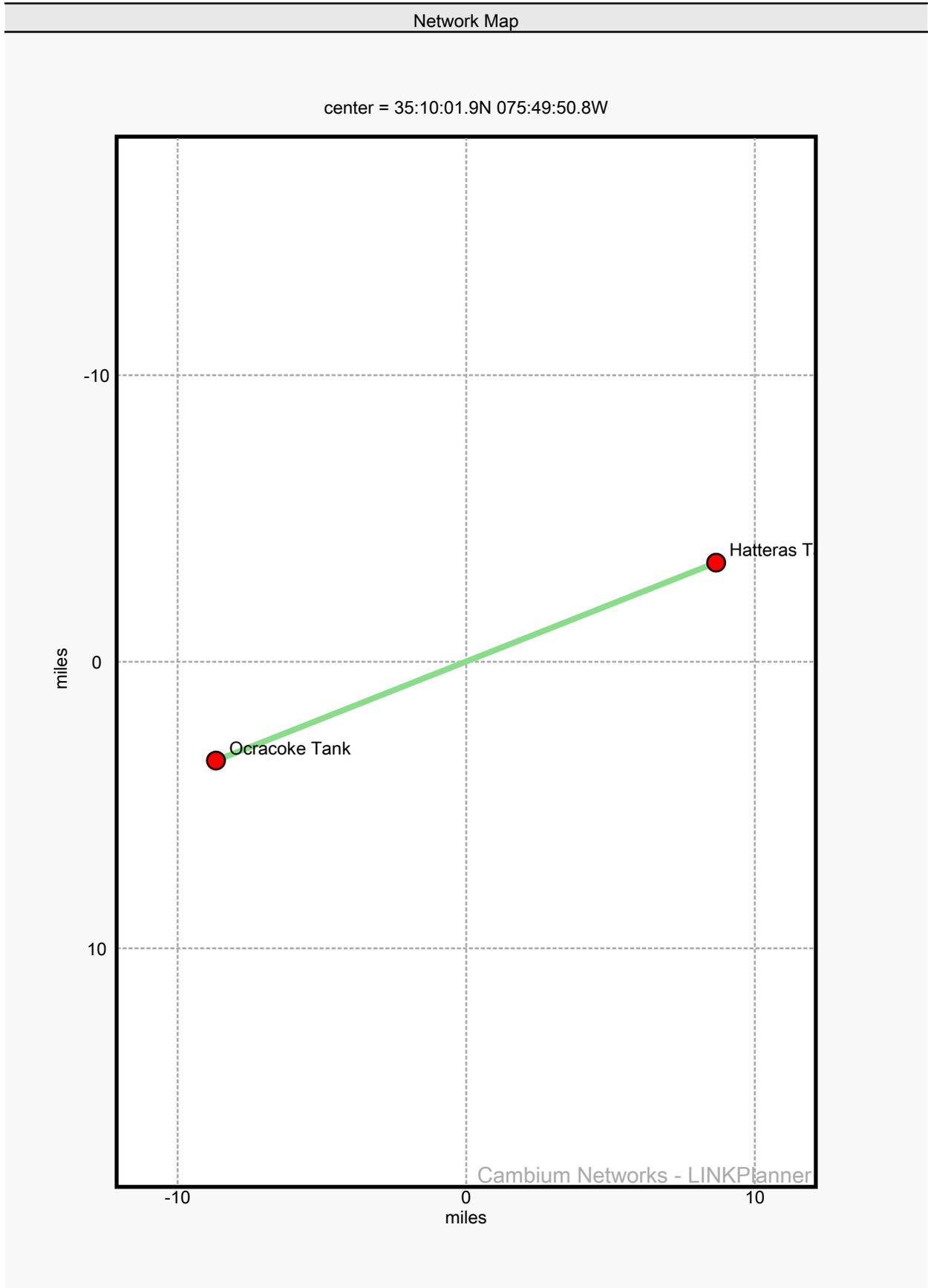
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# 1. Project Summary

**Project:** Hatteras to Ocracoke

**Description:** Hatteras to Ocracoke

General Information	
Customer Name	Hyde County
Company Name	Gately Communication Co.
Address	
Phone	
Cell Phone	
Email	dpatterson@gately.com

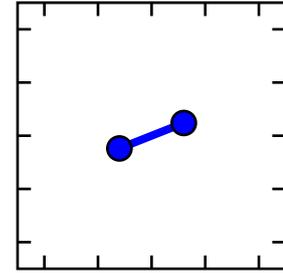


Link name	Product	Local antenna	Remote antenna	Max aggregate IP throughput (Mbps)
Hatteras Tank to Ocracoke Tank	PTPL6800 with ODU-A	Cambium Networks 6ft HP Antenna 85010089021 - Direct	Cambium Networks 6ft HP Antenna 85010089021 - Direct	199.99

Part Number	Qty	Description
(no part number)	2	Unspecified Lower 6 GHz ODU (invalid TX frequency selection). Please select a TX frequency
(no part number)	2	Unspecified Mains Lead (set the region in the Bill of Materials options)
01010419001	2	Coaxial Cable Grounding Kits for 1/4" and 3/8" Cable
07009304001	2	Hoisting Grip for CNT-400 cable
30010194001	2	50 Ohm Braided Coaxial Cable - 75 meter
85010089021	2	6' HP Antenna, 5.925 ~ 7.125 GHz, Single Pol, Mot Interface
WB3480	2	PTP800 Modem 1000/100BaseT with Capacity CAP 10 Mbps
WB3542	2	PTP800/PTP810 Modem Capacity CAP - 100 Mbps (per Unit)
WB3616	2	Coaxial Cable Installation Assembly Kit (W/O LPU End Kit)
WB3622	2	AC-DC Power Supply Converter (no lead cable included). Converts 110/230V to 48V.
WB3657	2	LPU END KIT PTP800 (1 kit required per Coaxial cable)

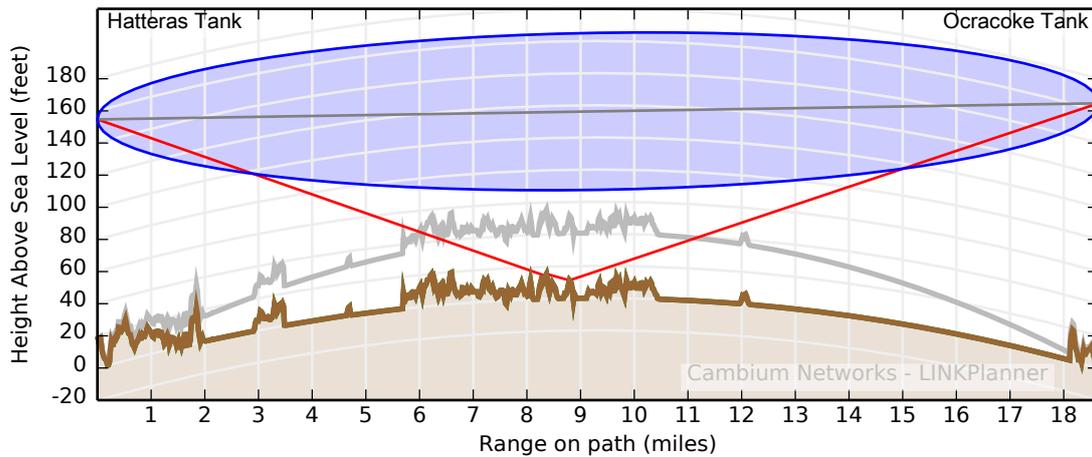


## Hatteras Tank to Ocracoke Tank



Equipment: Cambium Networks PTPL6800 with ODU-A - 1+0

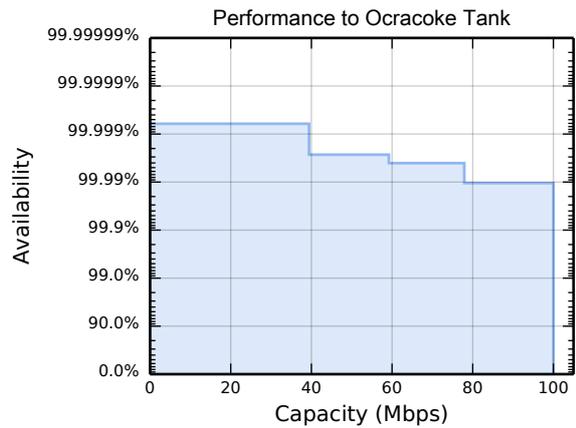
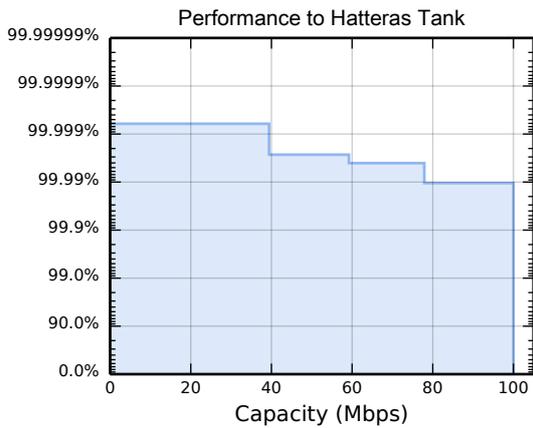
Cambium Networks 6ft HP Antenna 85010089021 - Direct @ 135 ft      Cambium Networks 6ft HP Antenna 85010089021 - Direct @ 135 ft



	Performance to Hatteras Tank	Performance to Ocracoke Tank
Mean IP	100.0 Mbps	100.0 Mbps
IP Availability	99.9994 % for 1.0 Mbps	99.9994 % for 1.0 Mbps

Link Summary			
Link Length	18.648 mi.	System Gain	183.26 dB
Band	Lower 6 GHz	System Gain Margin	45.14 dB
Regulation	FCC	Mean Aggregate Data Rate	200.0 Mbps
Modulation	Adaptive	Annual Link Availability	99.9988 %
Bandwidth	30 MHz	Annual Link Unavailability	6.4 mins/year
Total Path Loss	138.12 dB	Prediction Model	ITU-R

Performance Charts



Climatic Factors, Losses and Standards

dN/dH not exceeded for 1% of time	-311.25 N units/km	Annual 2-way Availability	99.9988 %
Area roughness 110x110km	1.89 metre	Annual 2-way Unavailability	6.4 mins/year
Geoclimatic factor	8.28e-04	Rain Availability	100.0000 %
Fade Occurrence Factor (P0)	5.78e-01	Rain Unavailability	0 secs/year
Path inclination	0.10 mr	Atmospheric Gasses	ITU-R P.676-7, ITU-R P.835-4
0.01% Rain rate	66.66 mm/hr	Diffraction Loss	ITU-R P.526-10
Free Space Path Loss	137.81 dB	Propagation	ITU-R P.530-12
Gaseous Absorption Loss	0.31 dB	Rain Rate	ITU-R P.837-5
Link Type	Line-of-Sight	Refractivity Index	ITU-R P.453-9
Excess Path Loss	0.00 dB		

Part Number	Qty	Description
(no part number)	2	Unspecified Lower 6 GHz ODU (invalid TX frequency selection). Please select a TX frequency
(no part number)	2	Unspecified Mains Lead (set the region in the Bill of Materials options)
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WB3542	2	PTP800/PTP810 Modem Capacity CAP - 100 Mbps (per Unit)
WB3616	2	Coaxial Cable Installation Assembly Kit (W/O LPU End Kit)
WB3622	2	AC-DC Power Supply Converter (no lead cable included). Converts 110/230V to 48V.

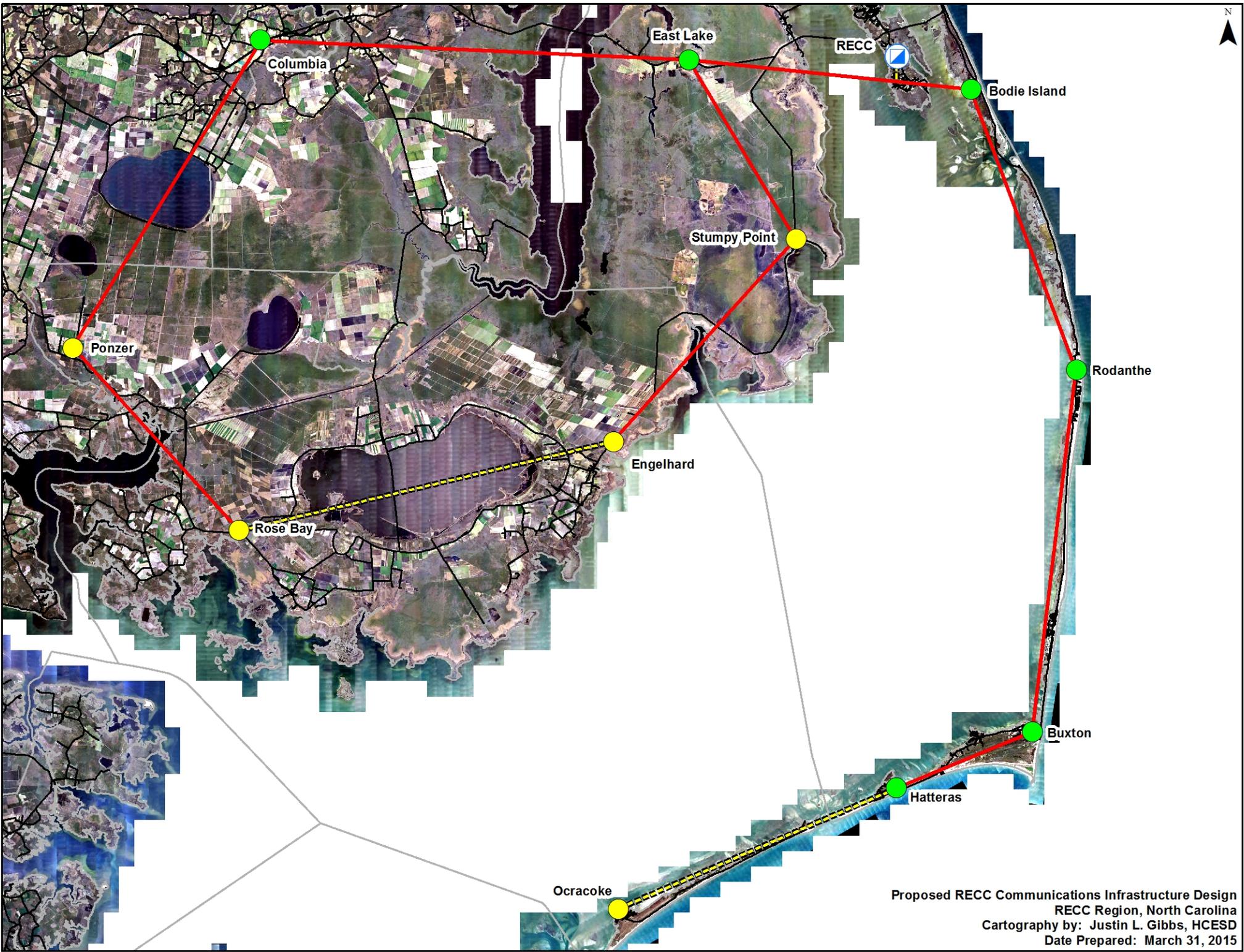
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Part Number	Qty	Description
WB3657	2	LPU END KIT PTP800 (1 kit required per Coaxial cable)

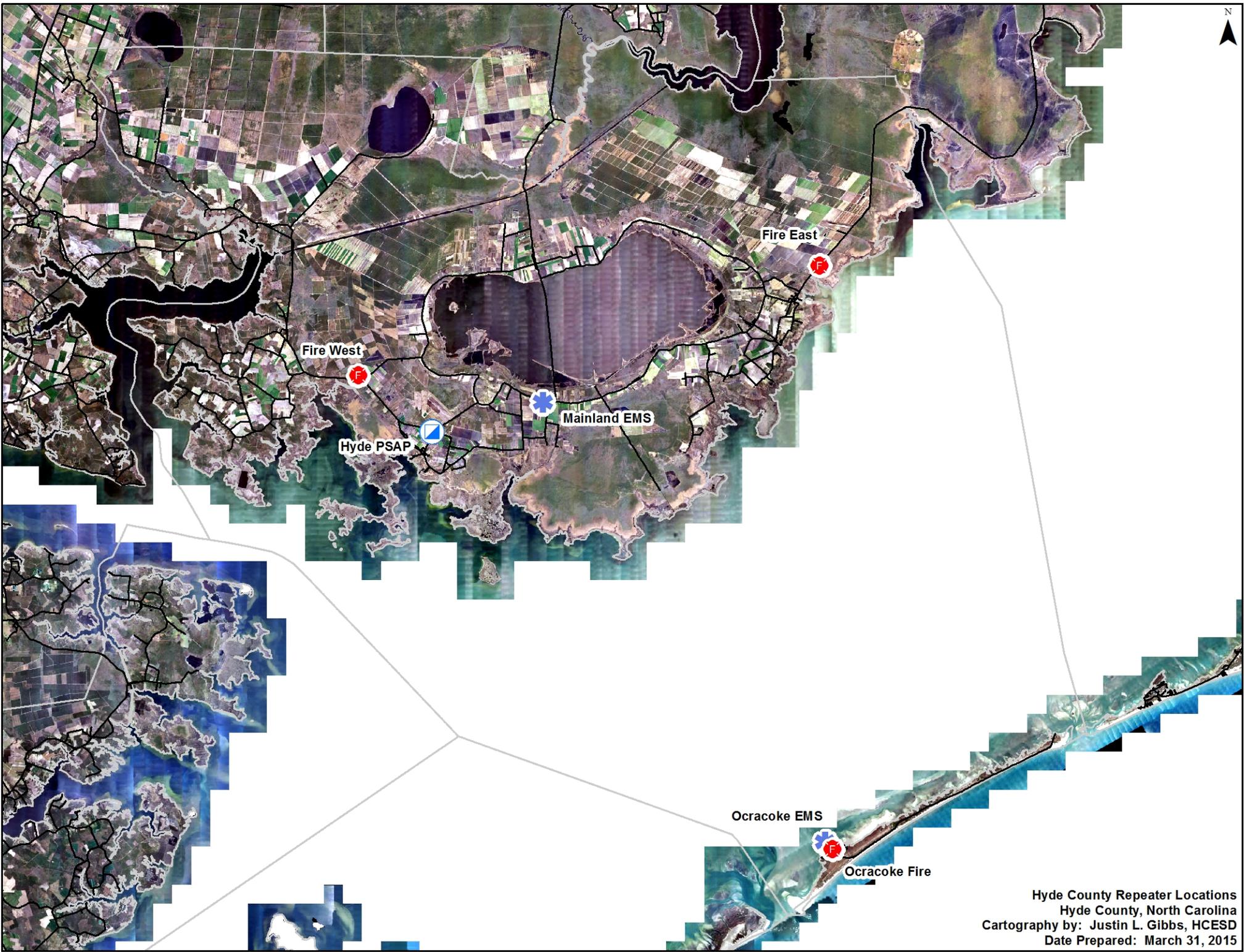
# Disclaimer

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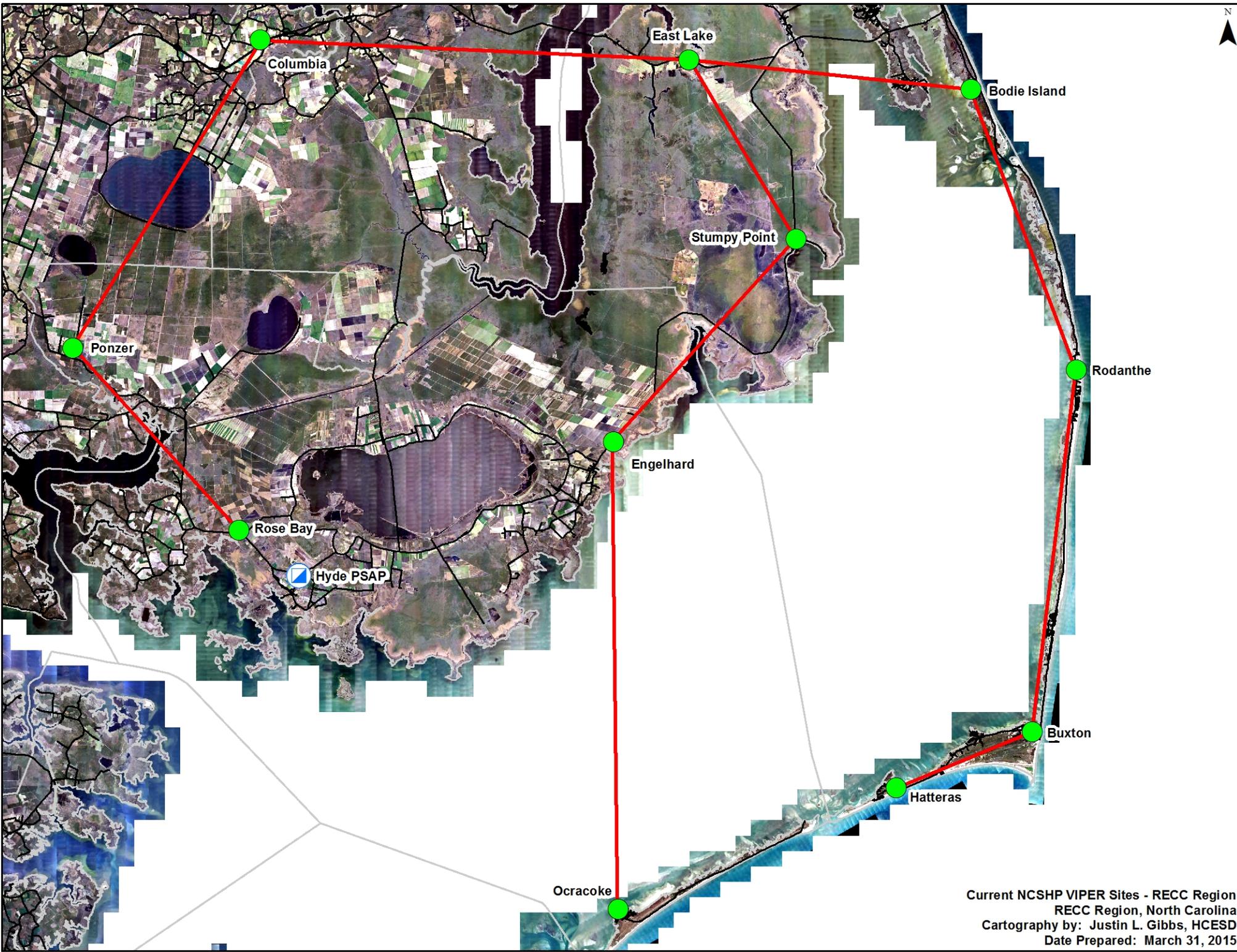
**All product or service names are the property of their respective owners. © Cambium Networks. 2015**



Proposed RECC Communications Infrastructure Design  
RECC Region, North Carolina  
Cartography by: Justin L. Gibbs, HCESD  
Date Prepared: March 31, 2015



Hyde County Repeater Locations  
Hyde County, North Carolina  
Cartography by: Justin L. Gibbs, HCESD  
Date Prepared: March 31, 2015

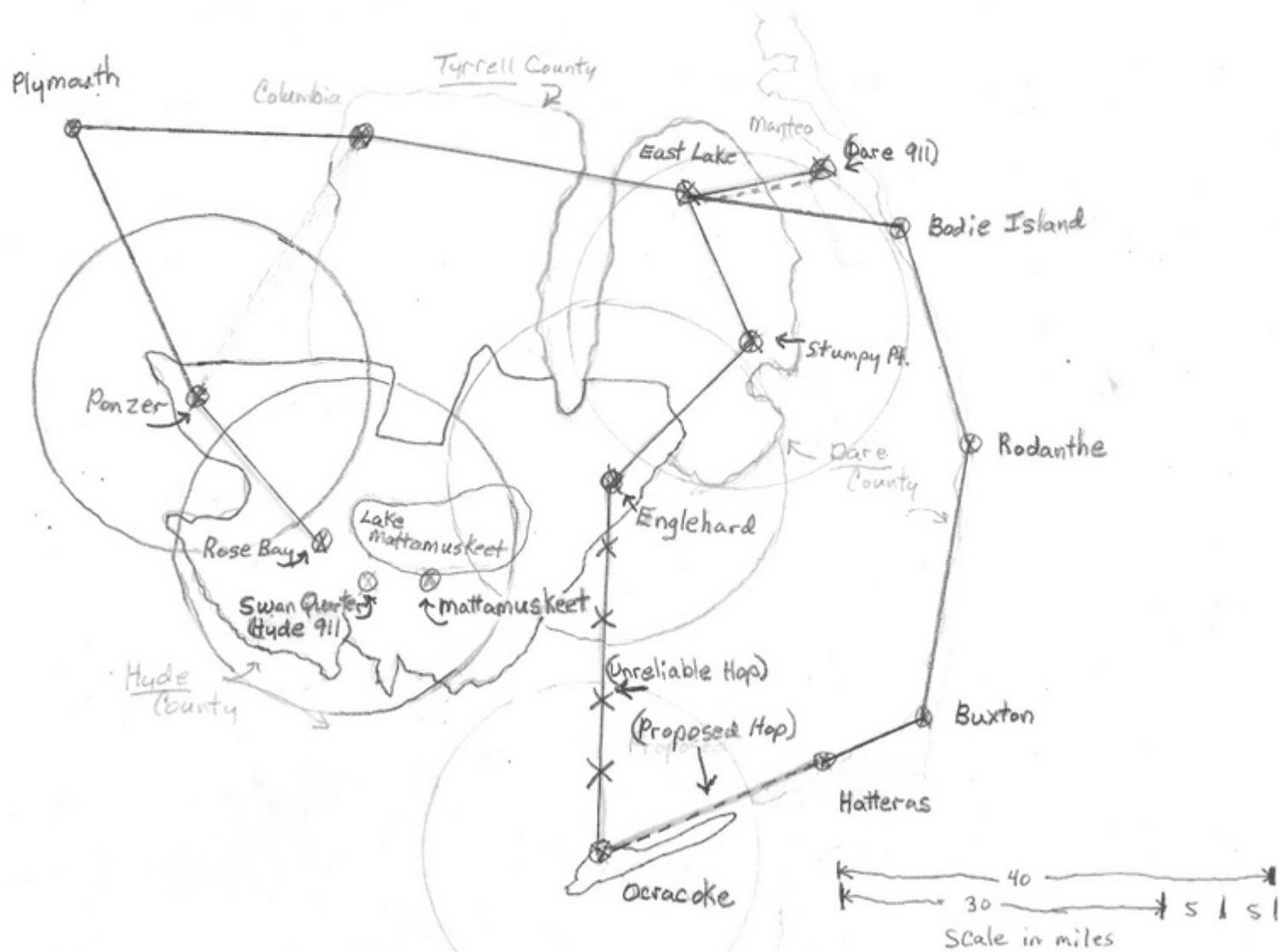


Current NCSHP VIPER Sites - RECC Region  
RECC Region, North Carolina  
Cartography by: Justin L. Gibbs, HCESD  
Date Prepared: March 31, 2015

# Proposed (5) Site VHF Simulcast Page System (Hyde Fire/EMS)

## Legend

- Exist Microwave
- - - Fiber
- Proposed microwave



## Appendix 2

### Hyde County 911 Fund Information

HYDE COUNTY

2014-2015 BUDGET - **EXPENSES**

		2010-2011	2011-2012	2012-2013	2013-2014	2013-2014	2013-2014	2014-2015
		ACTUAL	ACTUAL	ACTUAL	APPROVED	AMENDED	AS OF	DEPARTMENTAL
<u>ACCT #</u>	<u>ACCOUNT NAME</u>	<u>EXPENDITURES</u>	<u>EXPENDITURES</u>	<u>EXPENDITURES</u>	<u>BUDGET</u>	<u>BUDGET</u>	<u>1/31/2014</u>	<u>APPROVED</u>
<b>747200.0000</b>	<b>E-911</b>							
.1100	TELEPHONE SYSTEM MAINTENANCE				8,000.00	8,000.00	7,937.56	8,000.00
.1101	TELEPHONE REPAIR COSTS				7,000.00	7,000.00	4,880.75	5,000.00
.1102	NON-RECURRING TELEPHONE COSTS				34,000.00	34,000.00	33,177.34	7,319.06
.1103	TELEPHONE SERVICE PROVIDER COSTS				25,000.00	25,000.00	9,758.60	34,000.00
.1400	TELECOMMUNICATOR FURNITURE				2,000.00	2,000.00		
.1500	HARDWARE & SOFTWARE MAINTENANCE				15,000.00	15,000.00		10,000.00
.1501	HARDWARE & SOFTWARE REPAIR COSTS				5,000.00	5,000.00	2,390.75	4,000.00
.1502	NON-RECURRING HARDWARE & SOFTWARE COSTS				3,000.00	3,000.00	2,085.96	2,500.00
.1503	HARD AND SOFTWARE OPERATIONAL				2,000.00	2,000.00	200.00	1,500.00
.9800	TRAINING				2,500.00	2,500.00		
.9900	FUNCTIONAL COSTS				25,592.58	25,592.58		25,592.58
<b>TOTAL</b>	<b>E-911</b>	-	-	-	<b>129,092.58</b>	<b>129,092.58</b>	<b>60,430.96</b>	<b>97,911.64</b>

# Grant Application

## General Information

<b>Grant Project Title</b>	Richmond County Emergency Communications Consolidation
<b>Grant Fiscal Year</b>	2016
<b>Project Director</b>	Richmond County Emergency Services Director
<b>Project Contact</b>	Donna B. Wright
<b>Title</b>	Richmond County Emergency Services Director
<b>Address</b>	P O Box 504, Rockingham, NC 28380
<b>Phone</b>	910-997-8238
<b>Fax</b>	910-997-8233
<b>Email</b>	donna.wright@richmondnc.com
<b>Grant Program</b>	E-911 Consolidation
<b>Grant Type</b>	Consolidation
<b>PSAP Applicant, Based upon Grant Type</b>	Richmond County Emergency Center

## Project Description

*Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.*

**Please outline project goals and objectives.**

Richmond County appreciates the opportunity to submit a grant for the consolidation of the primary 9 1 1 Center and three secondary centers within the county. Attachment 1 contains the signed Interlocal Agreements.

The overall goal of the Richmond County Emergency Communications (RCEC) consolidation project is to improve emergency communications capabilities from, to and between the 9-1-1 center and first responders. This will create efficiencies among all emergency services within the county and will improve the delivery of emergency services to the citizens of and visitors to Richmond County. Currently, Richmond County Emergency Services operates the only primary public safety answering point (PSAP) in the county (hereafter referred to as the primary 9-1-1 center), answering all 9-1-1 calls for the county. The primary 9-1-1 center dispatches nine fire departments, four rescue squads, one emergency medical services (EMS) agency, emergency management, and North Carolina (N.C. or NC) Forestry. There are three secondary PSAPs within Richmond County: Richmond County Sheriff's Office, Hamlet Police Department, and Rockingham Police Department. The primary 9-1-1 center transfers all 9-1-1 calls requiring law enforcement services to the appropriate law enforcement agency for processing and dispatching; law enforcement calls comprise the majority of the calls for service. The three law enforcement dispatch centers have no enhanced 9-1-1 (E9-1-1) capabilities, no console-type radio equipment, no computer aided dispatch (CAD) capabilities, no mapping solution, or Next Generation 9-1-1 (NG9-1-1) capabilities.

Richmond County Emergency Services has a 9-1-1 backup plan with Scotland County, which has been approved by the NC 911 Board. Scotland County has mirrored the primary 9-1-1 center's technology to allow dual profiles to be built in both counties' systems. As such, personnel from either center can log into the other's system and access their home county's data, transfers, and mapping. Because of connectivity between the tandems, if Scotland County routed their 9-1-1 calls, E9-1-1 data would be available in Richmond County. By merging data within the mapping software, addressing/Master Street Address Guide (MSAG), and units, either county can process 9-1-1 calls for the other with the ability to receive E9 1 1 information, calls "plotting" on the maps, and, with emergency services numbers (ESNs), either county will know which agency should be sent on calls they process for the other county. Currently there is limited space within the Richmond County Emergency Services facility for Scotland County personnel. The award of this grant request would ensure that adequate space and workstations are available should Scotland County need to evacuate to Richmond County. None of the secondary PSAPs have backup locations for their operations.

Through the RCEC consolidation project, services to the citizens of and visitors to the county will improve by creating one 9-1-1 center that can respond to any 9-1-1 call without the need to transfer to law enforcement agencies within the county. This consolidation project will also promote better safety among responders as telecommunicators will have access to the same call information and will have the ability to communicate with each other in the same work space rather than by phone, ensuring the needs of callers and first responders are met promptly.

The specific goals and objectives of the RCEC consolidation project are identified below.

Goal 1: The primary goal is to establish one countywide PSAP within Richmond County by combining all emergency 9-1-1 call taking, dispatching and public reporting systems in a central location.

Objective 1: Build a new facility on county-owned land to house a consolidated agency.

Objective 2: Eliminate 9-1-1 call transfers to law enforcement agencies by creating one 9-1-1 center within the county for all citizens to initiate the emergency response system.

Objective 3: Provide participating agencies and citizens with a single call answering and dispatch agency for coordinated dispatch and radio communication services for law enforcement, fire, EMS, rescue, forestry, Emergency Management, and animal control.

Goal 2: The second goal is to ensure that the new facility and systems continue to meet Scotland County's 9-1-1 backup needs.

Objective 1: Ensure the new facility provides adequate space that can accommodate Scotland County's personnel should their 9-1-1 center experience a failure.

Objective 2: Ensure the newly established systems meet the Interlocal Agreement between Richmond and Scotland counties for backup capabilities, as well as those requirements of the NC 911 Board.

Richmond County has worked very closely with Scotland County to establish effective and efficient backup plans to serve both counties, as economically as possible, while providing for the best service to the citizens. Scotland County chose to mirror Richmond County's technology and overall set up of their new 9-1-1 center. This grant will support Richmond County's space needs to allow Scotland County to be housed in our center, should the need arise, utilizing the telephone system, CAD system, mapping, recorder, and radio system that will be in place. This can be accomplished by having two profiles that will be on either county's hardware. For example, in Richmond County's Power9-1-1, there is a Scotland County profile. When Scotland County logs into Richmond County's telephone system under their profile, Scotland County personnel will see the exact screens, transfers and buttons as if they were sitting in their center in Laurinburg. CAD system and mapping data will be under Scotland County's profile on a virtual server carved out to house their data. The data will be replicated through a network connection to refresh every few minutes. With radio infrastructure upgrades that would result from a consolidation and new facility, this will allow paging for Scotland County units from Richmond County. This approach is highly effective and guarantees very little down time from a catastrophic failure. This approach also meets the legislative requirement for backup facilities in Richmond and Scotland counties without any additional costs during the grant phase.

Goal 3: The third goal is to utilize properly trained, certified/credentialed telecommunicators who will use standardized call processing and dispatch techniques, while meeting operational goals and standards established by the NC 911 Board and applicable/adopted standards from the International Organization for Standardization (ISO), National Fire Protection Association (NFPA), The Association of Public-Safety Communications Officials-International (APCO), National Emergency Number Association (NENA), and the International Academies of Emergency Dispatch (IAED).

Objective 1: Provide the public and field responder agencies with trained, certified/credentialed 9-1-1 telecommunications professionals.

Objective 2: Implement standardized call processing by utilizing nationally recognized protocols.

Objective 3: Implement a quality assurance (QA) program in conjunction with the protocols to ensure all callers and responders receive the set standard of care, and to align with best practices.

Objective 4: Create a consolidated 9-1-1 center that continues to meet both technological and operational standards as set by the NC 911 Board.

Goal 4: The fourth goal is to plan, implement and prepare for using information in an NG9-1-1 environment.

Objective 1: Adopt Internet Protocol (IP)-based nationally recognized NENA and APCO standards for updating hardware and software that could be utilized for an NG9-1-1 system.

Objective 2: Improve information sharing and prepare to utilize NG9-1-1 data by implementing mobile CAD in law enforcement vehicles.

Objective 3: Improve information sharing by implementing the PS Aware application to field supervisors.

Objective 4: Meet the changing communications and information needs of all law enforcement, fire and rescue/EMS services by creating a communications system that is expandable to meet the changing needs of first responders.

Objective 5: Install an IP NG9-1-1 telephony network for delivery of voice and data.

Goal 5: The fifth goal is achieve true interoperability, communications compatibility, and excellent emergency communications among first responders of Richmond County, including the EOC during activations, through access to a common radio system.

Objective 1: Improve communications capability to and among field responders through a common radio system.

Objective 2: Achieve radio interoperability among all first responders by utilizing the State Voice Interoperability Plan for Emergency Responders (VIPER) radio system.

Objective 3: Improve mutual aid capability for field responders and resources from within and outside the county, if needed.

***Please provide an implementation strategy and work plan, including a timeline.***

The RCEC consolidation project proposes to build a new 9-1-1 consolidated center, to include an emergency operations center (EOC), on existing county-owned property. The new facility would be equipped with ten new 9-1-1 answering/dispatch positions; all with new 9-1-1 customer premise equipment (CPE), new workstation furniture, new CAD and mapping systems (monitors and servers), as well as new radio console equipment, server(s), antennas, and a tower. A new, larger recorder system will also be installed. While the new facility is under construction, the four PSAPs within the county will continue to operate as normal.

During the construction phase, a new Law Enforcement Oversight Committee will begin developing policies and procedures. Once the new law enforcement policies and procedures are completed and approved, personnel will be trained on them. Personnel from the primary 9-1-1 center will attend NC Division of Criminal Information (DCI)/National Crime Information Center (NCIC) training and emergency police dispatch (EPD) protocol training.

Some Sheriff's Office telecommunicators will transition to the consolidated 9-1-1 center as they are current County employees. It is anticipated that additional personnel will be needed and the interview process to hire additional telecommunicators will begin.

Equipment and technology will be procured prior to substantial completion of the facility, based on respective lead times. Once the facility is complete, equipment will be installed and tested. Once occupancy is granted, Richmond County Emergency Services 9-1-1 personnel will re-locate to the new facility. Newly hired telecommunicators will continue/begin training in all facets of call taking and dispatching. Current Sheriff's Office telecommunicators, who will be absorbed into the consolidated 9 1 1 center will begin training on the CAD, mapping, and radio console systems; standard operating procedures (SOPs); and emergency medical dispatch (EMD), emergency fire dispatch (EFD) and EPD protocols. Once trained, the Sheriff's Office telecommunicators will be merged into the new facility. Subsequent to this move and within 60 days, call taking and dispatch functions for the Rockingham and Hamlet police departments will transition into the RCEC consolidated center. It is anticipated that the overall process will take 36 months to complete.

There are many components to this complex project. Some must be completed in a logical order while other components may take place in parallel. The high-level steps to accomplish this project are as follows:

- 1) Construct new consolidated 9-1-1 center
- 2) Create call taking and dispatching procedures (Law Enforcement Oversight Committee)
- 3) Begin interviewing new telecommunicators
- 4) Procure equipment for new facility
- 5) Begin training current 9-1-1 Center telecommunicators in DCI, EPD, and new policies and procedures
- 6) Begin training current Sheriff's Office telecommunicators in new policies, technology and protocols
- 7) Re-locate primary 9-1-1 center personnel into new RCEC consolidated center
- 8) Move Sheriff's Office telecommunicators into RCEC consolidated center
- 9) Transition call taking and dispatching functions for Hamlet and Rockingham police departments into RCEC consolidated center

Attachment 2 contains a high-level timeline.

***Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.***

There are no foreseen compatibility issues. This project expands upon current and maintained compatibility with existing technology in use within the primary 9-1-1 center. The consolidation effort will build upon the investment already made by Richmond County law enforcement and the primary 9-1-1 center. This project also continues the backup plan approved by the NC 911 Board.

Richmond County is in a unique position with this consolidation effort. From a dispatch perspective, the primary 9-1-1 center is the only PSAP in the county with any call taking and call management technology. The secondary PSAPs do have not CAD or mapping systems. As such, no decision is necessary regarding CAD or its associated data. Richmond County Emergency Services utilizes Southern Software for CAD, mapping, and geo back office for addressing and alpha numeric paging. All law enforcement agencies within Richmond County utilize Southern Software's Records Management System (RMS), which should provide for a seamless connection among the agencies and the RCEC consolidated center.

The missing technology that would allow connection to the agencies that use Southern Software's RMS is a mobile CAD system utilizing mobile data terminals (MDTs) for law enforcement personnel. Through this grant, it is anticipated to purchase Southern Software's MDIS product to ensure seamless functionality with currently used software programs. Additional CAD and mapping licenses and hardware would be needed to meet the goals and objectives of the consolidation effort.

All software between Richmond County and Scotland County, including the addition of MDIS, is compatible. The addition of MDIS in Richmond County also allows for information sharing among Richmond and Scotland counties' law enforcement agencies by connecting these resources.

Currently, the primary 9-1-1 center utilizes Zetron Series 4000 radio consoles. In addition to the current agencies dispatched, radio capabilities include all law enforcement agencies within Richmond County. The secondary PSAPs do not utilize consoles within their agencies, but use mobile radios at the dispatch workstations.

## **Statement of Need**

*Required for all grant types, this statement should reference the relationship of the grant project to NCGS §62A-47(b),(c) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.*

***Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.***

The N.C. General Assembly has incorporated the definition of a rural county, defined as having a population density of no more than 250 people per square mile, into legislation. Richmond County qualifies as a rural county under this definition as it has a population of 98.4 people per square mile, per the 2010 U.S. Census.

In addition, the N.C. Department of Commerce annually ranks the 100 counties based on economic well-being and assigns each a Tier designation. The 40 most distressed counties are designated as Tier 1, the next 40 are designated as Tier 2, and the 20 least distressed are designated as Tier 3. Richmond County is designated as a Tier 1 county in the 2015 County Tier Designation. These designations also support the rural designation for Richmond County. Not only is Richmond County rural by population density, but it is distressed and does not have the necessary resources to support the needed technology updates and build-out to provide a robust and efficient emergency communications facility and systems.

Low population density statistics from the U.S. Census also support the designation of Richmond County as a rural county as set forth by the N.C. Rural Economic Development Center. Richmond County's population is 46,639 with 25.9 percent of the population living below the poverty level between 2009 and 2013 based on Census data; Richmond County has a median income of \$32,384. Between 2010 and 2013, the population in Richmond County also decreased by .5 percent according to U.S. Census data.

Rockingham is the largest municipality in Richmond County, with a population of 9,558 according to the 2010 U.S. Census. By definition of N.C.G.S. 53A-37(5), which states that a rural area is any county in North Carolina which does not include within its boundaries a city, defined by N.C.G.S. 160A-1(2), with a population greater than 1 percent of the population of North Carolina. The 2010 U.S. Census listed the population of North Carolina to be 9,535,483. Rockingham, Richmond County's largest city, with a population of 9,558 residents, has considerably less people than the 95,355 necessary to represent 1 percent of the state's population.

Richmond County well meets the standard for designation as a rural county.

***Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.***

**Priorities and the Impact of Failure**

The first priority is a single countywide consolidated 9-1-1 center. Creating a single 9-1-1 center will eliminate the need to transfer calls to law enforcement agencies within the county, which constitute the majority of 9-1-1 calls within the county. A single 9-1-1 center within Richmond County creates a "one stop" call for the emergency services needs of citizens and visitors. To accomplish this priority, a new facility would need to be built to provide adequate space to house the RCEC consolidated center.

Transferring calls creates a liability due to the potential for losing/dropping the caller; it can also cost precious time in life-threatening emergencies. Without a new facility, Richmond County cannot consolidate dispatch services, which can create a safety issue for responders. Telecommunicators need to be able to share information about incidents with other agencies in real-time in order to create a common operating picture. This can occur through technology, such as a CAD system, or through other telecommunicators working within the center. Without a new facility that provides adequate space, operations would continue as they are today, with personnel located in four separate facilities and information sharing by telephone.

Richmond County has both a functional need, and a financial need. Our 9-1-1 system became operational on April 23, 1993. The simple system we began with was built in what was a previous two-car underground garage, with outside access from one wall. No consideration was given for future needs or growth when this building was purchased.

Functional issues include electrical, work space, parking, and failure to comply with Americans with Disabilities Act (ADA) requirements. On the advice of Chris Austin, Quick & Sinclair Electrical Services, the County cannot add anything electrical to the Richmond County Emergency Services facility, which houses the primary 9-1-1 center. The 9-1-1 center is simply out of electrical capability. During the last upgrade, the current electrical service was at full capacity.

During our technological growth over the years, what began as a small employee breakroom has now become the server room. Employees have no area to eat their lunch away from their work space. If employees use the microwave while the refrigerator and drink machine are running, the breakers begin to trip. The drink machine has actually been moved outside the building and is against the facility wall, requiring personnel to exit the facility to purchase a drink. Water for coffee and to wash cups is gotten from a small bathroom directly off the center, creating sanitary issues. There is no room for expansion in the primary 9-1-1 center, or at any of the secondary PSAP agency facilities to house a consolidated center.

Another issue that impacts the organization is parking. Not just lack of parking, but the fact the primary 9 1 1 center is on a hill, which makes it tricky and somewhat dangerous during inclement weather. In one instance an employee was trying to leave to go home during a winter weather event and their vehicle slid off the side of the hill. Our employees have made it safely to work only to pull into the parking lot and have their vehicles begin to slide on the ice towards U.S. Highway 74.

As previously mentioned, the current 9-1-1 center was built in an underground garage. To speak with anyone in Administration for the agency, individuals must walk up stairs. There is no available space for an elevator that would accommodate individuals now or in the future with disabilities. Individuals that use devices to assist with mobility would have a difficult time getting from floor to floor; motorized assistance would require the individual to exit the facility and traverse the parking lots and hills, and deal with traffic, all of which are impractical, improbable, and present numerous safety concerns.

Attachment 13 contains photographs of the primary 9-1-1 Center.

Based on N.C.G.S. 62A-46(c), 9-1-1 funds received through the NC 911 Board may not be used to purchase, build or renovate a dispatch center. Neither the County's nor municipalities' current dispatch centers can meet the space needs required of consolidation. Individually or collectively, the local governments do not have the funding capability to construct a facility to house a consolidated 9-1-1 center. Lack of funding for a facility to meet the needs of a consolidation effort is a major reason consolidation has not occurred previously. Without funding in the form of a grant, this consolidation project will not be possible.

The second funding priority is to ensure that the new facility and systems continue to meet Scotland County's needs for a backup facility, as well as the requirements of the NC 911 Board. In accomplishing the first priority, it will be necessary to ensure that the new facility allows for adequate space to accommodate Scotland County's personnel should their 9 1 1 center experience a failure and require evacuation. A multi-use area is planned to accomplish this.

The third priority for the consolidation project is to provide telecommunicators that are trained and certified to use standardized call processing and

dispatch techniques, while meeting operational goals and standards established by the NC 911 Board and applicable/adopted nationally recognized industry standards. To meet this priority, telecommunicators would be trained and certified/credentialed as 9-1-1 telecommunications professionals. Call processing would be standardized by utilizing nationally recognized protocols. The implementation of a QA program will ensure all callers and responders receive the set standard of care.

The fourth priority of the consolidation is to plan, implement and prepare for using information in an NG9 1-1 environment. To accomplish this priority requires implementation of IP-based nationally recognized NENA and APCO standards for updating hardware and software that could be utilized for an NG9-1-1 system. The addition of mobile CAD, to include automatic vehicle location (AVL), in law enforcement vehicles would improve information sharing and prepare to utilize NG9-1-1 data. This would promote safety for the officers by providing access to information from all law enforcement agencies within the county. The AVL aspect of mobile CAD would allow telecommunicators to send the closest unit to an emergency, potentially allowing for a more rapid response to a citizen's need along with better utilization of resources. An additional way to improve information sharing would be implementation of the PS Aware application. This "app" would be deployed to supervisors, chiefs and directors of public safety agencies and would provide important situational awareness of individual agencies at any given time. This goal would meet the changing communications and information needs of all law enforcement, fire and rescue/EMS services by creating a communications system that is expandable to meet the changing needs of first responders.

The fifth priority of this project is to establish one countywide PSAP to achieve true interoperability, communications compatibility and excellent emergency communications between first responders of Richmond County through information sharing, including with the EOC during activations. A common radio system to improve communications capability to and among field responders is needed. The use of the State VIPER radio system would achieve radio interoperability among all first responders. Utilization of the State VIPER radio system would improve mutual aid capability for field responders and resources from within and from outside the county, if needed.

#### Importance of Grant Funding

Without grant funding, Richmond County cannot build an appropriately sized facility to house the RCEC consolidated center and provide space to meet the interlocal agreement to serve as Scotland County's backup PSAP facility. While some of the listed priorities include 911 Fund allowable expenses, Richmond County has limited funds to cover these costs over the grant period and still maintain its current system until consolidation occurs. Most of the priorities of the RCEC consolidation project are not 911 Fund allowable expenses. The distribution of 911 funds to Richmond County annually is \$342,626. This annual distribution must be expended on legislated eligible costs as mandated general statute:

#### §62A-46. Fund distribution to PSAPs.

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

(1) The lease, purchase, or maintenance of:

a. Emergency telephone equipment, including necessary computer hardware, software, and database provisioning.

b. Addressing.

c. Telecommunicator furniture.

d. Dispatch equipment located exclusively within a building where a PSAP or back-up PSAP is located, excluding the costs of base station transmitters, towers, microwave links, and antennae used to dispatch emergency call information from the PSAP or back-up PSAP.

(1a) The nonrecurring costs of establishing a 911 system.

(2) Expenditures for in-State training of 911 personnel regarding the maintenance and operation of the 911 system. Allowable training expenses include the cost of transportation, lodging, instructors, certifications, improvement programs, quality assurance training, training associated with call taking, and emergency medical, fire, or law enforcement procedures, and training specific to managing a PSAP or supervising PSAP staff. Training outside the State is not an eligible expenditure unless the training is unavailable in the State or the PSAP documents that the training costs are less if received out-of-state. Training specific to the receipt of 911 calls is allowed only for intake and related call taking quality assurance and improvement. Instructor certification costs and course required prerequisites, including physicals, psychological exams, and drug testing, are not allowable expenditures.

(3) Charges associated with the service supplier's 911 service and other service supplier recurring charges. The PSAP providing 911 service is responsible to the voice communications service provider for all 911 installation, service, equipment, operation, and maintenance charges owed to the voice communications service provider. A PSAP may contract with a voice communications service provider on terms agreed to by the PSAP and the provider.

911 funds cannot be used to address space needs, improve interoperability between first responders, or to cover the costs associated with information sharing for first responders by covering all costs associated with mobile CAD. The 2016 projected budget (Attachment 3) is completely assigned with no excess funds available, other than the 911 Fund balance. Future efforts to provide funding for a consolidation project (new facility and addition of radio resources and other technology) would require a significant tax increase and debt incurrence for Richmond County, which is not feasible. The Richmond County budget contains funds to maintain the current facility and systems using 911 funds and general funds. Richmond County does not have the tax base to invest in building a facility to accommodate the RCEC consolidated center, provide for improving the communications between first responders or adding the additional technology for law enforcement.

Richmond County will not be able to consolidate dispatch services unless a grant to assist with building a new facility and procure associated technology is awarded. Sales tax revenue is finally steady after dropping the previous two years. Over the past 20 years, Richmond County has lost many manufacturing facilities that employed a large number of residents and produced tax revenue for the county. Five major manufacturing companies have left the county, increasing unemployment. The National Association of Stock Car Auto Racing left the Rockingham Speedway not once but twice. Currently, Cascade Industries is leaving Richmond County, taking over sixty jobs with it. There are very few dollars available from general funds to pay for a facility to house a consolidated center.

***Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.***

The proposed grant-funded RCEC consolidation project fully encompasses the entire strategic plan to include interoperable radio communications between first responders and primary PSAP facility construction. The 911 Fund balance of Richmond County supports the strategic plan through funding of eligible expenses.

The vision of Richmond County is to consolidate emergency call taking and dispatching services for all public safety response agencies in the county. This can only be accomplished through the construction of a new primary PSAP facility, interoperable radio system, and addition of technology for law enforcement in the field. This vision also includes provisions to meet the Interlocal Agreement between Richmond and Scotland counties for backup PSAP capabilities for Scotland County.

To accomplish the consolidation initiative, other critical supporting systems must be upgraded and reconfigured to accommodate a consolidated countywide operation. These critical systems include the following:

- Expand CAD system and update mapping
- Add circuitry, trunks and equipment
- Update logging recorder
- Add mobile CAD/AVL

Attachment 4 contains the complete Strategic Plan.

***Please identify the likelihood of completing the project without grant funding, the availability of other funding source(s) for the project, including 911 fund balance, the percentage of grant funding being requested in relation to total project costs.***

Without a North Carolina E-911 Consolidation Grant Program award, Richmond County will not be able to pursue consolidation. The subject of consolidation has been discussed several times over the years. This current opportunity has presented itself where all players, Richmond County, Richmond County Sheriff's Office, the City of Hamlet and the City of Rockingham, have agreed and decided this was the next necessary step to improve and create a more efficient emergency reporting system. Without grant funding, this consolidation will not happen and the opportunity may not present itself again for quite some time.

Even without a grant, the need will still exist for a new facility, and funding is simply not available. There are no other sources of revenue available. Please reference the last three years of the Emergency Communications budget (Attachments 5-7) and the 2015-2016 projected budget (Attachment 3) to view the complete assignment of funds. It is not fiscally or politically wise for Richmond County to pursue increasing taxes or incurring additional debt to fund a consolidation project. The financially distressed status of Richmond County further illustrates the great difficulty it would take to fund such an initiative.

#### 911 Fund Balance

The current and anticipated 911 fund balance will continue to be applied to eligible costs, but are insufficient and ineligible to cover construction of the new facility and fund technology for law enforcement for information sharing and radios for interoperability. Richmond County has a 911 fund balance of \$85,286.21. Of this amount, \$74,331.21 will need to be maintained as contingent funds should equipment, such as a server or computers, fail and need replacing; leaving \$10,955 to be applied toward the consolidation project. The 2016 annual PSAP distribution for Richmond County is \$342,626. The anticipated cost of 911 for the projected 2016 budget is \$321,549, which leaves \$21,077 annually, \$63,231 over three years. Between the two, this represents \$74,186, over the anticipated grant period of three years, which could be used towards eligible expenses of this project. This money will be used towards the technology needed to support a consolidated center, such as the upgraded logging recorder system.

Attachment 8 contains information on Richmond County's 911 Fund Balance.

#### Other Funding Sources

The current and anticipated revenue from 911 funds and general funds is not sufficient to support a consolidation effort without a significant and unrealistic tax increase or bond issuance. Due to the current economic state of Richmond County, this level of revenue acquisition is not fiscally or politically possible.

Richmond County has a total county budget of \$48,377,390 with a total fund balance of \$14,073,392. The general fund budget is allocated to the ongoing support of County-provided services and debt reduction. An Unassigned Fund Balance of \$7,609,198 is also included and is described as general fund balance for lean revenue months, emergencies and disaster recovery costs. By maintaining these unreserved and undesignated fund balances, Richmond County is following best practices in fiscal responsibility and as such cannot assign these funds to a project of this magnitude without damaging the fiscal standing of the County, and without exposing the county to risk. It is the recommendation of the North Carolina Local Government Commission to maintain an absolute minimum unreserved fund balance of 8 percent of expenditures for operating during lean months.

The only additional funds that might be accessible to assist with construction of a new facility are through the Department of Homeland Security. The funds available through this federal grant program are limited and unlikely in the face of the current economic climate.

#### Percentage of Costs Requiring Grant Funding

The Project Fund Request Table (Attachment 9) outlines the project costs totaling \$10,007,837 of which \$9,933,651 is requested for this project. The requested amount represents 99.26 percent of the total project costs. The requested funding covers eligible costs where current 911 funds are not available and non-eligible costs that cannot be funded through 911 funds nor are available from County's general funds as previously explained in this grant application.

If Richmond County is awarded funding for this consolidation initiative, professional support will be needed to manage the various components of this complex project. Richmond County intends to hire Mission Critical Partners (MCP) to provide this professional support and overall program management services. Costs were derived from a projection of time, site visits and anticipated tasking.

## Consolidation Project Governance Plan

*This study is required for all consolidation projects. Consolidation projects involve combining two or more PSAPs into a single primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by such independent PSAPs. In addition to providing this governance plan, the localities that govern the PSAPs involved in the consolidation must provide interlocal agreements in support of consolidation, copies of which must be attached to the application submission.*

**Indicate how a consolidation would take place and improve service.**

### Improving Service Levels

Currently, all 911 calls are received by the County's primary 9-1-1 center, which processes and dispatches all fire, rescue/EMS and emergency management calls. Any law enforcement calls within the city of Rockingham are transferred to the Rockingham Police Department. Currently, Rockingham Police Department has no technological capability to view or use automatic number identification/automatic location identification (ANI/ALI) information. This secondary PSAP does not utilize a CAD system or appropriate mapping program. The on-duty telecommunicator at the Rockingham Police Department utilizes a portable radio with a shoulder microphone to maintain contact with field units.

Law enforcement calls inside the city of Hamlet are transferred to Hamlet Police Department. Like Rockingham, the Hamlet Police Department has no technological capability to view or use ANI/ALI information, nor do they have a CAD system or appropriate mapping program. The on-duty telecommunicator at the Hamlet Police Department utilizes a mobile radio to maintain contact with field units.

Law enforcement calls outside the municipal city limits of Rockingham and Hamlet are transferred to the Richmond County Sheriff's Office. As with Rockingham and Hamlet, the Sheriff's Office has no technological capability to view or use ANI/ALI information and does not have a CAD system or appropriate mapping program. The on-duty telecommunicator at the Sheriff's Office utilizes a split head mobile radio to maintain contact with field units.

Attachments 14-16 contain photographs of the secondary PSAPs.

Each of these agencies maintains a single telecommunicator the majority of the time, with the exception of the Sheriff's Office, which may have two telecommunicators on-duty during the dayshift hours. Anytime these agencies receive multiple calls for service, it is easy for them to become overwhelmed. Considering most of these agencies periodically experience high-risk and/or serious events, the probability of a single telecommunicator missing important radio transmissions or being unable to answer incoming calls in a timely fashion is increased, potentially exposing the center to liability.

The primary 9-1-1 center currently has two telecommunicator positions staffed 24 hours a day, with a peak telecommunicator daily from 10:00 a.m. to 10:00 p.m. Through consolidation, the cities of Rockingham and Hamlet and the Sheriff's Office would transition their dispatch operations into the primary 9-1-1 center, creating a new agency (RCEC consolidated center) that would process all 9-1-1 calls for services for the citizens of Richmond County. With this consolidation, there would be a minimum of five telecommunicators per shift to handle all incoming calls for service and dispatch all first responder agencies in the county. This will greatly reduce the chances that a telecommunicator will become overwhelmed and eliminate the need to transfer calls to the law enforcement agencies.

To accomplish this consolidation, a new facility will be required to provide necessary space for employees and to support the interlocal agreement for backup PSAP capabilities for Scotland County. Having all agencies within a consolidated center, all telecommunicators should know what is occurring within the county. Having all agencies dispatched from a single location can potentially save time by having responders dispatched more quickly once a call for service comes into the center, and when assigning multiple agencies to an incident.

The current facility that houses the primary 9-1-1 center is not sufficient in size and cannot be renovated. None of the secondary PSAPs' current facilities will meet the needs of a consolidated center. Richmond County is proposing construction of a new facility on land owned by the County. The land is located on Airport Road.

Attachment 10 contains an aerial of the proposed parcel for the new facility.

### Purchases

Purchases pursuant to this grant will be made utilizing existing contracts, state or other preexisting purchasing vehicles, or competitive procurement processes where appropriate. All expenditures that are eligible under N.C.G.S. §62A 46(c) will be made in support of the RCEC consolidated center to maximize the technology systems, equipment and services. As part of the interlocal agreements for this consolidation, all purchases and the facility built will be the property of Richmond County.

As outlined in the interlocal agreements for this consolidation, section H, no agency will be charged for consolidation of dispatch services into the RCEC consolidated center. This was offered to encourage agencies to participate in the consolidation initiative. The RCEC consolidated center is intended to be a self-sufficient entity financed through 911 fees, grants and funds provided by the County.

Attachment 1 contains the Interlocal Agreements.

### Resource Sharing

The consolidation of the primary 9-1-1 center with the secondary PSAPs will improve service on several levels. It will eliminate the need to transfer calls to the law enforcement agencies within the county, which will save call processing time when it is needed most. The consolidation will also make technology available where there was none. The consolidation will allow for mobile CAD to be implemented with AVL and the connection of current RMS systems. Without grant funding, the ability to build the technology infrastructure for information sharing among law enforcement agencies in the county is cost prohibitive.

Following the consolidations, Richmond County Emergency Services will continue to use the currently established Richmond County policies and protocols including, but not limited to, those for call taking, dispatching and employment. A Law Enforcement Oversight Committee will establish call taking and dispatching procedures for newly added law enforcement responsibilities, which will be incorporated into the currently established Richmond County policies and protocols.

Consistent training and SOPs will be used to ensure the same high level of emergency communications services are provided to all citizens of Richmond County. Improvements to emergency responder safety will result from the use of consistent call taking protocols that conform to industry standards such as those detailed in NFPA 1221 and by NENA, APCO and IAED, to ensure that all pertinent information is obtained and passed to emergency responders. Further, use of the National Incident Management System (NIMS) and the National Response Plan in the consolidated center, as well as the field, will ensure that any local, regional or large-scale incidents are managed as effectively and efficiently as possible.

***Indicate how the consolidated PSAP should be organized and staffed.***

The RCEC consolidated center will be operated by Richmond County. Current 9-1-1 staff will remain employees of Richmond County. The primary 9-1-1 center is currently staffed by a Director, Deputy Director, Training Officer/Operations Manager, and an Addressing/QA Assistant, who will continue their roles in the consolidated center. The primary 9-1-1 center is staffed by 12 full-time telecommunicators, which includes supervisors. The primary 9-1-1 center will absorb the workload of the secondary PSAPs and will assume 6 telecommunicators from the Richmond County Sheriff's Office, bringing the staffing to a total of 18.

Richmond County intends to hire a minimum of two additional telecommunicators to ensure success of the RCEC consolidated center. This will bring the authorized staffing level to 20 telecommunicators.

In order to best serve the law enforcement agencies, a Law Enforcement Oversight Committee has been established. This committee will provide:

- Oversight of the law enforcement call taking and dispatch protocols.
- Recommendations for necessary changes in the law enforcement call taking and dispatching protocols.
- Assist the Director in resolving service level issues that arise among the law enforcement agencies.

Attachment 1 contains a copy of the executed interlocal agreements between Richmond County and the City of Hamlet and the City of Rockingham, as well as a copy of the executed interdepartmental agreement between the Richmond County Sheriff and the Director of Emergency Services for consolidating dispatch services between the two county departments.

***Indicate what services the consolidated PSAP should perform.***

The RCEC consolidated center will receive and process all E9-1-1 wireline, wireless and voice over IP (VoIP) calls from within Richmond County. The consolidated center will dispatch the appropriate law enforcement, fire and/or EMS/rescue and emergency management agencies and provide support for those agencies during active incidents. The agencies to be served by the RCEC consolidated center include the following:

- Richmond County Sheriff's Office
- Hamlet Police Department
- Rockingham Police Department
- Cordova Fire and Rescue
- Derby Fire Department
- East Rockingham Fire Department
- Ellerbe Fire Department
- Hamlet Fire and Rescue
- Hoffman Fire and Rescue
- Mt. Creek Fire Department
- Northside Fire Department
- Rockingham Fire Department
- Richmond County Rescue Squad
- Ellerbe Rescue Squad
- Richmond County Emergency Management
- North Carolina Forestry Service

**Complaint/Problem Resolution Process**

For incident-specific issues, a police, fire or EMS/rescue field supervisor would contact the on-duty 9 1 1 supervisor to discuss the complaint or problem. The 9-1-1 supervisor will document the discussion and attempt to resolve the issue. If immediate resolution is not possible, the 9-1-1 supervisor will forward the documentation to the Emergency Services Director for further action. The Emergency Services Director will respond to the agency head within 10 working days with the results of any further investigation or research.

For citizen-initiated complaints, the on-duty 9-1-1 supervisor will gather all pertinent information from the citizen. If immediate resolution is not possible, the 9-1-1 supervisor will forward the documentation to the Emergency Services Director for further action. The Emergency Services Director will work with agency supervisors for any further investigation or research. The agency supervisor will also determine if any portion of the complaint relates to actions on the part of the field personnel. If so, the agency supervisor will forward all pertinent information to the appropriate field supervisor for resolution.

Any issues relating to law enforcement dispatch call taking and dispatch protocols will be resolved by the Emergency Services Director and the Law Enforcement Oversight Committee.

***Indicate how consolidated PSAP policies should be made and changed.***

The RCEC consolidated center will use the existing Richmond County policy structure, within which the newly created law enforcement call taking and dispatching procedures will be incorporated. The Emergency Services Director and the Law Enforcement Oversight Committee will determine which current policies and procedures may require modification or which are no longer pertinent.

The Emergency Services Director is charged with enforcing set policies and procedures. All RCEC consolidated center staff will receive training on the new policies and refresher training as appropriate. Any violations of the policies and procedures will be handled in accordance with established disciplinary guidelines.

***Indicate how the consolidated PSAP should be funded exclusive of grant funding.***

Richmond County 911 is a division under Richmond County Emergency Services. The consolidated center, once operational, will be funded in the following manner: 1) use of 911 fees to fund eligible expenses, 2) through appropriations from Richmond County general funds, and 3) grant opportunities.

As outlined in section H. of the interlocal agreements, Richmond County will take over the call taking and dispatching functions of the Rockingham and Hamlet police departments, without charge, to encourage participation in the consolidation initiative. Richmond County general funds are already appropriated for six telecommunicator positions at the Richmond County Sheriff's Office. These six positions will be transitioned to the Emergency Services budget once the consolidation occurs.

The County Manager has already given his support for the additional two positions that will need to be hired.

***Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.***

To best serve law enforcement operations in the RCEC consolidated center, a Law Enforcement Oversight Committee will represent the interests of the law enforcement agencies in PSAP operations. Within the established structure of the policies and procedures of Richmond County 911, the Law Enforcement Oversight Committee will have the responsibility of shaping call taking and dispatch procedures for law enforcement incidents. At the onset of the consolidation effort, the committee will meet at least monthly to begin discussions, then transition to quarterly. If needed, special meetings can be called for discussion of items that require immediate attention.

The municipalities and the Richmond County Sheriff agreed in the signed interlocal agreements and interdepartmental agreement, respectively, to cooperate in the many complex aspects of transitioning into a single countywide 9-1-1 center. Richmond County will fully operate the RCEC consolidated center, with no employees from the City of Hamlet or City of Rockingham automatically transitioning to the consolidated center. The six telecommunicator positions that are currently part of the Richmond County Sheriff's Office will transition to the consolidated center as they are current County employees. Richmond County will hire two additional telecommunicators to meet the needs of the stakeholder agencies and citizens.

Richmond County Emergency Services will continue to use the established policies and protocols following consolidation, including newly formed policies and procedures created by the Law Enforcement Oversight Committee, and are not limited to those for call taking and dispatching and employment. Other services such as other non-emergency communications functions will remain the responsibility of the individual agencies.

The Emergency Services Director will manage the RCEC consolidated center. The Director will provide leadership to the center, will be the administrative head of the center, and will be responsible for handling personnel and administrative matters. The Director will prepare and manage the budget for the RCEC consolidated center. The Director will review, evaluate and implement, if needed, proposals from the Law Enforcement Oversight Committee regarding changes to service levels, performance standards and operational procedures relating to the law enforcement dispatch protocols.

***Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.***

The consolidation of the primary 9-1-1 center and the three secondary PSAPs in Richmond County has been discussed many times over the years. In the past three years, these discussions have become more fruitful as technology has advanced. Many functions the secondary PSAPs would like to have are not allowable 911 expenses and local funding is simply not available. The secondary PSAPs would need the technology of the primary 9-1-1 center in order to provide technology to the officers in the field. It is simply not cost effective for the three secondary PSAPs to attempt to implement the technology and capabilities of the primary 9-1-1 center. To create efficiencies and aid in cost saving measures, a consolidation is the logical next step for emergency services in Richmond County. The grant request is to cover the cost of the new facility to house a consolidated center, implement technology that allows for information sharing among law enforcement agencies, and allow purchase of radios for fire and rescue apparatus for interoperability. Recurring costs will be covered by the Richmond County general fund.

**Anticipated Savings**

A consolidation of the secondary PSAPs into the primary 9-1-1 center will create cost efficiencies from economies of scale. If the law enforcement agencies did not consolidate, duplicative technology would need to be purchased to provide a consistent level of service across the county to all citizens. With consolidation, recurring maintenance and replacement costs will be for single systems rather than separate systems.

**Regional Initiative Enhancement/Replacement Project**

*Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.*

***What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.***

N/A

***Identify intended collaborative efforts***

N/A

***Identify how resource sharing will take place.***

N/A

***Indicate how the initiative impacts the operational or strategic plans of the participating agencies.***

N/A

**Financial Data**

<b><i>Current 911 Fund Balance</i></b>	\$85,286.21
<b><i>Amount Requested</i></b>	\$9,933,651.00
<b><i>Total Project Cost</i></b>	\$10,007,837.00

**Budget and Budget Narrative**

*A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2012 PSAP budget.*

***List planned expenditures.***

Current 911 Fund Balance - The current 911 fund balance for Richmond County is \$85,286.21 with \$74,186 available to contribute towards eligible costs over the three year grant period.

Amount Requested - The total amount requested is \$9,933,651. This represents 99.26 percent of the overall project cost of \$10,007,837. Richmond County will be contributing \$74,186 from the 911 Fund balance to cover the cost of the associated upgrade of the logging recorder as well as donation of the land on which the facility will be built.

Total Project Cost - The total project cost is \$10,007,837. This amount represents the project costs for constructing a new facility (\$4,499,045); the technology within the new consolidated center, to include dispatch furniture, and necessary radio tower (\$3,522,798); utilization of nationally recognized protocols for law enforcement (\$170,205); technology for law enforcement in the field to allow for information sharing and preparing to receive NG-9-11 information (\$1,085,423); mobile radios for fire and rescue/EMS apparatus for interoperability (\$256,731); and professional project management to assure the success of the project (\$472,140).

Attachment 11 contains the facility cost estimate. Attachment 12 contains the vendor quotes.

The total project budget of \$10,007,837 has distinct components and individual components and the individual components are itemized as follows:

- New Facility \$4,499,045
- Building Security \$25,500
- Implementation of national call processing protocols \$170,205
- Telephony \$576,135
- IP Telephony ESInet \$659,825
- CAD/Mapping \$117,500
- MDIS Software \$197,675
- Pictometry \$85,872
- Dispatch Radio Consoles/Tower \$622,545
- Logging Recorder \$75,681
- Dispatch Furniture and Chairs \$234,002
- Mobile Data Terminals/Hardware/Software/Connectivity \$887,748
- Computers/Server/Network/Connectivity \$1,047,233
- Generator \$80,000
- 800 MHZ radios \$256,731
- Professional Consultant Services \$472,140

Grant funding is sought for the construction costs for a new facility, which will also serve as a backup site for Scotland County. The budgetary estimates for the construction costs are attached and provide the basis for other costs and fees associated with the project.

Grant funding is also sought for the technology within the new facility and associated computer hardware and connectivity. The planned upgrades to the CAD system, 9-1-1 telephony, mapping, dispatch furniture, and logging recorder are necessary to support the new consolidated center. A total amount of \$74,186 will be contributed from the 911 surcharge fund balance.

The Project Fund Request Table (Attachment 9) depicts the project costs totaling \$10,007,837, contributions from Richmond County of \$74,186 and the resulting requested funding amount of \$9,933,651. The requested funding covers those non-eligible costs that cannot be funded through 911 funds and those that are eligible expenses, but 911 funds are insufficient to cover those expenses nor available from Richmond County's general funds as previously discussed in this application.

#### Justification and Relation to the Project

Facility Needs: The first priority is the need for a facility to house the new primary PSAP. Building security is needed for secured access to the facility itself, and to the hardened area within the facility.

None of the PSAPs can house a consolidated center. The primary 9-1-1 center, which is the largest dispatch facility within Richmond County, has no space to add the necessary workspaces and supporting staff. This facility does not have the necessary room for the equipment nor does it have the necessary ceiling height. There are other functional issues with the primary 9-1-1 center, such as parking issues and lack of growth space. The current primary 9-1-1 center barely provides space to serve as the backup PSAP for Scotland County.

There are other functional issues with the primary 9-1-1 center. There is no break room for the telecommunications. The original break room was large and did have a refrigerator, microwave and a table; this room is now the server room, which is too small with low ceilings. The very small original server room is now a break room. There are also water issues with the building as it is built on a hill. There are water stains on the wall and some type of fungus growing under the paint.

Attachment 13 contains photographs of the primary 9-1-1 Center.

Technology Needs: Along with the new facility, the technology and other infrastructure within the 9-1-1 center will need to be upgraded and expanded to meet the needs of consolidation. As outlined in this grant, 911 funds that could pay for normally allowable 911 expenses are extremely limited. Richmond County can contribute \$74,186 towards the total project cost. The upgrades needed in support of the consolidation are to the 9-1-1 telephony, CAD system, logging recorder, mapping, and Pictometry, and associated computer hardware to include servers, uninterruptible power supplies (UPSs) and connectivity.

#### 911 Equipment and Services:

911 CPE upgrade and related services \$576,135

Equipment and software necessary to upgrade and expand the 9-1-1 CPE to current version and additional workspaces to accommodate the consolidation, provide refresher training for staff, related services. At the time of this project, it will be time to upgrade the current 9-1-1 telephone equipment to include the switch. It will have been over five years since the last upgrade during this grant project.

IP-based Telephone ESInet \$659,825

Installation of an NG9-1-1 telephony ESInet to prepare for next generation information and information sharing.

#### Radio System and Equipment and Services:

Dispatch Consoles and Tower \$622,545

Update current radio consoles and expand to additional positions as a result of the consolidation and meet the interlocal agreement with Scotland County for a backup facility. During the course of this grant, the current equipment will be over five years old and ready for refresh.

800 megahertz (MHz) Mobile Radios \$256,731

Purchase Motorola APX 4500 mobile radios for fire and rescue/EMS apparatus throughout the county for radio interoperability. All law enforcement agencies currently use the State VIPER 800 MHz radios. Fire departments use ultra high frequency (UHF) and rescue/EMS agencies use very high frequency (VHF) radios. In the event these agencies had to work together on a large incident, such as a search and rescue event or a large-scale countywide disaster, there is no current interoperable way for these agencies to work together. It would be more cost effective to purchase 800 MHz mobile radios for all fire and rescue/EMS agencies than purchase either two radios for each law enforcement vehicle in the county or a single dual-band mobile for each. With the 800 MHz radios, all public safety agencies would have access to common Richmond County talkgroups for interoperability.

Computer Aided Dispatch (CAD) Equipment Software and Services:

CAD/Mapping \$117,500

Additional licenses of CAD and mapping software to accommodate additional workspaces needed as a result of the consolidation and to meet the need for backup positions for Scotland County.

Pictometry \$85,872

Currently, Pictometry is used to complement the orthos used in the MDS software. It is now time to update the warehouse imagery.

Logging Recorder \$75,681

During this grant project, it will be time to refresh and update the digital logging recorder. This recorder will also allow for recording of Scotland County 9-1-1 center traffic should they need to evacuate to Richmond County during a time of disaster or failure.

MDIS \$197,675

To meet one of the priorities of this consolidation grant, mobile CAD software/licenses would be purchased to allow for connectivity to current RMS and Jail Management System (JMS) to allow for information sharing among law enforcement. Mobile CAD will also provide a foundation to receive NG9 1-1 data and incident information in the field in the future.

MDTs and other Hardware/Software/Connectivity \$887,748.

MDTs and associated hardware, software and connectivity needed to run mobile CAD software to allow for information sharing between dispatch and field officers and sharing information from RMS and JMS. This also provides a foundation to send pictures and other information in an NG9-1-1 environment.

Computers/Servers/Monitors/Status Boards/Fiber Connection \$1,047,233

To meet the needs of the consolidation, new computers, monitors and servers would be needed. Status boards for the dispatch center along with a fiber connection will also be needed. Control equipment for displaying information throughout the building will also be needed. This will allow for ample workstations for the consolidation and for serving as the Scotland County backup PSAP.

Dispatch Furniture \$234,002

The current furniture will be five years old during this project and would need to be updated along with additional workspaces added to meet the needs of the consolidation; this includes dispatch chairs.

Law Enforcement Call Protocols \$170,205

One of the priorities of this project is to provide a standard level of service with law enforcement calls and to accomplish this, the implementation of nationally recognized call processing protocols for law enforcement would be necessary. To ensure a well-rounded program, the QA program would also be implemented as a measure of meeting the standard level of service.

Generator \$80,000

As part of disaster preparation, a new generator for the newly constructed facility would be necessary and would meet the pending operational rules of the NC 911 Board.

Professional Services Project Management \$472,140

Richmond County intends to hire Mission Critical Partners (MCP) for project management and coordination of all project components, to include grant reporting, procurement support, coordination between vendors and vendor oversight, transition planning and implementation. This estimate was based on similar work for other clients.

Estimated construction costs for the new facility are provided in Attachment 11 and provide the basis of other costs and fees associated with the project. Costs include a contingency factor due to preliminary nature of the project as well as an allowance for cost escalation projected to the scheduled mid-point constructions for the new facility.

***Provide a budget narrative that briefly explains the reason for each requested budget item.***

The overall goal of the RCEC consolidation project, as stated earlier, is to improve emergency service communications capabilities from, to and between the 9-1-1 center and first responders, including the EOC during activations. Consolidating the current primary 9-1-1 center and the three law enforcement secondary PSAPs into a consolidated center will create better efficiencies among all emergency services within the county and improve the delivery of service to the citizens and visitors to Richmond County.

To accomplish this overall goal, a new facility will need to be constructed. The primary 9-1-1 center is the largest of the PSAPs in Richmond County, but is still too small to meet the space needs resulting from a consolidation and to meet the interlocal agreement with Scotland County. The current building could not be renovated or expanded as there is no space available on the current parcel. Not only is there a need for space, but a more efficient facility as a whole. For example, parking is not only limited but at times dangerous. During winter weather events, telecommunicators and support staff must park on a hill just to gain access to the building. On occasions during snow and ice, telecommunicators are attempting to leave the parking area only to have their vehicles slide off a hill.

The primary PSAP has taken what was the employee break room and converted it to the server room because of needed space. When the server room was moved to the previous break room, the ceilings were too low and the tiles had to be removed to allow for air flow to the equipment. What is now referred to as the employee break room provides only enough space for lockers, a refrigerator and a spot for a microwave. This provides limited walking space between the lockers and the refrigerator.

A new facility would provide ample workspace needed for consolidated operations and provide for future growth. This new facility is the cornerstone to the overall plan to improve services and communications.

With the new building and the estimation of when the building would be complete, it will be time for technology refresh of almost all items within the primary 9-1-1 center. Also to accommodate consolidation, additional workspaces would be needed above what the primary 9-1-1 center currently has in place. Telephony, computers, servers, logging recorder, dispatch console software and hardware and furniture would all be scheduled for refresh.

Currently, the primary 9-1-1 center utilizes IAED's EMD and EFD protocol systems for standardized call processing of emergency calls. The consolidation would bring the law enforcement agencies into the center. The implementation of IAED's EPD system would ensure the continuation of standardized call processing and dispatching of all calls for service.

Part of the consolidation discussions for the past four years has been about information sharing. During these discussions, secondary PSAPs learned that each agency would need a CAD system that would allow for officers in the field to access active calls and share information between agencies. As part of this consolidation, the addition of MDTs and the MDIS mobile CAD software with AVL units will allow information sharing between agencies and allow units in the field to see active calls for service and the location of units in the field. This will also provide a means to receive pictures or video when an NG9 1 1 system is in place. The addition of the AVL component is also a safety feature for accountability. If an officer cannot be reached by radio, AVL will allow the telecommunicator to know the location of the officer's vehicle for a safety check.

The final piece of this project is interoperability among first responders, dispatch and the EOC. A foundation to allow all emergency services to communicate when responding to the same event or large-scale emergency is a common radio capability. Currently, all law enforcement agencies use the State VIPER radio system. Fire and rescue/EMS utilize UHF and VHF radios for communications. By providing each fire and rescue/EMS unit within the county with an 800 MHz mobile radio, interoperable communications would be possible with local talkgroups. This not only make all emergency services interoperable within Richmond County, but also regionally.

Each component outlined as part of the itemized budget helps to lay a foundational piece for Richmond County to maintain and build to the next level. Currently funding is not available to put these necessary pieces into place. In order to achieve the goal of improving emergency services capabilities, these are the necessary pieces.

***State how you will follow applicable procurement law, rules, and policies.***

Any products or services for the consolidation project will be procured by Richmond County in the name of the new PSAP, Richmond County Emergency Communications. All items will be the property and responsibility of Richmond County for the benefit of the countywide consolidated PSAP.

Richmond County follows the N.C. Purchase and Contract Administrative Code (Title 1 Department of Administration Chapter 5-Purchase and Contract) in all phases of procurement including solicitation, selection, competitive processes, and contracting.

N.C.G.S. 143-64.31 governs the procurement of professional services performed by architects, engineers, surveyors and construction managers at risk. That process focuses on the qualifications of potential firms instead of their fees or the price of the contract. The architect, engineer, surveyor or construction manager at risk that the local government wishes to contract with is selected based on competence and qualification for the type of professional services needed. After evaluating responses submitted by interested parties, Richmond County can negotiate a price for the contract with the firm the unit has determined is the best qualified based on the evaluation criteria used to evaluate responses. Price can be considered if the government unit exempts itself from the requirements of the statute.

In the current Richmond County 911 operations, upgrading the existing systems and networks will allow continued relationships with existing contracted vendors. The current CAD system will be upgraded to accommodate the current secondary PSAPs' units. The current 9-1-1 telephony systems can be expanded for additional workspaces and continue to serve as a backup to Scotland County's telephony system. The current logging recorder will be upgraded and will have enough space to accommodate recording of Scotland County trunks and radio frequencies. In all planned technology purchases, the ability to continue with current contracted vendors will allow Richmond County to reduce the procurement timeline and continue with familiar systems.

***If the project will have ongoing expenses, such as monthly recurring charges, describe plans and specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.***

Richmond County has offered to consolidate dispatch services of the three secondary PSAPs into the county's primary PSAP at no charge to the other agencies to encourage consolidation. Most items within the primary 9-1-1 center will become due for a refresh or update during this grant period. Items that are eligible within the 911 surcharge will continue to be funded from this source. All these expenses are part of monthly or annual recurring costs of maintaining the planned system. General funds will be used to cover all other non-eligible expenses. Richmond County will actively seek other grant opportunities for future build-out of the system and through long-term capital improvement planning. Facility and grounds maintenance will become part of the Richmond County Maintenance Department's budget and take the place of the current facility annual budget costs. The requested funds are for those Richmond County cannot acquire. The recurring costs associated with the radio and facility improvements are within the means of the County to support based on the provided County and 911 operating budgets.

## Evaluation

*All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.*

***Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline for meeting short, intermediate, and long term goals.***

A project charter will be developed based on a grant award. This charter will define goals, identify stakeholders, refine the scope, and provide a timeline of the overall project. The key stakeholders will accept the project chart by signature acknowledgement. Progress reports at pre-determined intervals will be based on measured progress compared to the project plans. The measurement will be made by determining if the tasks, activities and pre-determined milestones were successfully completed within the projected timelines.

County staff will work with professional project management staff (MCP) and all vendors to communicate and document expectations of the scope of work (SOW), budget and timelines as contracted.

A critical path schedule will be identified upon the initiation of individual schedules and will be monitored for alignment and impact on the master schedule.

Stakeholders, dependencies, deliverables, milestones and risks will be documented and shared with all stakeholders at the start of the project. Any and all changes and additions to these documented plans and schedules will require approval by the identified stakeholders throughout the life of the project from planning, initiation, execution, monitoring and control thorough completion and post-cutover acceptance activities.

A single project manager will be utilized to coordinate all communications, activities and deliverables. Weekly project team and stakeholder communication will occur in the form of conference calls or face-to-face meetings as appropriate; all meetings will be documented, shared and maintained in a central project file. All required grant program reporting will be conducted by the project manager with direct oversight and approval from the County's project officer.

The Richmond County Emergency Services Director will be the point of contact with NC 911 Board for reporting progress or other communications.

***Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.***

The Consolidation Project Committee participants are the Richmond County Manager, Finance Office, the Emergency Services Director, and a Project Manager. Other participants will be added as needed based upon the individual project tasks. The project committee will work with County staff, vendors and project management support to evaluate each milestone activity for completion to the satisfaction of the contracted SOW.

Contracted training, testing and an acceptance plan for each project area will be overseen by the Consolidation Project Committee and results will be documented. Milestones or cutovers will not be accepted until the contracted results are proven within the designated period. Local and state code compliance, industry standards and outlined SOW will be used to determine the availability of the facility for occupancy. These determinants will also be monitored, documented and officially accepted by the committee and ultimately Richmond County.

During the life of the project, weekly status calls and/or meetings (as needed) will be facilitated by the project manager and attended by the committee members. Meeting minutes will be taken and other relevant documentation will be shared with stakeholders on a weekly or bi-weekly schedule based on their individual participation, level of authority or need to know as determined during the stakeholder identification process. Throughout the project, the project committee and project manager will identify additional stakeholders, risk and ways to mitigate identified risks, and communicating information to the appropriate stakeholders and the NC 911 Board.

The Emergency Services Director, with the support of the committee, will be responsible for reporting to the NC 911 Board. Updated status reports of funded activities as well as documentation of completed milestones, project timeline changes and expenses will be reported to the NC 911 Board on a monthly basis. All reporting will meet requirements set forth by the NC 911 Board. Interim reports will be produced as requested or if a risk is identified that will impact the scope, schedule or budget of the project.

***Identify how data will be collected and presented.***

The data will be collected both electronically and manually, including but not limited to meeting minutes, e-mail, project schedules, master schedules, schematic designs and all executed documents such as vendor and services contracts, all identified deliverables, evacuation documentation and any change orders.

The project manager will be responsible for maintaining all documentation in a central project file that is organized by components of the overall project, arranged by individual tasks, milestones and evaluation documentation. A review of the project contents will be conducted by the assigned project manager every 60 days during the project. The project manager will provide a report to the Consolidation Project Committee every 60 days indicating the contents of the project file to ensure all relevant documentation is stored and any activities such as acceptance or change activities and other associated documents are accounted for. At the end of the project, the project file will be reviewed to ensure completeness and given to Richmond County upon closeout.

Attachment 1

Interlocal Agreements/Resolution of Support

## **Richmond County**

### **RESOLUTION SUPPORTING THE CONSOLIDATION OF DISPATCH SERVICES IN RICHMOND COUNTY AND THE APPLICATION FOR A GRANT FROM THE NORTH CAROLINA 911 BOARD**

WHEREAS, Richmond County, the City of Rockingham and the City of Hamlet operate Public Safety Answering Points; and

WHEREAS, Richmond County government supports the consolidation of dispatch services throughout Richmond County in an effort to establish an integrated management structure to better serve the county's populations; and

WHEREAS, the North Carolina 911 Board has commenced a grant cycle which will include the E-911 Consolidation Program intended to provide funding for those jurisdictions seeking to consolidate 911 emergency services dispatching; and

WHEREAS, the Richmond County Board of Commissioners support the consolidation of existing PSAPs into an integrated management structure and by this Resolution intend to authorize and support an application for grant funding under the E-911 Consolidation Program adopted by the North Carolina 911 Board.

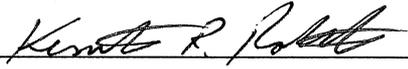
NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Richmond County, being a government body location in North Carolina, that:

1. Individually, the governmental body of Richmond County expresses its support for the consolidation of communication services (PSAPs) into a single PSAP as recommended through Interlocal Agreements; and
2. To facilitate and finance, or partially finance, the consolidation of communications services, the application for a grant under the E-911 Consolidation Program is authorized and may be submitted to the North Carolina 911 Board when the applications for funding become available; and
3. In order to facilitate the application and granting process, the application shall be submitted and any grant funds received shall be administered with Richmond County acting as the lead agency for such purposes or as a joint effort by two (2) or more of the governmental bodies, as may be required by the E-911 Consolidation Program Guidelines; and
4. Upon the delivery to Richmond County of the duly executed Interlocal Agreement before March 31, 2015 (prior to the April 10 submission date for the above-referenced grant applications), Richmond County will handle the call take and dispatch functions for the City of Rockingham for no charge; and
5. Upon the delivery to Richmond County of the duly executed Interlocal Agreement before March 31, 2015 (prior to the April 10 submission date for the above-referenced grant applications), Richmond County will handle the call take and dispatch functions for the City of Hamlet for no charge; and
6. The single PSAP, Richmond County Emergency Communications, will be a self-sufficient entity financed by 911 fees, grants and funds provided by Richmond County.

This Resolution is adopted by each of the governmental bodies set out below, but executed in counterparts pursuant to authority duly given by official action of the governing body on the date indicated below.

Adopted this the 2<sup>nd</sup> day of March, 2015.



  
\_\_\_\_\_

Kenneth R. Robinette, Chairman

Richmond County Board of Commissioners

ATTEST:

  
\_\_\_\_\_

Marian S. Savage, NCCCC

Clerk to the Board of Commissioners

**RICHMOND COUNTY**

**NORTH CAROLINA**

**INTER-DEPARTMENTAL AGREEMENT FOR THE  
CONSOLIDATION OF THE RICHMOND COUNTY SHERIFF'S  
OFFICE PUBLIC SAFETY DISPATCH AND 911 SERVICE AND  
THE CREATION OF A JOINT AGENCY TO PROVIDE  
EMERGENCY PUBLIC SAFETY COMMUNICATIONS SERVICE  
WITHIN RICHMOND COUNTY**

**THIS INTER-DEPARTMENTAL AGREEMENT**, made and entered into \_\_\_\_ day of \_\_\_\_\_, 2015, by and between the **RICHMOND COUNTY SHERIFF'S OFFICE**, here after referred to as "**SHERIFF'S OFFICE**", a department within Richmond County Government and **RICHMOND COUNTY EMERGENCY SERVICES**, here after referred to as "**ECOMM**" a department within Richmond County Government;

**WITNESSETH:**

**WHEREAS**, the **SHERIFF'S OFFICE** and **ECOMM** currently provide public safety communications services for their respective citizens which, although interrelated, function under separate organizational structures; and,

**WHEREAS**, the **SHERIFF'S OFFICE** and **ECOMM** recognize the benefits of working together to more closely share and coordinate the provision of public safety communications, telephone and data services; and,

**WHEREAS**, the Richmond County Sheriff and Richmond County Emergency Services desire to establish a joint agency to operate a combined public safety communications system and center for the answering and dispatching of public safety calls to replace the current structure of two communications centers operating independently as call answering locations to serve the citizens of Richmond County.

**NOW THEREFORE**, in consideration of the mutual terms, covenants and conditions set forth herein, the **SHERIFF'S OFFICE** and the **ECOMM** hereby agree as follows:

- A. Purpose.** The purpose of this inter-departmental agreement is to establish a joint agency to provide and maintain a consolidated public safety communications system within Richmond County. This system will promote the delivery of public safety services to the residents and taxpayers throughout the **COUNTY** in furtherance of the public health, safety, and general welfare of Richmond County citizens and residents.
- B. Name of Joint Agency.** The name of the joint agency established by this inter-departmental agreement shall be "Richmond County Emergency Communications."

C. **Organizational Objectives.** The organizational objectives of the consolidated public safety communications system established under this interlocal agreement are as follows:

1. To effectively receive calls for routine and emergency assistance, based on established structured call intake protocols, and to coordinate response resources to those calls for service based on the needs of the caller and the direction of field response agencies;
2. To improve the safety to emergency responders;
3. To provide participating agencies with a single contact point for the receipt of emergency assistance requests and to provide for the control of coordinated dispatch and radio communications services for law enforcement, fire, EMS, rescue, forest, emergency management;
4. To provide the public and field response agencies with trained, certified and/or credentialed 911 communications personnel;
5. To provide funding to ensure the appropriate level of service to all parties involved in this agreement by establishing funding mechanisms and defining the budget process for the center;
6. To facilitate coordination and responsiveness to the field response agencies by creating the Law Enforcement Advisory Committee; and,
7. To provide a mechanism for the addition or withdrawal of parties to this inter-departmental agreement.

D. **Law Enforcement Advisory Committee.** The Law Enforcement Advisory Committee (hereinafter referred to as "Committee") shall consist of the following representatives who shall be selected by the agency he or she represents to serve on the Committee.

The Committee shall include the following voting members:

1. A Police Chief representative from Rockingham Police Department;
2. A Police Chief representative from Hamlet Police Department;
3. A Sheriff's Office representative from the Richmond County Sheriff's Office;
4. An Emergency Services representative from the 911 center.
5. The Emergency Services Director

E. **Committee Responsibilities.** It shall be the responsibility of the Committee to make recommendations in the development of dispatch protocols, procedures, policies and systems related to service delivery for law enforcement.

F. **Richmond County Emergency Services Director.** The Richmond County Emergency Communications joint agency shall be managed, operated and supervised by the Richmond County Emergency Services Director, who shall be an employee of Richmond County appointed by the Richmond County Manager and subject to the rules and regulations of Richmond County. The Richmond County Emergency

Services Director shall coordinate the operations of the joint agency working closely with the policies and direction established by the Committee for law enforcement.

The responsibilities and authority of the Richmond County Emergency Services Director in fulfilling this inter-departmental agreement shall include the following:

1. The Richmond County Emergency Services Director (hereinafter the “**Director**”) shall be responsible for the overall operation of the Richmond County Emergency Communications system and center and shall develop long-range plans, including strategic capital improvements, staffing and other matters.
2. The **Director** shall be the administrative head of Richmond County Emergency Communications and shall be responsible for administration, budget and personnel matters.
3. The **Director** shall be responsible for oversight of call answering, dispatching, Computer Aided Dispatch (CAD) records maintenance, communications, security and other Richmond County Emergency Communications functions and activities.
4. The **Director** shall establish performance standards and comply with Richmond County personnel policies and departmental operational policies. The **Director** shall actively and continuously consider and evaluate all means and opportunities towards the enhancement of operational effectiveness of services to the participating agencies county citizens. The **Director** shall present his or her recommendations to the Law Enforcement Advisory Committee and seek concurrence from this committee on substantive changes or deviations from established policy relating to law enforcement dispatch.
5. The **Director** shall be responsible for supervising Richmond County Emergency Communications personnel consistently with applicable personnel policies and procedures.
6. The **Director** shall review and evaluate any proposals from the Law Enforcement Advisory Committee for changes to service levels, performance standards, and/or procedures for implementation costs, benefits and liabilities, or other matter, and prepare a written report of findings and recommendation to the committee and appropriate authorities for review and implementation.
7. The **Director** shall discharge other duties as assigned by the Richmond County Manager.

**G. Budget Process and Finances.** Richmond County Emergency Communications is intended to be a self-sufficient entity financed by 911 fees, grants and funds provided by the County.

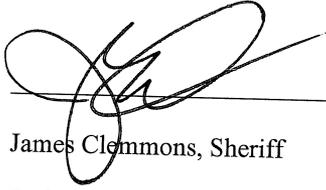
- H.** The **Director** shall develop the annual operating budget for Richmond County Emergency Communications joint agency on a fiscal year basis, beginning on the first day of July and ending on the thirtieth day of June, in accordance with policies established by the Richmond County Finance Office.

The Richmond County Finance Officer shall be the Finance Officer for Richmond County Emergency Communications and all financial operations (including purchasing) shall be conducted by or under the supervision of the Richmond County Finance Officer in accordance with procedures established by the Richmond County Finance Office and with applicable laws and regulations.

- I.** **Existing Equipment.** Software, licensing fees, computer hardware and connectivity used by the Sheriff's Office law enforcement officers remain the responsibility of the Richmond County Sheriff's Office. The Sheriff's Office and ECOMM both use the same software vendor, which assures ease of interface capabilities. Any additional software needs of law enforcement for additional functionality in the field will be the responsibility of the Richmond County Sheriff's Office to purchase. The County's Information Technology department (hereinafter called IT) will provide support for connectivity between the 9-1-1 center CAD system and field software used by law enforcement officers.
- J.** **Ownership of Facilities.** Title to all property, equipment, apparatus and supplies purchased and/or acquired in fulfillment of the Agreement shall vest with the Richmond County Government; provided, however, that any capital asset transferred to Richmond County Emergency Communications by any of the Sheriff's Office with reservations (hereinafter referred to as **Reserved Asset**) that it be returned at withdrawal or dissolution, such reservations being acknowledged in writing by the Richmond County Emergency Services Director at or before the date of transfer, shall be subject to the provision of **Section M**, Withdrawal, below.
- K.** **Personnel.** All employees of Richmond County Emergency Communications shall be employees of the County subject to its administrative, personnel and legal requirements and managed and supervised by the **Director**. Current employees of the Richmond County Sheriff's Office engaged in public safety communication positions will become employees of Richmond County Emergency Communications and when transferred will be hired as new County employees with transfer of County seniority, longevity, leave balances or other benefits except in accordance with County personnel policies in place at the time of hire with Richmond County Emergency Communications.
- L.** **Richmond County Sheriff's Office Business Lines.** Any identified business telephone lines the Richmond County Sheriff installs in the consolidated dispatch center will be answered, "Richmond County Sheriff's Office."

- M. **Citizen's Request To Speak With The Sheriff.** Any caller requesting to speak with the Richmond County Sheriff will be transferred, twenty-four hours a day, seven days a week, to the telephone number identified by the Sheriff. If a citizens calls to advise they have not spoken with the Sheriff after three calls, this caller will be transferred to the Chief Deputy at the identified number twenty-four hours a day, seven days a week.
- N. **Special Equipment.** In the event that a party to this inter-departmental agreement should require the installation of equipment, or the performance of special services, dedicated to the sole and special use of such party (hereinafter referred to as "**Special Equipment**"), such party shall bear the entire cost of such **Special Equipment**, its installation, maintenance, operation and repair. Should such party terminate its participation in this interlocal agreement, it shall retain all rights to such **Special Equipment** provided the removal of such **Special Equipment** does not alter, hinder, damage or disrupt the operations or equipment of Richmond County Emergency Communications. If the removal of such **Special Equipment** (including software) shall cause such alteration, hindrance, damage or disruption, all interests in such **Special Equipment** by the terminating party will be forfeited.
- O. **Withdrawal of a Party.** At anytime the Richmond County Sheriff may request to dissolve this agreement and reinstate his/her own dispatch center.
- P. **Contingency.** This agreement will be null and void if grant funding is denied or is insufficient for costs associated with the consolidation.
- Q. **Execution.** This Inter-departmental Agreement shall be executed on behalf of each participating department by its duly authorized representative. This Agreement or any amendment thereto, shall be deemed adopted upon the date of execution by the last so authorized representative.
- R. **Signatures.** Each party to this Agreement shall sign a signature page to constitute valid execution.
- S. **Entire Agreement.** This document encompasses the entire Agreement of the members. No understandings or amendment addendum or addition to this Agreement shall be effective unless made in writing and signed by all members.

SIGNATURES:



James Clemmons, Sheriff

Richmond County Sheriff's Office

2/3/2015

Date



Donna B. Wright, Director

Richmond County Emergency Services

2/3/15

Date

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

\_\_\_\_\_  
Richmond County Finance Officer

\_\_\_\_\_  
Date

RICHMOND COUNTY

NORTH CAROLINA

**INTERLOCAL AGREEMENT FOR THE CONSOLIDATION OF  
PUBLIC SAFETY DISPATCH AND 911 SERVICE AND  
THE CREATION OF A JOINT AGENCY PURSUANT TO NORTH  
CAROLINA GENERAL STATUTE § 160a-462 TO PROVIDE  
EMERGENCY PUBLIC SAFETY COMMUNICATIONS SERVICE  
WITHIN RICHMOND COUNTY**

THIS INTERLOCAL AGREEMENT, made and entered into this 10<sup>th</sup> day of February, 2015, by and between **Richmond County**, a body politic and corporate of the State of North Carolina, hereinafter referred to as the "**County**," and the **City of Rockingham**, hereinafter referred to as "**Rockingham**," being a municipal corporation of the State of North Carolina;

**W I T N E S S E T H:**

**WHEREAS**, the **County** and the **Rockingham** currently provide law enforcement public safety communications service for their respective citizens which, although interrelated, function under separate organizational structures; and,

**WHEREAS**, the **County** and the **Rockingham** recognize the benefits of working together to more closely share and coordinate the provision of public safety communications, telephone and data services; and

**WHEREAS**, the **Rockingham City Council** and the **Richmond County Board of Commissioners** desire to establish a joint agency to combine their respective communications systems into a single system for the answering and dispatching of public safety calls in their jurisdiction.

**NOW, THEREFORE**, in consideration of the mutual terms, covenants and conditions set forth herein, the **County** and **Rockingham** hereby agree as follows:

- A. **Purpose:** The purpose of the interlocal agreement is to establish a joint agency pursuant to North Carolina Statute § 160A-460, et seq., to provide and maintain a consolidated public safety communications system within Richmond County to serve both **Rockingham** and the

**County.** This agency will promote the delivery of public safety services to the residents and taxpayers throughout **Rockingham** and the **County** in furtherance of the public health, safety, and general welfare of Richmond County citizens and residents.

**B. Name of Joint Agency:** The name of the joint agency established by this interlocal agreement is "Richmond County Emergency Communications" (hereinafter, "RCEC").

**C. Organizational Objectives:** RCEC's organizational objectives are as follows:

1. To receive calls for routine and emergency assistance, based on established, structured call intake protocols, and to coordinate response resources to those calls for service based on the needs of the caller and the direction of field response agencies;
2. To promote the safety of emergency responders;
3. To provide participating agencies with a single contact point for the receipt of emergency assistance requests and to coordinate the dispatch and radio communications services for law enforcement, fire, EMS, rescue, forest, emergency management;
4. To provide the public and field response agencies with trained, certified and/or credentialed 911 communications personnel;
5. To direct funding to ensure the appropriate level of service to all parties involved in this agreement by establishing funding mechanisms and defining the budget process for the call center;
6. To facilitate coordination and responsiveness to the field response agencies by creating the Law Enforcement Advisory Committee; and
7. To provide a mechanism for the addition or withdrawal of parties to this interlocal agreement.

- D. **Law Enforcement Advisory Committee:** The Law Enforcement Advisory Committee (hereinafter referred to as "Committee") shall consist of the following representatives who shall be selected by the agency he or she represents to serve on the Committee.

The Committee shall include the following voting members:

1. A Police Chief representative from Rockingham Police Department;
2. A Sheriff's Office representative from the Richmond County Sheriff's Office;
4. An Emergency Services representative from the 911 center; and
5. The Emergency Services Director.

- E. **Committee Responsibilities:** The Committee shall be responsible for making recommendations in the development of dispatch protocols, procedures, policies and system related to service delivery for law enforcement.

- F. **Richmond County Emergency Services Director:** RCEC shall be managed, operated and supervised by the Richmond County Emergency Services Director, who shall be an employee of Richmond County, appointed by the Richmond County Manager, and subject to the rules and regulations of Richmond County. The Richmond County Emergency Services Director shall coordinate the operations of this joint agency by working closely with the policies and direction established by the Committee.

The responsibilities and authority of the Richmond County Emergency Services Director in fulfilling this interlocal agreement shall include the following:

1. The Richmond County Emergency Services Director (hereinafter the "**Director**") shall be responsible for the overall operation of the Richmond County Emergency Communications system and center and shall develop long-range plans, including strategic capital improvements, staffing and other matters.

2. The **Director** shall be the administrative head of RCEC and shall be responsible for its administration, budget and personnel matters.
  3. The **Director** shall be responsible for oversight of call answering, dispatching, Computer Aided Dispatch (CAD) records maintenance, communications, security and other RCEC functions and activities.
  4. The **Director** shall establish performance standards and comply with **County** personnel policies and departmental operational policies and any standards set forth by the North Carolina 911 Board. The **Director** shall actively and continuously consider and evaluate all means and opportunities towards the enhancement of operational effectiveness of services to the participating agencies and city and county citizens. The **Director** shall present his or her recommendations to the Committee and seek input from this committee on any policies as they relate to law enforcement dispatch.
  5. The **Director** shall be responsible for supervising RCEC personnel consistently with applicable personnel policies and procedures.
  6. The **Director** shall review and evaluate any proposals from the Committee for changes to service levels, performance standards, and/or procedures for implementation costs, benefits and liabilities, or other matter, and prepare a written report of findings and recommendation to the committee and appropriate authorities for review and implementation.
  7. The **Director** shall discharge other duties as assigned by the **County** Manager.
- G. **Budget Process and Finances:** RCEC is intended to be a self-sufficient entity financed by 911 fees, grants and funds provided by the **County**.
- H. **Operating Budget:** The **Director** shall develop the annual operating budget for RCEC on a fiscal year basis, beginning on the first day of July and ending on the

thirtieth day of June, in accordance with policies established by the **County** Finance Office. The **County** will not charge **Rockingham** any fees for taking over their call taking and dispatch functions. The **County** Finance Officer shall be the Finance Officer for RCEC, and all financial operations (including purchasing) shall be conducted by or under the supervision of the **County** Finance Officer in accordance with procedures established by the **County** Finance Office and with applicable laws and regulations.

- I. **Existing Equipment**: Software, licensing fees, computer hardware and connectivity used by **Rockingham** law enforcement officers remain the responsibility of the individual municipality. The **County** and **Rockingham** both use the same software vendor, which assures ease of interface capabilities. Any additional software needs of law enforcement for additional functionality in the field will be the responsibility of the respective party to purchase. The **County's** Information Technology department (hereinafter called IT) will provide basic support for connectivity between the 911 center CAD system and field software used by law enforcement officers.
  
- J. **Ownership of Facilities**: Title to all property, equipment, apparatus and supplies purchased and/or acquired in fulfillment of the Agreement shall vest with the **County**; provided, however, that any capital asset transferred to RCEC by **Rockingham** with reservations (hereinafter referred to as **Reserved Asset**) that it be returned at withdrawal from the agency or dissolution of this agreement, such reservations being acknowledged in writing by the **Director** at or before the date of transfer, shall be subject to the provision of **Section N. Withdrawal**, below.
  
- K. **Personnel**: The **County** shall determine the number of employees of RCEC. All RCEC employees shall be employees of the **County** subject to its administrative, personnel and legal requirements. The **Director** shall manage and supervise RCEC employees. Current employees of **Rockingham** engaged in public safety communication positions because of their experience and training are encouraged to apply for open positions with RCEC; and if they are accepted for employment with RCEC, they

will be hired as new **County** employees without transfer of **Rockingham** seniority, longevity, leave balances or other benefits except in accordance with **County** personnel policies in place at the time of hire with RCEC.

- L. **Joinder of Additional Parties:** Additional jurisdictions may become participants by written addendum to this Agreement, with the approval of both participants, with terms and conditions as agreed upon.
  
- M. **Special Equipment:** In the event that a party to this agreement should require the installation of equipment, or the performance of special services, dedicated to the sole and special use of such party (hereinafter referred to as "**Special Equipment**"), such party shall bear the entire cost of such **Special Equipment**, its installation, maintenance, operation and repair. Should such party terminate its participation in this agreement, it shall retain all rights to such **Special Equipment** provided the removal of such **Special Equipment** does not alter, hinder, damage or disrupt the operations or equipment of RCEC. If the removal of such **Special Equipment** (including software) shall cause such alteration, hindrance, damage or disruption, all interests in such **Special Equipment** by the terminating party will be forfeited.
  
- N. **Withdrawal of a Party:** A participating government entity may withdraw from this agreement at the end of a fiscal year by giving a six (6) month written notice of withdrawal prior to July 1<sup>st</sup> of the fiscal year in which withdrawal is to be effective. Such written notice is to be delivered to the **Director**. The withdrawal will become effective no sooner than 6 months after said notice is delivered. In the event that the withdrawing party has purchased and installed **Special Equipment** in accordance with **Section M.**, above, or a **Reserved Asset** in accordance with **Section J**, above, such **Special Equipment** or **Reserved Asset** may be removed in accordance with the terms of this interlocal agreement upon the effective date of the withdrawal or shortly thereafter; provided, however, that the withdrawing party shall pay any and all costs associated with the removal and such removal shall not create an interruption of service to the public. The withdrawing party may be subject to repayment of all grant funds or a prorated portion as determined by the NC 911 Board.

- O. **Term:** The term of this agreement shall be five (5) years; and it shall automatically renew for an additional five-year term unless terminated in the manner provided herein.
- P. **Amendments:** This Agreement may not be amended except by the express written agreement of the parties hereto that is approved by their respective governing board or council.
- Q. **Termination:** This agreement may be terminated by an express agreement approved by the respective governing councils or board of the parties hereto that have not withdrawn.
- R. **Mediation:** Any controversy between the members with regard to the application or interpretation of this Agreement shall be submitted for mediation conducted pursuant to G.S. 7A-38.1. Upon failure of mediation, each party reserves all rights and remedies otherwise available under North Carolina law.
- S. **Litigation:** Any lawsuit filed in relation to this agreement shall be filed in the General Court of Justice, Superior Court Division, of Richmond County, which shall have sole and exclusive jurisdiction and venue of the subject matter and the parties.
- T. **Responsibility for Loss:** Each participating jurisdiction agrees to be responsible and assume the risk of liability for its own wrongful and/or negligent acts or omissions, or those of its officers, agents or employees to the extent that liability exists.
- U. **Severability:** Should any party of the Agreement be determined by a court of competent jurisdiction to be invalid, illegal or against public policy, said offering Section shall be void and of no effect, and shall not render any other section herein, nor this Agreement as a whole, invalid. Those rights and obligations under this Agreement, which by their nature should survive, shall remain in effect after termination, suspension or expiration hereof.
- V. **Contingency:** This agreement will be null and void if grant funding is denied or is insufficient for costs associated with the consolidation.

- W. **Execution:** This Interlocal Agreement shall be executed on behalf of each participating jurisdiction by its duly authorized representative and pursuant to any appropriate motion, resolution or ordinance of each participating jurisdiction. This Agreement or any amendment thereto, shall be deemed adopted upon the date of execution by the last so authorized representative.
- X. **Signatures.** Each party to this Agreement shall sign a signature page to constitute valid execution.
- Y. **Entire Agreement:** This document encompasses the entire Agreement of the members. No understandings or amendment addendum or addition to this Agreement shall be effective unless made in writing and signed by all members.

**SIGNATURES:**

Date: 3/2/15

Kenneth Robinette  
 Kenneth Robinette, Chairman  
 Richmond County Board of  
 Commissioners



ATTESTED BY: (SEAL)  
Marian Savage  
 Marian Savage, Clerk to the  
 Richmond County Board of  
 Commissioners

Date: 2-10-15

Steve Morris  
 Steve Morris, Mayor  
 City of Rockingham

ATTESTED BY: (SEAL)  
Gwendolyn J. Swinney  
 Gwen Swinney, Clerk  
 City of Rockingham

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

R. M. Straggall  
 Richmond County Finance Officer

2/20/15  
 Date

Hazel Lee  
 City of Rockingham Finance Officer

2-10-15  
 Date

RICHMOND COUNTY

NORTH CAROLINA

INTERLOCAL AGREEMENT FOR THE CONSOLIDATION OF  
PUBLIC SAFETY DISPATCH AND 911 SERVICE AND  
THE CREATION OF A JOINT AGENCY PURSUANT TO NORTH  
CAROLINA GENERAL STATUTE § 160a-462 TO PROVIDE  
EMERGENCY PUBLIC SAFETY COMMUNICATIONS SERVICE  
WITHIN RICHMOND COUNTY

THIS INTERLOCAL AGREEMENT, made and entered into this 10  
day of March, 2015, by and between Richmond County, a body  
politic and corporate of the State of North Carolina, hereinafter  
referred to as the "County," and the City of Hamlet, hereinafter  
referred to as "Hamlet," being a municipal corporation of the  
State of North Carolina;

W I T N E S S E T H:

WHEREAS, the County and the Hamlet currently provide law  
enforcement public safety communications service for their  
respective citizens which, although interrelated, function under  
separate organizational structures; and,

WHEREAS, the County and the Hamlet recognize the benefits of  
working together to more closely share and coordinate the  
provision of public safety communications, telephone and data  
services; and

WHEREAS, the Hamlet City Council and the Richmond County  
Board of Commissioners desire to establish a joint agency to  
combine their respective communications systems into a single  
system for the answering and dispatching of public safety calls  
in their jurisdiction.

NOW, THEREFORE, in consideration of the mutual terms,  
covenants and conditions set forth herein, the County and Hamlet  
hereby agree as follows:

- A. Purpose: The purpose of the interlocal agreement is to  
establish a joint agency pursuant to North Carolina  
Statute § 160A-460, et seq., to provide and maintain a  
consolidated public safety communications system within  
Richmond County to serve both Hamlet and the County.

This agency will promote the delivery of public safety services to the residents and taxpayers throughout Hamlet and the County in furtherance of the public health, safety, and general welfare of Richmond County citizens and residents.

B. Name of Joint Agency: The name of the joint agency established by this interlocal agreement is "Richmond County Emergency Communications" (hereinafter, "RCEC").

C. Organizational Objectives: RCEC's organizational objectives are as follows:

1. To receive calls for routine and emergency assistance, based on established, structured call intake protocols, and to coordinate response resources to those calls for service based on the needs of the caller and the direction of field response agencies;
2. To promote the safety of emergency responders;
3. To provide participating agencies with a single contact point for the receipt of emergency assistance requests and to coordinate the dispatch and radio communications services for law enforcement, fire, EMS, rescue, forest, emergency management;
4. To provide the public and field response agencies with trained, certified and/or credentialed 911 communications personnel;
5. To direct funding to ensure the appropriate level of service to all parties involved in this agreement by establishing funding mechanisms and defining the budget process for the call center;
6. To facilitate coordination and responsiveness to the field response agencies by creating the Law Enforcement Advisory Committee; and
7. To provide a mechanism for the addition or withdrawal of parties to this interlocal agreement.

- D. Law Enforcement Advisory Committee: The Law Enforcement Advisory Committee (hereinafter referred to as "Committee") shall consist of the following representatives who shall be selected by the agency he or she represents to serve on the Committee.

The Committee shall include the following voting members:

1. A Police Chief representative from Hamlet Police Department;
  2. A Sheriff's Office representative from the Richmond County Sheriff's Office;
  4. An Emergency Services representative from the 911 center; and
  5. The Emergency Services Director.
- E. Committee Responsibilities: The Committee shall be responsible for making recommendations in the development of dispatch protocols, procedures, policies and system related to service delivery for law enforcement.
- F. Richmond County Emergency Services Director: RCEC shall be managed, operated and supervised by the Richmond County Emergency Services Director, who shall be an employee of Richmond County, appointed by the Richmond County Manager, and subject to the rules and regulations of Richmond County. The Richmond County Emergency Services Director shall coordinate the operations of this joint agency by working closely with the policies and direction established by the Committee.

The responsibilities and authority of the Richmond County Emergency Services Director in fulfilling this interlocal agreement shall include the following:

1. The Richmond County Emergency Services Director (hereinafter the "Director") shall be responsible for the overall operation of the Richmond County Emergency Communications system and center and shall develop long-range plans, including strategic capital improvements, staffing and other matters.

2. The Director shall be the administrative head of RCEC and shall be responsible for its administration, budget and personnel matters.
  3. The Director shall be responsible for oversight of call answering, dispatching, Computer Aided Dispatch (CAD) records maintenance, communications, security and other RCEC functions and activities.
  4. The Director shall establish performance standards and comply with County personnel policies and departmental operational policies and any standards set forth by the North Carolina 911 Board. The Director shall actively and continuously consider and evaluate all means and opportunities towards the enhancement of operational effectiveness of services to the participating agencies and city and county citizens. The Director shall present his or her recommendations to the Committee and seek input from this committee on any policies as they relate to law enforcement dispatch.
  5. The Director shall be responsible for supervising RCEC personnel consistently with applicable personnel policies and procedures.
  6. The Director shall review and evaluate any proposals from the Committee for changes to service levels, performance standards, and/or procedures for implementation costs, benefits and liabilities, or other matter, and prepare a written report of findings and recommendation to the committee and appropriate authorities for review and implementation.
  7. The Director shall discharge other duties as assigned by the County Manager.
- G. Budget Process and Finances: RCEC is intended to be a self-sufficient entity financed by 911 fees, grants and funds provided by the County.
- H. Operating Budget: The Director shall develop the annual operating budget for RCEC on a fiscal year basis, beginning on the first day of July and ending on the

thirtieth day of June, in accordance with policies established by the County Finance Office. The County will not charge Hamlet any fees for taking over their call taking and dispatch functions. The County Finance Officer shall be the Finance Officer for RCEC, and all financial operations (including purchasing) shall be conducted by or under the supervision of the County Finance Officer in accordance with procedures established by the County Finance Office and with applicable laws and regulations.

- I. Existing Equipment: Software, licensing fees, computer hardware and connectivity used by Hamlet law enforcement officers remain the responsibility of the individual municipality. The County and Hamlet both use the same software vendor, which assures ease of interface capabilities. Any additional software needs of law enforcement for additional functionality in the field will be the responsibility of the respective party to purchase. The County's Information Technology department (hereinafter called IT) will provide basic support for connectivity between the 911 center CAD system and field software used by law enforcement officers.
- J. Ownership of Facilities: Title to all property, equipment, apparatus and supplies purchased and/or acquired in fulfillment of the Agreement shall vest with the County; provided, however, that any capital asset transferred to RCEC by Hamlet with reservations (hereinafter referred to as **Reserved Asset**) that it be returned at withdrawal from the agency or dissolution of this agreement, such reservations being acknowledged in writing by the Director at or before the date of transfer, shall be subject to the provision of Section N. Withdrawal, below.
- K. Personnel: The County shall determine the number of employees of RCEC. All RCEC employees shall be employees of the County subject to its administrative, personnel and legal requirements. The Director shall manage and supervise RCEC employees. Current employees of Hamlet engaged in public safety communication positions because of their experience and training are encouraged to apply for open positions with RCEC; and if they are accepted for employment with RCEC, they will be hired as new County employees without transfer

of Hamlet seniority, longevity, leave balances or other benefits except in accordance with County personnel policies in place at the time of hire with RCEC.

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- S. Litigation: Any lawsuit filed in relation to this agreement shall be filed in the General Court of Justice, Superior Court Division, of Richmond County, which shall have sole and exclusive jurisdiction and venue of the subject matter and the parties.

Responsibility for Loss: Each participating jurisdiction agrees to be responsible and assume the risk of liability for its own wrongful and/or negligent acts or omissions, or those of its officers, agents or employees to the extent that liability exists.

- U. Severability: Should any party of the Agreement be determined by a court of competent jurisdiction to be invalid, illegal or against public policy, said offering Section shall be void and of no effect, and shall not render any other section herein, nor this Agreement as a whole, invalid. Those rights and obligations under this Agreement, which by their nature should survive, shall remain in effect after termination, suspension or expiration hereof.

- V. Contingency: This agreement will be null and void if grant funding is denied or is insufficient for costs associated with the consolidation.



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- X. **Signatures.** Each party to this Agreement shall sign a signature page to constitute valid execution.
- Y. **Entire Agreement:** This document encompasses the entire Agreement of the members. No understandings or amendment addendum or addition to this Agreement shall be effective unless made in writing and signed by all members.

**SIGNATURES:**

Date: 4/7/15

Kenneth R. Robinette  
 Kenneth Robinette, Chairman  
 Richmond County Board of  
 Commissioners

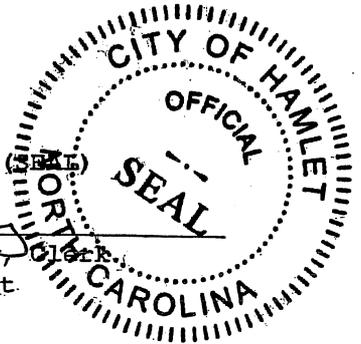


ATTESTED BY: (SEAL)  
Marian Savage  
 Marian Savage, Clerk to the  
 Richmond County Board of  
 Commissioners

Date: 3/10/2015

Bill Bayless  
 Bill Bayless, Mayor  
 City of Hamlet

ATTESTED BY: (SEAL)  
Tammy Kirkley  
 Tammy Kirkley, Clerk  
 City of Hamlet



This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

\_\_\_\_\_  
 Richmond County Finance Officer  
Jill L. Dickers  
 City of Hamlet Finance Officer

\_\_\_\_\_  
 Date  
3/12/15  
 Date

Attachment 2  
High-level Timeline

Year 1

Quarter	Planning and Studies	Site Prep	Building Construction	Consoles/Fixtures	Radio/Phone/IT Installation	Month/Year
3	Vendors Consultation Qualification of Architect Staffing Analysis Accept Grant Est. Law Enforcement Oversight Comm					July-September 2015
4	Selection of Vendors (RFPs) Choose Architect Staffing Analysis Begin Building and Site Drafts Organizational Meeting of Oversight Comm.			Obtain Quotes on Furniture Obtain Quotes on Recorder Obtain Quotes of Phone System Obtain Quotes for IT Equipment and Software	Obtain Quotes for Radio Equipment	October-December 2015
1	Approval of Design Obtain Bids on Project Award Project Begin Developing Policies and Procedures			Review All Quotes	Finalize Radio Equipment Purchase	January-March 2016
2	Review Draft of Policies and Procedures	Begin Site Work	Begin Building Work	Award Bids	Award Bids	April-June 2016

**Year 2**

<b>Quarter</b>	<b>Planning and Studies</b>	<b>Site Prep</b>	<b>Building Construction</b>	<b>Interior</b>	<b>Radio/Phone/IT Installation</b>	<b>Month/Year</b>
<b>3</b>	Finalize Any Staffing Issues Monthly Meetings Review and Approval Policies and Procedures	Continue Site Work	Continue Building Work	Choose Color and Carpet		July-September 2016
<b>4</b>	Monthly Meetings Begin Developing Cut Over Plan for Consolidation of Services	Continue Site Work	Continue Building Work		Set Racks For Equipment	October-December 2016
<b>1</b>	Monthly Meetings Finalize Staffing Plan & Hire Finalize Transition Plan Inservice Employees on Building	Begin Final Acceptance	Begin Final Acceptance	Install Generators Install Furniture	Install Radio equipment Install Phone System	January-March 2017
<b>2</b>	Move ECOMM Employees to New Center	Finish All Ground Work	Inservice Employees on UPS and Generators	Inservice Employees on All Equipment		April-May 2017

**Year 3**

<b>Quarter</b>	<b>Planning and Studies</b>	<b>Site Prep</b>	<b>Building Construction</b>	<b>Interior</b>	<b>Radio/Phone/IT Installation</b>	<b>Month/Year</b>
<b>3</b>	Continue to Train New and Current Sheriff's Office Employees	Complete All Punch List Items	Complete All Punch List Items	Complete Interior Décor		July-September 2017
<b>4</b>	Begin Transition to LE Calltaking/Dispatching					October-December 2017
<b>1</b>	LE Oversight Committee Meet to Review/Update Any Procedures.					January-March 2018
<b>2</b>	Project Complete					April-June 2018

Attachment 3

Emergency Communications Center Projected Budget 2015-2016

		ACCOUNT DESCRIPTION	2013 EXPENDED	2014 EXPENDED	2015 BUDGET	REVISED BUDGET	YTD EXPENDED	PROJECTED EXPENSE	DEPARTMENT REQUEST
<b>EMERGENCY SERVICES</b>									
114395	4100	SALARIES: REGULAR	416,350	447,145	530,789	562,639	330,272	495,409	579,591
114395	4101	SALARIES: PART TIME	3,722	3,647	5,000	5,000	2,384	3,576	5,000
114395	4102	SALARIES: OVERTIME	46,382	40,381	50,000	50,000	25,893	38,839	50,000
114395	4110	FICA	34,669	36,035	44,813	47,250	26,444	39,666	48,547
114395	4120	GROUP INSURANCE	77,928	91,313	126,925	133,167	74,116	111,173	150,150
114395	4130	RETIREMENT EXPENSE	31,676	34,631	39,146	41,293	25,350	38,025	44,866
114395	4135	SUPPLEMENTAL RETIREMENT 401K	23,434	23,384	29,040	30,633	17,883	26,825	31,730
114395	4142	SALARIES:HEALTH WAIVER	7,200	4,200	-	-	2,400	3,600	
114395	4160	PROFESSIONAL SERVICES	-	-	-	-	-	-	
114395	4200	DEPARTMENTAL SUPPLIES	3,112	6,315	4,000	4,000	2,863	4,295	4,000
114395	4209	HAZARD MITIGATION PLAN GRT EXP	21,507	-	-	-	-	-	
114395	4212	AUTO SUPPLIES: GAS, OIL, TIRES	2,412	2,236	3,500	3,500	2,032	3,048	3,500
114395	4230	UNIFORMS	1,184	1,078	1,500	1,500	405	607	1,500
114395	4236	SOFTWARE MAINTENANCE	375	-	2,000	2,000	-	-	1,000
114395	4261	HAZ MAT EMERG PLANNING EXPENSE	-	9,800	-	-	-	-	
114395	4271	EMER MGT PERFORM GRANT EXPENSE	-	-	-	-	3,097	4,645	
114395	4275	PUR SUBJ TO INV CONTROL	19,221	(9,448)	10,000	10,000	2,323	3,485	10,000
114395	427506	PUR SUBJ TO INV: HAMLET FIRE	9,391	-	-	-	-	-	
114395	4300	TRAVEL & CONFERENCE	3,316	3,339	5,000	5,000	4,095	6,143	5,000
114395	4301	EMPLOYEE TRAINING	3,492	-	-	-	-	-	
114395	4302	AUTO ALLOWANCE	1,100	1,200	-	-	-	-	
114395	4310	TELEPHONE	7,213	(360)	10,000	10,000	2,175	3,262	6,000
114395	4320	UTILITIES	9,988	10,234	10,000	10,000	6,249	9,373	10,000
114395	4330	MAINT & REPAIR: MISC	2,799	1,419	4,000	4,000	991	1,487	4,000
114395	4332	MAINT & REPAIR: EQUIP	11,364	9,601	5,000	5,000	(3,985)	(5,977)	5,000
114395	4333	MAINT & REPAIR: AUTO	1,891	1,706	2,500	2,500	1,066	1,599	2,500
114395	4380	CONTRACTED SERVICES	22,679	5,985	9,000	9,000	6,148	9,222	14,000
114395	4445	SERVICE & MAINT CONTRACTS	4,763	3,773	10,000	10,000	3,128	4,692	8,200
114395	5100	EQUIPMENT: OFFICE	24,371	-	7,000	7,000	-	7,000	1,500
114395	5105	EQUIPMENT: VEHICLES	-	33,766	-	-	-	-	
			<b>791,539</b>	<b>761,379</b>	<b>909,213</b>	<b>953,482</b>	<b>535,329</b>	<b>809,994</b>	<b>986,084</b>

E911 EXPENSE			2013 EXPENDED	2014 EXPENDED	2015 BUDGET	2015 REVISED	YTD EXPENDED	PROJECTED EXPENSE	DEPARTMENT REQUEST
204390	4100	SALARIES: REGULAR	37,492	30,977	31,850	-	-	-	
204390	4110	FICA	2,829	2,249	2,437	-	-	-	
204390	4120	GROUP INSURANCE	6,864	5,793	6,242	-	-	-	
204390	4130	RETIREMENT EXPENSE	2,556	2,182	2,147	-	-	-	
204390	4135	SUPPLEMENTAL RETIREMENT 401K	1,891	1,514	1,593	-	-	-	
204390	4142	SALARIES:HEALTH WAIVER	-	-	-	-	-	-	
204390	4160	PROFESSIONAL SERVICES	-	-	-	-	-	-	
204390	4174	IMPLEMENTAL FUNCTIONS	-	-	-	44,269	26,774	40,161	46,749
204390	4210	OFFICE SUPPLIES	1,235	50	-	-	-	-	
204390	4275	PUR SUBJ TO INV CONTROL	19,557	1,272	-	-	-	-	
204390	4300	TRAVEL & CONFERENCE	3,167	4,067	6,000	9,000	2,505	3,758	6,000
204390	4310	TELEPHONE	-	-	800	800	236	354	800
204390	4380	CONTRACTED SERVICES	34,550	2,000	-	-	-	-	13,000
204390	4435	TERM LEASE-SOUTHERN BELL	112,150	129,170	145,000	145,000	80,824	121,236	145,000
204390	4445	SERVICE & MAINT CONTRACTS	33,053	26,518	36,000	36,000	28,342	42,513	40,000
204390	4495	DEPRECIATION EXPENSE	-	-	-	-	-	-	
204390	5100	EQUIPMENT: OFFICE	12,272	229,387	45,000	45,000	7,524	11,286	70,000
204390	8100	TFER TO GENERAL FUND	-	-	-	-	-	-	
204390	8190	E911 RESERVE FUNDS	-	-	23,269	20,269	2,857	4,286	21,077
			<b>267,617</b>	<b>435,179</b>	<b>300,338</b>	<b>300,338</b>	<b>149,062</b>	<b>223,593</b>	<b>342,626</b>
E911 REVENUE			2013 REVENUE	2014 REVENUE	2015 BUDGET	2015 REVISED	YTD REVENUES	PROJECTED REVENUE	DEPARTMENT REQUEST
204390	364001	E911 TELEPHONE REVENUES	(236,913)	(279,646)	(299,738)	(299,738)	(174,847)	(262,271)	342,626
204390	364002	E911 WIRELESS REVENUE	-	-	-	-	-	-	
204390	381001	INTEREST ON INVESTMENTS	(440)	(89)	(600)	(600)	(47)	(70)	70
			<b>(237,353)</b>	<b>(279,735)</b>	<b>(300,338)</b>	<b>(300,338)</b>	<b>(174,894)</b>	<b>(262,341)</b>	<b>342,696</b>

Attachment 4  
IT Strategic Plan

# **Richmond County Emergency Communications Center**

## **Strategic Planning Guide for Consolidation**

### **Introduction and Mission**

Richmond County is located in south central North Carolina along the North Carolina and South Carolina border. Its county seat is Rockingham, and the county has a population of just over 46,000 in 474 square miles. Public safety agencies serving the county include the Richmond County Sheriff's Office, the Hamlet Police Department, the Rockingham Police Department, two municipal fire departments, seven volunteer fire departments, four volunteer rescue squads and one paid EMS agency. Richmond County borders Anson, Stanley, Montgomery, Moore, Hoke and Scotland counties in North Carolina and Marlboro and Chesterfield counties in South Carolina. 9-1-1 services in Richmond County are provided through Richmond County Emergency Services while law enforcement dispatching is provided through the three different agencies.

The mission of Richmond County's 9-1-1 communications function is to immediately and professionally respond to requests for assistance, assign and manage public safety resource deployment, facilitate mutual aid and other collaborative, cooperative efforts and provide active stewardship for the safety of citizens and visitors of the counties.

### **Governance**

Richmond County's 9-1-1 system will be operated and managed by Richmond County Emergency Services Director under the existing Richmond County policies and procedures. The law enforcement agencies consolidating into Richmond County's 9-1-1 service will provide input and ongoing feedback through the Law Enforcement Oversight Committee relating to law enforcement call taking and dispatch procedures.

### **Funding**

Local funding sources are inadequate to fund this plan. Should grant funding not be awarded, these plans will not reach fruition.

### **Operational Model**

Dispatch staff will be employed by Richmond County, and normally housed in the Richmond County current primary PSAP. Staff will operate in a similar manner to today's configuration with personnel responsible for specific disciplines. Law enforcement operations will be undertaken in a similar fashion and completely integrated into the operational model. In this respect, all emergency calls for services will be processed from a single facility becoming a single, cohesive organization in order to provide the best service to all citizens and public safety responders receiving the set standard of service.

## **Technology**

### **Current Environment and Challenges**

The current primary PSAP operated by Richmond County Emergency Services is a semi-secure building that includes administrative offices and the Emergency Operations Center (EOC) for the county. It is currently too small for today's operations and there is no room to expand within the existing structure or property. The current primary PSAP has the largest facility among all the agencies that are participating in the consolidation. This facility is not large enough to ensure needed space to accommodate for additional staffing because of the consolidation. There is no location available to house the new consolidated dispatch center.

Richmond County's primary PSAP utilizes a CAD system from Southern Software that meets their needs. The only technology that will need to interface or merge data is between the current primary PSAP and the law enforcement agencies is each agency's records management system. The CAD system used by the current primary PSAP and the records management system utilized by all the law enforcement agencies is produced by Southern Software. The identified need to allow for information sharing would be a mobile CAD and AVL system and connectivity in law enforcement vehicles.

Currently, all county law enforcement agencies utilize the State VIPER 800 MHZ trucked radio system. Local fire departments utilizing multiple VHF radio system frequencies and rescue/EMS agencies use a UHF radio frequency. Currently, all first responder agencies do not have a way to communicate collectively for mutual aid response or joint responses.

### **Vision and Initiatives**

Richmond County staff, at the PSAP, county and municipal management levels, desire to consolidate dispatching operations into a single PSAP in Richmond County, while providing adequate space to support the Interlocal Agreement between Richmond and Scotland counties for Scotland County's back up PSAP. There is not available space that could house a consolidation of all dispatch services in the county to a single dispatch agency. A larger facility could be built on county owned land.

Individually, each radio system is adequate but doesn't allow for interoperable communications. With law enforcement agencies currently using the State VIPER 800 MHZ radio communications, fire departments utilize several UHF radio frequencies, rescue/EMS utilizes a VHF radio frequency, the most cost effective way to create interoperability would be to provide VIPER 800 MHZ mobile radios for each fire and rescue/EMS apparatus. With the equipment in place, first responders, regardless of fire, medical or law enforcement, could utilize pre assigned talk groups specific to Richmond County, regionally or statewide.

Richmond County's CAD system and logging recorder will be expanded to support the multi-agency, multi-jurisdictional consolidated communications operations. For CAD and mapping, additional licenses would be needed to meet the needs of the consolidation and for the Interlocal Agreement between Richmond and Scotland counties for Scotland County's back up PSAP needs.

### **Support and Training**

Support of the systems included in this plan will come from the same sources as currently used by the predecessor systems: Richmond County Information Technology Department for the CAD system, AT&T for 9-1-1 systems and contract radio service shop for the radio network.

### **Timeline**

The timeline for this project spans multiple years. Upon the end of the project, completion of all described phases is anticipated for after project inception.

### **Budget**

The improvements envisioned in this plan are unquestionable costly. Local funding sources are inadequate to fund the plan and accordingly, grant funds are sought to implement this vision that is so important to the safety of citizens and first responders of Richmond County.

Attachment 5

Emergency Communications Budget 2014-2015

Section 2. The Appropriations to the Board of Education for the Richmond County Schools firstly shall be made from any funds which are dedicated to the use of the schools and secondly shall be made from General County revenues to the extent necessary.

Section 3. It is estimated that the following amounts will be available in the General Fund for the fiscal year beginning July 1, 2014 and ending June 30, 2015.:

Ad Valorem Taxes - Current	\$	21,450,000
Ad Valorem Taxes Vehicles-Current		2,059,000
Prior Years Taxes and Penalties		1,655,000
Interest on Investments		7,550
Local Option Sales Tax		5,485,000
Lottery Revenue for Schools		732,700
Unrestricted Intergovernmental Revenue		1,791,500
Other Taxes & Licenses		321,400
Sales, Services, Permits, and Fees		1,463,497
Appropriated Designated Fund Balance ( Health Escrow)		380,183
Appropriated Undesignated Fund Balance		1,656,910
Miscellaneous		11,374,650
		<hr/>
Total Revenue		48,377,390

**REVOLVING LOAN FUND**

Section 4. The following amounts are hereby appropriated in the Revolving Loan Fund for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

Industrial Assistance Funds	\$	870,000
Transfer to General Fund		200,000
		<hr/>
Total Appropriation	\$	1,070,000

Section 5. It is estimated that the following revenues will be available in the Revolving Loan Fund for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

Loan Repayments	\$	200,000
Interest on Investments		30
Appropriated Fund Balance		869,970
		<hr/>
Total Revenue	\$	1,070,000

**ROCKINGHAM FIRE DISTRICT**

Section 6. The following amounts are hereby appropriated in the Rockingham Fire District Fund for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

Rockingham Fire District	\$	37,500
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Section 7. It is estimated that the following revenues will be available in the Rockingham Fire District Fund for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

Current Fire Protection Fees	\$	37,500
Prior Fire Protection Fees		Included above
		<hr/>
Total Revenue	\$	37,500

Section 37. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2014 located within the Mt. Creek Fire District for raising of revenue for said Special Fire District.

Section 38. Fees will be assessed on residents phone bills in the amount of sixty cents (.60) per phone monthly to generate revenues for operation of the Emergency Telephone System.

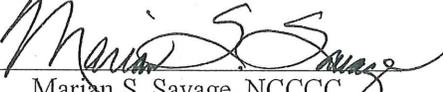
Section 39. Copies of this budget ordinance shall be furnished to the Budget Officer, the Finance Officer, and the Clerk to the Board for direction in carrying out their duties.

Adopted this the 2nd day of June, 2014



  
Kenneth R. Robinette, Chairman  
Richmond County Board of Commissioners

ATTEST:

  
Marian S. Savage, NCCCC  
Clerk to the Board of Commissioners

EMERGENCY TELEPHONE SYSTEM

Section 30. The following amounts are hereby appropriated in the Emergency Telephone System fund for the operation of the county's E911 communication system for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

E911 System	\$	<u>300,338</u>
Total Appropriation	\$	300,338

Section 31. It is estimated that the following revenues will be available in the Emergency Telephone System for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

Telephone Surcharge Revenue		299,738
Interest on Investments		<u>600</u>
Total Revenues	\$	300,338

SCHOOL CAPITAL RESERVE FUND

Section 32. The following amounts are hereby appropriated in the School Capital Reserve Fund for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

Transfer to General Fund	\$	<u>341,500</u>
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Section 33. It is estimated that the following revenues will be available in the School Capital Reserve Fund for the fiscal year beginning July 1, 2014 and ending June 30, 2015:

Appropriated Undesignated Fund Balance		341,400
Interest on Investments		<u>100</u>
Total Revenues	\$	341,500

Section 34. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2014 located within the East Rockingham Fire District for raising of revenue for said Special Fire District.

Section 35. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2014 located within the Cordova Fire District for raising of revenue for said Special Fire District.

Section 36. There is hereby levied a tax at the rate of nine cents (.09) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2014 located within the Northside Fire District for raising of revenue for said Special Fire District.

ORG	OBJ	ACCOUNT DESCRIPTION	2013	2014	2015	2015
			ACTUAL	ORIGINAL	MANAGER	APPROVED
			EXPENSE	BUDGET	RECOMMENDED	BUDGET
<b>EMERGENCY SERVICES</b>						
114395	4100	SALARIES: REGULAR	\$ 416,350	\$ 484,315	\$ 530,789	\$ 530,789
114395	4101	SALARIES: PART TIME	\$ 3,722	\$ 5,000	\$ 5,000	\$ 5,000
114395	4102	SALARIES: OVERTIME	\$ 46,382	\$ 67,000	\$ 50,000	\$ 50,000
114395	4110	FICA	\$ 34,669	\$ 42,558	\$ 44,813	\$ 44,813
114395	4120	GROUP INSURANCE	\$ 77,928	\$ 123,937	\$ 126,925	\$ 126,925
114395	4130	RETIREMENT EXPENSE	\$ 31,676	\$ 37,159	\$ 39,146	\$ 39,146
114395	4135	SUPPLEMENTAL RETIREMENT 401K	\$ 23,434	\$ 27,566	\$ 29,040	\$ 29,040
114395	4200	DEPARTMENTAL SUPPLIES	\$ 3,112	\$ 3,500	\$ 4,000	\$ 4,000
114395	4209	HAZARD MITIGATION PLAN GRT EXP	\$ 21,507	\$ -	\$ -	\$ -
114395	4212	AUTO SUPPLIES: GAS, OIL, TIRES	\$ 2,412	\$ 3,500	\$ 3,500	\$ 3,500
114395	4230	UNIFORMS	\$ 1,184	\$ 1,500	\$ 1,500	\$ 1,500
114395	4236	SOFTWARE MAINTENANCE	\$ 375	\$ 2,000	\$ 2,000	\$ 2,000
114395	4275	PUR SUBJ TO INV CONTROL	\$ 19,221	\$ 10,000	\$ 10,000	\$ 10,000
114395	427506	PUR SUBJ TO INV: HAMLET FIRE	\$ 9,391	\$ -	\$ -	\$ -
114395	4300	TRAVEL & CONFERENCE	\$ 3,316	\$ 5,000	\$ 5,000	\$ 5,000
114395	4301	EMPLOYEE TRAINING	\$ 3,492	\$ 2,941	\$ -	\$ -
114395	430103	TRAINING-EM EXERCISE	\$ -	\$ 19,110	\$ -	\$ -
114395	4302	AUTO ALLOWANCE	\$ 1,100	\$ 1,200	\$ -	\$ -
114395	4310	TELEPHONE	\$ 7,213	\$ 10,000	\$ 10,000	\$ 10,000
114395	4320	UTILITIES	\$ 9,988	\$ 10,000	\$ 10,000	\$ 10,000
114395	4330	MAINT & REPAIR: MISC	\$ 2,799	\$ 11,000	\$ 4,000	\$ 4,000
114395	4332	MAINT & REPAIR: EQUIP	\$ 11,364	\$ 6,000	\$ 5,000	\$ 5,000
114395	4333	MAINT & REPAIR: AUTO	\$ 1,891	\$ 2,500	\$ 2,500	\$ 2,500
114395	4380	CONTRACTED SERVICES	\$ 22,679	\$ 33,923	\$ 9,000	\$ 9,000
114395	4445	SERVICE & MAINT CONTRACTS	\$ 4,763	\$ 10,000	\$ 10,000	\$ 10,000
114395	5100	EQUIPMENT: OFFICE	\$ 24,371	\$ -	\$ 7,000	\$ 7,000
114395	5101	EQUIPMENT: OTHER	\$ -	\$ -	\$ -	\$ -
114395	5105	EQUIPMENT: VEHICLES	\$ -	\$ -	\$ -	\$ -
			<b>\$ 784,339</b>	<b>\$ 919,709</b>	<b>\$ 909,213</b>	<b>\$ 909,213</b>

ORG	OBJ	ACCOUNT DESCRIPTION	2013	2014	2015	2015
		<b>E-911</b>	<b>ACTUAL</b>	<b>REVISED</b>	<b>MANAGER</b>	<b>APPROVED</b>
			<b>BUDGET</b>	<b>BUDGET</b>	<b>BUDGET</b>	<b>BUDGET</b>
204390	364001	E911 TELEPHONE REVENUES	\$ (236,913.00)	\$ (279,646.00)	\$ (299,738.00)	\$ (299,738.00)
204390	381001	INTEREST ON INVESTMENTS	\$ (440.00)	\$ (600.00)	\$ (600.00)	\$ (600.00)
204390	399002	INTEREST ON INVESTMENTS		\$ (214,025.41)		
			<b>\$ (237,353.00)</b>	<b>\$ (494,271.41)</b>	<b>(300,338)</b>	<b>(300,338)</b>
ORG	OBJ	ACCOUNT DESCRIPTION	2013	2014	2015	2015
			<b>ACTUAL</b>	<b>REVISED</b>	<b>MANAGER</b>	<b>APPROVED</b>
			<b>BUDGET</b>	<b>BUDGET</b>	<b>BUDGET</b>	<b>BUDGET</b>
204390	4100	SALARIES: REGULAR	\$ 37,492.21	\$ 30,220.41	\$ 31,850.00	\$ 31,850.00
204390	4110	FICA	\$ 2,828.50	\$ 2,312.00	\$ 2,437.00	\$ 2,437.00
204390	4120	GROUP INSURANCE	\$ 6,863.96	\$ 6,096.00	\$ 6,242.00	\$ 6,242.00
204390	4130	RETIREMENT EXPENSE	\$ 2,556.06	\$ 2,037.00	\$ 2,147.00	\$ 2,147.00
204390	4135	SUPPLEMENTAL RETIREMENT 401K	\$ 1,891.17	\$ 1,511.00	\$ 1,593.00	\$ 1,593.00
204390	4210	OFFICE SUPPLIES	\$ 1,234.92	\$ -	\$ -	\$ -
204390	4275	PUR SUBJ TO INV CONTROL	\$ 19,557.33	\$ 10,000.00	\$ -	\$ -
204390	4300	TRAVEL & CONFERENCE	\$ 3,167.19	\$ 6,000.00	\$ 6,000.00	\$ 6,000.00
204390	4310	TELEPHONE	\$ -	\$ 800.00	\$ 800.00	\$ 800.00
204390	4380	CONTRACTED SERVICES	\$ 34,550.00	\$ 5,000.00	\$ -	\$ -
204390	4435	TERM LEASE-SOUTHERN BELL	\$ 112,150.43	\$ 162,000.00	\$ 145,000.00	\$ 145,000.00
204390	4445	SERVICE & MAINT CONTRACTS	\$ 33,052.77	\$ 32,600.00	\$ 36,000.00	\$ 36,000.00
204390	5100	EQUIPMENT: OFFICE	\$ 12,272.00	\$ 235,695.00	\$ 45,000.00	\$ 45,000.00
204390	8100	TFER TO GENERAL FUND	\$ -	\$ -	\$ -	\$ -
204390	8190	E911 RESERVE FUNDS	\$ -	\$ -	\$ 23,269.00	\$ 23,269.00
			<b>\$ 267,616.54</b>	<b>\$ 494,271.41</b>	<b>300,338</b>	<b>300,338</b>
		<b>TOTAL REVENUES LESS EXPENSES</b>	<b>\$ 30,263.54</b>	<b>\$ -</b>	<b>-</b>	<b>-</b>

Attachment 6

Emergency Communications Budget 2013-2014

Section 2. The Appropriations to the Board of Education for the Richmond County Schools firstly shall be made from any funds which are dedicated to the use of the schools and secondly shall be made from General County revenues to the extent necessary.

Section 3. It is estimated that the following amounts will be available in the General Fund for the fiscal year beginning July 1, 2013 and ending June 30, 2014.:

Ad Valorem Taxes - Current	\$ 21,335,279
Ad Valorem Taxes Vehicles-Current	1,813,387
Prior Years Taxes and Penalties	1,215,000
Interest on Investments	4,980
Local Option Sales Tax	5,485,000
Lottery Revenue for Schools	779,825
Unrestricted Intergovernmental Revenue	1,602,240
Other Taxes & Licenses	345,100
Sales, Services, Permits, and Fees	1,380,316
Appropriated Designated Fund Balance (Jail Canteen Fund, Health Escrow)	340,245
Appropriated Undesignated Fund Balance	1,500,000
Miscellaneous	11,385,750
<b>Total Revenue</b>	<b>47,187,122</b>

**REVOLVING LOAN FUND**

Section 4. The following amounts are hereby appropriated in the Revolving Loan Fund for the fiscal year beginning July 1, 2013 and ending June 30, 2014:

Industrial Assistance Funds	\$ 551,511
Transfer to General Fund	198,489
<b>Total Appropriation</b>	<b>\$ 750,000</b>

Section 5. It is estimated that the following revenues will be available in the Revolving Loan Fund for the fiscal year beginning July 1, 2013 and ending June 30, 2014:

Loan Repayments	\$ 200,000
Interest on Investments	200
Appropriated Fund Balance	549,800
<b>Total Revenue</b>	<b>\$ 750,000</b>

**ROCKINGHAM FIRE DISTRICT**

Section 6. The following amounts are hereby appropriated in the Rockingham Fire District Fund for the fiscal year beginning July 1, 2013 and ending June 30, 2014:

Rockingham Fire District	\$ 37,500
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Section 7. It is estimated that the following revenues will be available in the Rockingham Fire District Fund for the fiscal year beginning July 1, 2013 and ending June 30, 2014:

Current Fire Protection Fees	\$ 37,500
Prior Fire Protection Fees	Included above
<b>Total Revenue</b>	<b>\$ 37,500</b>

Section 37. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2013 located within the Mt. Creek Fire District for raising of revenue for said Special Fire District.

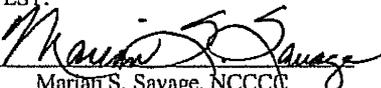
Section 38. Fees will be assessed on residents phone bills in the amount of sixty cents (.60) per phone monthly to generate revenues for operation of the Emergency Telephone System.

Section 39. Copies of this budget ordinance shall be furnished to the Budget Officer, the Finance Officer, and the Clerk to the Board for direction in carrying out their duties.

Adopted this the 3rd day of June, 2013

  
Kenneth R. Robinette, Chairman

ATTEST:

  
Marian S. Savage, NCCC  
Clerk to the Board of Commissioners



**EMERGENCY TELEPHONE SYSTEM**

Section 30. The following amounts are hereby appropriated in the Emergency Telephone System fund for the operation of the county's E911 communication system for the fiscal year beginning July 1, 2013 and ending June 30, 2014:

E911 System	\$	<u>494,271</u>
Total Appropriation	\$	494,271

Section 31. It is estimated that the following revenues will be available in the Emergency Telephone System for the fiscal year beginning July 1, 2013 and ending June 30, 2014:

Fund balance appropriated	\$	214,025
Telephone Surcharge Revenue		279,646
Interest on Investments		<u>600</u>
Total Revenues	\$	494,271

Section 32. There is hereby levied a tax at the rate of .81 cent (.81) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2013 for the purpose of raising the revenue listed as "Current Property Taxes" and "Vehicle tax" in the General Fund Section 3 of this ordinance.

This rate of tax is based on an estimated total valuation of property for the purpose of taxation of \$2,741,493,857 at an estimated collection rate of 96.13% and registered motor vehicles valued at \$264,541,558 at an estimated collection rate of 82.16%.

Section 33. The budget officer is hereby authorized to transfer appropriations within a fund as contained herein under the following conditions:

- a. He may transfer amounts between objects of expenditures within a department without limitation and without a report being requested.
- b. He may transfer amounts up to \$ 5,000.00 between departments of the same fund with an official report of such transfers at the next regular meeting of the Board of Commissioners.
- c. He may not transfer any amounts between funds nor from any contingency appropriation within an

Section 34. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2013 located within the East Rockingham Fire District for raising of revenue for said Special Fire District.

Section 35. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2013 located within the Cordova Fire District for raising of revenue for said Special Fire District.

Section 36. There is hereby levied a tax at the rate of nine cents (.09) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2013 located within the Northside Fire District for raising of revenue for said Special Fire District.

			2012 ACTUAL	2013 ORIGINAL BUDGET	2014 PROPOSED BUDGET	2014 APPROVED BUDGET
4395 EMERGENCY SERVICES						
114395	4100	SALARIES: REGULAR	\$ 392,691.54	\$ 445,235.10	\$ 484,315.00	\$ 484,315.00
114395	4101	SALARIES: PART TIME	\$ 4,812.83	\$ 22,000.00	\$ 5,000.00	\$ 5,000.00
114395	4102	SALARIES: OVERTIME	\$ 46,258.68	\$ 45,000.00	\$ 67,000.00	\$ 67,000.00
114395	4110	FICA	\$ 32,762.80	\$ 39,186.00	\$ 42,558.00	\$ 42,558.00
114395	4120	GROUP INSURANCE	\$ 84,430.94	\$ 104,940.00	\$ 123,937.00	\$ 123,937.00
114395	4130	RETIREMENT EXPENSE	\$ 31,162.81	\$ 34,525.00	\$ 37,159.00	\$ 37,159.00
114395	4135	SUPPLEMENTAL RETIREMENT 401K	\$ 22,199.45	\$ 25,612.00	\$ 27,566.00	\$ 27,566.00
114395	4142	SALARIES:HEALTH WAIVER	\$ 5,700.00	\$ -	\$ -	\$ -
114395	4200	DEPARTMENTAL SUPPLIES	\$ 2,575.72	\$ 5,000.00	\$ 3,500.00	\$ 3,500.00
114395	4209	HAZARD MITIGATION PLAN GRT EX	\$ 25,492.80	\$ 42,104.00	\$ -	\$ -
114395	4212	AUTO SUPPLIES: GAS, OIL, TIRES	\$ 3,087.49	\$ 6,500.00	\$ 3,500.00	\$ 3,500.00
114395	4230	UNIFORMS	\$ 1,870.00	\$ 1,000.00	\$ 1,500.00	\$ 1,500.00
114395	4236	SOFTWARE MAINTENANCE	\$ 7,838.25	\$ 7,815.00	\$ 2,000.00	\$ 2,000.00
114395	4261	HMEP GRANT			\$ 10,000.00	\$ 10,000.00
114395	4275	PUR SUBJ TO INV CONTROL	\$ 13,501.21	\$ 51,000.00	\$ 10,000.00	\$ 10,000.00
114395	427504	PUR SUBJ TO INV: EM SVC BZPP	\$ -	\$ -	\$ -	\$ -
114395	427505	PUR SUBJ TO INV: SHERIFF BZPP	\$ -	\$ -	\$ -	\$ -
114395	427506	PUR SUBJ TO INV: HAMLET FIRE	\$ 54,664.07	\$ 1,200.00	\$ -	\$ -
114395	4300	TRAVEL & CONFERENCE	\$ 1,616.29	\$ 6,000.00	\$ 5,000.00	\$ 5,000.00
114395	4301	EMPLOYEE TRAINING	\$ 95.00	\$ 7,797.03	\$ 2,941.00	\$ 2,941.00
114395	4302	AUTO ALLOWANCE	\$ -	\$ -	\$ 1,200.00	\$ 1,200.00
114395	4310	TELEPHONE	\$ 9,158.71	\$ 20,000.00	\$ 10,000.00	\$ 10,000.00
114395	4320	UTILITIES	\$ 9,313.44	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00
114395	4330	MAINT & REPAIR: MISC	\$ 4,414.43	\$ 5,300.00	\$ 11,000.00	\$ 11,000.00
114395	4332	MAINT & REPAIR: EQUIP	\$ 5,672.42	\$ 6,500.00	\$ 6,000.00	\$ 6,000.00
114395	4333	MAINT & REPAIR: AUTO	\$ 1,350.25	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00
114395	4380	CONTRACTED SERVICES	\$ 2,369.94	\$ 27,000.00	\$ 33,923.00	\$ 33,923.00
114395	4411	COLE GRANT EXPENSE	\$ -	\$ -	\$ -	\$ -
114395	4445	SERVICE & MAINT CONTRACTS	\$ 7,139.00	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00
114395	5101	EQUIPMENT: OTHER	\$ 10,050.00	\$ -	\$ -	\$ -
114395	TBD	EM EXERCISE			\$ 19,110.00	\$ 19,110.00
			\$ 780,228.07	\$ 926,214.13	\$ 929,709.00	\$ 929,709.00

			2012 ACTUAL	2013 ORIGINAL BUDGET	2014 PROPOSED BUDGET	2014 APPROVED BUDGET
<b>4390 E-911 FUND EXPENSES</b>						
204390	4100	SALARIES: REGULAR	\$ 30,754.50	\$ 38,279.58	\$ 30,220.41	\$ 30,220.41
204390	4101	SALARIES: PART TIME	\$ -	\$ 13,000.00	\$ -	\$ -
204390	4102	SALARIES: OVERTIME	\$ -	\$ -	\$ -	\$ -
204390	4110	FICA	\$ 2,301.83	\$ 3,930.54	\$ 2,312.00	\$ 2,312.00
204390	4120	GROUP INSURANCE	\$ 6,297.62	\$ 8,072.00	\$ 6,096.00	\$ 6,096.00
204390	4130	RETIREMENT EXPENSE	\$ 2,150.46	\$ 3,462.98	\$ 2,037.00	\$ 2,037.00
204390	4135	SUPPLEMENTAL RETIREMENT 401K	\$ 1,531.01	\$ 2,568.98	\$ 1,511.00	\$ 1,511.00
204390	4142	SALARIES:HEALTH WAIVER	\$ -	\$ -	\$ -	\$ -
204390	4160	PROFESSIONAL SERVICES	\$ -	\$ -	\$ -	\$ -
204390	4210	OFFICE SUPPLIES	\$ 180.00	\$ 1,000.00	\$ -	\$ -
204390	4275	PUR SUBJ TO INV CONTROL	\$ 5,262.00	\$ 19,000.00	\$ 10,000.00	\$ 10,000.00
204390	4300	TRAVEL & CONFERENCE	\$ 4,001.79	\$ 6,000.00	\$ 6,000.00	\$ 6,000.00
204390	4302	AUTO ALLOWANCE	\$ -	\$ -	\$ -	\$ -
204390	4310	TELEPHONE	\$ -	\$ 2,000.00	\$ 800.00	\$ 800.00
204390	4380	CONTRACTED SERVICES	\$ -	\$ 37,000.00	\$ 5,000.00	\$ 5,000.00
204390	4435	TERM LEASE-SOUTHERN BELL	\$ 284,232.90	\$ 175,000.00	\$ 162,000.00	\$ 162,000.00
204390	4445	SERVICE & MAINT CONTRACTS	\$ 27,714.73	\$ 40,000.00	\$ 32,600.00	\$ 32,600.00
204390	4495	DEPRECIATION EXPENSE	\$ -	\$ 2,000.00	\$ -	\$ -
204390	5100	EQUIPMENT: OFFICE	\$ 189,779.58	\$ -	\$ 235,695.00	\$ 235,695.00
204390	8100	TFER TO GENERAL FUND	\$ 287,306.56	\$ -	\$ -	\$ -
204390	8190	E911 RESERVE FUNDS	\$ -	\$ -	\$ -	\$ -
		<b>TOTAL E-911 EXPENSES</b>	<b>\$ 841,512.98</b>	<b>\$ 351,314.08</b>	<b>\$ 494,271.41</b>	<b>\$ 494,271.41</b>
<b>4390 E-911 FUND REVENUE</b>						
204390	336006	COG GRANT	\$ -	\$ -	\$ -	\$ -
204390	364001	E911 TELEPHONE REVENUES	\$ (209,253.00)	\$ (237,713.88)	\$ (279,646.00)	\$ (279,646.00)
204390	364002	E911 WIRELESS REVENUE	\$ -	\$ -	\$ -	\$ -
204390	381001	INTEREST ON INVESTMENTS	\$ (497.22)	\$ (600.00)	\$ (600.00)	\$ (600.00)
204390	389001	MISCELLANEOUS REVENUE	\$ -	\$ -	\$ -	\$ -
204390	392001	TFER FR GENERAL FUND	\$ -	\$ -	\$ -	\$ -
204390	399002	APPRO FUND BAL E911 RESERVE	\$ -	\$ (113,000.20)	\$ (214,025.41)	\$ (214,025.41)
		<b>TOTAL E-911 REVENUES</b>	<b>\$ (209,750.22)</b>	<b>\$ (351,314.08)</b>	<b>\$ (494,271.41)</b>	<b>\$ (494,271.41)</b>
		<b>TOTAL E-911 FUND REVENUES</b>	<b>\$ (209,750.22)</b>	<b>\$ (351,314.08)</b>	<b>\$ (494,271.41)</b>	<b>\$ (494,271.41)</b>
		<b>TOTAL E-911 FUND EXPENSES</b>	<b>841,512.98</b>	<b>351,314.08</b>	<b>494,271.41</b>	<b>494,271.41</b>
		<b>TOTAL REVENUES LESS EXPENSES</b>	<b>631,762.76</b>	<b>-</b>	<b>-</b>	<b>-</b>

Attachment 7

Emergency Communications Budget 2012-2013

BE IT ORDAINED by the Board of Commissioners of Richmond County, North Carolina;

Section I. The following amounts are hereby appropriated for the operation of the County Government and its activities for the fiscal year beginning July 1, 2012 and ending June 30, 2013, in accordance with the chart of accounts heretofore established for this county:

COUNTY GENERAL FUND

4110 Governing Body	\$ 195,926
4120 Administration	431,015
4121 Human Resources	87,983
4130 Finance	309,853
4140 Tax Administration & Collections	696,230
4160 Courts	43,000
4170 Elections	229,898
4180 Register of Deeds	280,900
4210 Information Technology	344,137
4215 General & Administrative	622,490
4250 Central Garage	118,236
4260 County Buildings	815,894
4270 Richmond Aging Services	797,517
4280 Contributions Non-Departmental	776,455
4290 Non-Departmental	496,000
4310 Sheriff's Dept.	4,582,988
4315 Drug Control	60,000
4316 Jail Canteen	100,000
4320 Jail	1,810,214
4340 Fire	186,204
4350 Building Inspections	215,618
4360 Medical Examiner	30,000
4375 Ambulance Service/Rescue	932,000
4380 Animal Control	274,298
4395 Emergency Services	926,214
4530 Airport	1,118,797
4550 Inter-Agency Transportation	51,886
4910 Mapping /Planning/GIS	300,426
4920 Economic Development	801,860
4950 Extension Service	261,426
4951 4-H Adventures	18,893
4960 Soil Conservation	95,243
5100 Health Department	4,262,007
5101 Social Services	9,799,455
5820 Veteran Service	58,626
5910 Public Schools	8,524,700
5920 Community College	1,703,390
6110 Libraries	443,312
6120 Parks and Recreation	264,223
6170 Tourism Development Authority	216,000
9100 Debt Service	4,264,484
9800 Interfund Transfers and Revaluation	194,711
	<hr/>
	\$ 47,742,509

**EMERGENCY TELEPHONE SYSTEM**

Section 30. The following amounts are hereby appropriated in the Emergency Telephone System fund for the operation of the county's E911 communication system for the fiscal year beginning July 1, 2012 and ending June 30, 2013:

E911 System	\$	<u>351,314</u>
Total Appropriation	\$	351,314

Section 31. It is estimated that the following revenues will be available in the Emergency Telephone System for the fiscal year beginning July 1, 2012 and ending June 30, 2013:

Fund balance appropriated	\$	113,000
Telephone Surcharge Revenue		237,714
Interest on Investments		<u>600</u>
Total Revenues	\$	351,314

Section 32. There is hereby levied a tax at the rate of .81 cent (.81) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2012 for the purpose of raising the revenue listed as "Current Property Taxes" and "Vehicle tax" in the General Fund Section 3 of this ordinance.

This rate of tax is based on an estimated total valuation of property for the purpose of taxation of \$2,741,493,857 at an estimated collection rate of 96.13% and registered motor vehicles valued at \$264,541,558 at an estimated collection rate of 82.16%.

Section 33. The budget officer is hereby authorized to transfer appropriations within a fund as contained herein under the following conditions:

- a. He may transfer amounts between objects of expenditures within a department without limitation and without a report being requested.
- b. He may transfer amounts up to \$ 5,000.00 between departments of the same fund with an official report of such transfers at the next regular meeting of the Board of Commissioners.
- c. He may not transfer any amounts between funds nor from any contingency appropriation within any fund.

Section 34. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2012 located within the East Rockingham Fire District for raising of revenue for said Special Fire District.

Section 35. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2012 located within the Cordova Fire District for raising of revenue for said Special Fire District.

Section 36. There is hereby levied a tax at the rate of nine cents (.09) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2012 located within the Northside Fire District for raising of revenue for said Special Fire District.

Section 37. There is hereby levied a tax at the rate of ten cents (.10) per one hundred (\$100) valuation of property listed for taxes as of January 1, 2012 located within the Mt. Creek Fire District for raising of revenue for said Special Fire District.

Section 38. Fees will be assessed on residents phone bills in the amount of sixty cents (.60) per phone monthly to generate revenues for operation of the Emergency Telephone System.

Section 39. Copies of this budget ordinance shall be furnished to the Budget Officer, the Finance Officer, and the Clerk to the Board for direction in carrying out their duties.

Adopted this the 4th day of June, 2012

ATTEST:

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Marian S. Savage, CMC  
Clerk to the Board of Commissioners

			2011 ACTUAL EXPENSE	2012 REVISED BUDGET	2013 PROPOSED BUDGET	2013 APPROVED BUDGET
<b>114395 EMERGENCY SERVICES</b>						
114395	4100	SALARIES: REGULAR	\$ 392,561.88	\$ 436,505.00	\$ 445,235.10	\$ 445,235.10
114395	4101	SALARIES: PART TIME	\$ 7,185.65	\$ 21,651.00	\$ 22,000.00	\$ 22,000.00
114395	4102	SALARIES: OVERTIME	\$ 42,485.79	\$ 45,000.00	\$ 45,000.00	\$ 45,000.00
114395	4110	FICA	\$ 32,946.88	\$ 35,305.00	\$ 39,186.00	\$ 39,186.00
114395	4120	GROUP INSURANCE	\$ 76,970.83	\$ 103,389.00	\$ 104,940.00	\$ 104,940.00
114395	4130	RETIREMENT EXPENSE	\$ 29,360.92	\$ 31,487.00	\$ 34,525.00	\$ 34,525.00
114395	4135	SUPPLEMENTAL RETIREMENT 401K	\$ 22,607.27	\$ 22,883.00	\$ 25,612.00	\$ 25,612.00
114395	4142	SALARIES:HEALTH WAIVER	\$ 9,300.00	\$ -	\$ -	\$ -
114395	4200	DEPARTMENTAL SUPPLIES	\$ 4,079.68	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00
114395	4209	HAZARD MITIGATION PLAN GRT EXP	\$ -	\$ 50,000.00	\$ 42,104.00	\$ 42,104.00
114395	4212	AUTO SUPPLIES: GAS, OIL, TIRES	\$ 2,090.81	\$ 6,500.00	\$ 6,500.00	\$ 6,500.00
114395	4230	UNIFORMS	\$ 202.00	\$ 800.00	\$ 1,000.00	\$ 1,000.00
114395	4236	SOFTWARE MAINTENANCE	\$ 1,615.00	\$ 7,815.00	\$ 7,815.00	\$ 7,815.00
114395	4275	PUR SUBJ TO INV CONTROL	\$ 4,415.00	\$ 14,739.00	\$ 51,000.00	\$ 51,000.00
114395	427504	PUR SUBJ TO INV: EM SVC BZPP	\$ 62,081.39	\$ -	\$ -	\$ -
114395	427505	PUR SUBJ TO INV: SHERIFF BZPP	\$ 65,543.46	\$ -	\$ -	\$ -
114395	427506	PUR SUBJ TO INV: HAMLET FIRE	\$ 10,448.94	\$ 65,668.00	\$ -	\$ -
114395	4300	TRAVEL & CONFERENCE	\$ 2,998.60	\$ 2,571.00	\$ 6,000.00	\$ 6,000.00
114395	4301	EMPLOYEE TRAINING	\$ -	\$ 6,036.00	\$ 7,797.03	\$ 7,797.03
114395	4302	AUTO ALLOWANCE			\$ 1,200.00	\$ 1,200.00
114395	4310	TELEPHONE	\$ 18,848.68	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00
114395	4320	UTILITIES	\$ 9,151.30	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00
114395	4330	MAINT & REPAIR: MISC	\$ 527.00	\$ 5,300.00	\$ 5,300.00	\$ 5,300.00
114395	4332	MAINT & REPAIR: EQUIP	\$ 2,918.25	\$ 6,400.00	\$ 6,500.00	\$ 6,500.00
114395	4333	MAINT & REPAIR: AUTO	\$ 721.31	\$ 1,500.00	\$ 2,500.00	\$ 2,500.00
114395	4380	CONTRACTED SERVICES	\$ 6,019.67	\$ 10,000.00	\$ 27,000.00	\$ 27,000.00
114395	4411	COLE GRANT EXPENSE	\$ 13,550.00	\$ -	\$ -	\$ -
114395	4445	SERVICE & MAINT CONTRACTS	\$ 1,601.98	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00
			\$ 820,232.29	\$ 918,549.00	\$ 926,214.13	\$ 926,214.13

			2011 ACTUAL EXPENSE	2012 REVISED BUDGET	2013 PROPOSED BUDGET	2013 APPROVED BUDGET
020 EMERGENCY TELEPHONE						
204390 911 TELEPHONE SYST E-911						
204390	4100	SALARIES: REGULAR	\$ 36,277.87	\$ 28,742.00	\$ 38,279.58	\$ 38,279.58
204390	4101	SALARIES: PART TIME	\$ -	\$ 13,000.00	\$ 13,000.00	\$ 13,000.00
204390	4102	SALARIES: OVERTIME	\$ -	\$ -	\$ -	\$ -
204390	4110	FICA	\$ 2,887.34	\$ 3,729.00	\$ 3,930.54	\$ 3,930.54
204390	4120	GROUP INSURANCE	\$ 7,432.80	\$ 6,214.00	\$ 8,072.00	\$ 8,072.00
204390	4130	RETIREMENT EXPENSE	\$ 2,540.97	\$ 2,057.00	\$ 3,462.98	\$ 3,462.98
204390	4135	SUPPLEMENTAL RETIREMENT 401K	\$ 1,963.71	\$ 1,494.00	\$ 2,568.98	\$ 2,568.98
204390	4210	OFFICE SUPPLIES	\$ -	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00
204390	4275	PUR SUBJ TO INV CONTROL	\$ -	\$ -	\$ 50,000.00	\$ 50,000.00
204390	4300	TRAVEL & CONFERENCE	\$ 6,554.95	\$ 3,500.00	\$ 6,000.00	\$ 6,000.00
204390	4310	TELEPHONE	\$ -	\$ -	\$ 2,000.00	\$ 2,000.00
204390	4380	CONTRACTED SERVICES	\$ -	\$ -	\$ 6,000.00	\$ 6,000.00
204390	4435	TERM LEASE-SOUTHERN BELL	\$ 157,895.50	\$ 283,124.00	\$ 175,000.00	\$ 175,000.00
204390	4445	SERVICE & MAINT CONTRACTS	\$ 19,219.50	\$ 30,000.00	\$ 40,000.00	\$ 40,000.00
204390	5100	EQUIPMENT: OFFICE	\$ -	\$ -	\$ 2,000.00	\$ 2,000.00
204390	8100	TFER TO GENERAL FUND	\$ 500,000.00	\$ 300,000.00	\$ -	\$ -
204390	8190	E911 RESERVE FUNDS	\$ 6,237.16	\$ -	\$ -	\$ -
			\$ 741,009.80	\$ 672,860.00	\$ 351,314.08	\$ 351,314.08
			2011 ACTUAL REVENUE	2012 REVISED BUDGET	2013 PROPOSED BUDGET	2013 APPROVED BUDGET
204390 911 TELEPHONE SYSTEM						
204390	364001	E911 TELEPHONE REVENUES	(\$348,935.00)	(\$228,276.00)	(\$237,713.88)	(\$237,713.88)
204390	381001	INTEREST ON INVESTMENTS	(\$1,056.66)	\$0.00	(\$600.00)	(\$600.00)
204390	399002	APPRO FUND BAL E911 RESERVE	\$0.00	(\$444,584.00)	(\$113,000.20)	(\$113,000.20)
			(\$349,991.66)	(\$672,860.00)	(\$351,314.08)	(\$351,314.08)

Attachment 8

Richmond County 911 Fund Balance



# North Carolina 911 Board

Chris Estes, Chair

Jason Barbour, Vice Chair

December 29, 2014

Rick Sago  
County Manager  
PO BOX 504  
Rockingham NC 28380

Dear Mr. Sago:

RE: RICHMOND PSAP ESTIMATED FUNDING FY2016

The North Carolina 911 Board approved a funding method in December 2010 for distributing funds to primary PSAPs. The 911 Board is required to present the proposed distribution amount (base amount as defined in G.S. §62A-46) for each primary PSAP by 31 December of each year for the upcoming fiscal year. The distribution amount is based on data collected for the most recent five years of approved eligible expenditures of your primary PSAP.

The 911 Board must consider the amount of funds carried forward for your primary PSAP in determining the distribution amount for the upcoming fiscal year. This is required by G.S. 62A-46(b1), and the Board considered distributions remaining in the Emergency Telephone System Fund for the past two years. PSAPs may carry-forward no more than 20% of the average yearly amount of the prior two years for eligible expenditures for capital outlay, capital improvements or equipment replacement. The 911 Board however, may allow a PSAP to carry forward a greater amount.

Based on the most recent financial date of June 30, 2014, distributions to your PSAP for Fiscal Year 2015-2016 will be \$28,552.00 monthly which is \$342,626.00 annually. Distributions must be deposited into the Emergency Telephone System Fund (N.C.G.S. 62A-46(d)). Disbursements will begin July 1 2015 for the 2015-2016 fiscal year.

[www.nc911.nc.gov](http://www.nc911.nc.gov)

P.O. Box 17209 • Raleigh, North Carolina 27619-7209  
Tel: (919) 754-2942 • State Courier MSC 4101  
An Equal Opportunity/Affirmative Action Employer



If you feel the monthly distribution amount is not adequate to fund the eligible expenditures of your 911 center, or if you feel your agency needs more than the 20% allowable carry forward, you may request a reconsideration of the distribution amount.

Forms for requesting a funding reconsideration are available on the North Carolina 911 Board website <https://www.nc911.nc.gov>. Eligible expenses are identified in N.C.G.S. 62A-46(c) and on the Board's Approved Use of Funds List at: <https://www.nc911.nc.gov>.

Please contact me and I'll be glad to assist you in making that request. My email address is [Richard.taylor@nc.gov](mailto:Richard.taylor@nc.gov). All reconsideration requests must be filed no later than March 6, 2015.

Sincerely,

Richard Taylor  
Executive Director

cc: Finance Director  
911 Director

mlt

[www.nc911.nc.gov](http://www.nc911.nc.gov)

P.O. Box 17209 • Raleigh, North Carolina 27619-7209

Tel: (919) 754-2942 • State Courier MSC 4101

An Equal Opportunity/Affirmative Action Employer



**North Carolina 911 Board  
PSAP Revenue-Expenditure Report  
For the period July 1, 2013 - June 30, 2014 (SFY14)**

**Modified Accrual**

**911 Approved Fund balance June 30, 2013** \$240,660.98  
 June 30, 2012 Ending Fund Balance-Approved by the North Carolina 911 Board for PSAP Revenue-Expenditure Report period July 1, 2012 - June 30, 2013 (FY2013)

**Revenue** \$279,646.00  
 911 revenue received from the North Carolina 911 Board representing 911 service fee collections made during the period July 1, 2013 - June 30, 2014 (FY14) Modified Accrual

**Interest** \$88.57  
 Interest earned on the Emergency Telephone System Fund (911) between July 1, 2013 - June 30, 2014 (FY14)

**Expenditures** \$435,109.34  
 Total expenditures made in compliance with eligible 911 fund uses between July 1, 2013 - June 30, 2014 (FY14) as listed on the detailed expenditure total page.

**Emergency Telephone System Fund Balance June 30, 2014** \$85,286.21

<b>Grant Fund Revenue</b>	\$0.00
<b>Grant Fund Expenditures</b>	\$0.00

As Finance Officer for Richmond County, I R.M. Steagall, Jr.  
 (Governing Unit) (name)

certify that I have written or reviewed this Revenue/Expenditure Report and that all the information in the report is true and correct as of this date.

  
 Signature

8/29/2014  
 Date

mac.steagall@richmondnc.com  
 E-Mail

(910) 997-8220  
 Phone #

PO Box 504, Rockingham, NC 28380-0504

(910) 997-8226

**911 Phone System:**

**Recurring Service  
Provider cost**

9-1-1 trunk line charges

Basic line charge only **\*\*One administrative line per call-taking position**

Interpretive Services

Selective Routing and ALI provisioning 46,524.00

Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.

TOTAL: 46,524.00

Recurring Service Provider cost/Lease Cost	Non-recurring cost*	Maintenance cost**	
		Contractual	In-house

**Automatic Call Distribution System**

Telephones for back up for admin lines and headsets/tails/bases

911 telephone equipment (CPE, etc.) 82,699.11 1,321.85 2,839.72  
TDD/TTY

TOTAL : 82,699.11 1,321.85 0.00 2,839.72

Recurring Service Provider cost/Lease Cost	Non-recurring cost*	Maintenance cost**	
		Contractual	In-house

**Telecommunicator Furniture**

Cabinets, tables, desks which hold 911 equipment 80,085.87

TOTAL : 0.00 80,085.87 0.00 0.00

**PHONE & FURNITURE TOTAL:** 213,470.55

Software Expenditures	Recurring Service Provider cost/Lease Cost	*Non-recurring Cost	**Maintenance Cost		Comments
			Contractual	In-house	

CAD (modules that are part of the call-taking process only)		21,990.00	8,671.00	5,679.44	Two additional licenses for CAD added.
GIS (to create and display the base map showing street centerlines and address, address point layer)			2,571.00		
Message switch software (allows for voiceless dispatch, status updates and mobile to CAD messaging. (Some message switch software included may not be eligible: (RMS, Firehouse, access to NCIC, DCI, warrants, JMS etc.)					
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.					
Voice Logging Recorder		32,000.00	6,700.00		New Recorder
MIS for 9-1-1 phone system					
Time Synchronization					
Dispatch Protocols (Law, Fire, Medical)		16,496.00	4,416.00		4 new ProQA Lic.
Quality Assurance for Protocols					
ALI Database software			1,250.00		
Software Licensing					
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.		70,689.00	2,160.00		Two additional consoles added Copies of invoices provided 2012 for maintenance.
Console Audio Box (CAB) software					
Paging software (to send call from CAD to first responder pager or mobile phone)			750.00		Copy of invoice provided in 2012
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)					
Automated digital voice dispatching software					
Subtotal	\$0.00	\$141,175.00	\$26,518.00	\$5,679.44	

**Software Total:** \$173,372.44

Hardware Expenditures	Recurring Service Provider cost/Lease Cost	*Non-recurring Cost	**Maintenance Cost		Comments
			Contractual	In-house	
CAD server					
GIS server					
911 Phone server					
Voice logging server					
Activity Monitor **must meet requirements					
Computer Workstations		5,751.86			2 new dispatch pos.
Time Synchronization		699.00			

UPS		1,675.80				For 2 new disp. Pos.
Generator						
Call Detail Record Printer (automatically captures incoming 911 telephone call data)						
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)						
Fax Modem (for rip & run)						
Printers (CAD, CDR, Reports, etc)						
Radio Console Dispatch Workstations						
Radio Console Ethernet Switch						
Radio Console Access Router						
Back Up Storage Equipment for 911 Data Base Systems						
Mobile Message Switch						
Paging Interface With Computer Aided Dispatch (CAD) system						
Alpha / Numeric Pager Tone Generator						
Radio Consolette (mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation)						
Handheld GPS devices that are used strictly for 911 addressing **must meet requirements of Mapping Grade GPS Receiver" as defined by GPS Data Collection-Documentation Standards NCGICC						
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.						
Subtotal	\$0.00	\$8,126.66	\$0.00	\$0.00		

**Hardware Total** \$8,126.66

**Training Expenditures**

Class Component Costs	Individual Class Costs --report one class type per column. (add columns if necessary)						
	Priority Dispatch	Priority Dispatch	Priority Dispatch				
Class Provider (e.g Priority Dispatch, APCO, NENA, etc.)							
Eligible class title or description (e.g. Basic telecommunicator training, EMD, CPR, etc.	ETC	EMD/EFD Recerts	EMD/EFD				
Registration/materials cost per attendee	52.86	69.66	331.55				
Number of attendees	7	15	8				

<b>Total registration/materials cost per class</b>	370.02	1,044.90	2,652.40	0.00	0.00	0.00	0.00
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**Per diem per attendee** *\*\*cannot exceed state or local government per diem rate per attendee per day. Out of state requires prior approval by the 911 Board)*

<b>Total per diem per class</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00
---------------------------------	------	------	------	------	------	------	------

<b>TOTAL COST PER CLASS</b>	\$370.02	\$1,044.90	\$2,652.40	\$0.00	\$0.00	\$0.00	\$0.00
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**Training Total** **\$4,067.32**

<b>*Contractual costs</b>	<b>**In-house costs</b>
---------------------------	-------------------------

**COMMENTS**

<b>Database Provisioning for 911</b>		17,038.32	
<b>Addressing for 911</b>	2,000.00	17,034.05	
<b>Subtotal</b>	2,000.00	34,072.37	

**Implemental Functions Total** **\$36,072.37**

**Worksheet Total Expenditures**

<b>Eligible Phone &amp; Furniture Worksheet</b>	<b>\$213,470.55</b>
<b>Eligible Software Worksheet</b>	<b>\$173,372.44</b>
<b>Eligible Hardware Worksheet</b>	<b>\$8,126.66</b>
<b>Eligible Training Worksheet</b>	<b>\$4,067.32</b>
<b>Eligible Implemental Functions Worksheet</b>	<b>\$36,072.37</b>
<b>GRAND TOTAL ELIGIBLE EXPENDITURES:</b>	<b>\$435,109.34</b>

Attachment 9

Project Funding Request Table

Project Components	Amount	Richmond County Contribution	Requested Funding
Telephone System	\$576,135.00		
CAD/Maps	\$117,500.00		
MDIS	\$197,675.00		
Pictometry	\$85,872.00		
Radio Console/Tower	\$622,545.00		
Recorder	\$75,681.00		
Building	\$3,612,423.00		
Security Cameras/Intercom	\$25,500.00		
Mobiles for 800	\$256,731.00		
Computers/Servers/Monitors/Status Boards	\$697,233.00		
Dispatch Furniture/Chairs	\$234,002.00		
EPD/EPD-Q/AQUA/Pro-QA	\$170,205.00		
Architect	\$372,618.00		
Consultant	\$472,140.00		
Fiber Connection	\$350,000.00		
Generator	\$80,000.00		
Mobile Data Terminals/Hardware/Software/Connectivity	\$887,748.00		
Building Permits	\$35,000.00		
Technology & Fee for Training/EOC Rooms	\$70,000.00		
Construction Contingency	\$409,004.00		
ESI Net	\$659,825.00		
		\$74,186.00	
<b>Totals</b>	<b>\$10,007,837.00</b>	<b>\$74,186.00</b>	<b>\$9,933,651.00</b>

Attachment 10  
Aerial of Proposed Parcel



**Proposed Site**

660

714

709

154

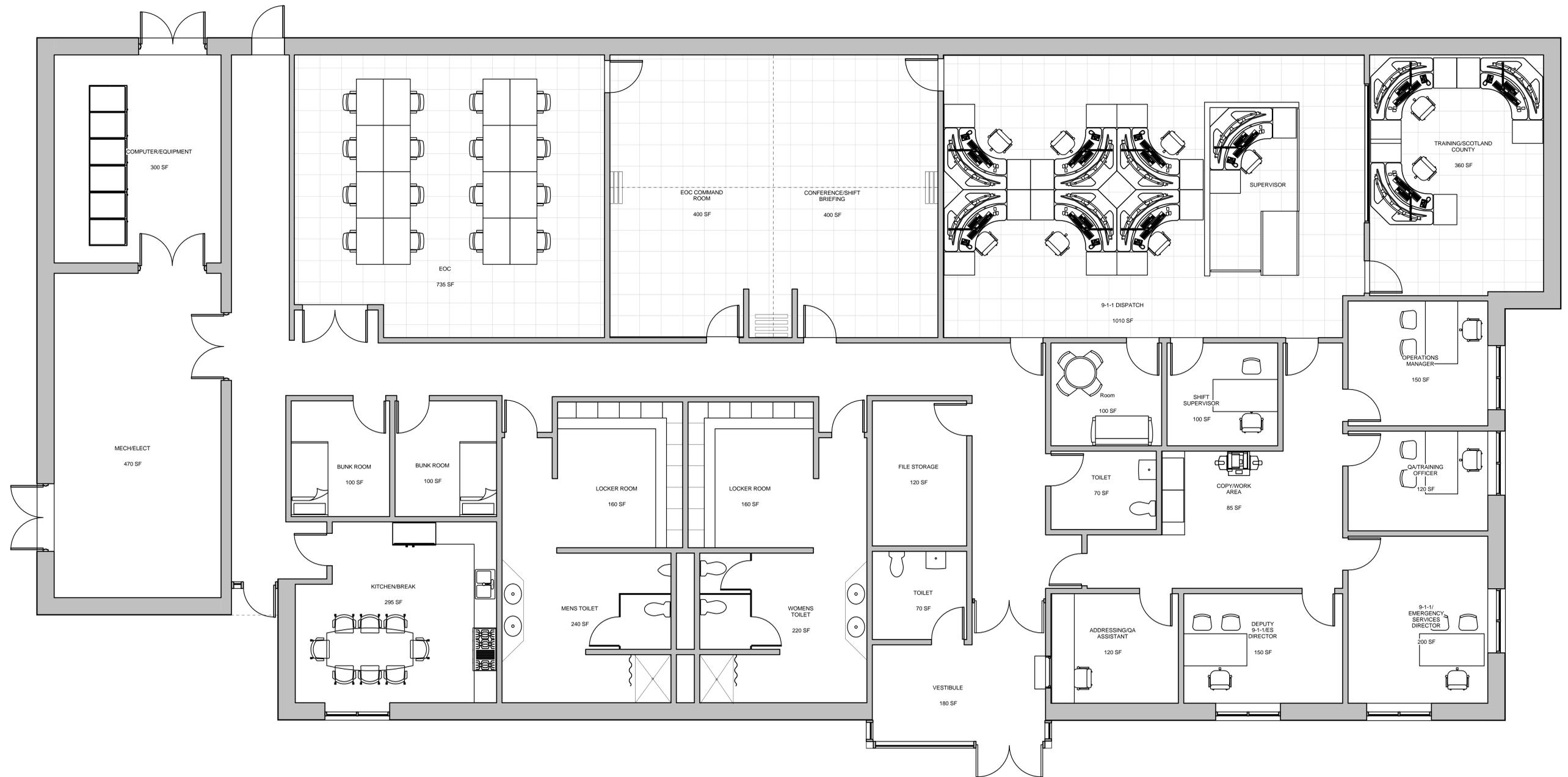
760

AIRPORT RD

Attachment 11

Facility Cost Estimate and Scheme

<b>RICHMOND COUNTY, NC</b>			
<b>PROPOSED NEW EMERGENCY SERVICES FACILITY</b>			
Rockingham, NC		Building Area	8,856 s.f.
<b>BUDGET COST ANALYSIS</b>		<b>Total Area</b>	<u>0</u> s.f.
Date: 26-Mar-15			8,856 s.f.
Project Phase: Programming			
<b>COST PHASE - CONSTRUCTION</b>		<u>cost/s.f. (using building construction cost only)</u>	
<b>BUILDING CONSTRUCTION COSTS</b>			
1	Total Building Construction Cost Estimate	\$325.00 s.f.	<b>\$ 2,878,072</b>
<b>SITE CONSTRUCTION</b>			
2	Total Site Construction Cost Estimate	\$45.00 s.f.	<b>\$ 398,502</b>
3	GRANDTOTAL CONSTRUCTION ESTIMATE		* <b>\$ 3,276,574</b>
4	escalation @	5.00%	\$ 163,829
5		<b>SUBTOTAL</b>	<b>\$ 3,440,403</b>
6	Const. Contingency @	5%	\$ 172,020.13
7		<b>\$ 407.93 GRANDTOTAL</b>	<b>\$ 3,612,423</b>
<b>COST PHASE - DESIGN</b>			
8	Programming and Needs Assessment (already completed)		NA
9	A/E Design Fee @	9.0%	\$ 325,118
10	Expenses		\$ 10,000
11	Telecomm. Consultant Design & Project Management		-
12	Geotechnical Investigation		\$ 7,500
13	Land Survey Services		\$ 5,000
14	Inspection / Testing Services		\$ 25,000
15	Land Development Approvals		NA
16	<b>Total Design Services</b>		<b>\$ 372,618</b>
<b>COST PHASE - PERMITS</b>			
17	State Approvals		\$ 10,000
18	Building Permit		\$ 10,000
19	Highway/Streets Permits		\$ -
20	Water Service / Sanitary Service		\$ 5,000
21	FAA Approval (tower)		\$ -
22	Other Approvals		\$ 10,000
23	<b>Total Permitting</b>		<b>\$ 35,000</b>
<b>COST PHASE - TECHNOLOGY &amp; FFE</b>			
<b>Communications</b>			
24	Call Handling		\$ -
25	CAD		\$ -
26	Radio Console System		\$ -
27	Mapping		\$ -
28	Workstations		\$ -
29	MIS		\$ -
30	Logging Recorder	Subtotal	\$ -
<b>Other Systems</b>			
31	Audio Video Systems		\$ -
32	Off-Site Electrical/Telecomm Utility Connection		\$ -
33	Ancillary Computer Equipment for entire building		\$ 10,000
34	Other		\$ -
35		Subtotal	\$ 10,000
<b>Other Costs</b>			
36	Furniture (not including console furniture)		\$ 60,000
37		Subtotal	\$ 60,000
38	<b>Total Technology &amp; FFE Costs</b>		<b>\$ 70,000</b>
<b>COST PHASE - PROJECT BUDGET</b>			
39	Project Contingency @	10%	Subtotal \$ 4,090,041
40	<b>TOTAL PROJECT BUDGET</b>		<b>\$ 4,499,045</b>



FLOOR PLAN

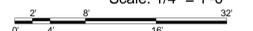


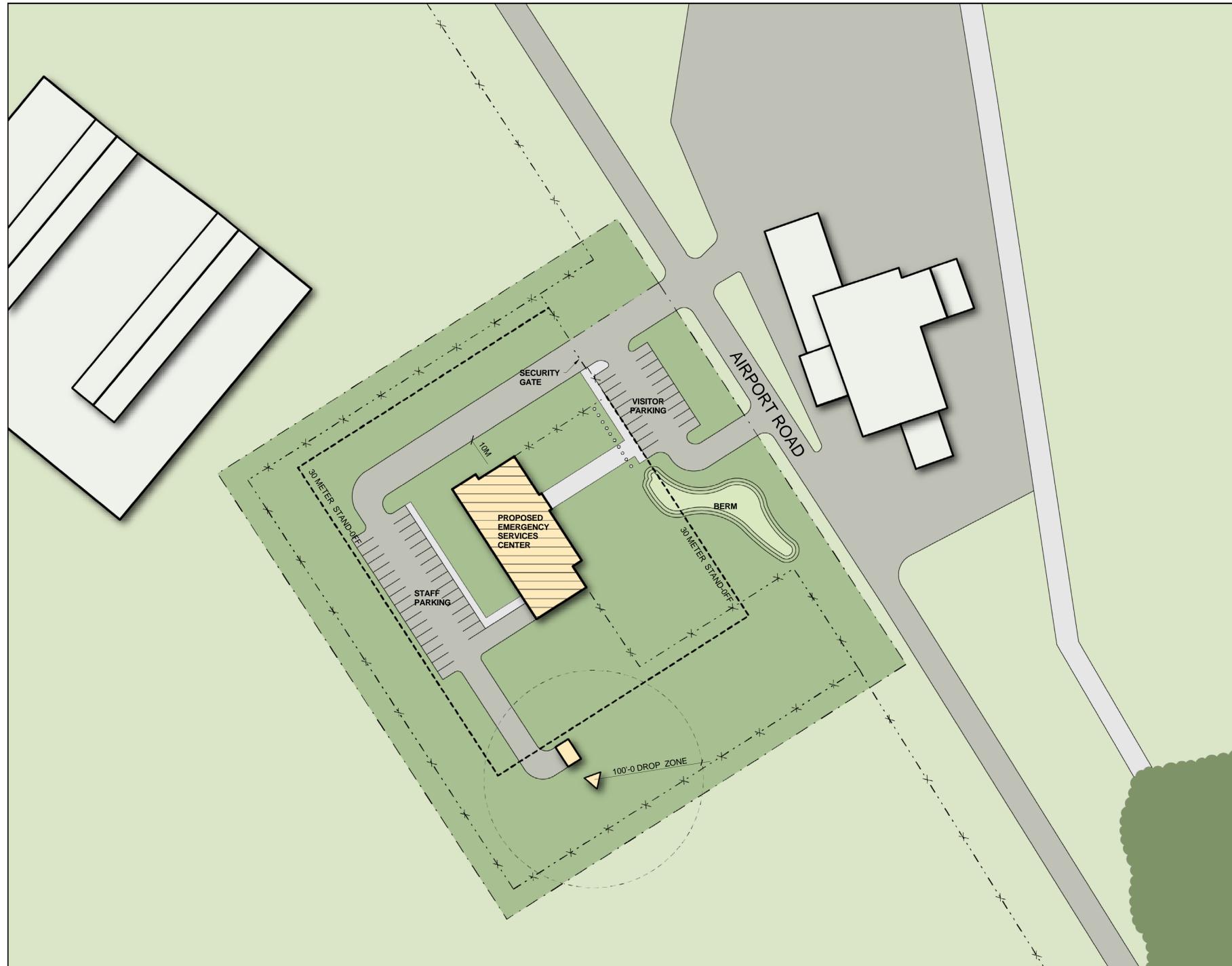
RICHMOND COUNTY, NORTH CAROLINA  
 PROPOSED EMERGENCY SERVICES CENTER  
 RICHMOND COUNTY AIRPORT

SCHRADERGROUP ARCHITECTURE, LLC

3.26.15

Scale: 1/4" = 1'-0"





CONCEPT SITE PLAN



RICHMOND COUNTY, NORTH CAROLINA  
 PROPOSED EMERGENCY SERVICES CENTER  
 RICHMOND COUNTY AIRPORT

SCHRADERGROUP ARCHITECTURE, LLC

3.26.15  
 Scale:  
 NOT TO SCALE

## Attachment 12

### Vendor Quotes

Includes the following:

1. APC
2. AT&T
3. Cables Plus
4. Carolina Recording
5. CDW-G
6. Cisco
7. Dell
8. Encore Broadcast Solutions
9. Fiber Connection
10. Motorola
11. NWN Corporation
12. Pictometry
13. Priority Dispatch
14. Quick & Sinclair Electric
15. Russ Bassett
16. Southern Software
17. Two Way Radio
18. USAT Corporation
19. Verizon



Product information Search

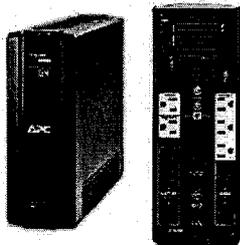


You are here: Home > Products > Small/Medium Business > Uninterruptible Power Supply (UPS) > Computer and Peripheral > Back-UPS Pro

**Back-UPS Pro**  
APC Power Saving Back-UPS Pro 1500

**Product Category**

- Computer and Peripheral
  - > Back-UPS
  - > **Back-UPS Pro**
  - > Back-UPS Connect
- Network and Server (3)
- Data Center and Facility 3 Phase (10)
- Special Applications (5)
- UPS Management (7)
- UPS Replacement Batteries (1)



[More Images](#)

APC Back-UPS Pro, 865 Watts / 1500 VA, Input 120V / Output 120V, Interface Port USB, Extended runtime mode!

Includes: CD with software, USB cable, User Manual

Standard Lead Time: Usually in Stock

BR1500G

Price: ~~\$239.99~~

Add Options

Email Technical Specifications

Printer Friendly

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[Return to Uninterruptible Power Supply \(UPS\)](#)



How to replace the battery in a Back-UPS BE550G and BR1500G

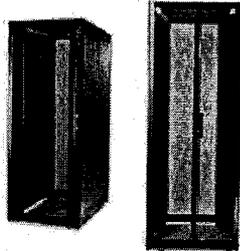
[Technical Specifications](#) [Product Overview](#) [Documentation](#) [Software & Firmware](#) [Options](#) [Ratings and Reviews](#)

Output	
Output Power Capacity	865 Watts / 1500 VA
Max. Configurable Power	865 Watts / 1500 VA
Nominal Output Voltage	120V
Output Frequency (sync to mains)	50/60Hz +/- 3 Hz
Topology	Line Interactive
Waveform Type	Stepped approximation to a sine wave
Output Connections	(5) NEMA 5-15R (Battery Backup)  (5) NEMA 5-15R (Surge Protection) 
Input	
Nominal Input Voltage	
Input Frequency	50/60 Hz +/- 3 Hz (auto sensing)
Input Connections	NEMA 5-15P 
Cord Length	6 feet (1.83 meters)
Batteries & Runtime	
Battery Type	Maintenance-free sealed Lead-Acid battery with suspended electrolyte : leakproof
Included Battery Modules	1
Typical recharge time	8 hour(s)
Replacement Battery	<a href="#">APCRBC124</a>
RBC™ Quantity	1
Extended Run Options	<a href="#">APC Power Saving Back-UPS Pro 1500</a>
Runtime Graph	



You are here: Home > Products > Small/Medium Business > Racks and Accessories > Racks and Enclosures > NetShelter SX

**NetShelter SX**  
**NetShelter SX 48U 750mm Wide x 1200mm Deep Enclosure with Sides Black**



[More Images](#)

Feature-rich rack enclosure optimized for easy installation, managing cables, integrating power distribution, and maximizing airflow.

**Includes:** Baying hardware, Documentation CD, Key (s), Leveling feet, Mounting Hardware, Pre-installed casters, Side Panels, User Manual

**Standard Lead Time:** Usually in Stock

AR3357

Price: ~~\$2,525.00~~



Add Options

Email Technical Specifications

Printer Friendly

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**Product Category**

- Racks and Enclosures
- > NetShelter SX
- > NetShelter SV
- > NetShelter CX
- > Specialty Enclosures
- > Open Frame Racks
- Rack and Enclosure Accessories (5)
- LCD Monitors and KVM Switches (3)

[Return to Racks and Accessories](#)

[Technical Specifications](#) [Product Overview](#) [Documentation](#) [Options](#) [Ratings and Reviews](#)

Physical	
Net Weight	408.00 lbs. (185.45 kg)
Maximum Height	88.90 inches (2258 mm)
Maximum Width	29.53 inches (750 mm)
Maximum Depth	47.24 inches (1200 mm)
Shipping Weight	444.00 lbs. (201.82 kg)
Shipping Height	94.50 inches (2400 mm)
Shipping Width	35.25 inches (895 mm)
Shipping Depth	52.52 inches (1334 mm)
Weight Capacity (static load)	3000.00 lbs. (1363.64 kg)
Weight Capacity (dynamic load)	2250.00 lbs. (1022.73 kg)
Minimum Mounting Depth	10.31 inches (262 mm)
Maximum Mounting Depth	41.26 inches (1048 mm)
Rack Height	48U
Rack Width	19"
Color	Black
Units per Pallet	1.00
Vertical Posts	16 gauge
Front Door	16 gauge
Rear Door	16 gauge
Roof	18 gauge
EIA Mounting Rails	14 gauge
Side Panels	18 gauge
Conformance	
Regulatory Approvals	UL 60950
Standard Warranty	5 year repair or replace



You are here: Home > Products > Power Distribution > Rack Power Distribution > Metered Rack PDU

### Metered Rack PDU

Rack PDU 2G, Metered, ZeroU, 30A, 100-120/200-240V, (16) 5-20R (12) C13 (2) C19

AP8870

Price \* : \$669.00

Email Technical Specifications

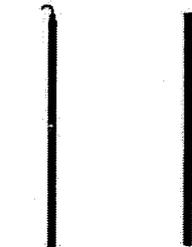
Printer Friendly

Locate a Partner

#### Product Category

- Rack Power Distribution
  - > Metered-by-Outlet with Switching Rack PDU
  - > Switched Rack PDU
  - > Metered Rack PDU
  - > Basic Rack PDU
  - > Metered-by-Outlet Rack PDU
  - > Rack PDU Accessories
  - > Power Cords
- Row Power Distribution (5)
- Room Power Distribution (1)
- Transfer Switches (2)

[Return to Power Distribution](#)



[More Images](#)

APC Metered Rack Power Distribution Units (PDUs) provide active metering to enable energy optimization and circuit protection. User-defined alarm thresholds mitigate risk with real-time local and remote alerts to warn of potential circuit overloads. Metered Rack PDUs provide power utilization data to allow Data Center Managers to make informed decisions on load balancing and right sizing IT environments to lower total cost of ownership. Metered Rack PDUs include real power monitoring, a temperature/humidity sensor port, locking IEC receptacles, and ultra low profile circuit breakers. Users can access and configure Metered Rack PDUs through secure Web, SNMP, or Telnet Interfaces which are complimented by APC Centralized Management platforms using InfraStruxure Central, Operations, Capacity, and Energy Efficiency.

**Includes:** Installation guide, Rack Mounting brackets, Safety guide, Serial configuration cable

**Standard Lead Time:** Usually in Stock

[Technical Specifications](#) [Product Overview](#) [Documentation](#) [Software & Firmware](#) [Options](#)

Output	
Nominal Output Voltage	120V
Maximum Total Current Draw per Phase	24A
Output Connections	(12) IEC 320 C13 (2) IEC 320 C19 (16) NEMA 5-20R
Overload Protection	
Input	
Nominal Input Voltage	120V, 208V
Input Frequency	50/60 Hz
Regulatory Derated Input Current (North America)	24A
Input Connections	NEMA L14-30P
Cord Length	10 feet (3.05 meters)
Number of Power Cords	
Maximum Input Current per phase	30A





# Public Safety CPE Quote

Richmond County Viper Q3851\_v2 RDM v6.6a 021815 wge

**Customer:** Richmond County  
**Location:** 319 S. Lawrence St.  
 Rockingham, NC  
**Contact:** Donna Wright, DIR  
**Email:** donna.wright@richmondnc.com  
**Phone #:** (910) 997-8346

## AT&T Intrado Viper Consolidated PSAP

[Richmond Primary Only]

**Date:** 2/18/2015  
**Expiration:** 3/20/2015  
**Account Executive:** Oscar Rouse  
**Application Specialist:** Greg Ellenberg  
**Technical Consultant:** Silvia Diaz  
**Vendor:** Intrado

Line #	Description	QTY	
1	Viper Fully Redundant [Active/Active]	1	
2	Multi-Node	OPTIONAL	
3	<b>PSTN Gateways</b>		
4	Number of Gateways	4	
5	Number of E9-1-1 Trunk Ports (Equipped/Used)	8	
6	Number of Administrative Lines (Equipped/Used)	16	
7	<b>i3 SIP Ingress License (i3 ESINet Termination)</b>		
8	i3 SIP Ingress License	10	
9	<b>Answering Positions</b>		
10	Client Access License	6 (Full)	4 (Backup)
11	Number of Workstations - A9C	6	4
12	Number of Monitors	6	4
13	Monitor Size	22"	22"
14	Monitor Type	Touch Screen	Touch Screen
15	Number of Laptops	0	0
16	IP Phones (SNOM)	0	0
17	<b>Management Information System (MIS)</b>		
18	Power MIS - Concurrent License	1	
19	Power MIS Client License	6	4
20	Power MIS Server	INCLUDED	
21	ePrinter	INCLUDED	
22	ALI/CDR Printer - Local	NOT INCLUDED	
23	Network Laser Printer	NOT INCLUDED	
24	<b>Mapping</b>		
25	MAPFlex Client	NOT INCLUDED	
26	MAPFlex Server Client	NOT INCLUDED	
27	MAP Flex Servers	NOT INCLUDED	
28	<b>Automatic Call Distribution (ACD)</b>		
29	Positions	NOT INCLUDED	
30	Power Monitor Software	NOT INCLUDED	
31	Power Monitor Workstation	NOT INCLUDED	
32	Large Screen Monitor	NOT INCLUDED	
33	Desktop Power Monitor	NOT INCLUDED	
34	<b>I TRR</b>		
35	Power 911 Add-On Recorder for Radio	NOT INCLUDED	
36	<b>SIP (Cisco UC Integration)</b>		
37	ECCP Workstation License (SIP for UCM)	NOT INCLUDED	
38	<b>XDC</b>		
39	Positron external Data Communication (XDC)	NOT INCLUDED	

Monthly Right-to-Use Pricing Option #1		
	MRC	NRC
New Viper System	\$9,597.00	\$0.00
Optional CPE and Professional Services Multi-Node	\$242.00	\$0.00
<b>Solution Total:</b>	<b>\$9,839.00</b>	<b>\$0.00</b>

Monthly Right-to-Use Pricing Option #2		
	MRC	NRC
New Viper System	\$7,988.00	\$83,316.00
Optional CPE and Professional Services Multi-Node	\$124.00	\$6,099.00
<b>Solution Total:</b>	<b>\$8,112.00</b>	<b>\$89,415.00</b>

MRC = Monthly Recurring Cost for Right-to-Use service which includes: Intrado Viper hardware, software, professional service, maintenance and monitoring 10 positions.

NRC = NonRecurring Cost (One-Time Cost) for Right-to-Use service which includes: Intrado Viper hardware, software, professional service, maintenance and monitoring 10 positions.



# Public Safety CPE Quote

Richmond County Viper Q3851\_v2 RDM v6.6a 021815 wge

<p><b>Customer:</b> Richmond County  <b>Location:</b> 319 S. Lawrence St.          Rockingham, NC  <b>Contact:</b> Donna Wright, DIR  <b>Email:</b> donna.wright@richmondnc.com  <b>Phone # :</b> (910) 997-8346</p>	<h2>AT&amp;T Intrado Viper Consolidated PSAP</h2> <p>[Richmond Primary Only]</p>	<p><b>Date :</b> 2/18/2015  <b>Expiration:</b> 3/20/2015  <b>Account Executive:</b> Oscar Rouse  <b>Application Specialist:</b> Greg Ellenberg  <b>Technical Consultant:</b> Silvia Diaz  <b>Vendor:</b> Intrado</p>
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Line #	Description	QTY
40	<u>Anti-Virus</u>	
40	Symantec Antivirus node license	NOT INCLUDED
41	<u>Logging Voice Recorder</u>	
42	Multi-Media Recorder - Analog	INCLUDED
43	Multi-Media Recorder - IP	NOT INCLUDED
44	<u>3rd Party IP Recording Kit</u>	
45	License non-Intrado recording device	NOT INCLUDED
46	Span port set	NOT INCLUDED
47	<u>IWS External Programmable Keypad</u>	
48	IWS External Programmable Keypad	NOT INCLUDED
49	<u>Firewall to Customer network</u>	
50	Security Appliance	NOT INCLUDED
51	<u>WAN CPE</u>	
52	Cisco Router Primary	OPTIONAL
53	Cisco Router Backup	NOT INCLUDED
54	<u>NetClock</u>	
55	GPS Command Center Package - up to 4 networks	INCLUDED
56	<u>UPS and Lightning/Surge Protection</u>	
57	UPS - Servers and Gateways	INCLUDED
58	UPS - Workstations	INCLUDED
59	Oneac Lightning Surge Protectors - Workstations	INCLUDED
60	Oneac Lightning Surge Protectors - Laptops	n/a
61	Oneac Lightning Surge Protectors - Gateways	INCLUDED
62	<u>Structured LAN Cabling</u>	
63	Cat 6 - Workstation x 2, Telephone x1 & Spare x 1 [Plenum or nonPlenum] MAXIMUM of 192'	INCLUDED
64	<u>Spares Kit - Kept On-Site</u>	
65	VIPER Gateway Shelf	INCLUDED
66	CAMA Interface Module (CIM)	INCLUDED
67	VIPER Primary Application Server	INCLUDED
68	48V Power Supply and Shelf	INCLUDED
69	Admin Interface Module (AIM)	INCLUDED
70	Cisco 3750 24 port switch	INCLUDED
71	A9-1-1 Call Handling Accessories	INCLUDED
72	A9C Bundle - Dual Core	INCLUDED
73	A9C HDT (Headset I/F) Module	INCLUDED
74	A9C MTI (Misc Tel I/F) Module	INCLUDED
75	<u>Training</u>	
76	ACD Training	NOT INCLUDED
77	Power 911 Administrator Training	NOT INCLUDED
78	Power 911 Call Taker Training	NOT INCLUDED
79	MapFLEX Call Taker Training	NOT INCLUDED
80	MapFLEX Administrator Training	NOT INCLUDED



# Public Safety ESINet Quote

## "BUDGETARY"

Richmond County ESINet Pricing 033115

<b>Customer:</b> Richmond County <b>Location:</b> 319 S. Lawrence St. Rockingham, NC <b>Contact:</b> Donna Wright, DIR <b>Email:</b> <a href="mailto:donna.wright@richmondnc.com">donna.wright@richmondnc.com</a> <b>Phone # :</b> (910) 997-8346	<h3>AT&amp;T ESINet</h3>	<b>Date :</b> 3/31/2015 <b>Expiration:</b> 6/29/2015 <b>Account Executive:</b> Oscar Rouse <b>Application Specialist:</b> Greg Ellenberg <b>Technical Consultant:</b> Silvia Diaz <b>Vendor:</b> AT&T
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Line #	DESCRIPTION	QTY
1	<b>Network Access (Single or Multiple Sites)</b>	
2	Up to 6 Voice Paths/1.5Mb Network Access	2
3	Up to 12 Voice Paths/3Mb Network Access	
4	Up to 24 Voice Paths/6Mb Network Access	
5	<b>Gateways</b>	
6	IP to Analog CAMA Gateways 6-Port	NOT INCLUDED
7	IP to Analog CAMA Gateways 12-Port	NOT INCLUDED
8	IP to Analog CAMA Gateways 24-Port	NOT INCLUDED
9	<b>Optional ESINet Services</b>	
10	Lost Routing	INCLUDED
11	Real Time Call Routing Data (Banner Board)	INCLUDED
11	Standard ALI Services	INCLUDED
12	Enhance ALI Services	
13	- Combined on-site and hosted	NOT INCLUDED
14	- On site standalone	NOT INCLUDED
15	- ALI/GIS Integration and Management Service	NOT INCLUDED

AT&T ESINet Service	MRC	NRC
AT&T ESINet Solution Total:	\$13,142.00	\$19,625.00
Legacy ANI/ALI/SR Network Billing:	\$2,472.00	
net Increase:	\$10,670.00	\$19,625.00

All pricing shown is for 60-Month term.

Pricing above excludes all applicable taxes and fees.

**ADDITIONAL REQUIREMENTS (Not Included In This Quote)**

- Intrado Viper will require ingress SIP license (per position).
- Intrado Viper will require upgrade to Release 5.x in order to support the NENA i3 standard and provide ATIS-JSTD-110 approved standard which specifies the use of SIP Message Session Relay Protocol (MSRP) for delivery of text 9-1-1 messaging. (not included in the price quote)



# Public Safety ESINet Quote "BUDGETARY"

Richmond County ESINet Pricing 033115

<b>Customer:</b> Richmond County <b>Location:</b> 319 S. Lawrence St. Rockingham, NC <b>Contact:</b> Donna Wright, DIR <b>Email:</b> <a href="mailto:donna.wright@richmondnc.com">donna.wright@richmondnc.com</a> <b>Phone # :</b> (910) 997-8346	<h2>AT&amp;T ESINet</h2>	<b>Date :</b> 3/31/2015 <b>Expiration:</b> 6/29/2015 <b>Account Executive:</b> Oscar Rouse <b>Application Specialist:</b> Greg Ellenberg <b>Technical Consultant:</b> Silvia Diaz <b>Vendor:</b> AT&T
--	--------------------------	--

- 1) AT&T's ESINet solution is fully standards based and is built to NENA's i3 Standard and the applicable supporting ATIS ESIF, IETF, etc. standards.
- 2) The Solution is designed to evolve as standards continue to develop.
- 3) The Solution is built on common off the shelf equipment without use of proprietary hardware or proprietary software interfaces.
- 4) AT&T's ESINet Services are fully redundant and geo-diverse. There are multiple levels of redundancy within each NCC and as well as complete redundancy in the paired NCC. Each NCC is engineered to handle 100% of the load in the unlikely event that an NCC should become unavailable.
- 5) AT&T ESINet supports call transfer and conferencing between ESINet served PSAPs as well as with PSAPs served by the Legacy Selective Router. The solution works with the existing ALI Database. AT&T also offers a variety enhanced ALI services that provide a transition path towards next generation 9-1-1 database services
- 6) AT&T ESINet uses third party call control. This anchors the call at the call routing core and allows an in-progress 9-1-1 call to be re-presented in the event that the connection is disrupted.
- 7) AT&T's ESINet Solution supports delivery of native SIP with PIDF-LO using TCP to i3 capable PSAPs.
- 8) For PSAPs not currently capable of supporting using an i3 interface, AT&T's solution will interface with existing Call Handling solutions.
- 9) AT&T's ESINet Services include the Border Control Functions, Protocol Interwork Function, the Location Interwork Function, the Emergency Services Routing Proxy, the Emergency Call Routing Function and extensive Policy Routing Functions. Policy Routing Functions include maximum simultaneous calls by type, routing methodology by class of service or available data points, multiple layers of default, overflow and alternate routing, geo-spatial and tabular routing, rules based routing, etc.
- 10) AT&T ESINet Services includes a suite of 9-1-1 Call Routing Management Reports that provides details on the 9-1-1 calls handled within the AT&T ESINet.

**Proposal Validity Period**—The information and pricing contained in this proposal is valid for a period of ninety (90) days from the date written on the proposal cover page unless rescinded or extended in writing by AT&T.

**Terms and Conditions**—Unless otherwise stated herein, this proposal is conditioned upon negotiation of mutually acceptable terms and conditions.

**Proposal Pricing**—Pricing proposed herein is based upon the specific product/service mix and locations outlined in this proposal, and is subject to the standard terms and conditions of AT&T unless otherwise stated herein. Any changes or variations in AT&T standard terms and conditions and the products, length of term, services, locations, and/or design described herein may result in different pricing.

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OFFLINE

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Shipping/Billing
Order Confirmation

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SHOPPING CART					
Item	Options	Unit Price	Qty.	Cost	
 15 Foot, CAT6A Network Cable w/ Boot, RJ45 to RJ45 <a href="#">[remove]</a>	Color : Blue	\$5.98	<input type="text" value="50"/>	\$299.00	
 LC-LC Fiber Patch Cable, Multimode 50/125µm 10 Gig OM3, Duplex <a href="#">[remove]</a>	Length : 5 Meter (+3.74)	\$12.16	<input type="text" value="10"/>	\$121.60	
<a href="#">UPDATE</a>					
<b>Subtotal:</b>				<b>\$420.60</b>	
<b>Total:</b>				<b>\$420.60</b>	

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Shipping Calculator

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Zip Code:  State:  Country:

Please enter your zip code to see available shipping methods

Total shipping costs are calculated during checkout and may be adjusted based on customer location. Please note that UPS does not ship to PO Boxes.

Coupon Code / Promotional Code (optional)

If you have a Coupon / Promotional code that can be redeemed from this store, please enter the offer code in the box below.

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SC-LC Fiber Patch Cable, Multimode 50/125µm 10 Gig OM3, Duplex  
Price: \$13.65  
Sale Price: \$7.74

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LC-LC Fiber Patch Cable, Multimode 50/125µm 10 Gig OM4, Duplex  
Price: \$15.75  
Sale Price: \$8.93

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- 

LC-LC Fiber Patch Cable, Multimode 50/125 OM2, Duplex  
Price: \$14.40  
Sale Price: \$8.16

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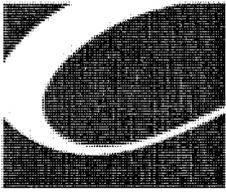


FEBRUARY 18, 2015



**Carolina Recording Systems, LLC**  
**SALES PROPOSAL**

**RICHMOND COUNTY EMERGENCY SERVICES**  
**ROCKINGHAM, NORTH CAROLINA**



**Carolina Recording Systems, LLC**  
**PO Box 11311**  
**Charlotte, NC 28220**  
**CRS**

# QUOTE

**FOR: 96-Channel NexLog Communications Recording System**

<b>Date</b>	<b>02/18/2015</b>
<b>Valid Through</b>	<b>05/18/2015</b>

**Richmond County Emergency Services**  
 319 S. Lawrence Street.  
 Rockingham, NC 28379  
 Donna Wright  
 910-997-8238  
 donna.wright@richmondnc.com

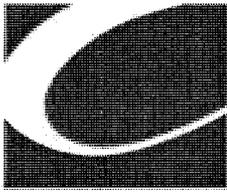
<b>Estimated Delivery</b>	<b>Terms</b>	<b>Shipping Terms</b>	<b>Quote Number</b>
4 to 6 Weeks	Net 30	FOB- Destination, Freight- Prepaid and Add	CRSQ1519-01

<b>Line</b>	<b>Qty</b>	<b>Model</b>	<b>Description</b>	<b>Unit Price</b>	<b>Ext. Price</b>
1			<b>96-Channel Communications Recording System</b>		
2	1	NexLog740	<p>NexLog 740 Logging Recorder            This Eventide NexLog recording server will be configured to record up to 8 Analog channels and 16 VoIP channels. The 3U rack-mount recording chassis contains 6TB of RAID5 storage and a Linux Operating System.</p> <p>Recording Solution Includes:            - Front-Panel Display      - Central Storage of Incidents            - Redaction                    - Comprehensive Search            - Instant Recall                - Screen Record            - Real-Time Monitor          - ANI/ALI Metadata Integration            - Central Archive License</p>	\$32,791.00	\$32,791.00
3	1	NexLog740	<p>NexLog 740 Logging Recorder            This Eventide NexLog recording server will be configured to record up to 72 Analog channels. The 3U rack-mount recording chassis contains 6TB of RAID5 storage and a Linux Operating System.</p> <p>Recording Solution Includes:            - Front-Panel Display      - Central Storage of Incidents            - Redaction                    - Comprehensive Search            - Instant Recall                - Real-Time Monitor</p>	\$29,910.00	\$29,910.00
4			<b>Equipment List Price:</b>		<b>\$62,701.00</b>

Byron Burns  
 Phone: 1-704-426-3008  
 Fax: 1-888-776-0201  
 E-mail: sales@crsnc.com  
 Help Desk : (888) 661-0202

**Installation Notes:**  
 Customer's radio and telephone vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location.

**Warranty Notes:**  
 System Upgrade is covered under existing service agreement with 24/7 on-site service response.



**Carolina Recording Systems, LLC**  
**PO Box 11311**  
**Charlotte, NC 28220**  
**CRS**

# QUOTE

**FOR: 96-Channel NexLog Communications Recording System**

**Richmond County Emergency Services**  
 319 S. Lawrence Street.  
 Rockingham, NC 28379  
 Donna Wright  
 910-997-8238  
 donna.wright@richmondnc.com

<b>Date</b>	<b>02/18/2015</b>
<b>Valid Through</b>	<b>05/18/2015</b>

<b>Estimated Delivery</b>	<b>Terms</b>	<b>Shipping Terms</b>	<b>Quote Number</b>
4 to 6 Weeks	Net 30	FOB- Destination, Freight- Prepaid and Add	CRSQ1519-01

Line	Qty	Model	Description	Unit Price	Ext. Price
5	1	XXXX	Professional Services: Includes pre-installation site survey, installation, testing and unlimited training.	\$2,500.00	\$2,500.00
6			<b>SOLUTION TOTAL:</b>		<b>\$65,201.00</b>
7			<b>Recommended Options</b>		
8	1	NAS-6TB	Network Attached Storage Server - 6TB RAID5, Quad Core Xeon Processor, 4GB RAM, Windows Server 2012.	\$5,995.00	\$5,995.00
9	1	271101	45 Baud Analog TTY Decoder for TDD & SMS-to-911	\$1,995.00	\$1,995.00
10	1	271077	Call Evaluation (20 Agents, 2 Evaluators)	\$1,495.00	\$1,495.00
11	1	271098	GeoFence Search and View Location on Google Maps	\$995.00	\$995.00

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**Installation Notes:**  
 Customer's radio and telephone vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location.

**Warranty Notes:**  
 System Upgrade is covered under existing service agreement with 24/7 on-site service response.

## Richmond County Eventide Recording System

Part Number	Description	Quantity	List Price (Each)	List Price (Extended)
<b>NexLog 740-A</b>				
<b>List Total (\$32,791.00)</b>				
NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager.	1	\$7,955.00	\$7,955.00
100211	Upgrade to 4 x 2TB Hot Swap h/w-RAID5 = 6TB storage	1	\$4,795.00	\$4,795.00
100301	Integrated 17" Color LCD Touch Screen Display	1	\$1,295.00	\$1,295.00
100321	One DVD-ROM Drive	1	\$0.00	\$0.00
100331-050	Power hot swap power supplies, 130/240WAC	1	\$0.00	\$0.00
204420	Rack Mount Slides - 4 Post, 3U (for NexLog 740)	1	\$360.00	\$360.00
200206-003	4-Channel Analog Card, 8 Ch. Licenses	1	\$2,700.00	\$2,700.00
100005-025	Quick Install Kit (KIT, Connector Cable & Pinout Block)	1	\$230.00	\$230.00
271011	Internal IP Recorder w/ 8 G.711 G.729 Licenses	1	\$4,250.00	\$4,250.00
271015	Add-on License Pack (Internal IP Recording Engine) with 8 Channel Licenses for G.711 RTP/RealTime311	1	\$1,190.00	\$1,190.00
024000	Single-port 10/100 PC Network Card	2	\$188.00	\$376.00
200120	NEXA ANALOG CARD Sub Integration or 3M DR	1	\$3,495.00	\$3,495.00
271014	Carroll Archive License (for archive to another NexLog)	1	\$1,670.00	\$1,670.00
271001	MediaWorks File Web Client Computers Access for 8 users	1	\$995.00	\$995.00
271002	MediaWorks Incident Recall Web Client License for 8 PC Access	1	\$995.00	\$995.00
271010	Screen Recording System License w/ 8 PC Licenses	1	\$2,500.00	\$2,500.00
<b>NexLog 740-B</b>				
<b>List Total (\$29,910.00)</b>				
NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager.	1	\$7,955.00	\$7,955.00
010111	Upgrade to 2 x 1TB Hot Swap h/w-RAID1 = 1TB storage	1	\$1,600.00	\$1,600.00
100301	Integrated 17" Color LCD Touch Screen Display	1	\$1,295.00	\$1,295.00
100321	One DVD-ROM Drive	1	\$0.00	\$0.00
100331-000	Redundant power supplies, 130/240WAC	1	\$0.00	\$0.00
024000	Rack Mount Slides - 4 Post, 3U (for NexLog 740)	1	\$360.00	\$360.00
120204-004	16-Channel Analog Card, 20 Ch. Licenses	3	\$6,000.00	\$18,000.00
100012-000	Quick Install Kit (KIT, Connector Cable & Pinout Block)	3	\$220.00	\$660.00
<b>Professional Services</b>				
0000	Professional Services: Includes pre-installation site survey, installation, testing and customer training	1	\$1,530.00	\$1,530.00
<b>Item Sub-Total</b>			<b>\$65,201.00</b>	
<b>Recommended Options</b>				
<b>List Total (\$10,480.00)</b>				
271018	GeoFence Search and View Location on Google Map	1	\$995.00	\$995.00
271003	AS 380C Analog TTS Decoder for TDD & 2400-to-411	1	\$1,495.00	\$1,495.00
271077	Call Evaluation base-level software (20 Agents, 2 Evaluators)	1	\$1,495.00	\$1,495.00
1440-078	Network Attached Storage Server - 6TB RAID5, Quad Core Xeon Processor, 4GB RAM, Windows Server 2012	1	\$5,995.00	\$5,995.00
<b>Item Sub-Total</b>			<b>\$10,480.00</b>	





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Shopping Cart

Item	Quantity	Availability	Unit Price	Item Total
 <p><b>Microsoft Windows Server 2012 R2 Standard - license</b>                      MFG Part#: P73-06285                      CDW Part#: 3178215                      UNSPSC: 43233004                      Pricing Option Applied: Adversised Price                      In Stock</p>	6	In Stock	\$876.79	\$5,260.74
 <p><b>Microsoft Windows Server 2012 - license</b>                      MFG Part#: R18-04302                      CDW Part#: 2803007                      UNSPSC: 43233004                      Pricing Option Applied: Adversised Price                      In Stock</p>	30	In Stock	\$29.92	\$897.60

**Subtotal: \$8,158.34**

Tax and shipping will be calculated in checkout.

Lease Option (\$192.14 /month)



Recently Viewed Items (4)

 <p>HP LaserJet Enterprise P3015n Printer - B/W - laser</p> <p><b>\$598.49</b> Adversised Price</p>	 <p>Microsoft Surface Pro 3 - 12" - Core i5 4300U - Windows 8.1...</p> <p><b>\$999.99</b> Adversised Price</p>	 <p>KEN USB 3.0 UNIV DOCK DVI/HDMI/VGA</p> <p><b>\$119.69</b> Adversised Price</p>	 <p>Microsoft Surface Pro 3 - 12" - Core i5 4300U - Windows 8.1...</p> <p><b>\$1,299.99</b> Adversised Price</p>
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Shopping Cart

Item	Quantity	Availability	Unit Price	Item Total
 <b>Adobe Acrobat XI Standard ( v. 11 ) - license</b> MFG Part#: 65197414AC01A00 CDW Part#: 2821300 UNSPSC: 43232112 Pricing Option Applied: Advertised Price In Stock	1	In Stock	\$209.47	\$209.47
 <b>Microsoft Office Professional 2013 - box pack</b> MFG Part#: 269-16094 CDW Part#: 2933562 UNSPSC: 43231513 Pricing Option Applied: Advertised Price In Stock	1	In Stock	\$369.07	\$369.07

**Subtotal:** **\$678.54**

Tax and shipping will be calculated in checkout.

Lease Option (\$18.05 /month)



Customers Who Bought Microsoft Office Professional 2013 - box pack Also Bought (12)

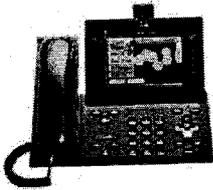
 <p>Lenovo ThinkPad Ultra Dock - port replicator</p> <p><b>\$239.39</b> Advertised Price</p>	 <p>CDW Exclusive-HP EliteDesk 800</p> <p><b>\$712.21</b> Advertised Price</p>	 <p>Total Micro AC Adapter for Acer Aspire ONE AO521, AO522...</p> <p><b>\$41.89</b> Advertised Price</p>	 <p>Logitech Wireless Keyboard/Mouse Combo MK320</p> <p><b>\$36.90</b> Advertised Price</p>
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800.808.4239

## Cisco Unified IP Phone 9971 Slimline – IP video phone

Mfg. Part: CP-9971-CL-K9 | CDW Part:  
1959241 | UNSPSC: 43191513



**\$840.88**

Advertised Price  
Lease Option (\$26.24 /month)

### Availability: 2-4 days

Orders placed today will ship within 4 days.

- IP video phone
- IEEE 802.11b/g/a (Wi-Fi)
- SIP
- multiline
- charcoal gray

### Recommended Warranty

Cisco SMARTnet Enhanced extended service agreement

**\$44.88**

Advertised Price

## Product Overview

### Main Features

- IP video phone
- IEEE 802.11b/g/a (Wi-Fi)
- SIP
- multiline
- charcoal gray

The Cisco Unified IP Phone 9971 is an advanced collaborative media endpoint that provides voice, video, applications, and accessories. Highlights include interactive multiparty video, high-resolution color touchscreen display, High-Definition voice (HD voice), desktop Wi-Fi connectivity, Gigabit Ethernet and an ergonomic design and user interface designed for simplicity and high usability.

## Technical Specifications

*Specifications are provided by the manufacturer. Refer to the manufacturer for an explanation of the print speed and other ratings.*

### IP Telephony

IP Address Assignment:	DHCP , Static
Lines Supported:	Multiline
Main Features:	Integrated Ethernet switch
Network Ports Qty:	2 x Ethernet 10Base-T/100Base-TX/1000Base-T
Network Protocols:	Cisco Discovery Protocol (CDP) , DNS , TFTP
Power Over Ethernet (PoE) Support:	Yes
Quality of Service:	IEEE 802.1Q (VLAN)
Security:	128 bit WEP , 40 bit WEP , TKIP , WPA , WPA2
Video Codecs:	H.264
Voice Codecs:	G.711a , G.711u , G.722 , G.729a , G.729ab , ILBC
Voice Features:	HD Voice
VoIP:	Yes
VoIP Protocols:	SIP

### Telephone

Conference Call Capability:	Yes
Cordless Phone Standard:	IEEE 802.11b/g/a (Wi-Fi)

Dialer Location: Base  
 Dialer Type: Keypad  
 Firmware Upgradable: Yes  
 Type: IP video phone

**Display**

Backlit: Yes  
 Color Depth: 24-bit (16.7 million colors)  
 Color Support: Color  
 Diagonal Size: 5.6 in  
 Diagonal Size (metric): 14.2 cm  
 Display Information: Date , Time  
 Display Location: Base  
 Display Resolution: 640 x 480 pixels  
 Features: LCD touch screen , Wallpaper  
 Type: LCD display

**Phone Connections**

Qty: 1  
 Type: Headset jack  
  
 Qty: 2  
 Qty: 2  
 Type: USB  
  
 Type: Audio line out  
  
 Type: Microphone jack

**Dimensions & Weight (Base)**

Depth: 1.6 in  
 Height: 9.2 in  
 Weight: 3.5 lbs  
 Width: 10.4 in

**Header**

Brand: Cisco  
 Manufacturer: Cisco Telephony  
 Model: 9971 Slimline  
 Packaged Quantity: 1  
 Product Line: Cisco Unified IP Phone

**Miscellaneous**

Color: Charcoal gray  
 Included Phone Accessories: Stand

**Telephone Memory**

Call Log Capacity: 150 numbers

**Features**

Additional Features: Built-in web server , Compatible with Bluetooth headsets , Music on hold , On-hook dialing , PIN code  
 Additional Functions: Built-in clock , Call timer  
 Call Forwarding: Yes  
 Call Hold: Yes  
 Call Services: Call Forwarding , Call Hold , Call Transfer , Call Waiting , Caller ID , Voice Mail  
 Call Transfer: Yes  
 Call Waiting: Yes  
 Caller ID: Yes  
 Function Buttons: Conference button , Directory button , Headset button , Hold button , Mute button , Navigator key , Speakerphone button , Transfer button , Voice mail button  
 Indicators: Headset , Speakerphone indicator  
 Intercom: Yes  
 Key Expansion Module Max Qty: 3  
 Menu Operation: Yes  
 Ringer Control: Yes  
 Speakerphone: Yes  
 Voice Mail Capability: Yes  
 Volume Control: Yes

This page was printed on 3/31/2015 4:34:02 PM.

3/31/2015 3:49:56 PM  
eQuote Details

eQuote Number 1018872921136  
 eQuote Name E911 New Datacenter  
 Saved On Tuesday, March 31, 2015  
 Expires On Saturday, May 30, 2015  
 Saved By jimmy.quick@richmondnc.com  
 Premier Page Richmond County NC Contract Code # 22AGN

Order Contact

Order Date & Time 03/31/2015 13:17:33  
 Order Contact Jimmy Quick  
 Richmond County Government  
 (910) 997-8438  
 jimmy.quick@richmondnc.com  
 Tax exemption No, I am not tax exempt

Shipping

Shipping Contact Jimmy Quick  
 Richmond County Government  
 Information Technology  
 (910) 997-8438  
 jimmy.quick@richmondnc.com  
 Shipping Address 125 S. Hancock St  
 Rockingham, NC 28379  
 Delivery method no charge delivery  
 End User Information Same as shipping  
 Trade compliance No, I will not be exporting

eQuote Cart Contents

Item	Quantity	Estimated Ship Date	Price
 OptiPlex 9020 Small Form Factor - Upgrades Available OptiPlex 9020 SFF BTX Premier Discount Add to List	1	4/27/2015	\$2,953.70 (-974.72) \$1,978.98
 Dell KM714 Wireless Keyboard and Mouse Combo Dell KM714 Wireless Keyboard and Mouse Combo	1	4/2/2015	\$79.99 (-26.40) \$53.59
Subtotal			\$2,032.57
Estimated Shipping			\$0.00
Estimated Tax			\$137.20
Total			\$2,169.77

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Same day shipment subject to order size limitations, Dell standard shipping methods and payment via credit card, gift card or Dell Business Credit. Notification will be provided if there are payment delays which could impact shipping date. Electronics and accessories may ship separately.

Smart Selection. Limited quantities. Only available for orders placed by 5:59 p.m. CT Mon.-Thurs. Systems shipped the next business day after an order is placed. Subject to order approval. Software and accessories not part of the configuration will be shipped separately and may arrive after your system. Please note that Smart Selection Configuration pricing cannot be combined with other pricing offers or discounts provided or agreed to by Dell. \*\* Orders with Custom Factory Integration might require additional processing time.

A/V Upgrades

April 02, 2015

Operations Rm 101	<u>QTY</u>	<u>Manufacturer</u>	<u>Description</u>	<u>List Price</u>	<u>Extended Total</u>
	3	Panasonic	6000 ANSI DLP Projector	\$ 7,799.00	\$ 23,397.00
	3	Panasonic	Short Throw lens	\$ 7,949.00	\$ 23,847.00
	1	Panasonic	Replacement Lamp	\$ 879.00	\$ 879.00
	1	Panasonic	Replacement Filter	\$ 79.00	\$ 79.00
	3	DaLite	65"x104" HD Video Screen	\$ 1,971.00	\$ 5,913.00
	3	Peerless	Projector Mount Kit	\$ 231.00	\$ 693.00
	3	Extron	3ft DVID SL Ultra Cable	\$ 60.00	\$ 180.00
	1	Panasonic	65" LED LCD Monitor	\$ 5,399.00	\$ 5,399.00
	1	Peerless	Pull Out Pivot Wall Mount	\$ 506.00	\$ 506.00
	1	Extron	3ft DVID SL Ultra Cable	\$ 60.00	\$ 60.00
	2	Panasonic	50" LED LCD Monitor	\$ 1,179.00	\$ 2,358.00
	2	Peerless	Pull Out Pivot Wall Mount	\$ 506.00	\$ 1,012.00
	2	Extron	3ft HDMI to DVI-D Cable	\$ 40.00	\$ 80.00
	7	SVSI	JPEG2000 Decoder	\$ 975.00	\$ 6,825.00
	5	SVSI	JPEG2000 Encoder	\$ 1,695.00	\$ 8,475.00
	1	Planar	22" Touch Screen	\$ 749.00	\$ 749.00
	1	Extron	12ft HDMI to DVI-D Cable	\$ 70.00	\$ 70.00
	1	C2G	10ft USB 3.0 A-B Cable	\$ 17.99	\$ 17.99
	1	Extron	3 Input Switcher w/ Annotation	\$ 6,590.00	\$ 6,590.00
	2	Extron	Wireless Collaboration Gateway	\$ 1,690.00	\$ 3,380.00
	2	Extron	3ft HDMI to DVI-D Cable	\$ 40.00	\$ 80.00
	1	Extron	IP Link Controller	\$ 3,180.00	\$ 3,180.00
	1	Extron	7" Tabletop Interface	\$ 2,190.00	\$ 2,190.00
	1	Extron	Cable Access for Podium	\$ 390.00	\$ 390.00
	1	Extron	HDMI, VGA, Audio, USB-Black	\$ 150.00	\$ 150.00
	1	Extron	6ft VGA M-M cable	\$ 22.00	\$ 22.00
	1	Extron	6ft VGA-A M-M Cable	\$ 44.00	\$ 44.00
	2	Extron	6ft HDMI M-M Cable	\$ 70.00	\$ 140.00
	1	C2G	6ft USB 3.0 A-A Cable	\$ 13.99	\$ 13.99
	1	Extron	70v Mono Amp w/ Dante	\$ 790.00	\$ 790.00
	2	Extron	Rack Shelf	\$ 130.00	\$ 130.00
	5	Extron	2'x2' 70v Ceiling Tile Speaker (pair)	\$ 500.00	\$ 2,500.00
	1	MAP	10RU rack for Podium	\$ 183.20	\$ 183.20
	4	Atlas	HH Mic Desk Stand	\$ 67.00	\$ 268.00

## A/V Upgrades

April 02, 2015

## Computer Rm 112

1	SVSI	Quad View Processor	\$	4,995.00	\$	4,995.00
1	Extron	DVI Twisted Pair Receiver	\$	470.00	\$	470.00
1	Extron	6ft HDMI DVID Cable	\$	50.00	\$	50.00
3	SVSI	Audio Transceiver	\$	600.00	\$	1,800.00
1	SVSI	JPEG2000 Decoder	\$	955.00	\$	955.00
10	SVSI	JPEG2000 Encoder	\$	1,675.00	\$	16,750.00
7	Extron	6ft HDMI DVID Cable	\$	50.00	\$	350.00
1	SVSI	Web Based Controller	\$	2,995.00	\$	2,995.00
2	SVSI	24 Port POE Managed Switch	\$	2,895.00	\$	5,790.00
2	SVSI	10Gbps SFP Fiber Transceiver	\$	540.00	\$	1,080.00
3	SVSI	Card Cage (6 devices)	\$	600.00	\$	1,800.00
1	MAP	44 RU Rack	\$	3,091.26	\$	3,091.26
1	MAP	44 RU Rack w/o Side Panels	\$	2,596.74	\$	2,596.74
1	MAP	1 RU Rack Shelf (12 pack)	\$	661.56	\$	661.56
2	MAP	UPS Backup Power	\$	2,021.80	\$	4,043.60
2	MAP	1 RU Blank (12 Pack)	\$	128.60	\$	257.20
1	MAP	Rack Screws	\$	130.08	\$	130.08
2	MAP	Brush Grommet Cable Pass Thru	\$	77.88	\$	77.88
2	MAP	20 Outlet Power Strip	\$	259.60	\$	519.20
2	Shure	Digital Wireless HH System	\$	1,249.00	\$	2,498.00
2	Shure	Digital Wireless HH/Lav System	\$	1,799.00	\$	3,598.00
1	Shure	8 CH Digital Audio Mixer	\$	3,124.00	\$	3,124.00
1	Shure	Active Antenna Splitter	\$	524.00	\$	524.00
2	Shure	Wide Band Antenna	\$	449.00	\$	898.00
2	Shure	100' UHF Antenna Cable	\$	255.00	\$	510.00
1	Raritan	17" KVM Drawer	\$	1,399.00	\$	1,399.00
1	Raritan	8 Port KVM Switch	\$	925.00	\$	925.00
4	Raritan	KVM Cable	\$	170.00	\$	680.00
1	Cisco	28 Port Managed Switch	\$	783.00	\$	783.00
2	Cisco	Wireless Access Point	\$	1,495.00	\$	2,990.00
1	Superlogics	System Computer	\$	1,550.00	\$	1,550.00
1	Tightrope	Bulletin Board System	\$	4,375.00	\$	4,375.00
3	Extron	12ft DVID M-M Cable	\$	90.00	\$	270.00
1	Viewz	18" Rack Mount Monitor	\$	1,850.00	\$	1,850.00

A/V Upgrades

April 02, 2015

	1	Marshall	Rack Mount Speaker	\$	499.00	\$	499.00
Kitchen Rm 106							
	1	Panasonic	65" LED LCD Monitor	\$	5,399.00	\$	5,399.00
	1	Peerless	Pull Out Pivot Wall Mount	\$	506.00	\$	506.00
	3	SVSI	JPEG2000 Decoder	\$	975.00	\$	2,925.00
	1	Extron	3ft DVID SL Ultra Cable	\$	60.00	\$	60.00
	2	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	80.00
	2	QUAM	8ohm Ceiling Tile Speaker	\$	145.00	\$	290.00
Conference Rm 102							
	3	SVSI	JPEG2000 Decoder	\$	975.00	\$	2,925.00
	4	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	160.00
	1	Peerless	Projector Mount Kit	\$	231.00	\$	231.00
Rm 204							
	1	Samsung	65" LED LCD Monitor	\$	2,279.99	\$	2,279.99
	1	Peerless	Pull Out Pivot Wall Mount	\$	506.00	\$	506.00
	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
Rm 121							
	1	Panasonic	65" LED LCD Monitor	\$	5,399.00	\$	5,399.00
	1	Peerless	Pull Out Pivot Wall Mount	\$	506.00	\$	506.00
	2	QUAM	8ohm Ceiling Tile Speaker	\$	145.00	\$	290.00
	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft DVID SL Ultra Cable	\$	60.00	\$	60.00
Lobby Rm 129							
	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
Rm 128							
	2	SVSI	JPEG2000 Decoder	\$	975.00	\$	1,950.00
	2	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	80.00
Rm 119							
	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00

A/V Upgrades

April 02, 2015

Rm 117	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
Rm 200	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
Rm 205	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
Rm 213	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
Rm 214	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
Rm 211	1	SVSI	JPEG2000 Decoder	\$	975.00	\$	975.00
	1	Extron	3ft HDMI to DVI-D Cable	\$	40.00	\$	40.00
			Equipment Total (List Price)			\$	209,233.69
	1		Cables, Connectors and Misc			\$	8,650.00
	1		Programming			\$	7,600.00
	1		Installation (Labor)			\$	45,600.00
	1		Travel & Lodging Expenses			\$	12,500.00
			Total			\$	283,583.69

## Donna B. Wright

---

**To:** Jimmy Quick  
**Subject:** RE: Fiber

---

**From:** Eric Tutton [<mailto:Eric@pct.cc>]  
**Sent:** Wednesday, March 18, 2015 9:49 AM  
**To:** Jimmy Quick  
**Subject:** Fiber

Jimmy,

Below is some number for you on the fiber that we looked at.

City to Airport – Underground – \$350,000.00

City to Airport – Aerial – \$170,000.00 + Duke Energy Make Ready and Engineering. Estimated Cost - \$240,000.00

City to Business Park – Underground – \$125,000.00

City to Business Park – Aerial – \$75,000.00 + Duke Energy Make Ready and Engineering. Estimated Cost - \$95,000.00

All cost included RR crossing PE stamped drawings and Submittal Package but not any RR fees which should be around \$1,300.00

Based off the existing poles it appears some can be attached to but some are in question die to clearance from Ground. We would assist with the duke energy submittal process. I think the business park path is doable with minimal make ready and the airport location could be a challenge.

Let me know if you have any questions.

Thanks,

*Eric Tutton*

Performance Cabling Technologies, Inc.

Office: 336-633-7695

Cell: 336-465-2078

[Eric@pct.cc](mailto:Eric@pct.cc)

[www.pct.cc](http://www.pct.cc)



**Quote Number:** QU0000311205  
**Effective:** 24 FEB 2015  
**Effective To:** 25 APR 2015

**Bill-To:**  
 RICHMOND COUNTY  
 P O BOX 504  
 ROCKINGHAM, NC 28380  
 United States

**Ultimate Destination:**  
 RICHMOND COUNTY  
 319 S LAWRENCE ST  
 ROCKINGHAM, NC 28379  
 United States

**Attention:**  
**Name:** Donna Wright  
**Email:** Donna.Wright@richmondnc.com  
**Phone:** 910-997-8238

**Sales Contact:**  
**Name:** Robert Lewis  
**Email:** rlewis@amerizon.com  
**Phone:** 8003366825

**Contract Number:** NC STATE NON ARIBA -725G  
**Freight terms:** FOB Destination  
**Payment terms:** CREDIT CARD PAY METHOD

Item	Quantity	Nomenclature	Description	List price	Your price	Extended Price
1	79	M22URS9PW1AN	APX4500 7/800	\$3,894.00	\$2,950.75	\$233,109.25
1a	79	G66AW	ADD: DASH MOUNT O2 WWM			
1b	79	G24AX	ENH: 2 YEAR REPAIR SERVICE ADVANTAGE			
1c	79	QA02756AD	ADD: 3600 OR 9600 TRUNKING BAUD SINGLE SYSTEM			
1d	79	W22BA	ADD: PALM MICROPHONE			
1e	79	GA00804AA	ADD: APX O2 CONTROL HEAD (Grey)			
1f	79	G444AH	ADD: APX CONTROL HEAD SOFTWARE	-	-	-
1g	79	GA00179AB	ADD: NO REMOTE CABLE NEEDED	-	-	-
1h	79	G831AD	ADD: SPKR 15W WATER RESISTANT			
1i	79	G996BD	ADD: PROGRAMMING OVER P25 (OTAP)			
1j	79	GA00235AA	ADD: NO GPS ANTENNA NEEDED	-	-	-
2	3871	SVC03SVC0115D	SUBSCRIBER PROGRAMMING	\$1.00	\$1.00	\$3,871.00
3	19750	SVC03SVC0124D	SUBSCRIBER INSTALL - CUST LOCATION	\$1.00	\$1.00	\$19,750.00

**Total Quote in USD**

**\$256,730.25**

**THIS QUOTE IS BASED ON THE FOLLOWING:**

1 This quotation is provided to you for information purposes only and is not intended to be an offer or a binding proposal.

If you wish to purchase the quoted products, Motorola Solutions, Inc. ("Motorola") will be pleased to provide you with our standard terms and conditions of sale (which will include the capitalized provisions below), or alternatively, receive your purchase order which will be acknowledged.

Thank you for your consideration of Motorola products.

2 Quotes are exclusive of all installation and programming charges (unless expressly stated) and all applicable taxes.  
 3 Purchaser will be responsible for shipping costs, which will be added to the invoice.

4 Prices quoted are valid for thirty(30) days from the date of this quote.

5 Unless otherwise stated, payment will be due within thirty days after invoice. Invoicing will occur concurrently with shipping.

MOTOROLA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO THE ORDERED PRODUCTS, EXPRESS OR IMPLIED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

MOTOROLA'S TOTAL LIABILITY ARISING FROM THE ORDERED PRODUCTS WILL BE LIMITED TO THE PURCHASE PRICE OF THE PRODUCTS WITH RESPECT TO WHICH LOSSES OR DAMAGES ARE CLAIMED. IN NO EVENT WILL MOTOROLA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.



# Quote

Page 1 of 2

Quote #

NWN Corporation  
 860 Aviation Pkwy, Suite 1000  
 Morrisville NC 27560  
 p: 919-653-4400

Expires  
 Sales Rep  
 TS Specialist  
 Project  
 Terms  
 Quote Title

Net 30

REMIT TO:

**Quote for:**

Finance Office  
 Richmond County  
 P.O. Box 504  
 Rockingham NC 28380  
 United States

**Ship To:**

Richmond County Government  
 125 S Hancock Street  
 Rockingham NC 28379  
 United States

Item	QTY	Description	Price	Amount
583914-B21	2	HP DL380G7 SFF CTO Chassis	1,399.00	2,798.00
583914-B21#ABA	2	U.S. - English localization	0.00	0.00
587480-L21	2	Quad-Core Intel® Xeon® Processor E5640 (2.66GHz, 12M L3 Cache, 80 Watts, DDR3-1066, HT, Turbo 1/1/2/2)	903.62	1,807.24
587480-B21	2	Quad-Core Intel® Xeon® Processor E5640 (2.66GHz, 12M L3 Cache, 80 Watts, DDR3-1066, HT, Turbo 1/1/2/2)	903.62	1,807.24
587480-B21#0D1	2	HEWLETT PACKARD : Factory integrated	0.00	0.00
500662-B21	12	HP 8GB 2Rx4 PC3-10600R-9 Kit	163.62	1,963.44
500662-B21#0D1	12	HEWLETT PACKARD : FACTORY INTEGRATION	0.00	0.00
507127-B21	4	HP - Hard drive - 300 GB - 2.5" - SATA-300 / SAS - 10000 rpm	289.00	1,156.00
507127-B21 0D1	4	FACTORY INTEGRATED	0.00	0.00
481041-B21	2	HP 8x DVD-ROM Slimline Drive DVD SATA 12.7MM SLIM OPTICAL KIT	74.00	148.00
481041-B21 0D1	2	Factory integrated	0.00	0.00
412648-B21	4	HP NC360T PCI Express Dual Port Gigabit Server Adapter - Network adapter - PCI Express x4 - EN, Fast EN, Gigabit EN - 10Base-T, 100Base-TX, 1000Base-T - 2 ports	178.00	712.00
412648-B21 0D1	4	HP FACTORY INTEGRATED	0.00	0.00
503296-B21	4	HP 460W HE 12V Hotplg AC Pwr Supply Kit	194.00	776.00
503296-B21#0D1	4	HEWLETT PACKARD : Factory integrated	0.00	0.00
HA103A1	1	HP 1YR 4h 13x5 HW Support	0.00	0.00
HA103A1#7G3	2	Proliant ServerDL38x HW Support	199.34	398.68
V211D08A12CS	1	EMC SAN VNXE3100; 2XSP DPE; 8GB; 12X3.5 DS; 6X1TB NLSAS	6,099.00	6,099.00
V2-PS15-600-6	1	3600GB SAS DISK PACK (6 X 600GB 15K 3.5)	4,202.00	4,202.00
V13-PWR-12	1	2 C-13 PWRCORDS W/ NEMA 5-15 PLUGS 125V 10A	0.00	0.00
V21-SWFEATURE	1	VNXE3100 SOFTWARE FEATURES	0.00	0.00
456-102-458	1	VNXE3100 UNISPHERE-INCLUDED IN BASE SW	0.00	0.00
456-102-459	1	VNXE3100 ISCSI-INCLUDED IN BASE SW	0.00	0.00
456-102-460	1	VNXE3100 LOCAL PROTECTION SUITE INCLUDED IN BASE SW	0.00	0.00
456-102-461	3	VNXE3100 THIN PROVISIONING-INCLUDED IN BASE SW	0.00	0.00
456-102-462	1	VNXE3100 NFS-INCLUDED IN BASE SW	0.00	0.00
456-102-465	1	VNXE3100 CIFS-INCLUDED IN BASE SW	0.00	0.00
456-102-466	1	VNXE3100 FILE DEDUPLICATION-INCLUDED IN BASE SW	0.00	0.00
457-100-349	1	VNXE3100 BASE SW INCLUDING OE V2.0, DUAL SP (EMC ECOSYS)	2,699.00	2,699.00
WU-ENHHW-001	1	ENHANCED HARDWARE SUPPORT - WARR UPG	1,629.00	1,629.00
M-ENHSW-011	1	ENHANCED SOFTWARE SUPPORT - PLATFORM/ELM	1,168.00	1,168.00
DD160	1	Data Domain SYSTEM;DD160;NFS;CIFS;REPLICATOR	0.00	0.00



# Quote

Page 2 of 2

Quote #

NWN Corporation  
 860 Aviation Pkwy, Suite 1000  
 Morrisville NC 27560  
 p: 919-653-4400

REMIT TO:

Item	Qty	Description	Price	Amount
DD160-6TB	1	SYSTEM; DD160-12X5; 6T; NFS; CIFS	9,599.00	9,599.00
PC-NA120V-6	2	POWER CORD; NORTHAMER; 120V; 5-15P; C13; 6FT	0.00	0.00
D-BST-DOCS2	1	DOCS; BOOST; S2	0.00	0.00
DDOS-DOC-A2	1	Docs, DD OS Doc, A2	0.00	0.00
AA HARDWARE-EMC STORAGE	1	L-BST-160 (Lic; Boost; DD160)	199.00	199.00
L-REP-160	1	LICENSE; REPLICATOR; DD160	0.00	0.00
M-ENHHWDD-01	1	ENHANCED SYSTEM SUPPORT (DD)	2,194.00	2,194.00
M-ENHSWDD-01	1	Enhanced Software Support (DD)	158.00	158.00
VS5-ENT-C	4	VSPHERE V5 ENTERPRISE 1CPU WITH 64GB VRAM ENTITLEMENT	2,262.73	9,050.92
VS5-ENT-3P-SSS-C	4	PROD SNS VSPHERE V5 ENTERPRISE FOR 3YR	1,977.24	7,908.96
P-BUENT/S-AP000-00-A	4	Veeam Software VEEAM BACKUP REP ENT FOR VMWARE PUBLIC SECTOR TIER A	679.00	2,716.00
V-BUENT/S-AU24Y-00-A	4	24/7 maintenance uplift, Veeam Backup & Replication Enterprise for VMware – one year Tier A	42.00	168.00
WS-C3750X-24T-S	2	Catalyst 3750X 24 Port Data IP Base	3,799.00	7,598.00
CON-SNT-3750X2TS	2	SMARTNET 8X5XNBD Catalyst 3750X 24 Port Data IP Base	630.00	1,260.00
Engineering Services SC	1	NWN nCompute, nCore (Per SOW)	13,500.00	13,500.00

	<b>Subtotal</b> 81,715.48 <b>Tax (NC_RICHMOND CO 6.75%)</b> 4,495.73 <b>Total</b> <u>\$86,211.21</u>
--	--

1) Refer to attached Terms & Conditions.  
 2) Subject to Credit Approval.



# Quote

NWN Corporation - Greensboro  
 7025 Albert Pick Rd Suite 302  
 Greensboro NC 27409  
 P:(336) 294-0141  
 F:(336) 232-5251  
 Tax ID# 04-3532235

Quote #

Expires  
 Sales Rep  
 TS Specialist  
 Project  
 Quote Title

Net 30

**Quote for:**

Finance Office  
 Richmond County  
 P.O. Box 504  
 Rockingham NC 28380  
 United States

**Ship To:**

County of Richmond  
 Information Technology-4210S  
 125 S. Hancock Street  
 Rockingham NC 28379-  
 United States

Item	Qty	Description	Price	Amount
SYA8K16P	1	APC Symmetra LX 8kVA Scalable to 16kVA N+1 - Power array ( external ) - AC 208/240 V - 8000 VA - Ethernet 10/100 - 1 output connector(s) - 19U	8,085.92	8,085.92
SBP16KRMP4U	1	APC Service Bypass Panel- 200/208/240V APC - Bypass switch - AC 200/208/240 V - 6 output connector(s)	984.61	984.61
AP7823	1	RACK PDU 120-208V 30A 2U 8XC13 8 5-20R METERED	589.50	589.50
AP9878	1	APC - Power cable - IEC 320 EN 60320 C19 (F) - IEC 320 EN 60320 C14	29.23	29.23

Subtotal	9,689.26
Shipping Cost (BEST WAY(T))	0.00
Tax (NC_RICHMOND CO 6.75%)	654.03
<b>Total</b>	<b>\$10,343.29</b>

1) Refer to attached Terms & Conditions.  
 2) Subject to Credit Approval.



# Quote

NWN Corporation - Greensboro  
 7025 Albert Pick Rd. Suite 302  
 Greensboro NC 27409  
 P:(336) 294-0141  
 F:(336) 232-5251  
 Tax ID# 04-3532235

Date 3/23/2015  
 Quote # QT101548  
 Expires 3/31/2015  
 Sales Rep Smith, Ben  
 TeleSales Rep Goff, Randy  
 Project  
 Terms Net 30  
 Quote Title Microsoft Surface Pro 3 Bundle

**Quote for:**  
 Jimmy Quick  
 Richmond County  
 125 S Hancock Street  
 Rockingham NC 28379  
 United States

**Ship To:**  
 Jimmy Quick  
 Richmond County  
 125 S Hancock Street  
 Rockingham NC 28379  
 United States

Item	Quantity	Description	Price	Amount
CX4-00001	10	Microsoft Surface Pro3 128GB i5 LPTPRPLBND W/ Black Type Cover/Docking STD	1,065.00	10,650.00
				<b>Subtotal</b> 10,650.00 <b>Tax</b> 718.88 <b>Total</b> \$11,368.88

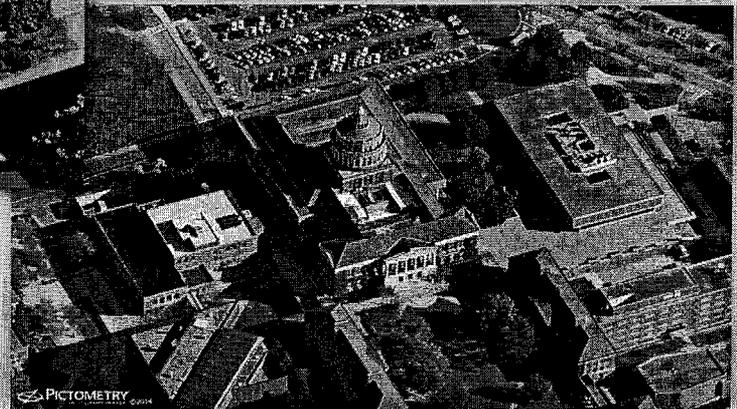
Proposal for: Richmond County NC  
 Project Name: Richmond 2016  
 Contract Term: 6 Years  
 Number of Flights: 2  
 Targeted Capture: Winter 2016

Pictometry Rep: Kevin Lamonds  
 Phone Number: (336) 500-1016  
 Email: kevin.lamonds@pictometry.com  
 Date: 3/5/2016  
 Expiration Date: 4/4/2016

<u>Single-Flight Summary</u>	
Flight Cost:	\$89,524.00
<b>Project Total:</b>	<b>\$89,524.00</b>

Traditional 3" Neighborhood and 9" Community Imagery

<u>Multi-Flight Summary</u>			
<i>2 Flights over 6 Years</i>			
Flight Cost:	\$68,706.50	Flight Cost:	\$85,871.50
<b>Flight #1 Total:</b>	<b>\$68,706.50</b>	<b>Flight #2 Total:</b>	<b>\$85,871.50</b>



Example of 3" Neighborhood and 9" Community Imagery

This quote is non-binding, creates no legal rights, duties or obligations, expressed or implied, on either party, and shall become binding only in the event that Pictometry and Customer enter into a definitive agreement incorporating it. The pricing quoted above does not reflect applicable taxes, which will be reflected in any resulting definitive agreement with Customer. This quote is valid until the date shown above, after which it expires. All Discounts are approximate.



# Single-Flight Details

Proposal for: Richmond County NC  
 Project Name: Richmond 2016  
 Contract Term: 3 Years  
 Number of Flights: 1

Pictometry Rep: Kevin Lamonds  
 Date: 3/5/2016  
 Expiration Date: 4/4/2016  
 Targeted Capture: Winter 2016

### Traditional Imagery

Sq. Miles/Qty.	Product Name	List Price	Discount	Subtotal
72	3" Neighborhood	\$450.00		\$32,400.00
542	9" Community	\$75.00		\$40,650.00
72	4" Neighborhood JPG Tile	\$20.00		\$1,440.00
542	9" Community JPG Tile	\$10.00		\$5,420.00
1	Individual 4" & 9" Area Wide Mosaic, MrSID	\$415.00		\$415.00
<b>Imagery Total:</b>				<b>\$80,325.00</b>

### Products

Qty	Product Name	List Price	Discount	Subtotal
3	Connect 100 (Annual)	\$3,000.00		\$9,000.00
1	Hard Drive, 1 TB	\$199.00		\$199.00
<b>Products Total:</b>				<b>\$9,199.00</b>

**Project Total: \$89,524.00**



# Multi-Flight Details

Proposal for: Richmond County NC  
 Project Name: Richmond 2016  
 Contract Term: 6 Years  
 Number of Flights: 2

Pictometry Rep: Kevin Lamonds  
 Date: 3/5/2016  
 Expiration Date: 4/4/2016  
 Targeted Capture: Winter 2016

## Flight #1

### Traditional Imagery

Sq. Miles/Qty.	Product Name	List Price	Discount	Subtotal
72	3" Neighborhood	\$450.00	15%	\$27,540.00
542	9" Community	\$75.00	15%	\$34,552.50
72	4" Neighborhood JPG Tile	\$20.00	100%	\$0.00
542	9" Community JPG Tile	\$10.00	100%	\$0.00
1	Individual 4" & 9" Area Wide Mosaic, MrSID	\$415.00		\$415.00
<b>Imagery Total:</b>				<b>\$62,507.50</b>

### Products

Qty	Product Name	List Price	Discount	Subtotal
3	Connect 100 (Annual)	\$3,000.00	33%	\$6,000.00
1	Hard Drive, 1 TB	\$199.00		\$199.00
<b>Products Total:</b>				<b>\$6,199.00</b>

**Flight #1 Total: \$68,706.50**

## Flight #2

### Traditional Imagery

Sq. Miles/Qty.	Product Name	List Price	Discount	Subtotal
72	3" Neighborhood	\$450.00	5%	\$30,780.00
542	9" Community	\$75.00	5%	\$38,617.50
72	4" Neighborhood JPG Tile	\$20.00		\$1,440.00
542	9" Community JPG Tile	\$10.00		\$5,420.00
1	Individual 4" & 9" Area Wide Mosaic, MrSID	\$415.00		\$415.00
<b>Imagery Total:</b>				<b>\$76,672.50</b>

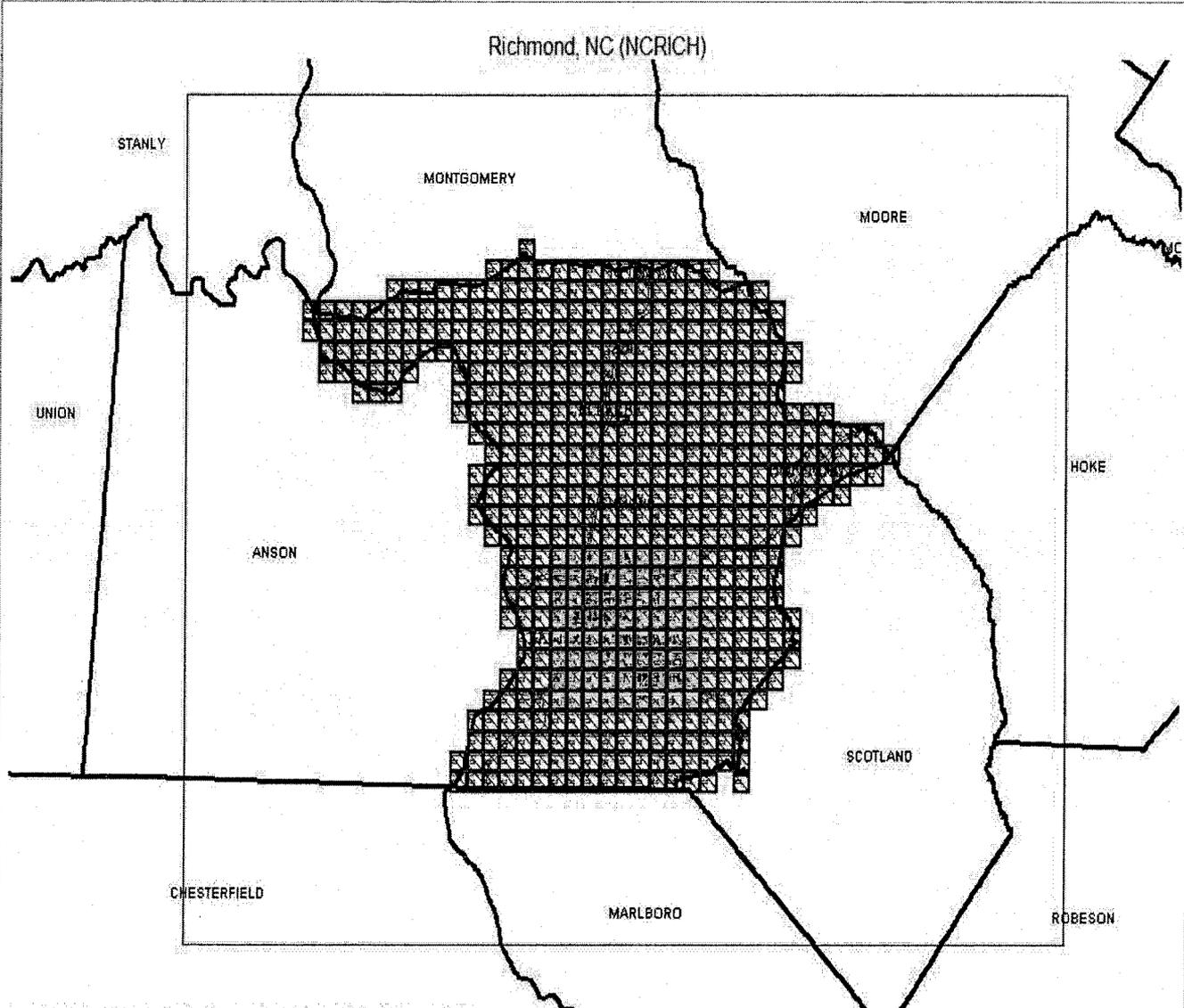
### Products

Qty	Product Name	List Price	Discount	Subtotal
3	Connect 100 (Annual)	\$3,000.00		\$9,000.00
1	Hard Drive, 1 TB	\$199.00		\$199.00
<b>Products Total:</b>				<b>\$9,199.00</b>

**Flight #2 Total: \$85,871.50**

Proposal for: Richmond County NC  
Project Name: Richmond 2016  
Contract Term: 6 Years  
Number of Flights: 2

Pictometry Rep: Kevin Lamonds  
Date: 3/5/2016  
Expiration Date: 4/4/2016  
Targeted Capture: Winter 2016



Community Sectors: 542 Neighborhood Sectors: 72



# Sales Quote #109283

by Dixon Brown

Date 1/23/2015

110 South Regent Street, Suite 500  
Salt Lake City, UT 84111  
(801) 363-9127 \* (801) 363-9144 fax  
(800) 363-9127 toll-free

Bill To: Richmond Co Emerg Mgmt  
Attn: Donna Wright  
319 S Lawrence St  
PO Box 504  
Rockingham, NC 28379-3761

Ship To: Richmond Co Emerg Mgmt  
Attn: Donna Wright  
319 S Lawrence St  
PO Box 504  
Rockingham, NC 28379-3761

For: Richmond Co Emerg Mgmt  
Attn: Donna Wright  
319 S Lawrence St  
PO Box 504  
Rockingham, NC 28379-3761

Phone: 910-417-4919 Fax: 919-997-8345

Qty	Description	Unit Price	Extended Price
1	XLerator Server Suite 31-40 Users (North American English) Client server software application suite	\$7,000.00	\$7,000.00
5	ProQA Software Licenses (Medical - Paramount - Standard - North American English) Automated calltaking software	\$3,500.00	\$17,500.00
5	ProQA Software Licenses (Fire - Paramount - Standard - North American English) Automated calltaking software	\$3,500.00	\$17,500.00
10	ProQA Software Licenses (Police - Paramount - Standard - North American English) Automated calltaking software	\$4,900.00	\$49,000.00
1	AQUA Discipline Modules (Police - Evolution - Standard - North American English) Licensed discipline modules for AQUA	\$1,000.00	\$1,000.00
5	Cardset (Medical - 12.2 - Standard - North American English) Licensed manual protocol set for backup	\$495.00	\$2,475.00
5	Cardset (Fire - 6.1 - Standard - North American English) Licensed manual protocol set for backup	\$495.00	\$2,475.00
10	Cardset (Police - 4.2 - Standard - North American English) Licensed manual protocol set for backup	\$495.00	\$4,950.00
3	QA Guide (QAG) (Medical - 12.2 - Standard - North American English) Quality Assurance Guide for training and case review only	\$45.00	\$135.00
3	QA Guide (QAG) (Fire - 6.1 - Standard - North American English) Quality Assurance Guide for training and case review only	\$45.00	\$135.00
3	QA Guide (QAG) (Police - 4.1 - Standard - North American English) Quality Assurance Guide for training and case review only	\$45.00	\$135.00
2	ProQA Software Training (Medical - Standard - North American English) 4-hour course (maximum of two complete sessions per day)	\$1,500.00	\$3,000.00
1	AQUA Software Training (North American English) 8-hour course	\$1,500.00	\$1,500.00
2	Mobile Software Training Lab (Medical) Individual laptop computers and one configured server with the latest versions of ProQA, AQUA and XLerator software programs (short-term use)	\$1,500.00	\$3,000.00

*"To lead the creation of meaningful change in public safety and health."*



Sales Quote #109283

by Dixon Brown

Date 1/23/2015

110 South Regent Street, Suite 500
Salt Lake City, UT 84111
(801) 363-9127 \* (801) 363-9144 fax
(800) 363-9127 toll-free

Table with 3 columns: Item Description, Price, and Total. Includes items like Certification Course Registrant (Medical, Fire, Police), ED-Q Certification Course Registrant (Police), Project Management/Implementation Support (M/F/P), and Annual Maintenance/Support for various licenses.

Sub-Total: \$170,165.00

Tax: \$0.00

Shipping & Handling: \$40.00

Total: \$170,205.00

This quote is valid for 120 days from date of issue. Unless otherwise agreed to in writing, all prices quoted are exclusive of any applicable sales, use, withholding and other taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. Payment terms are Net 30 unless otherwise noted.

Seller will use reasonable efforts to deliver products on time, but will not be liable for any expenses or damages incurred as a result of late delivery or for circumstances beyond Seller's reasonable control. Shipments are made F.O.B. origin, which is Salt Lake City, UT, USA. All insurance expenses and risk of loss are assumed by Buyer.

Purchasing or signing below acknowledges your agreement to the terms above and to the "break the seal" or "click to accept" license agreement associated with the licensed product(s). The license agreement is included with the licensed product(s) and you will have the opportunity to read it before opening or installing. If unacceptable, you may return the licensed product(s) within 10 days of receipt for a refund, less any applicable restocking fees and original shipping charges.

Sign here X \_\_\_\_\_ Date \_\_\_\_\_

Payment Method: (Check enclosed, or...)

[ ] Purchase Order # \_\_\_\_\_

[ ] VISA/MasterCard/AMEX # \_\_\_\_\_

Expiration: \_\_\_\_\_

"To lead the creation of meaningful change in public safety and health."

QUICK & SINCLAIR ELECTRIC, INC  
 1012 RICHMOND ROAD  
 ROCKINGHAM NC 28379  
 910-895-9377 PHONE  
 910-895-8141 FAX  
 rquicksinclair@carolina.rr.com  
 NC LICENSE # 8331-U

# ESTIMATE

ESTIMATE #	DATE
6275	3/4/2015

NAME / ADDRESS
RICHMOND COUNTY Donna Wright Emergy Managment P O Box 504 Rockingham NC 28379

DESCRIPTION	QUOTE EXPIRES	PROJECT
	IN 30 DAYS	EMERGENCY MANAGE...
	COST	TOTAL
Scope: Provide Budget Proposal for New 911 Facility		
Camera System (1) 16 Channel DVR (1) 20" Monitor (4) Indoor Cameras (4) Outdoor Cameras (1) Power Supply Total for Camera System	10,500.00	10,500.00
Intercom System with Access Control (2) Exterior Doors (2) Interior Doors Card Swipe at Each Door (Total of 4) Magnetic Door Locks at Each Door (Total of 4) (1) Power Supply Software for Logging Visitors/Employees Total for Intercom System	15,000.00	15,000.00
THANK YOU QUICK & SINCLAIR ELECTRIC CHRIS AUSTIN	<b>TOTAL</b>	\$25,500.00

IF YOU ACCEPT THIS PLEASE SIGN AND RETURN

QUICK & SINCLAIR ELECTRIC, INC.

Signature \_\_\_\_\_

QUICK & SINCLAIR ELECTRIC, INC  
 1012 RICHMOND ROAD  
 ROCKINGHAM NC 28379  
 910-895-9377 PHONE  
 910-895-8141 FAX  
 rquicksinclair@carolina.rr.com  
 NC LICENSE # 8331-U

# ESTIMATE

ESTIMATE #	DATE
6268	2/25/2015

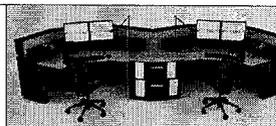
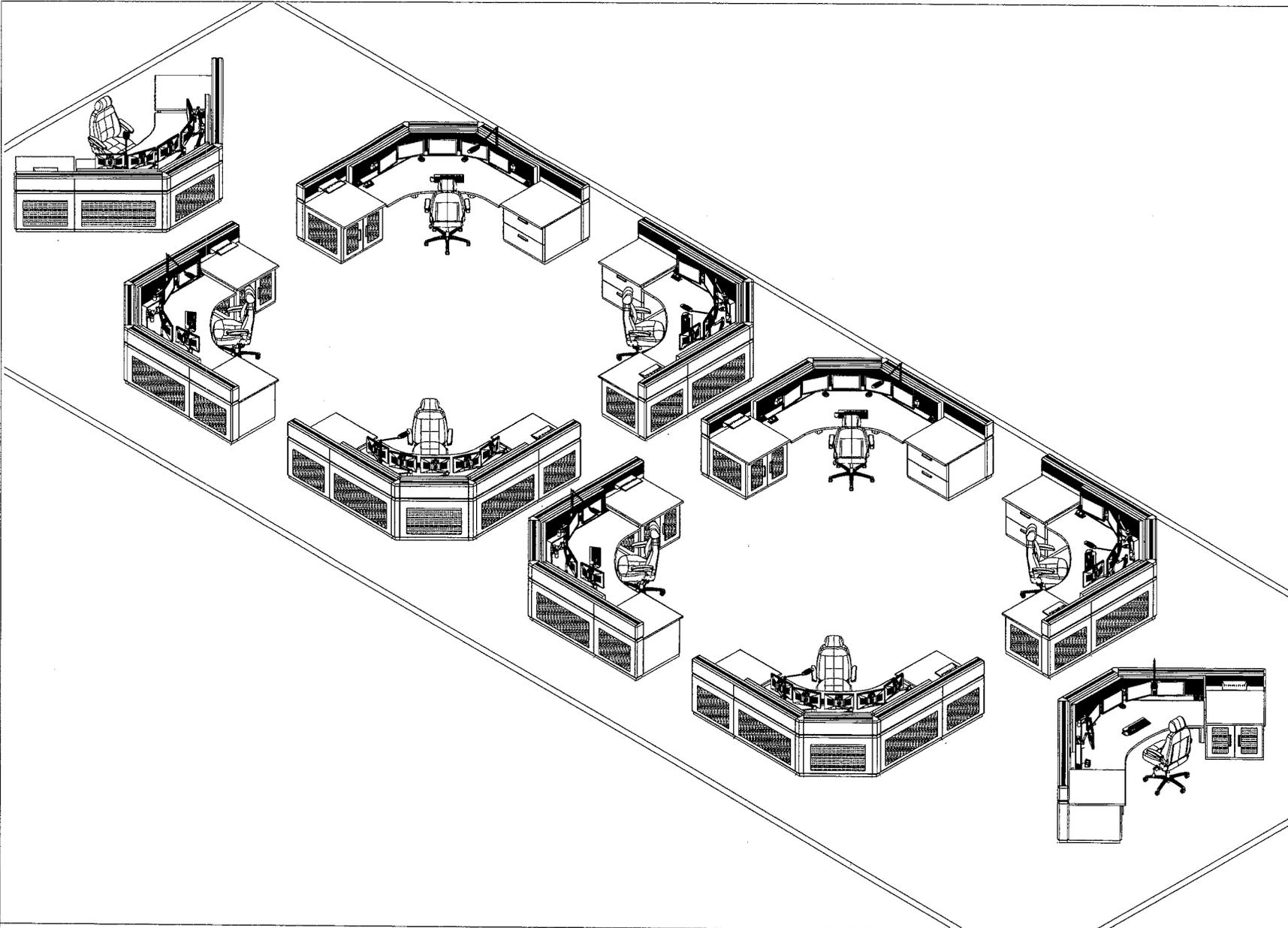
NAME / ADDRESS
RICHMOND COUNTY Donna Wright Emergy Managment P O Box 504 Rockingham NC 28379

DESCRIPTION	QUOTE EXPIRERS	PROJECT
	IN 30 DAYS	EMERGENCY MANAGE...
	COST	TOTAL
Ref: Proposed Generator		
Scope: Budget Quote for New Generator		
Install New Concrete Pad, Transfer Switch, Generator and Wiring		
Total	80,000.00	80,000.00
Notes: 1.) Please See Specs in Separate Email		
THANK YOU QUICK & SINCLAIR ELECTRIC CHRIS AUSTIN	<b>TOTAL</b>	\$80,000.00

IF YOU ACCEPT THIS PLEASE SIGN AND RETURN

QUICK & SINCLAIR ELECTRIC, INC.

Signature \_\_\_\_\_



**russ bassett**  
 8189 Byron Rd, Whittier, CA 90606 (800) 350-2445

SAE:  
 SHANNON PIWINSKI

DESIGNER:  
 LR

REVISIONS		
REV	DATE	DESCRIPTION
A	02-18-15	2D & 3D DRAWING
A	03-26-15	REVISION

CUSTOMER:  
 RICHMOND COUNTY

PROJECT ADDRESS:  
 TBD

PROJECT NAME:  
 RICHMOND COUNTY

SCALE:  
 NTS

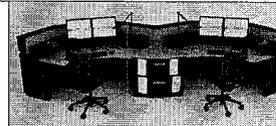
FINAL APPROVAL BY:

DATE:

SHEET DESCRIPTION:  
 3D VIEW 2

RUSS BASSETT CORPORATION HEREBY EXPRESSLY RESERVES ITS COMMON LAW COPYRIGHT AND OTHER PROPERTY RIGHTS IN THESE PLANS. THESE PLANS ARE NOT TO BE COPIED, REPRODUCED OR CHANGED IN ANY FORM OR MANNER WHATSOEVER, NOR ARE THEY TO BE ASSIGNED TO ANY THIRD PARTY WITHOUT FIRST OBTAINING THE EXPRESS WRITTEN PERMISSION AND CONSENT OF RUSS BASSETT CORPORATION.

DRAWING #	OPTION	REV.	SHEET
DC- 10935-03	2	A	2 / 3



**russ bassett**  
 8189 Byron Rd, Whittier, CA 90606 (800) 350-2445

SAE:  
 SHANNON PIWINSKI

DESIGNER:  
 LR

REVISIONS		
REV	DATE	DESCRIPTION
A	02-18-15	2D & 3D DRAWING
A	03-26-15	REVISION

CUSTOMER:  
 RICHMOND COUNTY

PROJECT ADDRESS:  
 TBD

PROJECT NAME:  
 RICHMOND COUNTY

SCALE:  
 3/8" = 1'-0"

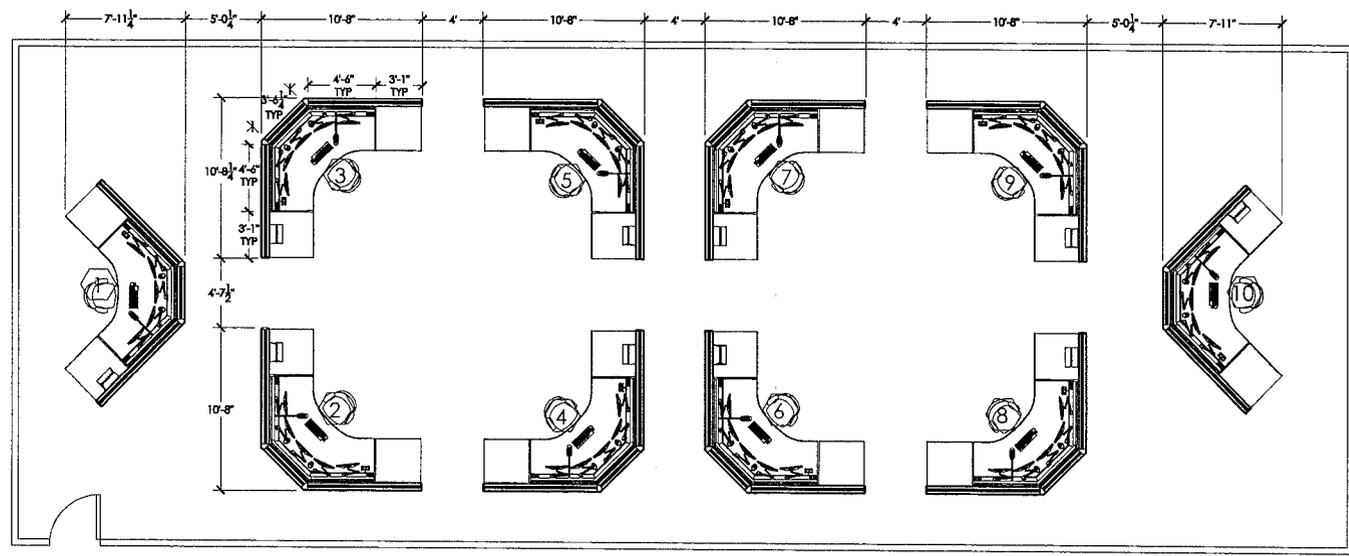
FINAL APPROVAL BY:

DATE:

SHEET DESCRIPTION:

**PLAN VIEW**

DRAWING #	OPTION	REV.	SHEET
DC- 10935-03	2	A	3



ROOM DIMENSIONS UNKNOWN. FIELD VERIFICATION REQUIRED.

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# Quotation



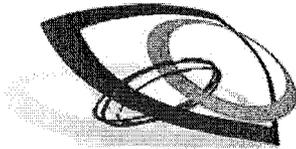
8189 Byron Road Whittier, CA 90606  
 Tel: 800.350.3445 Fax: 562.698.8972  
 www.russbassett.com

<b>PROJECT #:</b> DC-10935-03	<b>Option: 1</b>
<b>REVISION:</b> A	
<b>PROJECT NAME:</b> Richmond County Consolidated Center	

<b>QUOTE DATE:</b> 2/23/2015	<b>DESIENCE SALES EXECUTIVE:</b> Shannon Piwinski
<b>EXPIRATION DATE:</b> 5/24/2015	<b>ADDRESS:</b> 248 Sandstone Ridge Way Berea, OH 44017
<b>CUSTOMER:</b> Richmond County	<b>PHONE:</b> (216) 701-0430
<b>CONTACT:</b> Donna Wright	<b>EMAIL:</b> spiwinski@russbassett.com
<b>ADDRESS:</b> TBD , NC	<b>PROJECT COORDINATOR:</b> Ashley Tirado
<b>PHONE:</b>	<b>PHONE:</b> (562) 945-2445 xt 3399
<b>FAX:</b>	<b>FAX:</b> (562) 698-8972
<b>EMAIL:</b>	<b>EMAIL:</b> atirado@russbassett.com

QTY	PART NUMBER	DESCRIPTION	PRICE	EXTENDED
<b>AREA: 1</b>			<b>AREA 1 TOTAL:</b>	<b>\$ 191,982.00</b>
20	1	FSW-07-1842-EMT-SWN Flex Wall, 07D, 18L x 42H, Empty Side A, Slatwall Side B	\$ 369.00	\$ 7,380.00
20	1	FSW-07-4242-EMT-SSF Flex Wall, 07D, 42L x 42H, Empty Side A, Sit-Stand Fabric Side B	\$ 375.00	\$ 7,500.00
5	1	FSW-07-4842-EMT-SWN Flex Wall, 07D, 48L x 42H, Empty Side A, Slatwall Side B	\$ 429.00	\$ 2,145.00
10	1	FSW-07-CC42-EMT-SSF Flex Wall, 07D, 42.3L x 42H, Empty Side A, Sit-Stand Fabric Side B	\$ 375.00	\$ 3,750.00
10	1	FSS-CS-72 Flex Sit-Stand, 90° Corner, 72W, Single Lift	\$ 3,690.00	\$ 36,900.00
20	1	FBP-1842-VPR Flex Back Panel, 18W x 42H, Vented, Powder, Radius	\$ 309.00	\$ 6,180.00
20	1	FBP-4242-VPR Flex Back Panel, 42W x 42H, Vented, Powder, Radius	\$ 333.00	\$ 6,660.00
5	1	FBP-4842-VPR Flex Back Panel, 48W x 42H, Vented, Powder, Radius	\$ 339.00	\$ 1,695.00
10	1	FBP-CC42-VPR Flex Back Panel, 42.3W x 42H, Vented, Powder, Radius	\$ 333.00	\$ 3,330.00
5	1	FTC-0742-V-R Flex Top Cap, 7D x 42W, Vented, Radius	\$ 183.00	\$ 915.00
10	1	FTC-0760-V-R Flex Top Cap, 7D x 60W, Vented, Radius	\$ 201.00	\$ 2,010.00
5	1	FTC-0790-V-R Flex Top Cap, 7D x 90W, Vented, Radius	\$ 231.00	\$ 1,155.00
10	1	FTC-07CC-V-R Flex Top Cap, 7D x 42.3W, Vented, Radius	\$ 183.00	\$ 1,830.00
20	1	FCC-07L-4542-EPR Flex Corner Connector, 7D, 45° L-Type, 42H, Exterior, Powder, Radius	\$ 291.00	\$ 5,820.00
10	1	FEC-FH-0742-R Flex End Cap, Fixed Height, 7" Wall, 42"H, Radius	\$ 285.00	\$ 2,850.00
10	1	FPD-3624-BBF-R-N Flex Drawer Pedestal, 36D x 24W, Box/Box/File, Radius, No Lock	\$ 423.00	\$ 4,230.00
10	1	FPT-361828-LD-R-N-F Flex Technology Pedestal, 36D x 18W x 28H, Left Swing, Radius, No Lock, I	\$ 381.00	\$ 3,810.00
10	1	FPT-361828-RD-R-N-F Flex Technology Pedestal, 36D x 18W x 28H, Right Swing, Radius, No Lock	\$ 381.00	\$ 3,810.00
10	1	FWS-SCS-3672-P-C Work Surface, 90° Corner Sit-Stand, Single Lift, 36D x 72L, PES, Conform	\$ 2,589.00	\$ 25,890.00
20	1	FWS-FRE-3618-C Work Surface, Rectangle, 36D x 18L, Conform	\$ 261.00	\$ 5,220.00
5	1	FWS-FRE-3648-C Work Surface, Rectangle, 36D x 48L, Conform	\$ 486.00	\$ 2,430.00
10	1	DAC-LED-DA-SW Dimmable LED Task Light - Double Arm, Slatwall Mount	\$ 276.00	\$ 2,760.00
50	1	DAC-MA-01-SW-S Fully Articulating Monitor Arm - Weight Range 7-22 lbs	\$ 270.00	\$ 13,500.00
10	1	DAC-90944 Slatwall Mounted Radio Shelf	\$ 390.00	\$ 3,900.00
80	1	DAC-CO-USB USB Keystone - Coupler (Includes 15' Extension)	\$ 36.00	\$ 2,880.00
20	1	WAC-CO-2P4D Convenience Outlet Plate, 2 Power Outlets, 4 Data Ports	\$ 135.00	\$ 2,700.00
3	1	DAC-RR-36-FS 36" Rotating Resource Center - Free Standing	\$ 2,700.00	\$ 8,100.00
10	1	DAC-90829 IronHorse 4000I Black Leather HD Chair with Logo	\$ 2,263.20	\$ 22,632.00





**SOUTHERN SOFTWARE, INC.**  
an employee-owned company

## **Richmond County Emergency Management, NC**

### **Proposals**

March 17, 2015

Total CAD	\$117,500.00
Total Mobile Data Information System (MDIS)	\$197,675.00
Total Hardware	\$566,235.00
<b>TOTAL</b>	<b>\$881,410.00</b>

***Contact information for Public Safety Representative:***

**Mike Moody**  
**Southern Software**  
**150 Perry Drive**  
**Southern Pines, NC 28387**

**Business:** 800.842.8190  
**Mobile:** 910.603.3481  
**Fax:** 910.695.0251  
**E-Mail:** [mmoody@southernsoftware.com](mailto:mmoody@southernsoftware.com)



**SOUTHERN SOFTWARE, INC.**  
an employee-owned company

**Agency: Richmond County Emergency Manage**

**Contact: Donna Wright**

**Date: 3/17/2015**

### **CAD SOFTWARE**

**Qty**

<b>CAD - Full Positions</b>	5	\$80,000.00
<b>CAD with MDS - For EOC</b>	3	FREE
<b>Mapping Display System (MDS)</b>	5	\$25,000.00
<b>Total Software:</b>		<b>\$105,000.00</b>

ASSUMES CAD AND MDS WILL BE INSTALLED WHEN WORKSTATIONS ARE INSTALLED. PROPOSAL IS VALID ONLY IF HARDWARE IS PURCHASED. ASSUMES NO ADDITIONAL TRAINING IS NECESSARY FOR CAD/MDS

### **YEARLY SUPPORT**

<b>CAD</b>	24/7 SUPPORT	1	\$6,250.00
<b>Mapping Display System (MDS)</b>	24/7 SUPPORT	1	\$6,250.00
<b>Total Support:</b>			<b>\$12,500.00</b>

### **TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)**

**\$117,500.00**

**NOTE: MICROSOFT® SQL SERVER 2008™ R2 IS REQUIRED.**

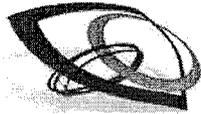
**Proposal of software is valid for (60) days from date of proposal.**

**Proposal of hardware is valid for (30) days from date of proposal.**

**Software includes (30) days of free support, including all updates.**

**Management fees include training, installation, and project management.**

**Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.**



**SOUTHERN SOFTWARE, INC.**  
an employee-owned company

**Agency: Richmond County Emergency Man**  
**Contact: Donna Wright**  
**Date: 3/17/2015**

**MOBILE DATA INFORMATION SYSTEM (MDIS) Qty**

<b>MDIS Server Software</b>		1	\$14,500.00
<b>MDIS Interface for NCIC</b>		1	\$10,500.00
<b>MDIS License</b> ( <i>Concurrent Licenses; Assumes 111 Installed</i> )		75	\$112,500.00
<b>MDIS License (in house)</b>	<i>Concurrent</i>	1	FREE
<b>GPS Units for AVL</b>		111	\$8,325.00
<b>Total Software:</b>			<b>\$145,825.00</b>

**PROJECT MANAGEMENT**

**Project Management Fee** - including Installation, Training and Project Management

**Total Project Management: \$25,724.00**

**YEARLY SUPPORT**

<b>MDIS Support</b>	24/7	1	\$14,338.00
		<b>YEAR</b>	
<b>MDIS Interface for NCIC Support</b>	24/7	1	\$11,788.00
		<b>YEAR</b>	
<b>Total Support:</b>			<b>\$26,126.00</b>

**TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$197,675.00**

SQL Server 2008 R2 and a backup system will be required.

Wireless modems ("Air Cards") are required for each mobile unit (providers include Southern Linc, Sprint, Nextel, Verizon, Alltel, US Cellular, etc.). Wireless service plans are required for each wireless modem and are provided by Agency. ( \$35-75/month/user typical)

Cisco ASA 5505 Router may be required the State. (Approximate cost - \$ 500 - to be provided and configured by the Agency)

A VPN Router in addition to the Cisco ASA 5505 Router is required to secure access to the mobile units if RMS is being run in addition to MDIS (NetMotion preferred). (All connections and fees to Agency LAN including hardware provided by Agency. 100MB Ethernet LAN Required.)

Agency must configure all networking for mobile and CAD workstations to ping servers before installation begins. Use a static IP for private address.

Secure High Speed Internet Access (VPN, Remote Desktop, etc) to servers for support provided by Agency.

All connections and fees to State NCIC including hardware provided by Agency. TCP/IP Interface Required.

Hardware Specifications are located at [www.southernsoftware.com](http://www.southernsoftware.com)  
Proposal of software is valid for (60) days from date of proposal.  
Proposal of hardware is valid for (30) days from date of proposal.  
Management fees include training, installation, and project management.



**SOUTHERN SOFTWARE, INC.**  
an employee-owned company

**Agency:** Richmond County Emergency Management, NC

**Contact:** Donna Wright

**Date:** 3/17/2015

**HARDWARE**

**Qty**

<b>Server</b>	PowerEdge R320, Intel® Xeon® E-24XX v2 Processors	2	\$48,218.00
<b>Warranty &amp; Service</b>	3 Year ProSupport and NBD On-site Service		
<b>Add-in Network Adapter</b>	On-Board Broadcom 5720 Dual Port 1Gb LOM		
<b>Embedded Systems Management</b>	Basic Management		
<b>Chassis Configuration</b>	3.5" Chassis with up to 4 Cabled Hard Drives and Embedded SATA		
<b>RAID Configuration</b>	SW RAID 5 for S110 (3-4 SATA HDDs) with Cabled Chassis		
<b>RAID Controller</b>	S110, Software RAID (for Microsoft OS Only)		
<b>Processor</b>	Intel® Xeon® E5-1410 v2 2.80GHz, 10M Cache, Turbo, 4C, 80W, Max Mem 1333MHz		
<b>Memory Capacity</b>	(4) 16GB RDIMM, 1600MT/s, Low Volt, Dual Rank, x4 Data Width		
<b>Memory DIMM Type and Speed</b>	1600MT/s RDIMMS		
<b>Memory Configuration Type</b>	Performance Optimized		
<b>Hard Drives</b>	(4) 1TB 7.2K RPM SATA 3Gbps 3.5in Cabled Hard Drive		
<b>System Documentation</b>	Electronic System Documentation and OpenManage DVD Kit for R320		
<b>Internal Optical Drive</b>	DVD+/-RW, SATA, Internal for 4HD Chassis		
<b>Rack Rails</b>	ReadyRails™ Sliding Rails Without Cable Management Arm		
<b>Power Supply</b>	Dual, Hot-plug, Redundant Power Supply, 350W		
<b>Power Cords</b>	(2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord		
<b>Operating System</b>	Windows Server® 2012R2, Standard Ed, Factory Inst, No MED, 2SKT, 2VM, NO CAL		
<b>OS Media Kits</b>	Windows Server® 2012R2, STD Ed, Media Kit w/Factory Inst STD DGRD Images		
<b>Database Software</b>	Microsoft® SQL Server™ 2014 STD, 4CORE, NFI, w 2012 DGRD Media		
<b>Client Access Licenses</b>	(5) 5-pack of Windows® Server 2012 User CALs (Standard or Datacenter)		
<b>Antivirus</b>	Symantec Corporate Edition - 25 CALS		
<b>Console</b>	Dell 18.5 in 1U Rackmount LED KMM Console - English Language Keyboard - TAA Compliant		
<b>UPS</b>	APC UPS 1500		
<b>Backup Software</b>	Nova Backup Business Essentials V. 16		
<b>Hard Drives</b>	Qty 3 (3) - 500 GB/TB Hard Drive		
<b>Removable Storage</b>	PowerVault RD1000		
<b>Dell Networking 2824 Switch</b>	PowerConnect 2824, 24 1GbE Ports, 2 Ports with SFP option, Web Managed		
<b>Rack</b>	Tripplite 25u Enclosure		
<b>Roll of Cable</b>	1000' Cable		
<b>***Neverfail (Note: first year support included; 2nd year support payable to Neverfail = \$850)</b>		1	\$5,200.00
<b>Workstations</b>	Dell Precision Tower 5810 CTO Base	15	\$74,625.00
<b>Operating System</b>	Windows 7 Professional 64-bit English/French/Spanish (Includes Windows 8.1 Pro license)		
<b>Memory</b>	32GB (4x8GB) 2133MHz DDR4 RDIMM ECC		
<b>Keyboard</b>	US English (QWERTY) Dell KB212-B QuietKey USB Keyboard Black		
<b>Video Card</b>	Dual NVIDIA® Quadro® NVS 310 512MB (2cards w/ 2DP each) (4DP-DVI adapter)		
<b>Hard Drive</b>	2TB 3.5" Serial-ATA (7,200 RPM) Hard Drive		
<b>HDD/Storage Controller</b>	Integrated Intel AHCI chipset SATA controller (6 x 6.0Gb/s) - SW RAID 0/1/5/10		
<b>Mouse</b>	Dell MS111 USB Optical Mouse		
<b>Network Card</b>	1Gbit NIC add-in card (PCIe- Intel)		
<b>CD ROM/DVD ROM</b>	16X DVD+/-RW Drive		
<b>Sound</b>	Creative Sound Blaster Recon3D Sound Card		
<b>Power Cords</b>	US 125V Power Cord		
<b>Documentation/Disks</b>	Safety/Environment and Regulatory Guide (English/French Multi-language)		
<b>Hardware support service</b>	3 Years ProSupport with Next Business Day Onsite Service		
<b>Chassis Options</b>	Dell Precision Tower 5810 425W TPM Chassis		
<b>Processor</b>	Intel® Xeon® Processor E5-1607 v3 (4C, 3.1GHz, 10M, 140W)		
<b>Dell Data Protection  Encryption Se</b>	No DDPE Encryption Software		
<b>Internal Hard Drive Configuration</b>	C1 SATA 3.5 Inch, 1-2 Hard Drives		
<b>Chassis intrusion switch</b>	Chassis Intrusion Switch		
<b>Storage Volume</b>	Boot drive or boot volume is less than 2TB		
<b>Packaging</b>	Dell Precision Packaging		
<b>Multi-Select Monitor</b>	Qty Three (3) - Dell UltraSharp 24 Monitor - U2414H		
<b>Microsoft Application Software</b>	Microsoft® Office Professional 2013, English, French and Spanish		
<b>Non-Microsoft Application Softwar</b>	Dell Applications Windows 7		

**Workstations (cont.)**

<b>OS Recovery</b>	Windows 8.1 English OS Recovery - DVD
<b>Dell backup recovery</b>	Dell Backup and Recovery Basic
<b>External Speakers</b>	Dell AC511 Stereo USB SoundBar
<b>Extension Cables</b>	Extension Cables
<b>UPS</b>	APC UPS 650

<b>Semi- Rugged Laptops</b>	S400 - SB6DB5DABDKX Model + 8GB RAM MSRP Availability	111	\$271,728.00
	Intel i5-4210M 2.6GHz Processor, 3MB Cache, 8GB DDR3 RAM, 500GB HDD, 800 NITs Multi-Touch Touchscreen Display, Mechanical Backlit Keyboard, 802.11ac Wireless, Bluetooth, Express Card 54/34, Smart Card, SD Card Reader, TPM, Low Temp -20C, IP5X, WIN7 Pro 64-bit, 3 Year Warranty		
<b>GAD4L1</b>	LIND 12-32V DC vehicle adapter/charger	111	\$16,539.00
<b>GDVNG3</b>	Gamber Johnson Vehicle Dock with Port Replicator and screen stiffener	111	\$80,475.00

**\*\* NOTE: SOUTHERN SOFTWARE WILL NOT BE RESPONSIBLE FOR INSTALLATION OF VEHICLE DOCK. END USER IS RESPONSIBLE FOR THIS INSTALLATION.**

**Total Hardware: \$496,785.00**

**NETMOTION****Qty**

<b>NetMotion Mobility - Windows Device License (Qty - 150)</b>	1	\$36,000.00
Includes: Policy Module, Network Access Control Module (NAC), Analytics Module		

**Total NetMotion: \$36,000.00**

**INSTALLATION**

<b>Installation</b>	INSTALLATION OF SERVER AND WORKSTATIONS AND INSTALLATION/CONFIGURATION OF NETMOTION WIRELESS	1
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**Total Project Management: \$13,750.00**

**YEARLY SUPPORT**

<b>1 Year Mobility Premium Software Maintenance</b>	1	\$9,000.00
(Support by Netmotion Wireless)	<b>YEAR</b>	

**PLEASE NOTE: 2ND YEAR AND ONGOING SUPPORT WILL BE PAYABLE TO NETMOTION WIRELESS**

<b>Hardware Support</b>	24/7 HARDWARE SUPPORT FOR SERVER, WORKSTATIONS AND LAPTOPS PROPOSED.	1	\$10,700.00
		<b>YEAR</b>	

**Total Support: \$19,700.00**

**TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)****\$566,235.00**

**Proposal of hardware is valid for (30) days from date of proposal.**

TWO WAY RADIO  
 NORWOOD WORK  
 704.474.3280

DATE  
 NAME RICHMOND 911  
 TICKET #  
 Q141219R911

LOCATION  
 THEIR PO #  
 ITEM NEW CONSOLE

QUAN.	PARTS USED-DESCRIPTION	EACH	AMOUNT
	ZETRON		
1	905-0321 M4028RD / M4219 10 POSITION - 30 CHANNEL CONSOLE		\$ 219,875.00
1	950-0293 AUX IO CARD 12 FUNCTION		\$ 1,212.00
10	905-0386 DESKTOP MICROPHONE	\$ 595.00	\$ 5,950.00
10	950-9102 FOOTSWITCH	\$ 110.00	\$ 1,100.00
20	950-9439 TRHI HEADSET JACK	\$ 625.00	\$ 12,500.00
10	709-7350 DUAL HEADSET JACK CABLES	\$ 74.00	\$ 740.00
18	709-0004 25 PR CABLES 10FT	\$ 63.00	\$ 1,134.00
10	950-9351 PUNCH BLOCK	\$ 66.00	\$ 660.00
1	802-0370 RACKMOUNT POWER STRIP		\$ 110.00
1	950-0083 CABINET		\$ 2,310.00
1	MISC WIRE, CONNECTORS, TERM BLOCKS , ETC		\$ 2,500.00
150	LABOR INSTALLATION AND PROGRAMMING	\$ 100.00	\$ 15,000.00
	TOTAL PARTS		\$ 246,879.00
	TOTAL LABOR		\$ 15,000.00
	GRAND TOTAL (not inc shipping and sales tax )		\$ 261,879.00

QTY	RADIOS ESTIMATE		
7	VHF XPR	800.00	\$ 5,600.00
13	UHF XPR	800.00	\$ 10,400.00
10	800 VIPER	2,000.00	\$ 20,000.00
	TERM PANELS		
15	1 CH	395.00	\$ 5,925.00
11	DUP	425.00	\$ 4,675.00
4	16 CH	590.00	\$ 2,360.00

	ANTENNAS		
2	UHF OMNI DB420	1910	\$ 3,820.00
2	VHF OMNI DB 264	1,750.00	\$ 3,500.00
6	VHF DIRECT MYA1506K	245.00	\$ 1,470.00
11	UHF DIRECT DB436	315.00	\$ 3,465.00
10	800 VIPER MFB8133	155.00	\$ 1,550.00
30	POLYPHASER ARRESTOR #16826	75.00	\$ 2,250.00
2200	FT 5/8 COAX 466137	\$7.00/FT	\$ 15,400.00
42	5/8 COAX CONNECTORS	50.00	\$ 2,100.00
500	FT RG8 COAX	\$1.25/FT	\$ 625.00
20	RG8 CONNECTORS	7.75	\$ 155.00
100	HR LABOR	\$100 /HR	\$ 10,000.00
	HARDWARE		
2	RADIO RACK 446746	255.00	\$ 510.00
2	POWER STRIP 436188	98.00	\$ 196.00
8	SHELF 98874	65.00	\$ 520.00
6	POWER SUPPLY 445037	602.00	\$ 3,612.00
4	SIDE ARM MOUNTS	350.00	\$ 1,400.00
	RADIO EQUIPMENT TOTAL		\$ 98,133.00
100	HR LABOR	\$100/HR	\$ 10,000.00
	TOWER		
	ZONING		\$ 35,000.00
	TOWER		\$ 54,000.00
	FOUNDATION		\$ 39,000.00
	CONSTRUCTION COST		\$ 25,000.00
			<b>\$ 622,545.00</b>



Monroe Division  
 2205 Commerce dr.  
 Monroe, NC 28110  
 (704) 283-1127

**Proposal** ==

**Customer**

Name	Richmond County 911 Attn Donna	Date	3/20/2015
Address		Sales	Mark Fowler
Cty,St,Zip		Engineer	
Phone			

Qty	Model	Description	Unit Price	TOTAL
115	GAM-7170-0138	Mounting Brackets for Dodge Chargers	627.00	72105.00
230	Labor	Labor to Install Mounting Brackets, Stand and Run Wiring for MDT in Patrol Cars	95.00	21850.00
		Total Not Including Tax and Frieght		93955.00

# USAT Corporation

Estimate

Post Office Box 9334  
 CHAPEL HILL NC 27515-9334  
 United States  
 919-942-4214  
 www.USATcorp.com

\*\*CONFIDENTIAL\*\*

Date	Estimate #
3/4/2015	932961

Page 1 of 3

Bill To
Mark Gulledge Richmond County Sheriff's Office - NC 1 Court Street Rockingham NC 28379 United States

Ship To
Mark Gulledge Richmond County Sheriff's Office - NC 1 Court Street Rockingham NC 28379 United States

Terms	Sales Rep	Ship Via	Partner	Item	Description	Qty	Rate	Amount	Tax
Upon Approval-Net 30 Day	Johnson, Daniel								
					** All items listed below are available from USAT via the NC State Contract 204b - FREE SHIPPING**				
				1102360	This rugged M2M Gateway is in the GX450 product family and is manufactured by Sierra Wireless. The carrier is Verizon and it has 3G/4G LTE cellular technology. This M2M Gateway comes equipped with 1 Ethernet Port, Active GPS, 1 Serial Port, and a WiFi access point. No antennas are included. It comes with DC Power. This M2M Gateway has IP 64 IP rating. This product comes with a 3 Year Manufacturer's Limited Warranty.	110	663.17	72,948.70	Yes
				2 Year Warranty Extension for GX450, ES450, ES300	Extended Warranty - 2 year warranty extension for GX450, ES450, or LS300	110	83.00	9,130.00	Yes
				MM-D-DSMSR-03B-15	LTM401 Series antenna contains four separate antennas, all in one compact antenna housing: two identical MIMO LTE 700 MHz & Cellular antennas, one 2.4/5 GHz dual-band WiFi antenna, and one GPS antenna.	110	235.28	25,880.80	Yes
				Chargeguard	Features: - Self-contained unit provides circuit protection for a vehicle's power system - Regulated by a programmable timer - prevents dead batteries - LED indicates under and over voltage conditions - Protects mobile electronics from voltage anomalies	110	79.20	8,712.00	Yes
				9010125	AirLink Devices Managed for 12 Months [MOQ is 5] (Price is per device)(Cloud based AirLink device management)	110	16.20	1,782.00	Yes
				DEVPROV+90	MSRP = \$99 per device.  DevProv+90 is a suite of WWAN services designed to reduce your total cost of ownership by providing your Company with provisioning and support services related to your network device. The DevProv+90 support window begins from date of invoice and includes:  Device Provisioning & 90 Day Device Support: • Carrier Configuration & Provisioning of your WWAN Network Device • Device Template Loads (Design not included)	110	79.20	8,712.00	Yes

# USAT Corporation

Estimate

Post Office Box 9334  
 CHAPEL HILL NC 27515-9334  
 United States  
 919-942-4214  
 www.USATcorp.com

Date	Estimate #
3/4/2015	932961

Page 2 of 3

**Bill To**

Mark Gulledge  
 Richmond County Sheriff's Office - NC  
 1 Court Street  
 Rockingham NC 28379  
 United States

Item	Description	Qty	Rate	Amount	Tax
	<ul style="list-style-type: none"> <li>• Carrier and Device Asset Report</li> <li>• SIM Integration (if applicable)</li> <li>• Hardware Layer Security Enabled Password</li> <li>• Antenna Connector Testing (Random Sample)</li> <li>• Carrier and Manufacturer Support &amp; Advocacy Services</li> <li>• IP Labeling (if applicable)</li> <li>• Firmware &amp; Post Updates Completed Pre-deployment</li> <li>• Programming PDF stored on file at USAT Corp</li> </ul> <p>90 Days of Post Provisioning Wireless Device Technical Support Services:</p> <ul style="list-style-type: none"> <li>• 90 Days of Support for your Wireless Network Device</li> <li>• Live US Based Phone and Email Support</li> <li>• Secure Device Password Management and Password Recall Service (**New as of 2012**)</li> <li>• Device Recovery and Re-programming Services</li> <li>• Online Access to Device Support Cases and RMAs</li> </ul> <p>*DevProv+ is required for every device our wireless team interacts with.*</p> <p>**Extensions beyond the 90 day timeframe are available for purchase. **</p> <p>***USAT suggests mirroring your hardware warranty's timeframe with DevProv+ in a 3 or 5 year increment***</p> <p>****USAT Corporation is not responsible for any monthly charges, overage charges, or other charges for services provided by any Cellular Service provider.****</p>				
On Location Setup	Per Location Setup Fee: Onetime setup fee charged per site per visit. If install teams are asked to travel to multiple sites, this fee will be charged at each site since setup and breakdown of equipment requires extra time.	1	188.00	188.00	Yes
AVL-SE	Installation of Automatic Vehicle Location Equipment. Installation of one AVL Control Box or modem. Includes home run to vehicle's fuse box for power. Job demands top quality install hardware and running all wires neatly and out of sight where possible, when not possible, exposed wiring is encased in loom or wiretied securely. Installation of serial cable to MDT, if MDT is being used is also included. Serial cable must be bought separately. No configuration of MDT is included. Does not include installation of antenna(s).	110	127.00	13,970.00	Yes
Electric#1	Electric Wiring: 1st Device Connect one device to vehicle's electrical system.  Includes expert labor and all std parts & wire to complete install.  Typically involves wiring a home run for positive and negative to the vehicles battery system or main fuse block in engine compartment during an install.	110	100.00	11,000.00	Yes

# USAT Corporation

Estimate

Post Office Box 9334  
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 United States  
 919-942-4214  
 www.USATcorp.com

Date	Estimate #
3/4/2015	932961

Page 3 of 3

**Bill To**

Mark Gulledge  
 Richmond County Sheriff's Office - NC  
 1 Court Street  
 Rockingham NC 28379  
 United States

Item	Description	Qty	Rate	Amount	Tax
Antenna #1	<p>Includes as necessary: braided cable to ground in engine compartment, conical corrosion resistant terminals and wireline splices, heavy gauge stranded positive cable to inline fuse block, fuse to battery/main fuse block through firewall.</p> <p>Installation of One Hard Mount External Antenna.</p> <p>Installation of one antenna on designated area of vehicle roof.</p> <p>Includes expert labor, specialized drills and sealants to complete install.</p>	110	76.00	8,360.00	Yes
Expense - Transportation & Mileage	<p>Mileage=\$0.59/mile</p> <p>Roundtrip mileage and mileage between install locations for Mobile Installation Unit and/or team transport.</p> <p>These charges must be quoted on a case by case basis. In some cases, mileage charge may be replaced by a airplane flight and/or vehicle rental charge.</p>	184	0.59	108.56	Yes

Subtotal	160,792.06
Tax (NC Orange County & State 7.5%)	12,059.40
<b>Total</b>	<b>\$172,851.46</b>

To place this order, please notify us of your purchase order number or sign and return this form by email. This order is subject to our Terms and Conditions of Sale located on the back of this form or by request. Freight charges may apply. Pricing reflects discount for Cash or Net Terms payment. A convenience fee of 3.25% will be added for all credit card orders.



# STATE OF NORTH CAROLINA CUSTOMER QUOTE

March 20, 2015

MARK GULLEDGE  
CHIEF DEPUTY  
RICHMOND COUNTY SHERIFFS OFFICE  
1 Court Street  
Rockingham, NC 28379

Dear MARK GULLEDGE,

Thank you for the opportunity to submit the attached quotation for Verizon Wireless products and services. We recommend purchasing under the pre-negotiated pricing, terms, and conditions offered by Verizon Wireless through the State of North Carolina contract ITS-005001 (the "State Contract") effective June 1, 2011, as amended, which offers a significantly higher discount than your organization would otherwise qualify for as a single entity purchasing under a stand-alone contract.

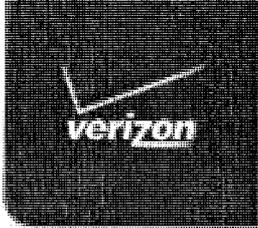
The pricing on this quotation is offered under the terms and conditions of the State Contract (which has pre-negotiated terms, conditions, and pricing) and is valid for ninety (90) days from the date of this letter, except for promotional pricing which may expire sooner. Other than the terms and conditions of the State Contract, this quotation does not incorporate or include any other prior written or oral communications, materials, documents, representations or presentations of any kind. In the event of any inconsistency between this quotation and the State Contract, the terms and pricing of the State Contract will be controlling.

In the event you award your business to Verizon Wireless, the Agreement between the parties shall be governed by the terms and conditions of the State Contract. For your convenience, we have included price plan terms and conditions for the plans quoted as well as information about other wireless plans available under the State Contract at the end of the quotation.

It is our sincere hope that we can put our 4G LTE Network to work for your organization. Should you have any questions or need further clarification on any aspect of this quotation, should you need another quote, or should you have questions about your eligibility to purchase under other contract vehicles, please contact me.

Thank you,

Norman Mundy  
Major Accounts Manager Govt  
norman.mundy@verizonwireless.com



# Verizon Wireless has a great pricing estimate for RICHMOND COUNTY SHERIFFS OFFICE

Here's a summary of your estimate:

Service Charges	
Total Lines	120
Monthly Recurring Charges Total	\$4,558.80
<b>Total Estimated Service Charges for Period of Performance (12 months)</b>	<b>\$54,705.60</b>
<b>Total Estimated Charges for Service and Equipment (12 months of service)</b>	
	<b>\$54,705.60</b>

NOTE: Equipment and accessory purchases are subject to availability and some offers may expire prior to the expiration date of this quote. Please ask your sales representative for details prior to placing an order. Equipment and accessory purchases are subject to sales tax. This tax may be calculated on the full retail price of the equipment and/or accessory purchased when required by applicable laws or regulations.

The following pages contain a detailed breakdown of the Verizon Wireless discounts on the products and services summarized above.

If you have any questions regarding this estimate, or if you would like additional information about Verizon Wireless solutions, please feel free to contact me. I look forward to working with you to fulfill your wireless communication needs.

Sincerely,

**Norman Mundy**

[norman.mundy@verizonwireless.com](mailto:norman.mundy@verizonwireless.com)

N/A

Regulatory surcharges and fees (including Federal Universal Service Charge, other federal, state, local or foreign fees and assessments) (collectively fees) are not reflected in the quoted price. Fees vary by state and local areas and are subject to change without notice. Please refer to the attached Pricing Exhibit for additional details.

Offers & coverage, varying by service, not available everywhere; see vzw.com. © 2015 Verizon Wireless.

**IMPORTANT CONSUMER INFORMATION: RESELLING OF VERIZON WIRELESS SERVICE IS PROHIBITED.** No changes can be made to this document.

Attachment 13

Primary PSAP Photographs



RICHMOND COUNTY  
EMERGENCY SERVICES  
EMERGENCY MANAGEMENT  
& COMMUNICATIONS







White pickup truck parked in the leftmost spot. License plate: 1S42317

White SUV parked in the second spot from the left. License plate: 1S42317

White pickup truck parked in the third spot from the left. License plate: 1S42317

Silver SUV parked in the fourth spot from the left. License plate: 1S42317

Red sedan parked in the rightmost spot. License plate: 1S42317

OND COUNTY  
CY SERVICES  
Y MANAGEM  
UNICATION

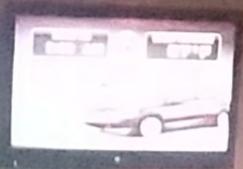
319



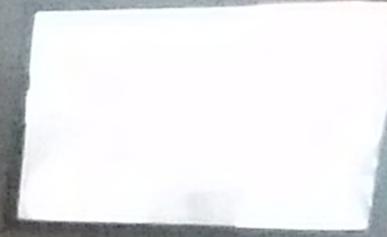
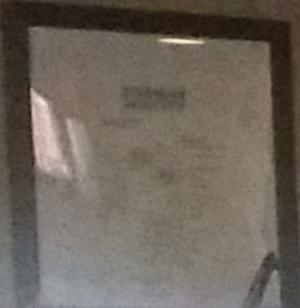
0402 15



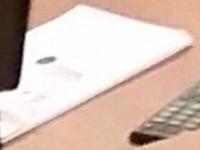
0402 15



10:00:18







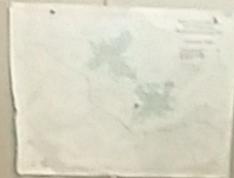




Attachment 14

Richmond County Sheriff's Office Photographs

EXIT









A Team Night  
109 Lt Drumwright  
113 Sgt Bohman K-9  
B. Cloninger

B Team Day  
110 Lt Campbell  
117 Sgt H. Smith  
135 C. Smith  
137 Chermak K-9  
138 Cowick  
144 Chappell

B Team Night  
108 Lt Edward  
118 Sgt Forester  
139 McDole  
140 Ingram  
147 Haywood  
151 Carriker  
154 P. Davis

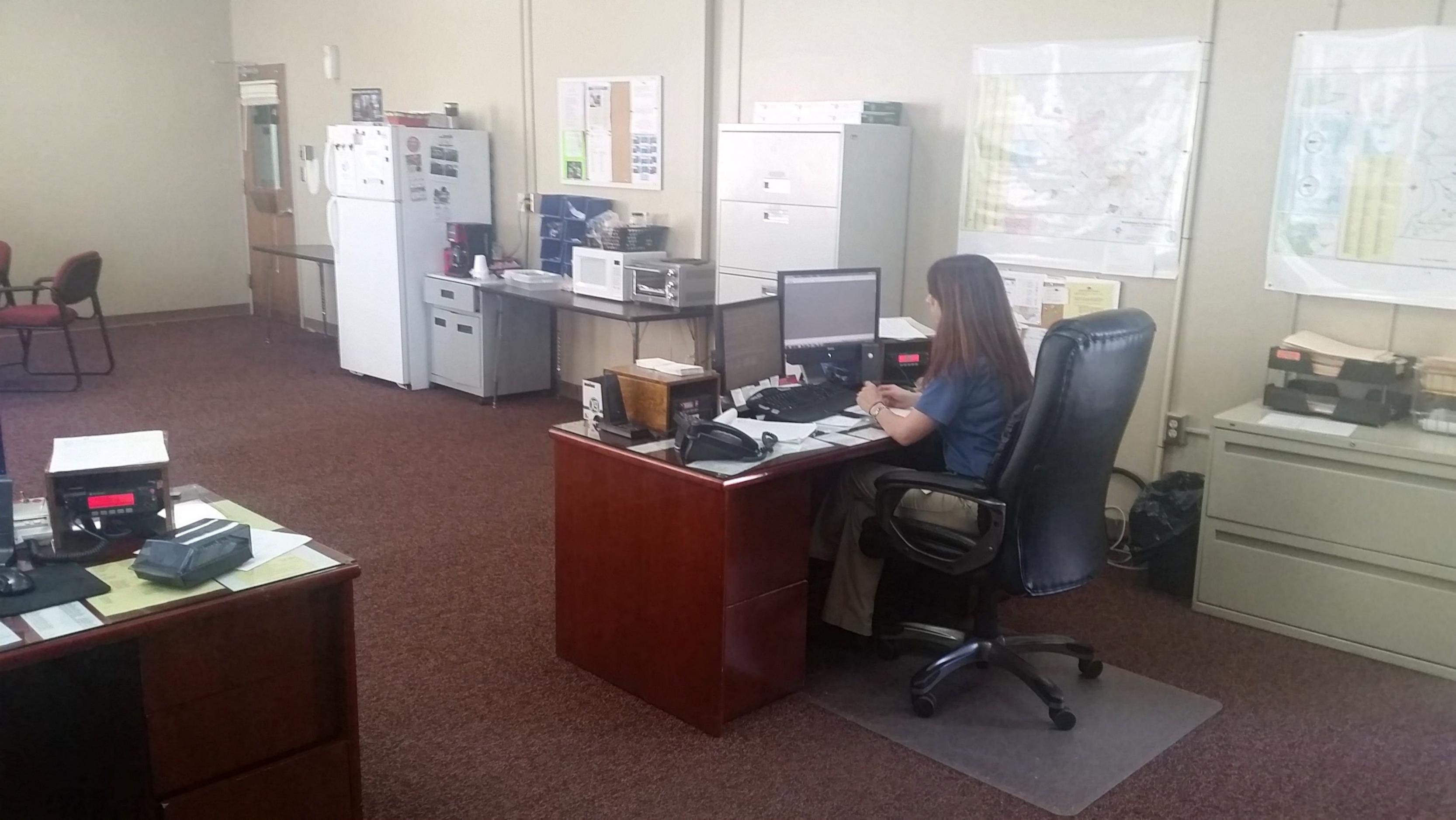
  
SHERIFF'S OFFICE  
JAMES L. CLONINGER, JR., SHERIFF  
1000 W. 1st St., Suite 100  
Tulsa, Oklahoma 74103  
Tel: (918) 581-1234

To: Telecommunications  
From: Felicia J. Risher  
Date: March 24, 2015  
Re: Crime stoppers

As a reminder, when receiving calls on the crime stoppers line, it is important that ALL tips are taken and tip ID numbers are given to the caller. Your cooperation in this regard is most desirable (i.e. a reward process is in place for those tips that lead to a successful investigation).

Please continue to fan the flames of investigation to help us bring the "real bad" offenders out to justice.

Thank you for all you do!



Attachment 15

Hamlet Police Department Photographs



CHILD SAFETY SEAT  
PERMANENT  
CHECKING  
STATION

HAMLET  
POLICE

HAMLET  
POLICE



DEPOSIT YOUR UNWANTED PRESCRIPTION DRUGS HERE!  
Prescription medications safely from household and not in your water supply!  
Return

MedRite

2:15

DO NOT DOWNLOAD ANYTHING TO THIS COMPUTER

ON CALL NIGHTS

NC DOT 94  
SBP-582-7018  
600-572-6783

URGENT REPORT & CHANGE ONLY USE THE SIDE  
FOR THE USE OF THE REPORT NOT THE  
CURRENT INFORMATION

DATE	TIME	STATUS	NAME	PHONE	EMAIL
1/1/2010	8:00	ON	John Doe	555-1234	john.doe@company.com
1/1/2010	12:00	OFF	Jane Smith	555-5678	jane.smith@company.com
1/1/2010	5:00	ON	Bob Johnson	555-9012	bob.johnson@company.com
1/1/2010	9:00	OFF	Alice Brown	555-3456	alice.brown@company.com
1/1/2010	1:00	ON	Charlie White	555-7890	charlie.white@company.com
1/1/2010	4:00	OFF	Diana Green	555-2345	diana.green@company.com
1/1/2010	7:00	ON	Frank Black	555-6789	frank.black@company.com
1/1/2010	10:00	OFF	Grace Blue	555-0123	grace.blue@company.com
1/1/2010	3:00	ON	Henry Red	555-4567	henry.red@company.com
1/1/2010	6:00	OFF	Ivy Purple	555-8901	ivy.purple@company.com
1/1/2010	9:00	ON	Jack Yellow	555-2345	jack.yellow@company.com
1/1/2010	12:00	OFF	Karen Orange	555-6789	karen.orange@company.com
1/1/2010	3:00	ON	Liam Green	555-0123	liam.green@company.com
1/1/2010	6:00	OFF	Mia Blue	555-4567	mia.blue@company.com
1/1/2010	9:00	ON	Noah Red	555-8901	noah.red@company.com
1/1/2010	12:00	OFF	Olivia Purple	555-2345	olivia.purple@company.com
1/1/2010	3:00	ON	Peter Yellow	555-6789	peter.yellow@company.com
1/1/2010	6:00	OFF	Quinn Orange	555-0123	quinn.orange@company.com
1/1/2010	9:00	ON	Rachel Green	555-4567	rachel.green@company.com
1/1/2010	12:00	OFF	Sam Blue	555-8901	sam.blue@company.com
1/1/2010	3:00	ON	Tina Red	555-2345	tina.red@company.com
1/1/2010	6:00	OFF	Uma Purple	555-6789	uma.purple@company.com
1/1/2010	9:00	ON	Victor Yellow	555-0123	victor.yellow@company.com
1/1/2010	12:00	OFF	Wendy Orange	555-4567	wendy.orange@company.com
1/1/2010	3:00	ON	Xavier Green	555-8901	xavier.green@company.com
1/1/2010	6:00	OFF	Yara Blue	555-2345	yara.blue@company.com
1/1/2010	9:00	ON	Zoe Red	555-6789	zoe.red@company.com

Whiteboard with various notes and a calendar grid.

Black storage cabinet with multiple drawers.



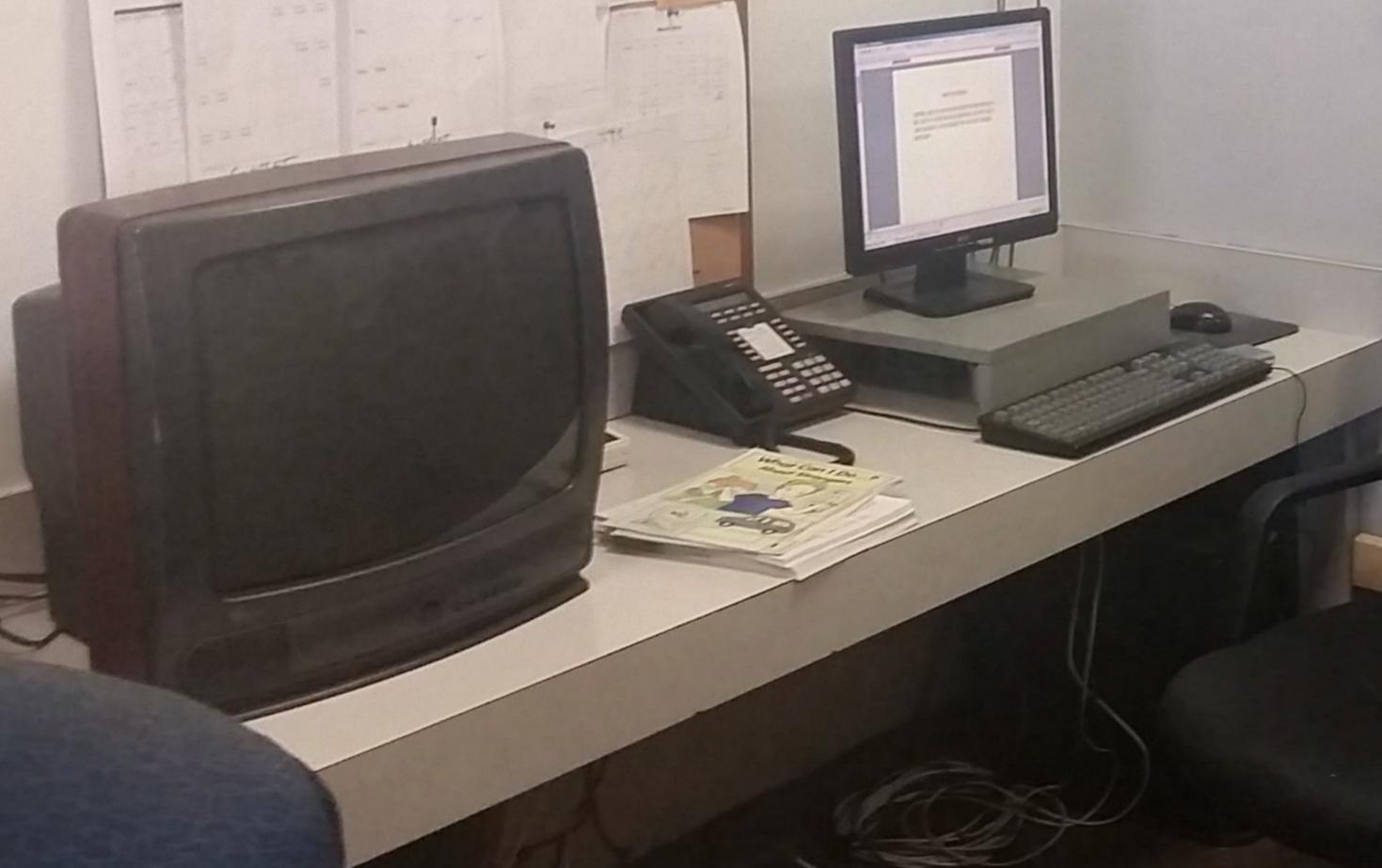
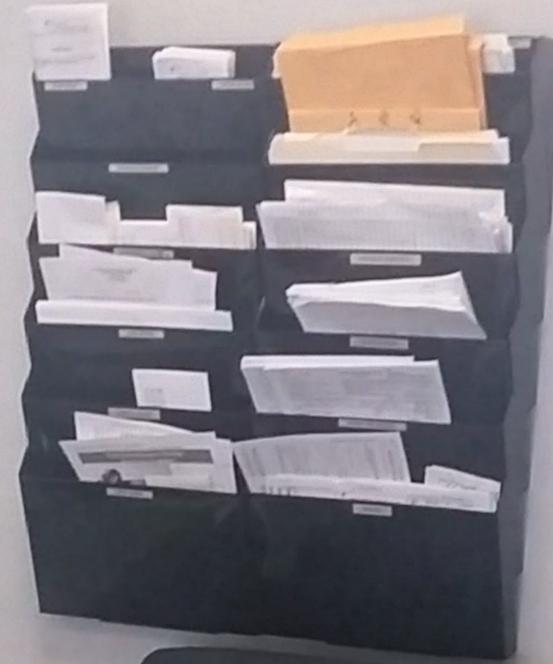
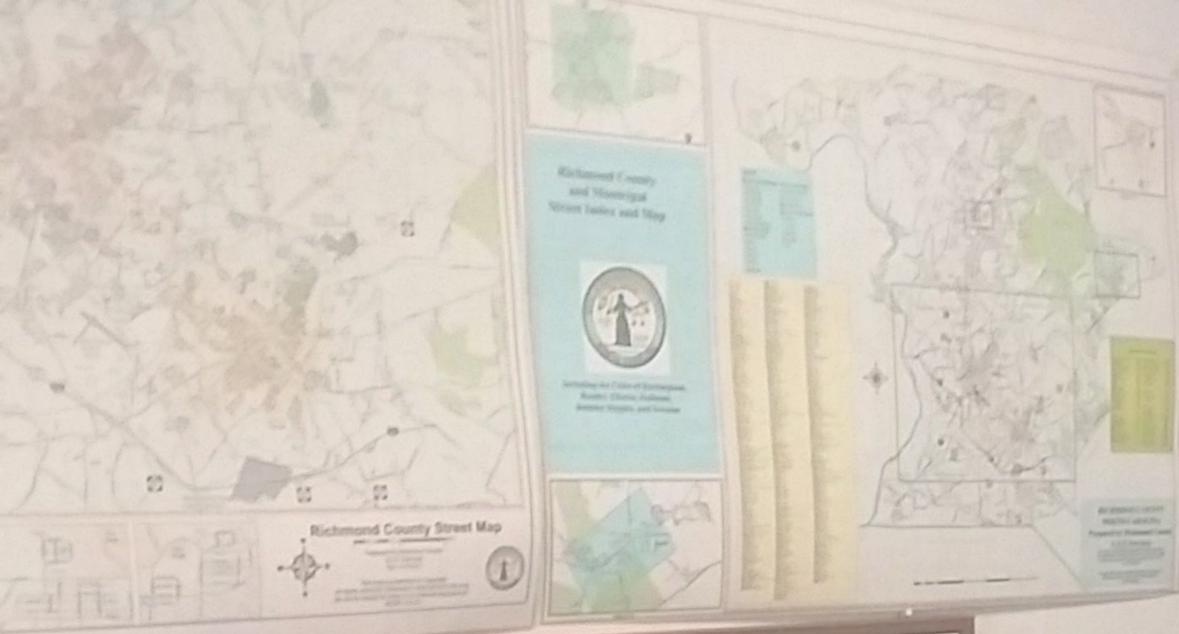


MedReturn

Pendaflex  
Essentials

PHARMACEUTICALS

2:15



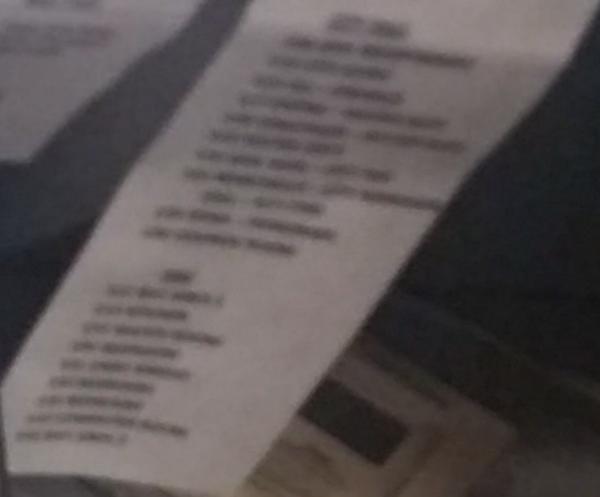
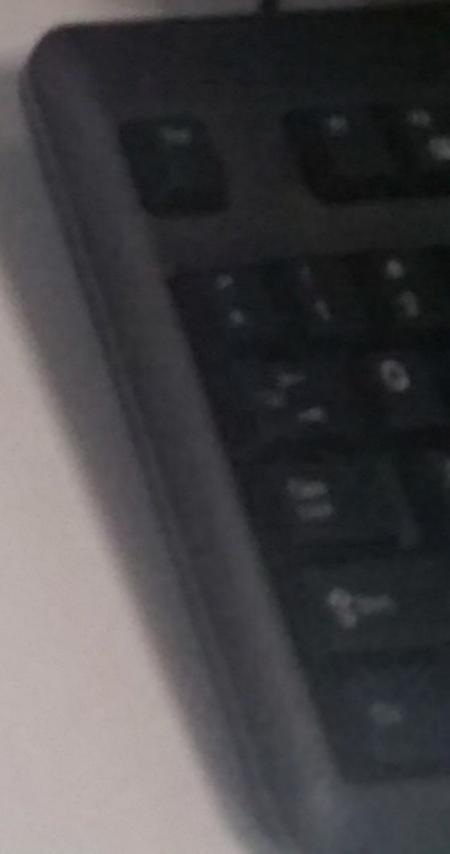


MAGNATEL SERVICE  
PHONE NUMBER  
616-788-1000

Line 1  
Line 2  
Line 3  
Line 4  
Line 5  
Line 6  
Line 7  
Line 8

Line 9  
Line 10  
Line 11  
Line 12  
Line 13  
Line 14  
Line 15  
Line 16

PRIORITY FOR  
EMERGENCY CALLS  
IF YOU ARE ON THE LINE  
PRESS CODE WHEN THE  
OTHER PERSON CALLS  
TO GET ANOTHER LINE  
PRESS CODE AGAIN WHEN  
THE PARTIES START  
TALKING PRESS HOLD  
THEN YOU WANT UP



Attachment 16

Rockingham Police Department Photographs

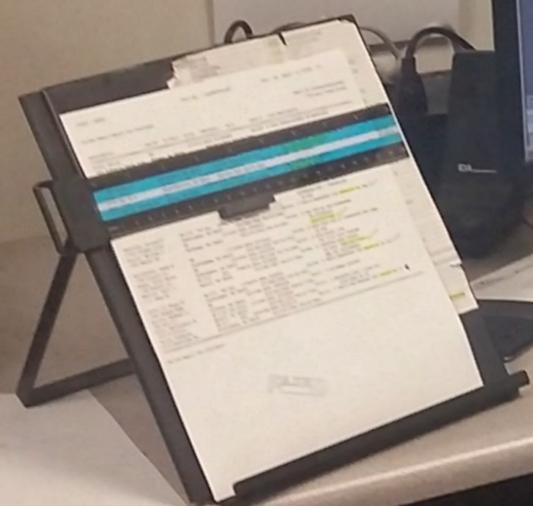
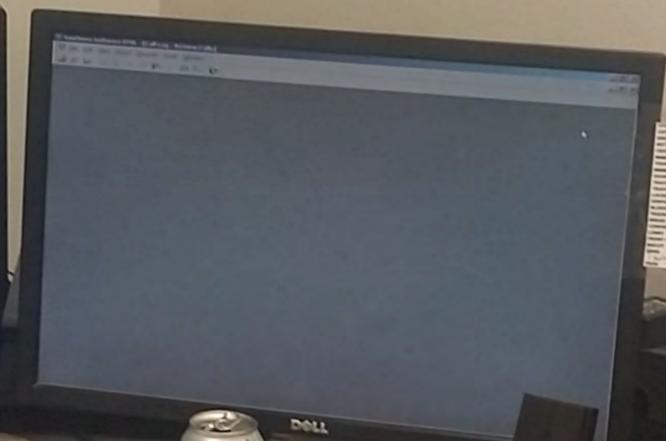
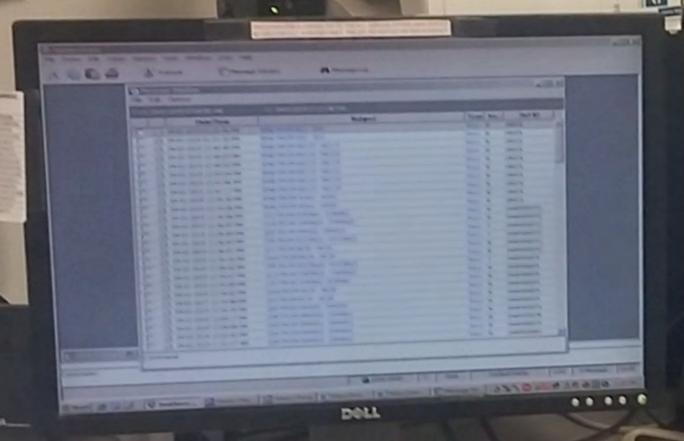


ROCKINGHAM POLICE

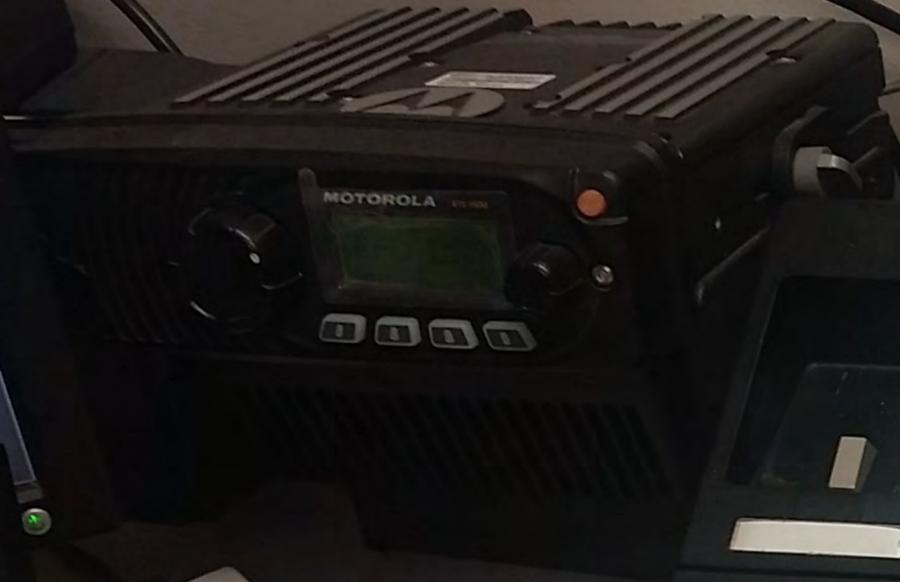




Several sheets of paper and notices are pinned to the wall behind the desk.



DISPATCH 131  
 BLODDIE 112  
 TRAINING ROOM 132  
 BREAK ROOM 133  
 CONFERENCE 135  
 LOBBY 118  
 FRONT DOOR 117  
 BAILEY 117  
 GENA  
 PARK 101-108  
*Patton - 130*



AVAYA MLX20L

Home Menu

ODOM Ext 110  
 54:18 Apr 21 1:32

Show Number Next Page

Line 802-4 985-2434	Line 806-3 985-2456	Forward	REDIAL
Line 801-4 985-2458	Line 805-4 987-6682	VMail TTD	PICKUP
DynAcc-OO Ring	Line 804-4 987-6631	LINE-911	HEADSET
DynAcc Voice-4	Line 803-4 985-2445	997-8990	STATUS
DynAcc Ring-4 Ext 100		LINE-910	HEADSET
		997-8985	HANG UP

Volume

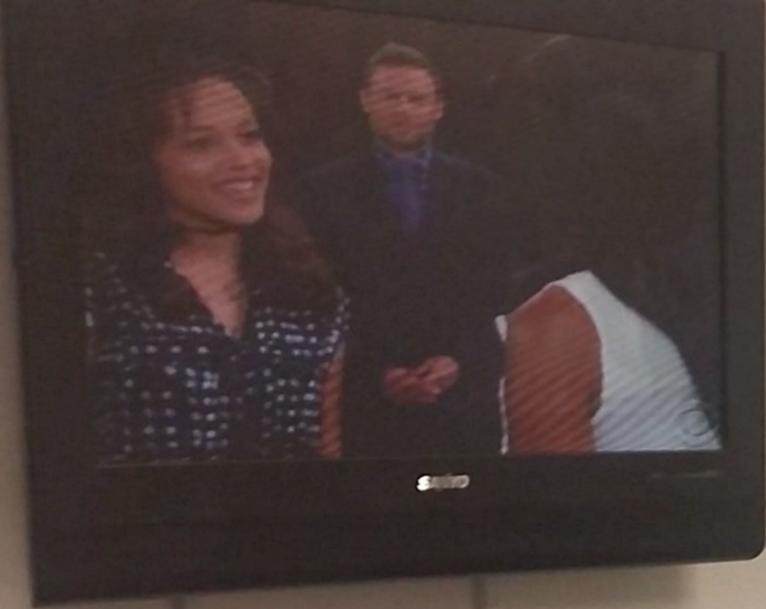
Feature Transfer HFAI Conf Mute Drop Speaker

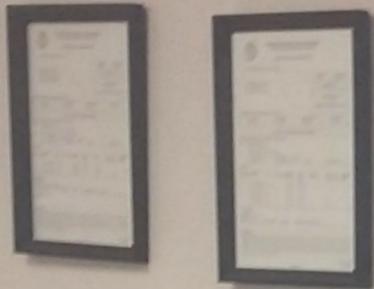
1 2 3  
 4 5 6  
 7 8 9  
 \* 0 #

AVAYA DSS

Grid of 40 speed-dial buttons with handwritten labels and some red indicator lights.

Mereno  
 114 Hazelwood  
 109 Sealine St  
 336-345-7480  
 419 750  
 895-6723  
 409 Wilson Ave  
 S. 1st  
 Response  
 2004





Recommendation from Funding Committee  
Regarding Policy and Statute Changes

Jason Barbour

*(vote required)*

## 911 Funding Committee Suggested Legislative Changes

- 1) Create an additional “NG911 Fund”, percentage based on 911 Board determination (projected costs, available funds, etc.)
- 2) Requirement for all PSAPs to transition to NG911 network
- 3) Create authority / requirements for statewide purchasing agreements (catalogue)
- 4) PSAP grants are for non 911 eligible expenditures that enhance the 911 system (towers, antennas, base stations, brick & mortar, etc.)
- 5) (This is a policy change not legislative) For PSAP funding reconsiderations, require evidence of RFPs, three quotes, etc. that indicate PSAP has shopped for the best price

# Update from NG911 Committee On Technical Consultant

Jeff Shipp



## **North Carolina 9-1-1 Board NG9-1-1 Consulting Project Project Status Report Week of 7-27-15**

### **Accomplishments to Date**

- Project kick off meeting in Raleigh, NC 7-22, 7-23-15
- Established tentative project time lines
- Schedule weekly project conference call (***Mondays – 3:30 – 4:30 EST***)
- Reviewed Concept of Operations and Cost Analysis direction and discussed strategic objectives
- Targeted October 31 for release of the full draft of the ConOps and Cost Analysis
- Received data requested through the Request for Information document
- Began categorizing and reviewing available data
- Met with PMO to discuss methodology for streamlining the PM approach
- Discussed Project workbook and Action Item Register for possible use with current project efforts
- Charter, Risk Matrix and Role being defined
- Project Schedule to be delivered

### **Draft Project/Program Goals and Objectives**

- Develop sound strategy for implementing NG9-1-1 throughout the State of North Carolina
- Complete a Concept of Operations and Cost Analysis to document NG9-1-1 strategic objectives and assess costs associated with NG9-1-1 implementation
- Explore additional NG9-1-1 designs, solutions and services that will allow for the transition of North Carolina PSAPs to NG9-1-1/i3 operations
- Add value to and support local, regional, state and Federal NG9-1-1 initiatives
- Educate, inform and communicate with the NC 9-1-1 Board and other interested stakeholders on the preparations for NG9-1-1
- Explore the reuse, repurpose or incorporate existing information technology elements, components, connections and equipment where possible or as may be practical
- Explore the redistribution of costs from local level and carry at state level where appropriate

for routing, network and ALI or other DB charges

- Review RFI responses to identify patterns, trends or anomalies in the conceptual designs presented by the bidders
  - Review 13 RFI's to understand assumptions

## **Areas under Review and Discussion**

### **Current systems and operations**

- Review current providers, networks and services
- Determine current systems
  - CAD
  - CPE
  - GIS
  - Network
  - Radio
  - Selective Routing
- Review existing State plan to align the NG9-1-1 objectives with the State Plan
- Review PSAP data to generate a snapshot of 9-1-1 in North Carolina
- Assess the costs of 9-1-1 today at the PSAP level
- Begin to conceptualize a platform for NG9-1-1 across the state
- Prepare outline for Concept of Operations
- Prepare outline for Cost Analysis
- Review security measures from the State
  - Establish contact
  - Discuss State security guidelines and review NG9-1-1 (NG-SEC) guidelines to ensure alignment
- Potential use of 911.gov grant funding

### **The NC9-1-1 Board**

- Alignment of goals, objectives and requirements
- Initial work with the PMO to ensure access for team members
- Cybersecurity
- QoS
- SLA - individuals and umbrella for overall
- Ability for IP (SIP) call delivery
- Text to 9-1-1
- What to do with ALI Database
- Meeting rhythms
  - Ad hoc and scheduled
- Authority and role

### **NC 9-1-1 Governance**

- Understand the Board/PSAP relationship and statutory authority as it may pertain to funding of future systems as well as the acceptance of NG9-11- type services at the local level
- Legislative impacts and environment
- Potential removal of cost recovery components?

#### **Existing Service Providers and Infrastructure**

- Identify and determine the current LEC and 9-1-1 service provider environment in AL
  - AT&T (LEC)
  - Centurylink (LEC)
  - Frontier (LEC)
  - Comporium (SSP)
  - Intrado (SSP)
  - Windstream (SSP)
- Who, what, where
- Current Telco terminations, CPE models and system capabilities

#### **Planned Project Activities**

##### **Next 2 weeks**

- Conduct weekly project calls and status updates
- Review RFI's
- Review data provided
- Refine and enhance program goals and objectives
- Develop draft Concept of Operations and Cost Analysis outline, topic areas and preliminary diagrams
- Complete PMO documentation

##### **Next Month**

- Review potential costs of NG9-1-1 (Capital and Operational)
- Determine strategy and plan for NG9-1-1
- Technical reviews / feasibility of:
  - ESInet
  - I3 core functions
  - Service and Support
  - Maintenance and Monitoring
  - Security
  - Carrier Relations
  - Data Management
  - Service Management
    - Planning
    - Designing

- Implementing
- Operating

**By September**

- Draft initial ConOps sections
- Draft initial Cost Analysis sections
- Diagrams, PowerPoints and other program materials under development for communication of the requirements

**Open Action Items**

- Awaiting final contract paperwork for the files

# Discussion of Statutory Change Request

Richard Taylor

*(possible vote required)*

# Update On Rules Review Process

Richard Bradford

# Other Items

## Adjourn

**Next 911 Board Meeting**

**Public Hearing On Proposed Rules**

**August 28, 2015**

**NC 911 Office**

**3514 A Bush Street**

**Raleigh, NC**