

**North Carolina 911 Board  
MINUTES  
Historic Square  
Hendersonville, NC  
June 27, 2014**

<b><u>Members Present</u></b>	<b><u>Staff Present</u></b>	<b><u>Guest</u></b>
George Bakolia (Board Chair)	Tina Bone (ITS) - phone	Ron Adams (Southern Software)
Darryl Bottoms (Police Chief) Pilot Mountain PD	Richard Bradford (DOJ)	Tom Adkins (Hickory Police)
Tommy Cole (NCSFCA) Pinecroft-Sedgefield Fire Dist.	Dave Corn (ITS)	Byron Burns (Carolina Recording) - phone
Margie Fry (VoIP) Time Warner - phone	David Dodd (ITS)	Brian Beck (Waynesville PD)
Andrew Grant (NCLM) Town of Cornelius	Marsha Tapler (ITS)	Randy Beeman (Cumberland Co.) - phone
Len Hagaman (Sheriff) Watauga County	Richard Taylor (ITS)	Jim Benfield (Mount Holly PD)
Rick Isherwood (CMRS) Verizon Wireless	Cindy Henry (Stenographer)	Tommy Blanton (Rutherfordton Fire & Rescue)
Dinah Jeffries (APCO) Orange Co. EM		Bill Boger (Charlotte- Mecklenburg PD)
Jeff Shipp (LEC) Star Telephone		Jerry Boggs (Catawba Co. 911) – phone
Jimmy Stewart (NCAREMS) Hoke Co. 911		Larry Brinker (Union Co. Communications)
Laura Sykora (LEC) CenturyLink		Mark Broadway (Henderson Co. Sheriff Dept.)
Lee Worsley (NCACC) County of Durham		Jeff Buchanan (Rutherford Co. Sheriff's Office)
		Chris Budzinski (Asheville FD)
		Warren Cabe (Macon Co. 911)
<b><u>Members Absent</u></b>	<b><u>Staff Absent</u></b>	Vicki Callicutt (Concord Communications)
Jason Barbour (NCNENA) Johnston Co. 911		Nikki Carswell (Burke Co. 911)
Rob Smith (LEC) AT&T		Greg Christopher (Haywood Co. Sheriff's Office)
Slayton Stewart (CMRS) Carolina West Wireless		Carl Classen (County Manager, Rutherford County)
		Ira Dove (Haywood Co. Manager)

		Stan Duncan (Henderson Co./NC Geographic Info Coord. Council)
		Mark Durner (Communication Service)
		Bill Eckler (Rutherford County Commissioner)
		Jeremy Edmonds (Asheville FD)
		Brad Fraser (Shelby PD)
		Craig Garris (Wilkesboro PD)
		Terry Grayson (Shelby PD)
		Phil Harris (Brevard PD)
		Daniel Kuehnert (Attorney – Town of Glen Alpine)
		Bethany Ledwell (Concord Communications)
		Lysa May (Orange Co. ES)
		Gary McClure (Town of Rutherford College)
		Debbie McCrary (Brevard PD)
		Charles McDonald (Henderson Co. Sheriff's Office)
		Crystal McDuffie (NCSU) - phone
		Buck Mims (New World Systems)
		Justin Moore (Rutherford Co. EMS)
		Chanda Morgan (Haywood Co. 911)
		David Nicholson (NC Assoc. of County Commissioners)
		Lora Nock (Dare Co. 911) – phone
		Laurie Piche (Orange Co. EMS)
		Wesley Reid (Guilford Metro 911) – phone
		Erik Ricklefs (Stancil Solutions) - phone
		Paula Roach (Rutherford Co. Finance)
		Mark Roblee (CenturyLink)
		Todd Seagle (Macon Co. 911)
		Kevin Shook (Transylvania Co. 911 Center)
		Kent Shull (New World Systems)

		Todd Sims (Mecklenburg EMS) – phone
		Chris Stanley (Southern Software)
		Lisha Stanley (Henderson Co. Sheriff’s Office)
		Frank Stout (Henderson Co. Sheriff)
		Candy Strezinski (Burke Co. 911)
		Curtis Teague (Union Co. ES)
		Mark Thomas (Yancey Co. 911)
		Jerry VeHaun (Buncombe County)
		Stephanie Wiseman (Mitchell Co. Communications)
		Marsha Withrow (Charlotte Fire)

**Chairman’s Opening Remarks**

Chairman Bakolia called the meeting to order at 10:01 a.m. Steve Wyatt, Henderson County Manager, thanked the Board for visiting western North Carolina. Chairman Bakolia thanked Mr. Wyatt for hosting the Board. Chairman Bakolia asked for identification of those attending via teleconference. Board member Margie Fry identified herself; staff member Tina Bone identified herself; non-Board members Randy Beeman, Jerry Boggs, Byron Barnes, Lora Nock, Wesley Reid, Eric Ricklefs, Todd Sims, and Crystal McDuffie did likewise.

Deputy Chief Dinah Jeffries, Orange County Emergency Services, representing APCO, appointed by Speaker of the House, was sworn into the Board and welcomed by Chairman Bakolia. Ms. Jeffries introduced herself to the Board.

**Ethics Awareness/Conflict of Interest Statement**

Chairman Bakolia 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**

(Complete Reports are located in Agenda Book on website.)

The following items were discussed and voted on collectively by the Board members:

- a) **Minutes of May 16, 2014 Board Meeting**
- b) **PSAP Liaison Report**
- c) **Network Specialist Report - Bone**
- d) **Network Specialist Report - Corn**
- e) **Update on 2013 Revenue Expenditure Reporting**
- f) **Grant Project Updates**
- g) **CMRS Fund Balance - \$3,185,454**
  - 1) **CMRS Disbursements – \$(352,435)**
- h) **PSAP Fund Balance - \$9,801,856**
  - 1) **Prepaid CMRS Revenue – \$495,389**
- i) **Grant Fund Balance - \$195,570**

Lee Worsley made a motion to approve the consent agenda as presented. Laura Sykora seconded the motion. All in favor; no opposition.

### **Executive Director Report**

#### **a) Legislative Update**

Richard Taylor stated that Senate Bill 797, the bill that requires 911 centers to have a backup plan in place, has unanimously passed the Senate and has been referred to the House IT Appropriations Subcommittee. He said that this is the only bill in the committee and that he is unaware of its status with that committee. Mr. Taylor explained that the bill has had several changes made to it including that the PSAPs will have two years to have their backup plan put into place, there is no requirement for a physical backup center to be built, and a Department of Revenue collection piece has been added. Chairman Bakolia expressed concern that legislators have not made inquiries about the bill.

Richard Bradford explained that the Board is housed administratively at ITS and that ITS has a legislative liaison who is the authorized person to interact with legislators. Mr. Bradford stated that Mr. Taylor may work with the ITS legislative liaison to advance the bill forward if possible. Jeff Shipp made a motion to give Richard Taylor authority to inquire about the status of Senate Bill 797. Laura Sykora seconded the motion.

Andrew Grant expressed that he will vote against the motion. He said that while he is supportive of backup centers, he is concerned there is not a statewide plan in place and that there may not be enough funds available to require every PSAP to have a backup center. Lee Worsley stated that he agrees that a backup plan is needed, but that he believes that the Board should assist PSAPs with some guidance and best practices and possibly insert some language into the bill regarding that assistance. Chairman Bakolia reiterated the importance of having a backup plan in the event of an outage for the citizens of the state. Laura Sykora suggested that the Board could assist PSAPs with guiding principles for backup plans without adding language to the bill.

Richard Taylor reminded the Board that today every PSAP has the authority to create their own backup plan. He said they have the ability and the right to request funding for a backup PSAP. Mr. Taylor reiterated that there were 64 hours of outages last year and that since 2006, the 911 Board has been promoting backup PSAPs with only 27 centers taking the effort to create a backup plan. He stated that he believes if there is not a policy that states a PSAP must have a backup plan with a deadline, it will not happen.

Mr. Shipp's motion was amended to include granting Mr. Taylor authority to inquire about the status of Senate Bill 797, working with the ITS legislative liaison to ask for any clarification that may be needed regarding the bill, and a discussion of what the Board sees as the guiding principles of backup centers. Laura Sykora seconded the motion. Nine in favor; Andrew Grant opposed. The motion is passed.

Chairman Bakolia requested that Mr. Taylor provide the Board with an update on the status of the bill. Mr. Shipp reminded Mr. Taylor that he will need to move quickly based on the legislative calendar.

**b) FCC Update**

Richard Taylor showed the Board a letter from the FCC that is required by Congress to be filed annually. He explained why the letter is required by the FCC. Mr. Taylor detailed the questions and gave an explanation of the answers. He stated that the report is due at the end of July and that it will be shared with the Board and the Governor's office before it is filed with the FCC.

**Public Comment**

The following citizens and interested parties from the public made comments:

Gary McClure, Mayor, Town of Rutherford College, reminded the Board of the new 911 call center that has been built in Burke County which is a consolidation with Valdese and Morganton. He expressed concern that at a meeting with the board of commissioners last fall each municipality within Burke County was asked to pay a fee based on a population and sales tax formula for the services provided by the new 911 call center. Mr. McClure clarified that the Town of Rutherford College does not have a police department and all 911 calls from their town are routed to Burke County. He stated that other towns in surrounding counties that do not have a 911 call center do not pay a fee and that the Town of Rutherford College did not pay a fee until this new call center was built. Mr. McClure asked the Board members to address his grievance. Richard Taylor responded that it is a common practice with many counties to share the cost of a consolidated 911 center. Mr. McClure stated that he would like to be able to explain the extra expense to the citizens of the Town of Rutherford College.

Dan Kuehnert, Town Attorney for the Town of Glen Alpine, informed the Board that in 2011 Morganton and Valdese, the two largest municipalities in Burke County, entered into an

interlocal agreement with Burke County regarding the new 911 call center, but the other six towns in Burke County did not participate. Mr. Kuehnert expressed that he feels that Burke County is threatening the non-participating towns that if they do not participate in the interlocal agreement, they will not receive 911 services. He asked the Board if Burke County has this authority and asked for guidance from the Board. Mr. Kuehnert stated that he has been talking with the Burke County manager. Chairman Bakolia stated that the Board will follow up about this matter with Burke County.

Candy Strezinski, Burke County PSAP Director, was in attendance. She stated that every municipality organization in Burke County was asked if they would like to participate in an interlocal agreement. Ms. Strezinski said that to her knowledge there have been no threats that 911 calls would not be handled; that the non-emergency/utility calls were the calls in question. She clarified that currently those calls are being covered by Burke County and that the county is covering the initial cost. Ms. Strezinski stated that the fee the towns are asked to pay is a percentage of the additional cost the county would incur with the consolidation project itself above and beyond what the towns have been paying for many years. Chairman Bakolia stated that the Board will follow up with Burke County to better understand the formula used to calculate the fee and how the 911 versus non-911 services are separated. He expressed concern that the citizens understand that they will not be disconnected if they call 911 and there is not an interlocal agreement in place.

Stan Duncan, the County Assessor for Henderson County, explained that he also serves as chair of the North Carolina Geographic Information Coordinating Council. Mr. Duncan praised and thanked the 911 Board for funding the orthoimagery project across North Carolina. He cited many examples of how orthoimagery has benefited the citizens of Henderson County and the state.

Bill Eckler, Chairman of the Board of County Commissioners for Rutherford County, distributed a handout to the Board members. Chairman Eckler and several representatives from Rutherford County spoke to the Board regarding the unique terrain of Rutherford County and the communication problems that the terrain presents. They expressed concern that 911 funds are limited to use for incoming calls only. The representatives requested that the Board consider expansion of the utilization of 911 funds to purchase and maintain all equipment related to the communication of the emergency to the appropriate responding agency. Those representatives included: Jeff Buchanan, Chief Deputy, Rutherford County Sheriff's Office; Tommy Blanton, Fire Chief, Town of Rutherfordton; and Justin Moore, Training Officer, Rutherford County EMS.

There was some discussion between Chairman Bakolia and Chief Blanton regarding the inadequacy of tower sites within Rutherford County. Chairman Bakolia stated that he agrees with the concerns expressed by the representatives of Rutherford County. He opined that a public safety fee may need to be established in order to cover the concerns expressed since they go beyond just 911.

Paula Roach, Finance Director for Rutherford County, expressed appreciation to the Board for approval of the carry forward request earlier this year. There was a detailed discussion among the Board members and Ms. Roach about her financial planning calculations and carry forward

funding. Ms. Roach stated that limiting the fund balance to 20% hinders their ability to save for some expensive items that are needed but do not fit the parameters of the grant process. On behalf of Rutherford County, Ms. Roach is requesting that a section be added to the annual report noting any carry forward items so that they may be taken into consideration prior to the 911 Board staff completing the distribution calculations. She also requested that the section be added to the September report rather than the March report.

Richard Taylor read an e-mail from Jerry Turbyfill, Chief of Beech Mountain. Chief Turbyfill expressed concern about funding of an air conditioner unit that was not an allowable expense for a room that contained 911 computer-related equipment. He also stated that he is in support of less vendor control on the board and more representation from public safety, and that he is in support of a surcharge increase to increase funding. Richard Taylor clarified that air conditioning is a facility expense and facility expenses are not an eligible 911 expense. Chairman Bakolia requested that the staff investigate the issue of the age of the HVAC system. He stated that if the room is not sufficiently cool, servers will crash and will have to be replaced, which is an eligible expense. Mr. Taylor suggested the topic be put on the agenda for next month's Board work session.

#### **Approval of Amended Cost Recovery Plan for AT&T (Allied Wireless)**

Referencing agenda item 6, Marsha Tapler stated that AT&T has submitted an amended cost recovery plan because they have absorbed Allied Wireless. She said that AT&T has fulfilled the requirements as per the procedures and is bringing it before the Board for approval. Laura Sykora made a motion to approve the Amended Cost Recovery Plan. Lee Worsley seconded the motion. All in favor; no opposition.

**(Recess taken from 11:45 a.m. to 11:55 a.m.)**

#### **Presentation on NET TN**

Referencing agenda item 7, Dave Corn stated that he, Tina Bone and Joe Sewash from CGIA had an opportunity to travel to Nashville, Tennessee to observe their ESInet. He said that they met with the Tennessee Emergency Communications Board staff and their business partners. Mr. Corn cited three reasons why they chose Tennessee to observe: Their proximity to North Carolina; their similarity in size; and they have a governance 911 board. Mr. Corn explained the details of their network. He stated that one of the goals for their visit was to find out what had worked well for Tennessee when they established their ESInet, what did not work well for them and what things they wished they had done differently. Mr. Corn cited these items that worked well for them: (1) NOC, which is a type of help desk in which a PSAP calls if they have a problem at any time, 24/7, seven days a week; (2) Road Show, in which they made sure they communicated with everybody involved and worked with them constantly by keeping them updated with information; (3) hiring of consultants for guidance and review; and (4) a very significant planning phase. What did not work well: Mr. Corn stated that when Tennessee implemented their project, not one CPE vendor was Next Gen compliant. He said that they had to work these problems out with the CPE vendors with equipment in the PSAPs and that they now have a qualified list of vendors who are NENA compliant in order to do business in

Tennessee. Mr. Corn stated that what they wished they had done differently is that they would have suggested and preferred a hosted solution. He said that Tennessee is about three or four years ahead of North Carolina and that they were extremely helpful.

Richard Taylor stated that within the next 30-60 days the staff is committed to creating a PSAP manager's group in North Carolina. He said the first meeting will be as a group for the whole state in Raleigh or Greensboro, but then would be broken down into three separate regions to meet on a regular basis. The meetings would be focused on keeping PSAP managers informed about Next Generation 911 and other things that may be happening with the Board.

### **Update on FirstNet Activities**

Chairman Bakolia informed the Board that FirstNet is a national program, and that every state must arrange and ultimately deploy high speed wireless broad band for public safety responders. He clarified that the definition of first responders goes beyond what is typically considered a first responder and includes public health officials, transportation, etc. Chairman Bakolia said that Congress has made this a law and appropriated the funds. He stated that the first component of the deployment of FirstNet is outreach. Referencing agenda item 8, Chairman Bakolia showed the Board a diagram of the timeline of FirstNet. Chairman Bakolia said that the program was transferred from the Department of Public Safety back to the State CIO. He stated that from February through May, he delivered a total of 12 regional workshops on FirstNet, which concluded the education and outreach component of the deployment. He stressed that education and outreach will continue for the life of the project, however. Chairman Bakolia said that the state has begun an engagement with the federal team that is required by Congress.

Richard Taylor stressed the importance of data collection that is occurring and that Next Generation 911 and FirstNet are running parallel. Mr. Taylor showed a list of 40 people from across the country representing all agencies on the Public Safety Advisory Committee (PSAC) of the FirstNet board. He stated that he represents the State 911 Directors on the PSAC and that there is another representative from North Carolina on the PSAC as well. Mr. Taylor said that North Carolina is in the pre-consultation phase and that there are five projects in the country that are already deploying. Chairman Bakolia informed the Board that the national website for FirstNet is [Firstnet.gov](http://Firstnet.gov). He said the state is preparing to set up a state website. Mr. Taylor will make the slide presentation on FirstNet available on the 911 Board website.

### **Approval of Secondary PSAP Funding Agreement With Alamance County (secondary-Burlington PD)**

Richard Taylor stated that there are several secondary and primary PSAPs working on their funding agreements. Referencing agenda item 9, Mr. Taylor showed the Board an agreement with Alamance County to fund Burlington PD as a secondary PSAP in accordance with the procedures that the Board established. He reminded the Board that this is the agreement between Alamance County and the 911 Board which is the requirement that was set in January. Mr. Taylor clarified that legal counsel has reviewed and approved the agreement, and that funding has been allocated in the budget. Tommy Cole made a motion to approve the agreement as presented. Len Hagaman seconded the motion. All in favor; no opposition. There was some

discussion among the Board members about whether to vote on future agreements individually or as a group once they have been approved by legal counsel. It was decided that for the foreseeable future the agreements will be voted on at Board meetings individually.

### **Approval of FY15 Budget**

Referencing agenda item 10, Marsha Tapler stated that she presented the budget to the Board at the last meeting and did not receive any questions or comments. She said no changes have been made. Ms. Tapler is bringing the FY15 budget to the Board for approval. Len Hagaman made a motion to approve the FY15 budget as presented. Jeff Shipp seconded the motion. All in favor; no opposition.

### **Review of 2014 Goals**

#### **a) Public Outreach – Education**

Margie Fry stated that she has been delayed in coordinating a meeting, but should be scheduling one within the next week to begin meeting the goals of the Committee.

#### **b) PSAP Backup Plans – Standards**

Laura Sykora stated that the Committee has been focused on the rule making process and enforcement subcommittee, but will add the backup PSAP plan legislation discussion to the next agenda of the Committee.

#### **c) Adjust Current Funding Model – Funding**

Chairman Bakolia stated that this topic will be discussed in depth at next month's work session.

#### **d) IP/Next Generation – Next Gen 911**

Dave Corn stated that the RFI was due on June 25 and there were 11 respondents. He said that two vendors were granted extensions to July 9.

#### **e) Technical Resources – Ad Hoc**

Chairman Bakolia stated that this Committee needs a chairperson and volunteers and requested that Richard Taylor ask PSAP managers for their help on the Committee.

Chairman Bakolia stated that he believes it is necessary to begin to spend more time on Next Gen and its convergence with FirstNet.

### **Other Items**

Richard Taylor stated that APCO/NENA has requested approval of \$5,500 for a pre-conference customer service class at their upcoming conference in September at Sea Trails. He confirmed that this is a budgeted item and has been approved in the past. Laura Sykora made a motion to approve the request of \$5,500 for the customer service class. Jeff Shipp seconded the motion. All in favor; no opposition.

Mr. Taylor reminded the Board that the next public forum meeting will be at Sea Trails for the APCO/NENA conference on September 10. He said the Board will have two time periods allotted for Board presentations. Mr. Taylor stated that the July meeting in Raleigh will be at the 911 Office at Bush Street rather than at the Governor's Crime Commission. He will send directions to the Board members.

Andrew Grant reminded the Board that at previous meetings there was discussion about a working group of the state's finance directors and some of the staff. Mr. Taylor said that there has been an initial meeting with representatives of the County Commissioners Association and that a list of names has been gathered, but that a second meeting has not been scheduled. Chairman Bakolia requested that Mr. Taylor follow up about scheduling a second meeting.

### **Adjourn**

Dinah Jeffries made a motion to adjourn at 12:46 p.m. Unanimous vote.