

**North Carolina 911 Board**  
**MINUTES**  
**October 31, 2014**  
**3514A Bush Street**  
**Raleigh, NC**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NENA) Johnston Co 911	Richard Bradford (DOJ)	Kelly Baker (Carteret Co Emergency Communications)
Darryl Bottoms (Police Chief) NCAPC Pilot Mountain PD-Phone	Dave Corn (ITS)	Randy Beeman (Cumberland County 911)
Tommy Cole (NCSFCA) Pinecroft-Sedgefield Fire Dist.	David Dodd (ITS)	Fred Baggett (NCACP)
Eric Cramer (LEC) Wilkes Telecommunications	Marsha Tapler (ITS)	Sherri Bush (CDI/LRK)
Chris Estes (State CIO)	Richard Taylor (ITS)	R. Andrew Cagle (NC Sherriff's Association)
Margie Fry (VoIP) Time Warner	Ashley Coleman (Stenographer)	Lee Canipe (Frontier Telephone)-phone
Andrew Grant (NCLM) Town of Cornelius-Phone		Rodney Cates (Carteret Co Emergency Communications)
Len Hagaman (Sheriff) Watauga County		Todd Corning-(Brunswick Co Sheriff's Dept.)
Rick Isherwood (CMRS) Verizon Wireless		Anna Curtis (Burlington Police Department)
Dinah Jeffries (APCO) Orange Co. EMS		Rufus Edmisten (Edmisten, Webb & Moore)
Jeff Shipp (LEC) Star Telephone		J. R. Gorham (DPS/Center for State Schools)
Rob Smith (LEC) AT&T- Phone		Heather Joyner (Halifax County 911)
Jimmy Stewart (NCAREMS) Hoke Co. 911		Megan Kay (Carteret Co Emergency Communications)
Laura Sykora (LEC) CenturyLink		Michael Lee (Intrado)
Lee Worsley (NCACC) County of Durham-Phone		Larry Liles (CenturyLink)
		Tim Mitchell (Cumberland County 911)
<u>Members Absent</u>	<u>Staff Absent</u>	Melanie Neal (Guilford- Metro 911)
Slayton Stewart (CMRS) Carolina West Wireless	Tina Bone (ITS)	Lora Nock (Dare Co 911)- phone
		Karlynn O'Shaughnessy (NCGA)

		Tonya Pearce (City of Durham 911)
		Philip Penny (MCP)
		Wesley Reid (City of Greensboro)-phone
		Angela Shepherd (Tri-Tech Software)
		Ray Silance (Onslow Co 911)-phone
		Keith Whitfield (City of Durham)
		Bruce Williams (Wireless Communications)

**Chairman’s Opening Remarks**

Chairman Estes called the meeting to order at 10:01 a.m.

Chris Estes welcomed Eric Cramer as a new Board member representing local exchange carriers with less than 50,000 access lines. He was given the oath of office by Richard Taylor.

Mr. Taylor asked Mr. Cramer to talk a little about himself. He gave a brief bio and he explained he has worked in the telephone industry for ten years. He thanked the Board for the opportunity to serve and to work with those on the Board.

**Ethics Awareness and Conflict of Interest Statement**

Chairman Estes read the conflict of interest statement to the Board regarding issues which would be discussed. No members at that time noted any potential conflicts.

**Minutes of September 10, 2014 Board Meeting**

Richard Taylor identified two corrections that were needed, on page 5 Byron Barnes was actually Byron Burns, this was a misspelling, and on page 8, the meeting date of the Funding Committee was corrected to the first of October, not the thirty-first as written in the minutes. The minutes were then approved unanimously.

**Minutes of September 30, 2014 Board Meeting**

Mr. Estes asked for a vote on the minutes for the 30<sup>th</sup> of September meeting. The minutes were approved unanimously.

**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 September 10, 2014 Board Meeting**
- b) **Minutes of September 30, 2014 Board Meeting**
- c) **PSAP Liaison Report**
- d) **Network Specialist Report-Bone**
- e) **Network Specialist Report-Corn**
- f) **Update on 2014/2015 Revenue Expenditure Reporting**
- g) **Grant Project Updates**
- h) **CMRS Fund Balance -\$1,168,177.00\***
  - 1) **CMRS Disbursements -\$580,834.00\***
- i) **PSAP Fund Balance - \$3,596,394.00\***
  - 1) **Prepaid CMRS Revenue - \$820,621.00**
- j) **Grant Fund Balance - \$221,569.00\***
  - 1) **Grant Fund Encumbered-\$42,307,75500**

There were no comments made regarding items “c” through “j” in the consent agenda. A motion was made for the agenda to be accepted by Jason Barbour and it was seconded by Len Hagaman. All members approved the acceptance of the agenda.

### **Executive Director Report**

- a) PSAP Managers’ Group Update

A meeting with the PSAP Manager’s Group is scheduled to take place on November 3<sup>rd</sup> and 4<sup>th</sup>. It will be at the North Raleigh Hilton. There is an agenda which will be sent out to the PSAPs after the meeting of the 911 Board on the 31<sup>st</sup> of October. Board members were invited to stay at the hotel on Monday night, there are rooms available. Eighty-five or 86 PSAP managers will be attending. Ten finance directors will be coming as well. They will be meeting to discuss how the Board can better work with them. Marsha Tapler selected several finance directors that she had worked with in the past. They will work with the PSAP directors for a while and then they will have a separate meeting to discuss financial reporting and improve customer service.

There are goals for the meeting. The main one is-what can the Board do for you and what can you do for the Board. They are working to set goals for the Board for next year as well. They want to improve the Board’s service to the 911 centers throughout the state and work with others. The Board wants to know what they need and what are their concerns. Richard Taylor then stated that the Board was going in with the goal of helping the PSAPs.

Chairman Estes asked for comments and Jimmy Stewart asked how many Board members were coming. Richard Taylor said that he hoped the big committee members would be coming (finance, education, etc.). He said that he would like to have the committee chairs there and he believed that they would all be coming. He also said that Chairman Estes would be coming as well on Monday. He said that Chairman Estes also wanted to meet with the finance directors.

Mr. Taylor also said that on Tuesday morning they would break out into regions so that the PSAP managers could meet each other. He said ~~they~~ that many of the managers may not know each other. He then said that Board and staff should get to know them as well.

Laura Sykora asked if the agenda would be sent out this afternoon and Mr. Taylor and Mr. Estes said that it would.

**b) Recognition of Carteret County Tele-communicators**

Richard Taylor said that this was a goal of last year to recognize when tele-communicators do something amazing and/or work together well. He then asked that Rodney Cates from Carteret County come forward and give the details of a 911 call where everything and everyone worked well as a team in a professional manner with a very good result.

Rodney Cates came up to speak as a representative of Carteret County's 911 center. Mr. Cates said that team work was an important part of what happened. They took a call of an armed robbery in progress at a post office about two months earlier. They refer to their shifts as "teams" and they have "a total team approach". The call came in and they use a five step process. They first get the address and verify it and then a description of what is happening so that it can be a "call type". They created the call in nine seconds. The two people responsible have less than 12 months on consoles and no prior experience in telecommunications. They were inexperienced, but they did well. Within 1 minute and 23 seconds there was an officer on scene. Within 3 minutes and 59 seconds the officer had the robber in custody (suspected robber). The communicators are often overlooked, but they did a good job and they are important.

A replay of the call was then presented for the Board to listen to what went on during the call.

Mr. Taylor announced that we had heard the suspect being taken into custody. The call taker told the caller that the suspect was in custody. He said that there was a lot going on as the operator was typing everything in as it was happening. He said that it was a stressful situation, but he felt that they did an awesome job. He then asked for Chris Estes, Kelly Baker, and Megan Kay came up. Mr. Cates said that Megan Kay was the call taker on the phone with the post office worker at the post office where the robbery was taking place. Kelly Baker was the communicator that sent out the broadcast to the law enforcement agencies and got them in route. They were presented with an award for their service and professionalism.

**c) Update of Hiring of 911 Financial Review Specialist**

Richard Taylor announced that they were looking for "the next Marsha Tapler" or an "additional Marsha.". He said that there were two hundred and seventy-two applications for one position. He said that they were narrowing it down over the next few days. Jason Barbour has offered to be part of the interview committee. They were trying to get it down to ten to twelve candidates. and hoped to have one selected by Thanksgiving so that they could have someone hired by the end of the year. Chairman Estes asked if there were questions and none were asked.

**d) Request from Bladen County for Grant Extension**

Richard Taylor said that Bladen County had asked to be given more time to find another vendor for their CAD system. They are trying to meet the needs of Next Generation 911. They were looking to get a new vendor and a new CAD system which would work better with the new system. It would not be a waste of funds or grant monies. Mr. Taylor said

that he recommends that their contract should be extended so that they can get a better system. Chairman Estes asked for comments.

Mr. Estes asked for comments. Jeff Shipp then asked if Bladen County had asked the staff for their approval of their vendor choices? Mr. Taylor said that they remain vendor neutral

that there is no list of approved vendors. Mr. Shipp supported it and Jason Barbour seconded the motion. There was then a unanimous vote in favor of giving more time.

### **Public Comment**

Chairman Estes asked for public comments on any topics and no one spoke up.

### **Statement of Economic Evaluation from State Ethics Commission**

Richard Taylor said this is part of the annual review of the Board member's Statement of Economic Interest and must be read into the minutes.

A) Eric Cramer

No conflicts of interest were found, though there is a potential for one. Potential does not prevent service to the Board.

B) Chris Estes

There is no conflict of interest and there is no potential for one.

C) Andrew Grant

No conflicts of interest were found, though there is a potential for one. Potential does not prevent service to the Board.

D) Robert Smith

No conflicts of interest were found, though there is a potential for one. Potential does not prevent service to the Board.

E) Slayton Stewart

No conflicts of interest were found, though there is a potential for one. Potential does not prevent service to the Board.

Mr. Taylor said that if there is a conflict these members must recuse themselves from voting.

### **Funding Committee Report**

Committee Chairman Jason Barbour announced that he would like to have a presentation done for the Board. The issue is a project that can help enhance availability of 911 to educational facilities. He then introduced Tonya Pearce to the Board and she came up to speak.

Ms. Pearce thanked the Board for their attention. Tonya Pearce works for the 911 center in Durham. She said that she was not there representing Durham. She introduced Michael Lee from Intrado and that he and others were helping with her presentation. She said that Durham was responsible for starting the orthography project. She said that the Board kept it as a state-wide project. She said that the more they can do as a state-wide project the more fiscally responsible and more consistent service providers they will be. She said she did not want this to be a grant project, but a state-wide project. She said that they reached out to Intrado because of their work with 911 in the past and their ability to provide uniform service to all. She stated that she believed that the project she wanted to start would help to protect children and provide greater safety in schools. She then handed the presentation over to Michael Lee from Intrado.

Michael Lee stated that on 12/14/2014 the Sandy Hook shooting took place. That day he called Randy Young, a director at Intrado. Randy's daughter was at Sandy Hook. This was not the first

time that this kind of thing took place, but in this they saw a need. Half of the PSAPs in the U.S. use Intrado gear. They are a leader in Next Generation 911 technology. They developed text to 911. They have worked to put together a package to help students get help. They decided they would put together a package to help 911 respond in the most efficient manner to instances. In the last twenty-three months since Sandy Hook there have been more shootings than from 2000 to 2012. School shootings are where someone is actually shot. Eight percent since Sandy Hook have happened in North Carolina. When we look at it there are three primary goals:

1. They need the correct initial dispatch. 911 is where this starts.
2. There has to be actionable intelligence upon call receipt. Have information on where the event is taking place.
3. There also needs to be communication between all departments and coordination between them all.

911 has to be involved and integrated to meet these goals. Communicators must be trained.

The schools need to have GIS locations and coordinates. They must know the calls are coming from within school bounds. Teachers must be involved if something takes place. School administration must also be involved. They have to communicate and plan for communication if something happens on campus. Plans need to be in place and information has to get out in.

There must be a one to many communication in a timely manner. It must be bi-directional, people must know what is going on and how to deal with it. There must also be a solution to deliver necessary information to deal with the problem. The basis is to have secure Intrado data centers to be on the system and for people to have a button that they can push to have a call. He asked for Todd Corning to come up.

Todd Corning came up to speak. He was on a cellular phone. He presented a drawing with how it should work. There needs to be plans for what to do and information on the school given to the 911/Intrado database. This is information like floor plans. This also designates people who can “push a panic button”, they are authorized personnel. They get a “big red button” on their phone and they push the button and it speed dials 911. It can be a new or old network like any other call. But it also sends data to the data center for physical location of the caller. This information then goes through the system and lets them recognize where they are. This lets those on site know something is going on and 911 is notified. It also parses out unhelpful calls. It helps with 911 communicating with others. He said that it will help make calls more go more smoothly. The length of time for these incidents is 12 minutes and those in 911 are the commanders once they get the call.

Mr. Corning then gave a role play for what a call would be like. He called 911 then pulled up WIFI and GPS up on the Intrado system to give information on the call. It then brought up automatically floor plans and other data. It also lets others know 911 has been called and has been answered. Some people received cellular phone calls. It all happened automatically. The first group to get return call notices that a call had been made was the designated responders then call notices to others with information as to what to do. The people notified are based on the predetermined criteria for those events programmed in the system. A broadcast could then go out to all people on site and tell them what to do next.

He said that there have been agencies that have reached out for this data. He said that they are giving the schools an easy way to update this data. He also said that there is a GEO-FENCE around the building. This sets up an “information hot spot” for sharing information with the

communicators that could be relevant to the call they are getting. The GEO-FENCE sets up an integration in the system. It recognizes where the call is taking place and it automatically gives tools to the responders and to those on site.

Michael Lee then took over for Mr. Corning. He said that you draw a map to set up boundaries. It is very easy and accurate and can be used at any type of building. Not just schools. GEO-FENCEING can be created online and the users draw on a map the boundaries. He mentioned a shooting on September 24<sup>th</sup>, it was a drive by and administration did not learn about it for three hours.

Geo-Fencing integrates well. It will work on any CPE and can be used with CAD. It can also be used on different kinds of phones. For the schools it can work with cellular phones or the Internet and even flip phones. Currently it is being used in Washington, Michigan, and two locations in North Carolina: UNC and Henderson County. This is a NextGen application, it is bi-directional, it is not a panic button, and helps 911 control the information and the amount of calls coming in to avoid swamping. It can be used in any kind of emergency situation. It can be for fire and medical emergencies.

It is also very different. It can be for sites besides schools, government buildings, large businesses, malls, really anywhere can be used for this kind of application. There are 1300 private schools in the state not just public schools. They can all go on the system.

He then went on to pricing. He said that they understand funding. It would run \$80,000 per PSAP annually, this is a state wide price. This puts all schools on the system that are state funded. This is for integration as well. There are also ways to help with the cost, discounts for other government sites and it can be set up for commercial sites as well. If everyone gets it they would get a monthly fee and a percentage would be given to offset the cost to the state.

They could roll this out to all schools and PSAPs in one year. If it needs to be broken down they can do it in troubled areas first. They recommend that the NC Dept. of Public Safety Safe School Program should approve and say where they go.

He thanked the Board for their attention and consideration.

Ms. Pearce took over for him at that point and asked for questions.

Dinah Jeffries asked the question if it is the same kind of concept as a few years ago when they were approached for "Smart 911" where citizens gave information to 911. Mr. Lee answered that it was a similar idea, but with government controls. She said that she remembered UNC and Henderson were contacted about that project. She then commented that this was a step more advanced than that.

Laura Sykora asked if there would be cost to schools. Mr. Lee answered to public schools, no, but to private schools yes at about \$500 per month.

Jeff Shipp commended Ms. Peace for her passion. He asked if other departments could get involved for revenue sharing. Michael said yes. Ms. Peace added that there was part of the School Safety Act that provides for a panic button. She said that 911 works well when it is invisible. She said that they were not at the table during the making of legislation. The legislation says that the panic button has to go to the police department. This would help us get it to the 911 centers so it would help with managing calls. It would let people know when to call and when

not to.. She says that it is valuable because as a director as you need to be able to prepare staff and notify others in other counties as well. It is likely that they may have to work with other counties. Just managing the 911 part would help make it more efficient. She also said that it was a great thing to be able to do technologically and that they should use the funds for it. She says that the project would fall under a state-wide project and if it could be one. She said it does not need extra funds and that for Intrado it is not about money, it is about getting help. She asked for steps to be set up to make it happen.

Laura Sykora asked for the diagram of how it works be brought back up for review and to see all except the communication going on. She asked Mr. Bradford if it would qualify for funding.

Mr. Bradford then spoke about what would be eligible for 911 funds. Chairman Estes came in and said that it needs to be explored further. He said that the Funding Committee would look at it. Mr. Bradford said that the Funding Committee was where it should be. Mr. Bradford stated that there was overlap between this and Next Generation 911. Jason Barbour said that if it does not get done by the Board the centers may do it on their own. He said that if it did not become a state-wide project that it could wind up costing more. He said that Chairman Estes should appoint a new committee to deal with this. He asked for a special committee be created. Jason Barbour made a motion for a special committee and Ms. Sykora said that she seconded it. Four Board members volunteered to join this committee. Dinah Jeffries was one of them and Jason Barbour said that he would join, Jeff Shipp as well, and there was another one as well. Chairman Estes asked for a vote and it was unanimous to give the committee powers. Mr. Barbour asked if they could help get people to the table that would have a stake in this.

Dinah Jeffries thanked Ms. Pearce and Mr. Lee for coming. She said that they have a lot of questions and they gave them answers so thank you. Ms. Pearce asked if she could be on the committee as well.

### **NextGeneration 911 Committee Report**

Committee Chairman Jeff Shipp spoke saying the committee spent three days last month with RFI presentations. He said staff had been very busy for preparing the RFP. He showed where they were in doing that. Dave Corn was asked for comments and suggestions. He had none. He said that the work section of the RFP was open to the committee.

Richard Taylor asked when the ETA would be on their technical consultant. Dave Corn said it was forthcoming, it was in Richard's Bradford's court. Mr. Bradford said it should be posted within a week. He said that there were details in the document to resolve and then it would be posted for bidding. He said that the RFI information would be used in the process and getting it was helpful. He said to stay tuned it would be "there soon".

### **Standards Committee Report**

Laura Sykora has been working on enforcement of standards and getting really good support and information. She said that basically once the rules are finalized and standards are made they will be final. At present they are finalizing the compliance process. She provided a slide listing the names of those on the Enforcement Sub Committee.

There are three steps she noted for review in the compliance process:

Step 1 The Inspection Process

What will be done if they do not meet the rules as far as PSAP actions?

## Step 2 PSAP Written Response and Corrective Action Plan

If the PSAP cannot fix the deficiency what will happen next?

## Step 3 Standards Committee Actions

Ms. Sykora stated that peers will review the PSAPs and they will be given a report stating whether there were deficiencies and if they passed or not. (Once the rules are in place this will take place in the year following the effective date of the rules.) If there are no deficiencies or if they fix any deficiencies within 30 days there will be three years before next inspection. PSAPs will be inspected every year until all deficiencies are fixed if there are any.

If the deficiencies are not fixed in 30 days a written report must be made saying what they did and their results. They will submit an action plan if they cannot fix it in 30 days. If not fixed a 90 day action plan will be made and submitted to Richard Taylor. It needs to go to Richard Taylor. Richard Bradford said it should go to him as the Executive Director. He runs the day to day operations and he can bring issues to the appropriate places. He then approves the plans and goes through it with the PSAP. The PSAP is then reviewed again and if still not fixed they must submit another action plan.

Ms. Sykora said that Richard would review the plan and there would be another inspection to make sure actions were being taken. If the PSAP still does not pass then it goes to the Standards Committee. They recommend the actions that should be taken to the PSAP director then to those supervising the PSAP. A letter would also be sent to the PSAP authority. In all of this the PSAP directors are always involved.

The final thing that would be done would be for funding to be reviewed, but that is a last resort. She stated that they do not want to take away funding when they are trying to fix something. The Board would be involved in this step.

Jeff Shipp brought up where the Board was with this. Is it ready for approval? How long will this take to get this done? Others spoke up as well. Ms. Sykora asked for Mr. Bradford to incorporate what she said into the rules and she asked what the ETA was on this. Mr. Bradford asked if the concepts were approved and she said that they were, but the wording needed work.

Mr. Bradford said that the Board has rulemaking authority and can make rules and policies and procedures for dealing with issues such as site reviews. But it had to be according to the statutes. He said that what she had just said was a process for how to deal with reviews. The composition and the enforcement committees are set up to where they are comfortable with peer review inspections and checklists or reports that details remediation which they need to do. There is a variability between one site and another. Rules take time to take place and are difficult to change. Rules are not easy to make. Policies and procedures can be changed more readily. The goal was to get the process resolved and add new rules giving support for this. He said after another meeting of the rules committee they would have the formal filing with the OAH, but that as soon as they have the approval of the new rule they will move forward. He said they were working things out. He has prepared rules and has sent them out to the involved parties. From there it goes to calendaring. There is a requirement for a public hearing before the Board in a regular meeting or in a special meeting for comments from the public. Arguments from the attorneys in rules review will take place and these are subject to interpretation of the law. Recommendations will be made based on these comments. A hearing will then be held with the rules review commission and he will argue that these rules be passed. Ms. Sykora asked if it could be a year out. Mr. Bradford said hopefully not that the legislature is trying to move it faster. He also stated that every agencies' rules are under a ten year review. They are hiring more attorneys to make

this faster, but there is no definite time. Ms. Sykora asked Dave Corn when the process began and he said 2010. Chairman Estes asked if the Board could pass a policy procedure or if it had to go to the rules committee? Mr. Bradford said that the difficulty they have is some things are rules and some are not and this was the struggle for three years. What parts of the Board's action had to go through rule making and what did not. He said that the Board publishes a list of eligible expenses which are commonly used and this benefits the 911 centers. He said that the review commission says you cannot put that out as a rule, but the Board does it anyway because the consumers, the public, want it. They just did it as a policy. Chairman Estes say can they just be policies and not rules and Mr. Bradford said that as they effect operations and funding they cannot. They have a potential for fiscal impact.

Jeff Shipp said that this does create a lot of inefficiencies in many areas.

Richard Bradford said that rules get to be much more specific than legislation. He said administrative law is a difficult area. All sides complain about it, but that is how it is. He said that he would like to give us a calendar approach, but he cannot do that until a public hearing is scheduled, but the dates could even change then.

Chairman Estes said that could we at least start setting this up as a standard so they could get used to doing it not as a required participation. Mr. Bradford said this falls under pre-inspections.

Ms. Sykora, can we proactively work before the official review. Can we do this minus the enforcement piece? Can we have standards that we can go through? She said that this may help us to go through the rules with the PSAPs. She stated that on the 12<sup>th</sup> of November they were going to discuss it try to finalize the language. She said it could be talked about again on December 5<sup>th</sup>. She also said that they need to look at standards for developments which are going to take place for things that are on the horizon such as texting 911 and others. She wants to get ahead of what they are facing. The Committee is not done by any means.

Mr. Bradford said that the rules process does not take into account agencies where there are meetings once per month. He said it envisioned agencies that meet every day. He said that it is difficult where people are trying to move forward. He said Dave Corn had prepared a document that is ready for use to do these inspections, they just need approval by the committee.

Chairman Estes said that the committee should use something and this can be discussed at the next Board meeting. He asked Ms. Sykora to have something ready then.

### **Updating on Meeting with the Cities of Jacksonville and Fayetteville**

Richard Taylor said that there was a meeting with them back in August and we needed clarification for what they needed. They gave information from the City of Jacksonville and the letter said that they want funds and use Camp Lejeune as a secondary PSAP. Financially, they want \$259,497.00. They gave a breakdown of what this money will go for. They want a change in the definition of a backup PSAP as well.

Fayetteville wants the same change of definition for backup and secondary PSAPs. They did it word for word matching what Jacksonville wants, but they also said that they did not have a breakdown of expenses which are eligible. Mr. Taylor needs clarification on this and they were confused too. They did not know there was a list of eligible expenditures. They do not have relationship with Fort Bragg. There will be a meeting on November 14<sup>th</sup> between Camp Lejeune,

Fort Bragg, Fayetteville, and Jacksonville in Jacksonville. Chris Estes has asked that a special committee. Jason Barbour, Laura Sykora, and Len Hagaman are making up the special committee and along with Mr. Taylor and Mr. Bradford these people will go to the meeting on November 14<sup>th</sup> in Jacksonville with representatives from the bases and the cities. He will also speak with people from Cumberland and Onslow counties.

Jeff Shipp asked if there already were secondary PSAPs in those communities. Mr. Taylor said there was not, they just want to change the definition. Mr. Taylor said that in Jacksonville and Camp Lejeune it relates to funding issues. He said that was part of why they want the definition changed. He is not sure about Fayetteville, he thinks they are trying to support what Jacksonville is asking for. Chairman Estes said that there were federal issues involved. Mr. Bradford agreed and Mrs. Sykora agreed as well. Mr. Bradford said if the federal law changes it would be like dominoes and change policies, but until this happens it does not matter.

Jason Barbour said we should not waste a lot of time if there is nothing we can do. Mr. Taylor said that at the last meeting the military officials said that they were not allowed to get funding from the Board. Mr. Taylor said that as a backup PSAP there was funding available, but it would go through the cities first not directly to the bases. He also said that there were limitations that they were informed about. It was confusing what they were asking for which is why the meeting was needed. There will be updates in the December meeting on this.

Ft. Bragg already has a backup PSAP and they do not want to be backup for Fayetteville. He stated also that Wayne County was facing a similar situation and that they were handling everything in a satisfactory way. This could change, but at the present time they were doing fine. Chairman Estes asked for questions and there were none.

#### **Report on 911 Outage of Thursday 10/30/2014**

There was an 911 outage yesterday. Laura Sykora asked Larry Liles who was “the man trying to get service back up” after Chairman Estes asked for a report on the outage. A fiber optic cable was cut accidentally. She said that they were still looking into it. Mr. Liles spoke as area operations manager for CenturyLink. He said there was an outage and cables were damaged about 9:30am with a contract crew placing poles. The locate request was made and it looks as if it was incorrect. It was a very congested area with many cables. The fiber that was damaged did not appear for several miles. It was easy to miss this fiber. They need to get with the location company. It occurred between Prospect Hill and Roxboro exchanges. It did affect Person and Caswell County 911 centers and some in Orange County. It also impacted the management and administrative systems. This caused the most issues in getting things back as quickly as they would have wanted. This is a redundant system and to be honest he said that they did not know exactly what happened that caused the system to break down. As soon as they have this information they will get it to the Board.

Chairman Estes said that given the Board meeting that the Board be given facts about the incident as they became available.

Laura Sykora said that David Dodd said that there was an outage that could have affected Johnston and Nash Counties. He said that someone from CenturyLink contacted them to ask if they were affected and they were not. Mr. Taylor also heard that there could be others, but they did not affect 911 centers. Communications were affected a little, but not 911.

Dinah Jeffries said that it was a big deal where she was. She said she is interested in understanding the miscommunication between the technicians and the NROCs. There was a lot of miscommunication between central office and NROC. All that they were getting was that it was an “eastern U.S. issue”. They thought that the system may have been compromised. They were worried about hackings and they did not find out about the outage for 90 minutes. She said that there has got to be a way to notify communication centers faster if something has been compromised. They are not finding out very easily and quickly. It may not be unusual for a call center to have issues. But from 9:26am-4:30pm yesterday calls could not be routed back to the centers due to the fiber being cut. There was no backup in place. Is there a manual way to override this? They were without the ability to reroute calls. There has to be something there that lets 911 be a priority. But right now they do not feel like one and 911 is being blasted by their citizens. Apparently calls were being routed to a 911 Nail Salon.

Dinah Jeffries said it was the 3<sup>rd</sup> time this had happened and communications had been rerouted. Some calls were being routed to a 911 employees cell phones. Why did it take so long to be corrected? How is it getting changed and why does it take so long to get the mistake fixed?

Chairman Estes said that follow up needs to take place. He announced that he was new to the Board and he said that citizen safety was most important. He wanted to know what the process was for letting citizens know what to do if there is a large area affected and they cannot call 911. Dinah Jeffries said that the PIO got involved and the citizens were given a seven digit number to call using land lines. This is a local 911 policy. Every one may be different.

Ms. Jeffries said that they were not given answers for when they would be up again and they were nervous about putting it out to the public. But they did it anyway. She said that they took a lot of steps to send out information. They contacted partner agencies as needed. This was necessary for seniors especially.

Chairman Estes thanked the person from CenturyLink for his help and looking into what happened. Chairman Estes asked him to come to the next meeting and speak again after more time had passed. He wants to know how the calls were routed there.

Rick Isherwood asked if there was a regular testing for redundancy. Dinah Jeffries said that she has had to, it is in a transition right now because they are trying to find out who and how to test things. She said that several years ago the services would call them for testing. They have stopped doing this. She says that 911 does not seem to be a priority anymore.

Chairman Estes said that this is timely due to work with backup PSAPS. We do need to be prepared for these kinds of things.

### **Proposed Meeting Dates for 2015**

Richard Taylor presented a list of proposed meetings dates for 2015. These will be given out at the next meeting in December to be approved. A list was provided for the Board on projection. They are all on Fridays and usually they will be the last of every month. A vote will be held in December 2014 for these. They are on the webpage in the agenda book.

### **Discussion on December 4, 2014 Work Session**

Richard Taylor mentioned the work session on 4<sup>th</sup> and meeting on 5<sup>th</sup> in Manteo. We were invited and it should be a nice time at the Outer Banks. For the work session what needs to be discussed. Did you like what was done last year? Do you want Marin (facilitator) back or something different? Mr. Taylor said it would be good if they did have her back and he said that the PSAP and finance goals should be worked in to what she does.

Jason Barbour said we needed to work more and spend less time feeling good. Chairman Estes asked if she helped or not. Laura Sykora agreed that they needed facilitation as far as the work. Mr. Barbour said there is a lot to talk about work less than anything else. Mr. Taylor said that he would ask if she could be more goals focused.

Jeff Shipp asked if there could be a spring work session as well. He felt that this helped.

Rick Isherwood asked if there would be a schedule for regional meetings/PSAP manager meetings. Mr. Estes and Mr. Taylor agreed that there would be.

Jason Barbour said that they could try to sync those up with APCO and the Sheriffs as well. Laura Sykora said that this was a good idea. Laura Sykora said that every third meeting should be Town Hall style. Jason said this would be good for us to do with the police chiefs too. The police chiefs are meeting in January in Cherokee. Dave Corn and Richard Taylor are speaking then too. Chairman Estes said that that the dates needed to get finalized.

Chairman Estes asked for other items. Richard Taylor said that at next meeting in January the cellphones phones should work in the building.

Motion to adjourn was made by Jason Barbour and Margie Fry seconded it. The meeting adjourned at 12:14pm.