

North Carolina 911 Board Meeting
MINUTES
Cape Fear Ballroom Salon B
Hilton Wilmington Riverside
301 North Water Street, Wilmington, NC
December 8, 2017
10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Heather Campbell (CMRS) Sprint	Tina Bone (DIT)	Rachel Bello, Wake Co
Eric Cramer (LEC) Wilkes Communication (WebEx and phone)	Ronnie Cashwell (DIT)	Bill Durrance, Communications Intl
Andrew Grant (NCLM) Town of Cornelius (WebEx and phone)	Pokey Harris, (DIT)	Shane Kilpatrick, Communications Intl
Chuck Greene (LEC) AT&T	Danette Jernigan (DIT)	Melanie Neal, Guilford Metro 911
Len Hagaman (Sheriff) Watauga County	Richard Taylor (DIT)	Cordell Palmer, Chowan Co 911
Greg Hauser (NCSFA) Charlotte Fire Department		David Poston, CMPD
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)		Victor Williams, Beaufort Co Sheriff's 911
John Moore (VoIP) Spectrum Communications		
Niraj Patel (CMRS) Verizon		
Mike Reitz (APCO) Chatham Co 911		
Jeff Shipp (LEC) Star Telephone		<u>WebEx Guests</u>
Jimmy Stewart (NCAREMS) Hoke Co 911		Vicki Callicutt, Union Co Comm
Slayton Stewart (CMRS) Carolina West Wireless		Deborah Cottle, New Hanover Co 911
Amy Ward (LEC) CenturyLink		Allen Cress, Rowan Co 911
		Emily Dallmyer, Little Diversified Architectural Consulting (re: Lincoln Co)
		Brian Drum, Catawba Co 911
		Mike Edge, Scotland Co 911
		Bill Gibbs, Lincoln Co 911
<u>Members Absent</u>	<u>Staff Absent</u>	Josh Holloman, Johnston Co
Secretary Eric Boyette (NC CIO) Board Chair	Marsha Tapler (DIT)	Phil Penny, MCP
Donna Wright (NENA) Richmond Co Emergency Services		Christy Shearin, Franklin Co 911
		Ronnie Rombs, Lincoln Co 911
		Corinne Walser, MEDIC 911
		Allen Weeks, City of Jacksonville
		Bruce Williams, Wireless Comm
		Mike Yaniero, Jacksonville PD

Call to Order—Vice Chair Bone opened the meeting at 9:59, thanking everyone for attending and praising the venue. In the absence of a local representative to welcome everyone to New Hanover County, he encouraged everyone to avail themselves of the county's many offerings while in town, observing how nice a city Wilmington is. He then asked Mr. Taylor to swear in Mike Reitz as a new Board member representing NC APCO.

Mr. Taylor asked Mr. Reitz to step to the podium to take the oath of office. As Mr. Taylor read the oath, also projected onscreen for all to read, phrase by phrase, Mr. Reitz repeated after him. When the administration of the oath of office was complete, Vice Chair Bone officially welcomed Mr. Reitz to the Board, observing that his predecessor, Dinah Jeffries, was a great asset to the Board, and expressing confidence that Mr. Reitz will be as well. Mr. Reitz related that Ms. Jeffries was the person who hired him when he first became a telecommunicator, and adding that he pretty much owes her, Gwen Snowden and Nick Waters for inspiring him and bringing him to where he is today in his profession.

Roll Call—Mr. Taylor called the roll of participants on the phone. The only Board members absent were Chairman Boyette and Donna Wright. Mr. Taylor also advised various agency representatives or their SMEs were online to answer any questions which might arise during the meeting regarding requests made by PSAPs that appear on today's agenda, calling that roll as well. After that roll call was complete, Philip Penny advised he had joined the call as well, although his name had not been called.

- 1. Chairman's Opening Remarks**—Vice Chair Bone took a moment to thank everyone for the good work session which had taken place the day before this meeting, observing he thought a lot was accomplished.
- 2. Ethics Awareness/Conflict of Interest Statement**—Vice Chair Bone read the Ethics Awareness/Conflict of Interest Statement printed in the agenda. Jeff Ledford responded he would recuse himself from agenda item 5.b.1, a request for a grant extension from his agency.
- 3. Public Comment**—Vice Chair Bone read the invitation for Public Comment printed in the agenda. No one had registered in advance to speak, and no one present chose to.
- 4. Consent Agenda**—Mr. Taylor advised he had not received any additions or corrections to the copy of the minutes of the last meeting that he had distributed earlier in the week, so they will be approved as presented. Alan Weeks, who had not responded during the earlier roll call of agency representatives, joined the meeting over the phone. Mr. Taylor then turned to the financials (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda.pdf> page 2 for amounts). Jeff Shipp made a motion to approve the Consent Agenda as presented, Slayton Stewart seconded the motion, and the motion carried unanimously.
- 5. Executive Director Report**—Mr. Taylor advised a new financial analyst has been hired, slated to begin work on January 8th. He advised her name is Niki Barnes, that she is coming from the compliance division of the Department of Revenue, where she has worked for 18 years, and speculated that her background in compliance will dovetail nicely with her financial review responsibilities here. Mr. Taylor also advised that a new Network Engineer has been selected, but although his hiring has been approved, Mr. Taylor is not at liberty to announce the name until a few more papers are signed. Mr. Taylor advised this hire represents just the beginning of a group of hires that will be made in network positions as we start building up staff for the NG911 project.

Greg Hauser expressed surprise at this hire, observing that although he had known the position needed to be filled, he had neither seen it advertised nor heard that it had been opened to applicants; is it a staff position, an internal hire, a state employee transfer, or what? Mr. Taylor replied it is a new position dictated by the Board's decision to staff and operate the NMAC, and in looking internally for someone with the type of experience that job will require he had found this person, who already does that type of work. Mr. Hauser asked if this will result in an increase in the NG911 fund requirement for staffing. Mr. Taylor explained that, as will be seen in a budget amendment proposal later in the meeting, this will come from the present staffing budget, but as other members are added to the NMAC team it will come out of the NG911 Fund, since all those positions will be directly related to the NG911 project. Mr. Taylor added that the Funding Committee had voted in favor of the recommendation for the budget amendment on the agenda. Vice Chair Bone asked if that had gone before the Technology Committee as well as far as the staffing is concerned; Mr. Taylor replied it had been discussed, noting that since the NMAC

RFP had not been able to produce a contractor to provide NMAC service, and since having the NMAC in place is a critical part of bringing the ESINet online, both committee members and the SMEs working with the NG911 project determined that commitment had to be fulfilled ASAP or risk holding up AT&T in the ESINet deployment. Mr. Hauser said he understood, but just wants to be sure that the financial and PSAP liaison staff members don't get left behind in the rush to fulfill this commitment, offering that he feels increasing staffing for those efforts is every bit as important as rushing forward with this technical staffing.

Mike Reitz asked Mr. Taylor to explain the process for increasing staff; does it come before the Board, or is it dictated by State Personnel regulations, or what? Mr. Taylor replied it has been left up to him, as the Executive Director, to make recommendations to the Board regarding staffing. Once approved, additional staffing positions are budgeted, but they also have to fit descriptions within the State Department of Human Resources' system. He then asked Mr. Bradford to explain exempt versus non-exempt positions. Mr. Bradford offered that a more fundamental issue to understand is that whenever an agency wants to hire someone to do something like this they can look at a personal services contract, e.g. "We need this person to do that job." Due to some instances of this occurring year after year after year, those terms are now limited, and agencies considering that route must determine whether to create a new position rather than utilize a personal service contract. Returning to this specific instance, Mr. Bradford reminded everyone that the NMAC RFP did not produce the desired outcome of providing a contractor to staff and operate the NMAC. He added that AT&T could possibly have provided that function, but the desire, based upon all the interaction between staff and the PSAP community, was to have this function separately managed, which left creation of a staff of our own to do that. Mr. Bradford next turned to the status of these individuals re: who is exempt and who is not, which he said is significant. He observed that some of the people that transfer into positions like this who are already state employees will have certain employment rights that are vested, others potentially become somewhat suspect, but all of those questions are part of the background that is taken into account.

Vice Chair Bone offered that Mr. Taylor has consulted with Chairman Boyette in his capacity as Secretary of the Department of Information Technology, has received his blessing for this choice, and the budget amendment later in the meeting will provide the funding. He then asked Mr. Taylor, since the Board is adding and expanding staff, to create an organizational chart for the Board prior to the next meeting, to which Mr. Taylor readily agreed. Noting that in the past some Board staff were contract positions, Vice Chair Bone asked if all the new positions will be permanent employee positions. Mr. Taylor replied that they will be—he is trying not to have to rely on contractor positions. He added that positions within an agency can be repurposed should the need arise, although it can be a lengthy process getting all the necessary approvals. He then observed that Chairman Boyette has been very supportive during his tenure as Board Chair in adding staff and trying to streamline that process as much as possible.

Mr. Taylor briefly spoke about and displayed onscreen photos of Chairman Boyette's recent visit to Johnston County 911 along with Board members Amy Ward and Jeff Shipp before moving to the next agenda item.

a) Evaluation of Statement of Economic Interest filed by Michael Reitz—Mr. Taylor displayed the Evaluation of Statement of Economic Interest Filed by Michael Reitz issued by the North Carolina State Board of Elections & Ethics Enforcement stating "We did not find an actual conflict of interest or the potential for a conflict of interest" to be read into the minutes. Discussion about all Board members having to complete their annual renewals ensued, with several members commenting upon how time consuming the process is.

b) Grant Extension Requests

1) Shelby Police Dept—Staff recommendation to approve, motion by Jeff Shipp, second by Slayton Stewart, carried with Jeff Ledford abstaining.

2) Rowan County 911—Staff recommendation to approve, motion by Greg Hauser, second by Chuck Greene, carried unanimously.

c) Approval of 2018 meeting dates—Mr. Taylor noted the only change from the proposed schedule presented at the last meeting is that the January 26th meeting will be in Hamlet, while reminding everyone about the September 11th meeting being on a Tuesday rather than Friday in conjunction with the NC

APCO/NENA Annual Conference in Cherokee. Staff recommendation to approve, motion by Chuck Greene, second by Jimmy Stewart, carried unanimously.

6. Request by Chowan County for additional grant funding—Mr. Taylor reviewed the history of this request, which had already been exhaustively discussed at the last two 911 Board meetings (please see <https://files.nc.gov/ncdit/documents/files/20170922%20Minutes.pdf> and <https://files.nc.gov/ncdit/documents/files/20171020%20Minutes.pdf> for the minutes of those two meetings). He reviewed that although the Board had voted to provide an extension to the county's grant deadline at its last meeting, many questions requiring answers had been raised by Board members regarding the request for additional grant funding, with no Chowan County representatives present at either of those meetings to answer the questions. Mr. Taylor then introduced Chowan County 911 Director Cord Palmer, who was accompanied by Bill Durrance and Shane Kilpatrick representing Communications International, the vendor Chowan County is using for this project, inviting them all to step to the podium.

Mr. Palmer introduced Mr. Durrance as the Project Engineer, to whom any structural questions may be directed, and Mr. Kilpatrick as the Project Manager, also available for questions. Mr. Palmer then offered a PowerPoint presentation providing both tabular and visual data explaining the reasoning behind this request (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda%20Book-2.pdf> pages 84-97). Within the PowerPoint presentation:

- He reiterated how Perquimans County and Chowan County each had received grant awards which were dependent upon erection of a new radio tower for Chowan County.
- He observed the present 150' tall tower used by Chowan County actually belongs to the municipality of Edenton, not to the county, and the city's zoning would not allow construction of a replacement, especially the 180' tower necessary to meet both counties' radio transmission/reception needs at that site.
- He described and displayed photos of the three sites which have been considered for the new tower on the campus of the new 911 center, relating the pros and cons of each.
- He explained the logic behind choosing their preferred site, which is projected to cost an additional \$162,004.05. That is the amount being requested as additional grant funding.

Throughout Mr. Palmer's presentation Board members asked questions regarding the choices the county has made, including what alternative funding sources or construction options it had considered. Mr. Taylor voiced concern about setting a precedent, as no additional grant funding has ever been awarded to grant recipients beyond the initial award in the history of the 911 Board grants, and he fears such requests will become commonplace if this one is granted. He also speculated that if tower space could be rented on the new tower the county could recoup its ROI very quickly, without requiring additional grant funds.

Several Board members expressed concerns about completing this project in a timely fashion, observing they felt Chowan County had performed due diligence in arriving at its conclusion. Mike Reitz made a motion to approve Chowan County's request, and Amy Ward seconded. After some further discussion, Vice Chair Bone asked for a vote tally of individual Board members' votes. Once counted, 8 votes were cast in favor of the motion, with 7 votes opposed. The motion carried.

Mr. Reitz suggested that perhaps the Grant Committee should further investigate the details of future grant applications in an effort to prevent this type of request from reoccurring. Mr. Taylor disagreed, stating that the expectation is for grant applications to be presented accurately, and if the grant applicants, typically PSAP managers, are not fluent in construction details, they are expected to consult SMEs who are; he observed it is not the Grant Committee's job to get that far into the weeds, but rather the applicants'.

7. Funding Committee Report—Vice Chair Bone stated that all three of the financial reconsideration requests being presented were discussed at the November 15th Funding Committee meeting, all were recommended for approval unanimously by the committee, and all come before the Board as motions requiring no seconds.

a) Franklin County 911 funding reconsideration—Mr. Taylor listed the products and services Franklin County wishes to pay for through this request, displaying the financial sheet onscreen. The total recommended

FY18 funding amount is \$1,178,093. No discussion followed, so Vice Chair Bone called the vote on the recommendation, which passed unanimously.

b) Jacksonville PD funding reconsideration—Mr. Taylor advised Jacksonville PD is seeking approval of this request to pay for dispatch protocols and some modifications to their phone system for Next Gen. He displayed the financial sheet onscreen, noting that \$56,700 will be added to their approved FY2018 funding amount of \$406,071. No discussion followed, so Vice Chair Bone called the vote on the recommendation, which passed unanimously.

c) Vance County 911 funding reconsideration—Mr. Taylor reported that Vance County is seeking its reconsideration based upon a CAD system replacement, some console equipment upgrades, and Radio Network Switching Equipment (MEB) upgrades. He displayed the financial sheet onscreen, noting that the adjusted Approved FY2018 funding amount will be \$509,958 if the request is approved. No discussion followed, so Vice Chair Bone called the vote on the recommendation, which passed unanimously.

d) FY18 budget amendment—Vice Chair Bone related that this budget amendment provides for the addition of two network engineers to work on the ESINet project, as was already touched upon earlier in this meeting. He advised they will be long-term, permanent positions, adding that the Funding Committee met via WebEx on December 5th and unanimously recommends this budget amendment to the Board for approval. Mr. Taylor added that this comes out of the “1% fund,” i.e. the fund allocated to the 911 Board for operating expenses, employee reimbursement, etc., which presently shows a balance of a little over \$2M, so no negative impact will be felt. Vice Chair Bone agreed that is the case during the current fiscal year, but going forward staff hired for the ESINet project, including the NMAC, will likely be compensated from within NG911 fund. Greg Hauser commented, much as he had earlier in the meeting, that he would like to see attention given to augmenting the “regular staff” in addition to NG project staff. Hearing no further discussion, Vice Chair Bone called the vote on the recommendation, which passed unanimously.

e) Approval of estimated FY2019 PSAP funding—Vice Chair Bone reminded everyone that the Board is required by statute to provide estimated funding to PSAPs for the upcoming fiscal year by December 31st of each calendar year. He advised that the Funding Committee met via WebEx on December 5th and unanimously recommends these estimates to the Board for approval for FY2019. Mr. Taylor added that these are just the best estimates available at this time, as some revenue-expenditure reports still have not been successfully reconciled, reminding all that the final funding amounts will be announced in May. For those who are new to this annual statutorily mandated process, he reviewed how the estimated amounts are calculated based upon the data represented in the spreadsheet contained in the agenda book (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda%20Book-2.pdf> pages 171-176), also explaining that the timetable was developed to allow PSAPs to use this information in developing their FY2019 budgets. Vice Chair Bone called a vote on the recommendation, which carried unanimously.

Vice Chair Bone said he wanted to add that the Funding Committee has had some conversation about a rough draft of a funding reconsideration request policy, observing that staff had indicated that it felt additional guidance for the PSAPs would be helpful. He remarked that this will be an ongoing process; Mr. Taylor added that as older PSAP managers and staff retire or move on, newcomers often don't have a complete understanding of this process, so the hope is that this effort will make it easier for them to understand.

Vice Chair Bone also added that the Funding Committee continues to work on developing cooperative purchasing agreements, and has assigned priority to working on a cap for implemental function costs. He characterized this as a challenge which they definitely need to see met, surmising that it will be a win-win situation for both the Board and the PSAPs once it is completed.

8. Standards Committee report—Mr. Taylor advised that Standards Committee Chair Donna Wright has had a death in the family and is attending funeral services today, so he will offer the report in her stead. He reported that Lincoln County had received a 911 Board grant to construct a new building, which requires the county to meet some additional rules, among which is a requirement that unauthorized vehicles must be kept a minimum of 82 feet (25 meters) from the PSAP building unless it has been designed to be blast resistant. Lincoln County has requested a waiver of this rule to allow the distance to be reduced to 65 feet.

Mr. Taylor displayed a diagram onscreen of the building footprint in relation to a fence along a property line between the county owned building site and Duke Power owned property adjacent to it. The diagram illustrates that the 82-foot distance when measured from the fence barely clips a corner of the new PSAP building housing a data room, but not the call center floor itself (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda%20Book-2.pdf> page 181). Mr. Taylor reported that the Standards Committee unanimously supports approving the waiver, and is bringing that recommendation to the Board for approval. Vice Chair Bone called a vote on the recommendation, which carried unanimously.

Noting that he had been hearing beeps as people on the phone had dropped off, Mr. Taylor thanked all of the representatives who had made themselves available to the Board today on behalf of PSAPs which had brought business before the Board during this meeting, either in person or on the phone.

9. Education Committee update on telecommunicator certification—Education Committee Chair Jimmy Stewart advised a subcommittee is currently writing an outline for telecommunicator certification based upon a standard published a little over a year ago. He offered that while that process is ongoing, the committee has decided to host a stakeholders meeting concurrent with the Telecommunicator Symposium being held in Greensboro on April 12, 2018, hopefully at the same hotel, which was also the site of last fall’s annual PSAP Managers meeting. He explained that stakeholders will include those organizations 911 Board members represent, as well as Emergency Management, Community Colleges, etc. He said the current plan is for the meeting to run from 10 AM to 2 PM with lunch provided. Pointing out that every other public safety entity operating in the state requires personnel certification, he underscored that it is way past time for telecommunicators—the *first* first responders, the people the public trusts with its lives—to have some type of uniform basic training.

10. Technology Committee update—Technology Committee Chair Jeff Shipp reported that the “ESINet Road Shows” began last week with one in Asheville and one in Greensboro, both of which he attended. He commended the AT&T team for its work, and despite his concern it may have been more technical and “in the weeds” than he expected, he speculated that it was probably important for the PSAPs to see that side of things. He reminded everyone that two more are scheduled for next week, one in Williamston and one in Fayetteville, and encouraged anyone who can attend to please do so. Mr. Shipp also shared, for those who haven’t already heard, that ECaTS has been acquired by West Corporation. Mr. Taylor related that he has spoken with Tiffany Chambers about her take on the acquisition, and she feels everything is going fine; she is working on some upgrades that have been discussed at Technology Committee meetings that he is very excited about. Mr. Taylor asked PSAP Liaison Pokey Harris for comments about the “Road Shows” from the PSAP attendees’ perspective, and she reported she has heard much positive feedback and feels that the PSAP managers do understand well.

11. Approval of 2018 911 Board goals—Observing he felt much good discussion took place at yesterday’s work session, Vice Chair Bone asked Mr. Taylor to display the results of the voting for which of the potential goals discussed at that work session should become the Board’s focus in 2018. The list, according to the number of check marks placed by each goal by Board members, included:

1. Establish Rules/Standards for NG911
2. Reassess PSAP Cybersecurity / Utilizing Existing DIT Convenience Contracts
3. Explore Opportunities to Expand Continuing Education
4. Promote EMD Statewide
 - Pursue Mandatory Telecommunicator Certification
 - Explore Other Funding Opportunities / How to Simplify Reporting

He explained that the last three in the list “tied for fourth place”, each receiving the same number of check marks. After some further discussion, Mike Reitz made a motion to adopt all of the goals in the list as presented, which was seconded by Heather Campbell and carried by unanimous vote.

Mr. Taylor reminded each Board member to “please, please” recommend someone to serve on the study committee being convened to update the state plan, as discussed at the work session yesterday. Observing that

he already has someone in mind as the facilitator, he asked them to please send their individual recommendations to him ASAP.

Other Items—Vice Chair Bone asked if anyone had anything else to bring before the Board today. Mr. Taylor advised that, as he has already mentioned to Amy Ward and Mike Reitz, he is planning to host a Board member orientation on Wednesday, January 17th at 10:00 AM, adding that if that doesn't work for someone, please let him know. He also added that the Grant Committee will be meeting on January 19th to perform reviews of the second round of this year's grant applications.

Adjourn—Vice Chair Bone wished everyone happy holidays and adjourned the meeting at 12:14 PM.