

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Raleigh-Wake Emergency Communications**  
**2320 Westinghouse Blvd, Raleigh, NC**  
**February 24, 2017**  
**10:00 AM – 12:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Dave Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Josh Brown (LEC) CenturyLink	Tina Bone (DIT) (phone)	Jeryl Anderson, OCES
Heather Campbell (CMRS) Sprint	Ronnie Cashwell (DIT)	Fred Baggett, NCACP
Eric Cramer (LEC) Wilkes Communication (WebEx & phone)	Dave Corn (DIT)	Dana Barbour, Johnston Co 911
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	David Dodd (DIT)	Jason Barbour, Johnston Co 911
Chuck Greene (LEC) AT&T	Karen Mason (DIT)	Randy Beeman, CCES
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Rachel Bello, Wake Co
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	Thomas Brake, MEDIC
Dinah Jeffries (NCAPCO) Orange Co Emergency Services		Nikki Carswell, Iredell Co 911
Jeff Ledford (NCACP) City of Shelby PD (WebEx & phone)		Jim Correllus, DIT
Danny Lineberry, Acting State CIO, Board Chair		Linda Draughn-Woloski, Akimeka
John Moore (VoIP) Spectrum Communications		Greg Foster, Alexander Co 911
Niraj Patel (CMRS) Verizon (pending)(phone)		Chris Knights, MSI
Jeff Shipp (LEC) Star Telephone		Darryl Meeks, NC HIEA
Jimmy Stewart (NCAREMS) Hoke Co 911		Allen Moore, Rocky Mount
Donna Wright (NENA) Richmond Co Emergency Services		Tony Patillo, MEDIC
		Philip Penny, MCP
		Michael Petti, Fayetteville 911
		Lisa Reid, Fayetteville 911
		Brett Renfrow, Johnston Co 911
<u>Members Absent</u>	<u>Staff Absent</u>	
Slayton Stewart (CMRS) Carolina West Wireless		David Saleeby, Iredell Co
		Anna Stamosi, DOJ

		Candy Strezinski, Iredell Co 911
		Corinne Walser, MEDIC
		Brett Wrenn-Person Co 911
		<b><u>WebEx Guests</u></b>
		Byron Burns, CRS
		Chad Deese, Robeson Co 911
		Brian Drum, Catawba Co 911
		Greg Ellenberg, AT&T
		Brad Fraser, Shelby PD
		Bill Gibbs, Lincoln Co 911
		Terry Grayson, Shelby PD
		Jon Greene, GeoComm
		Dell Hall, Stokes Co 911
		Kevin Medlin, OCES
		Melanie Neal, Guilford Metro 911
		Diane Raynor, Harnett Co 911
		Stephanie Wiseman, Mitchell Co 911
		Brenda Womble, Wilson Co 911

**Roll call**—911 Board Executive Director Richard Taylor polled Board members he expected to be on the phone bridge. Andrew Grant, Niraj Patel, Jeff Ledford, and Eric Cramer all confirmed they were present. Staff member Tina Bone also confirmed she was present. Mr. Taylor noted he had also heard from Chuck Greene who was still in route due to traffic conditions.

**1. Chairman’s opening remarks**

Mr. Taylor then introduced Danny Lineberry, the Acting Secretary of Information Technology and State CIO, therefore the Chairman of the 911 Board. Mr. Taylor then turned the floor over to Mr. Lineberry, who confirmed he was, indeed, all the things Mr. Taylor had called him, with special emphasis on the word ‘Acting’. He said he did not cry out for this job and has no intention of keeping it; in fact, he had already turned in his retirement papers prior to being asked to do this, but said he would fill in “for the time being, anyway.” He added that although he’s not sure how long he’ll be here, he looks forward to working with everyone and getting to know them while he is here.

Chairman Lineberry related that he’s been in and around state government for about thirty years now: he was a newspaper reporter for the Durham Herald Sun in Raleigh, has worked on both the majority and minority staffs in the State House, and has been at ITS/DIT for fourteen years. He offered that since this is his first 911 Board meeting—and maybe his last one, too—he has asked Vice Chair David Bone to preside today so he can listen and learn.

Mr. Taylor then asked Raleigh-Wake 911 Director Dominick Nutter to step to the podium and provide instructions to everyone regarding breaking into groups to tour the PSAP. While Mr. Nutter was heading to the podium, Mr. Taylor remarked that ever since this new 911 center was completed, Mr. Nutter has

been wanting to host a 911 Board meeting. Mr. Taylor added it was also the site of the peer review training recently offered by the Board, observing that the staff has been absolutely marvelous to work with. He concluded his remarks by stating this is truly a “Taj Mahal” of 911 centers.

Pointing out that this is a large group, Mr. Nutter asked that the Board members go in one group, half of the gallery go in the second group, and the second half of the gallery go in the third group. Chuck Greene arrived and the tour began about the same time—around 10:06 AM; the meeting reconvened at 10:43.

Vice Chair Bone reopened the meeting complimenting the beautiful center and expressing appreciation for the Board being able to meet here today. He then asked Mr. Taylor to re-poll Board members on the phone bridge, which he did. All were still connected except Mr. Patel. Vice Chair Bone next addressed Chairman Lineberry by welcoming him to the Board, offering that it's a great group to work with, and that there are a number of new members, so he's in good company. He added that the Board looks forward to working with him during his tenure.

Vice Chair Bone then moved to a recognition of former Board member Jason Barbour, noting that several other members had been similarly recognized at a previous meeting. He observed Mr. Barbour has been a long-serving member of the Board whose term was up, and although we're seeing him leave the Board, he is going to be sticking around to serve on several committees, for which we're thankful. Chairman Lineberry, Vice Chair Bone, Mr. Taylor, and Mr. Barbour moved to the podium for the recognition ceremony.

Mr. Taylor offered that this was truly a bittersweet moment for him because the Board is losing a lot of institutional talent, a lot of knowledge, and a lot of energy now that Mr. Barbour has served his entire eight-year term. He pointed out that Mr. Barbour had chaired the Funding Committee as well as served on numerous other committees, representing NENA and PSAPs very well. Mr. Taylor added that Mr. Barbour has a beautiful new wife and for some reason he thinks he needs to spend time with family, eliciting chuckles around the room. He concluded his personal remarks by saying how thankful he is for the years that Mr. Barbour has been with the Board.

Mr. Taylor read the inscription on the plaque being presented to Mr. Barbour, concluding by saying we all appreciate his service, but more importantly, he appreciates their friendship. Mr. Barbour said he appreciates the plaque, but more importantly appreciates all the Board members' friendships. He observed the Board obviously has a huge task to protect the citizens of North Carolina during their greatest times of need; those citizens rely on what this Board does and what the 911 centers do throughout the state. He expressed it has been an honor for him to serve those citizens and to serve this Board. He pointed out that as Mr. Taylor said, he has a beautiful new wife and is mighty close to the retirement finish line, and he's looking forward to spending more time in the salt air. He offered to stay on the Funding Committee as long as the Board wants him to and wants to be a resource as long as they want him to, because he's passionate about 911. He once again thanked the Board for the support it has given him.

Vice Chair Bone, as the current Funding Committee Chair, observed that Mr. Barbour really helped bring him along, saying that he had a steep learning curve, and is still learning every day, so he thanks Mr. Barbour for his assistance in *his* education.

## **2. Ethics Awareness/Conflict of Interest Statement**

Before reading the Ethics Awareness/Conflict of Interest Statement printed in the agenda, Vice Chair Bone reminded Board members to fill out their annual ethics awareness forms before the deadline. He

then read the statement and asked if any Board members were aware of any conflict or potential conflict of interest with respect to matters coming before the Board today. Josh Brown said he would abstain from voting on agenda item 6. Vice Chair Bone thanked him, and reminded everyone that if something should come up during the meeting to please identify the conflict or potential conflict at that time.

### **3. Consent Agenda**

Mr. Taylor advised he had mistakenly distributed an unreviewed set of minutes to Board members rather than staff earlier in the week, and then a second set which had been reviewed and edited by staff later in the week. Characterizing the staff edits as minimal, he opened the floor to any other comments or corrections Board members might wish to offer. Hearing none, he moved on to the financial report (available in the online agenda book at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/02242017-1%20Agenda%20Book.pdf>), highlighting the fact that six grants are in the process of being completed: Rockingham County, Lenoir County, Anson County, Herford County, Caldwell County, and Swain-Jackson Counties. He added that in each instance some grant funds were left over, although Marsha Tapler is still reviewing all of the accounting. He also noted that all of the grant contracts have been received from the latest grant recipients and we are working toward getting their budgets approved.

Mr. Taylor reported account-specific balances as listed in the meeting agenda (available at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/02242017%20Agenda.pdf> on pages 1 and 2). Vice Chair Bone asked if there were any questions for Mr. Taylor on any of those items. Hearing none, he entertained a motion to approve the Consent Agenda as presented. Donna Wright so moved, Jeff Shipp seconded, and without further discussion the motion carried unanimously.

### **4. Public Comment**

Vice Chair Bone read the invitation for public comment printed in the agenda. David Saleeby, the Fire & Emergency Services Coordinator for Iredell County had registered to speak, so Vice Chair Bone invited him to approach the podium. Mr. Saleeby introduced himself as the Project Manager for Iredell County's new 911 facility, which they refer to as their Public Safety Complex, and conveyed greetings from the County Commissioners and County Manager Ron Smith, all of whom have been in a budget retreat for the last two days and into today.

Mr. Saleeby noted he had provided handouts to Board members which would pretty much contain the same information he was presenting onscreen. For the benefit of new Board members, he reviewed how two years ago, in April of 2015, he and Manager Smith came before the Board at its meeting in Morganton, and related at that time how Iredell County had, over the prior two years, been planning to build a new 911 facility in response to explosive growth in the county due to its proximity to Charlotte and Charlotte's attendant sprawl which has resulted in a dramatic increase in not only 911 calls, but in emergency services provisioning altogether within the county. He displayed an architectural rendering and site plan of the new facility onscreen, observing that all four of their public safety entities will be housed there: 911 PSAP, EMS Administration and EMS Base, Emergency Management and EOC, and the Fire Marshall's Office, which they call the Fire Services Office.

Referring to the floor plan, Mr. Saleeby noted that square footage had increased from the projected 36K in 2015 to 38K in the final plan, and also that the look of the building has changed since that initial proposal two years ago. He highlighted the portion of the building that would be devoted to 911, which will account for approximately 25-28% of the building.

Mr. Saleeby advised that the county had enlisted the aid of MCP (Mission Critical Partners) as its communications consultant in programming the project when it began planning in earnest. He noted that MCP had done a great job at Burke County, which Iredell envied so much that it courted Burke County's 911 Director Candy Strezinski and "stole her away from" Burke. He commended her for the help she has provided, adding that she will keep the Board posted as the project evolves.

Mr. Saleeby stated that Iredell has retained a design/build firm called Edifice Construction and ADW Architects out of Charlotte which have teamed up through the programming, schematic, and design drawing phases and are just now into the construction drawing phases. He said the county expects to have a GMP (Guaranteed Maximum Price) to present to its Board in August of this year. After receiving a Notice to Proceed, the project is expected to take fourteen months, looking for completion in the October 2018 time frame, although they expect the 911 piece to lag an additional six to eight months due to allowing for the technology to be installed into a clean, new building.

Mr. Saleeby related that they consider themselves a 'semi-consolidated' PSAP, although the police departments in two cities within the county have not yet 'come into the fold.' He said they have extended that invitation to those cities, and are in conversation now with Mooresville, which looks pretty promising, leaving Statesville as the last holdout. He added Ms. Strezinski has been reaching out to other counties as well and Iredell County now serves as Alexander County's backup; an MOU has been sent to Wilkes County, but they have offered no commitment yet. Lastly, he added they are also reaching out to Yadkin County. He said the hope is that Iredell County may soon be able to call itself a consolidated regional center of some form to help the 911 effort in North Carolina.

Opening the floor to any questions and hearing none, Mr. Saleeby again thanked the Board for allowing him the opportunity to provide this update. He thanked Raleigh-Wake for the tour of its facility, which he called a 'great center', saying that although Iredell County is nowhere close yet, they take great pride in what they're doing. As he was leaving to head back to Iredell County, he expressed his thanks to the Board for all it does, and Vice Chair Bone in turn thanked him for providing this update.

Vice Chair Bone asked if anyone else wished to speak during the Public Comment period, and upon no one speaking up, asked Mr. Taylor to go on with the Executive Director Report.

## **5. Executive Director Report**

a) 911 Board Staff Update—Mr. Taylor said he had several things to report to the Board today, the first being a staff update. He relayed that after much paperwork and all the attendant things that must be accomplished in order to get our positions filled, he finally received the go-ahead to list the financial position, which is now posted. He said there is a link to the state human resources posting on our web page and it has also been advertised in the PSAP Managers newsletter, noting that the posting closes on March 1<sup>st</sup>. He said Marsha Tapler and Karen Mason, who, as well as all the other staff members, have been very much overburdened with myriad financial details, are excited at the prospect of getting some relief.

He added, however, all the news is not good; he's not excited to report that David Dodd is retiring on May 1<sup>st</sup>. Mr. Taylor has received permission to go ahead and post that position, observing he hopes to be able to hire someone before Mr. Dodd leaves so that he can have a little bit of transition time with his replacement. He added that Mr. Dodd has agreed to continue to provide contractual services, but "...on his schedule, not ours," eliciting laughter around the room.

b) 2018 Grant Cycle—Mr. Taylor reported the 2018 grant application cycle will open on March 15<sup>th</sup> and remain open 12 weeks utilizing the same process as last year: an online Word document to be completed and submitted electronically. Mr. Shipp asked if new members have been appointed to the

Grant Committee yet. Mr. Taylor replied Eric Cramer has volunteered to fill one seat, but one additional person is still needed to join him and Mr. Shipp and Slayton Stewart, who has volunteered to be the Committee Chair. Vice Chair Bone asked Mr. Taylor if the Board will maintain the same award priorities it did last year. Mr. Taylor replied he doesn't see any reason for that to change based upon the goals that the Board established this year, but he will be bringing that topic back before the Board for review prior to scoring the applications.

c) Regional PSAP Managers meetings—Mr. Taylor advised the first series of regional PSAP Managers meetings for this year will begin in March, taking a few moments to explain that program to the new Board members and encouraging them to attend one or more of the sessions if possible. He displayed a list of dates and locations onscreen (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/02242017-1%20Agenda%20Book.pdf> page 46 for details), with the Southeast Region meeting March 15<sup>th</sup>, the Western Region March 22<sup>nd</sup>, the Central Region March 23<sup>rd</sup>, and the Northeast Region March 30<sup>th</sup>, the day before the next 911 Board meeting in Wilson.

d) Request from Appalachian State University—Mr. Taylor displayed onscreen the text of an email exchange he had with Economics Professor David Dickinson at Appalachian State University. Prof. Dickinson said one of his students, Matthew Kay, wished to look at 911 call data from 2015 to study the correlation between call volumes and income levels (or other socio-economic variables) for counties in North Carolina as his topic for a class project and research paper, asking Mr. Taylor to point him to where that data may be found, as the student has experienced difficulty locating such data for North Carolina.

Mr. Taylor reminded everyone that the Board's policy has always been not to release ECaTS call data to anyone without the involved local agencies' permission. He related that he explained that to Prof. Dickinson, who reassured him that the student would not be associating any location data, just numbers of calls (call volumes) and the data would remain internal to the class project. Saying he had discussed this with Mr. Bradford, Mr. Taylor asked if Mr. Bradford would like to comment.

Mr. Bradford reviewed the Board's motivation to take that stance several years ago, because the information is generated at the local level, so if someone had questions, they would necessarily follow up at the local level. He observed, however, that the data is public record, so if someone asks for it, they're entitled to have it. He added that although lawyers could argue about whether it should come from the local government or the Board, the Board can certainly release it, noting at the same time that advising local governments of that decision would certainly be prudent and wise. In sum, he said he saw no legal prohibition against doing it; it is a straightforward public records request.

Mr. Taylor added that one thing local governments can be assured of is that we are not being asked to release, nor are we releasing, any call answering times or similar performance information; it will simply be total number of 911 calls received over a twelve-month period. He then asked the Board if it would be willing to allow him to respond positively to Prof. Dickinson's request. Chairman Lineberry asked if local governments would be made aware of this. Mr. Taylor replied "Absolutely." Dinah Jeffries asked if we would have some sort of agreement stating that the information would only be used as described in Prof. Dickinson's email. Mr. Bradford said no, and Vice Chair Bone concurred, stating it's just a regular public records request. Donna Wright asked if we will get to see any results. Mr. Taylor responded he does not know; he had not asked that. He did observe, however, that the email did state this would be an internal report, just for that class, adding he could certainly ask that it be shared with the Board, though. Ms. Wright said she would like to see the student present to the Board, prompting resounding concurrence from other Board members. Mr. Taylor said again he could certainly make that part of the agreement. Heather Campbell added she thinks it would be a good experience for the student, it being his senior paper and all. Again, many Board members audibly agreed. Sheriff Hagaman asked Mr.

Bradford if his position as an adjunct faculty member for Appalachian State presented any conflict of interest, and Mr. Bradford replied it did not.

Vice Chair Bone asked if there were any further questions or comments on this topic, and hearing none, offered to entertain a motion to allow Mr. Taylor to respond to Prof. Dickinson incorporating all the requests that have been discussed today in his response. Sheriff Hagaman so moved, Donna Wright seconded, and the motion carried unanimously.

Before leaving this agenda item, Mr. Taylor noted that the email opened the door to his asking Prof. Dickinson if Appalachian might be interested in serving as the consultant for our development of the new PSAP funding model. He added that Mr. Bradford has also been in communication with faculty at UNC Charlotte regarding that topic, though no formal agreements have yet been reached. Prof. Dickinson replied his department does not work with this type of thing, but he would gladly put us in contact with an appropriate group in the College of Business at the university. Mr. Taylor said he intends to continue to follow up on that when he phones Prof. Dickinson this afternoon and will share what he learns with Mr. Bradford.

## **6. Funding Committee Report**

a) City of Rocky Mount Funding Reconsideration—Vice Chair Bone reported, in his capacity as Funding Committee Chair, that this is a reconsideration concerning Rocky Mount's backup plan implementation. He said they have asked for an increase of \$127,573 in the city's 2017 distribution. He added he thinks they have assured us that they can work within the time remaining prior to the deadline to get the plan implemented. He then asked Marsha Tapler if she had anything to add.

Ms. Tapler reiterated that Rocky Mount has assured staff that it will meet the deadline; that having this request granted helps them meet that deadline. She added that its current fund balance will be used for other capital expenditures, necessitating this request for reconsideration. Mr. Bone then asked her to take this opportunity to remind the Board about the adjustments we've been making to the carry-forward amount. Ms. Tapler reminded everyone that the carry-forward amount the Board has historically approved has been 20%, but due to the strain being placed on the fund and in an effort to be more cost-effective, we have asked the PSAPs to reduce that carry-forward percentage to 10%. She pointed out that this is still above the 8% allowed by the LGC (Local Government Commission).

Vice Chair Bone asked if there were any questions about this reconsideration request. Hearing none, he reminded everyone that this recommendation comes from the Funding Committee as a motion, so no second is necessary. He then called for a vote on the recommendation, which carried unanimously.

He then said he wanted to offer a little more information from the Funding Committee before leaving this agenda item. He reminded everyone that the Board has an annual requirement to review the surcharge, which was discussed by the Funding Committee at its meeting this week. He added that discussion will continue at the next committee meeting, and he intends to bring a recommendation from the committee to the full Board at the next Board meeting.

## **7. Status of Backup PSAP Compliance**

Mr. Taylor reported a problem remains with the Eastern Band not being able to meet the Backup PSAP compliance deadline, that problem being no redundant communication paths between the primary PSAP and the backup. He said that although staff continues to work with them to try to make progress, it appears unlikely they will be able to meet the July 1 deadline; he is going to send them a letter expressing concern about them not meeting that deadline and what could possibly happen as a result.

Mr. Taylor also reported that the City of Lumberton in Robeson County has indicated it does not expect to meet the July 1 deadline as well due to the dramatic impact Hurricane Matthew had on both the city and the county. During the flooding, they discovered that where they intended to locate the backup center flooded, so now they're having to completely redo their plan.

Lastly, he reported that although he doesn't know the details, Orange County has indicated it probably will not meet the July 1 deadline, at which point Dinah Jeffries interjected that they probably will. She said they have had some more talks with the vendors; they had been put in a queue awaiting some signatures, but the county CFO moved ahead in getting them without being sure whether or not their funding reconsideration request would be granted.

Observing he has spoken with several county managers this week, Mr. Taylor relayed that he has encouraged any agency that thinks it may not meet the deadline to notify him in writing. He said he has received several requests for extensions, and statutorily they cannot be granted, but as the Board has previously discussed, if problems arise with vendors not being able to procure equipment in time or the like we will try to work through that, but he needs to know ahead of time—not June 30<sup>th</sup>—about what's going on. He added staff has provided alternative solutions to most of the folks who are concerned about not making the deadline, e.g. scaling back some plans so they are at least functional, if not as fully fleshed out as originally hoped.

Vice Chair Bone asked if the online deployment map is up to date; Tina Bone replied she needs to make a couple of changes, but for the most part it is.

## **8. Standards Committee Report**

a) Update on Peer Review Training—Standards Committee Chair Donna Wright reported the committee has been very busy in the last couple of weeks. She said Candy Strezinski, Greg Hauser, and herself spent last Thursday and Friday in this very room with the peer reviewers who will soon be going out, providing training to those peer reviewers. She found it interesting to note that she could see them relaxing as they realized that the peer review process is not going to be that bad. They actually conducted the first review and wrote the first report at this PSAP, finding it easily within compliance.

Ms. Wright advised they will be meeting with some peer reviewers to review their own PSAPs as part of the process as we get closer to July 1, and have divided the reviewers into teams targeting specific areas of the state in which they will conduct their reviews, adding that she thinks they're ready. She then opened the floor to any questions.

Referring to an email Sheriff Hagaman had sent Board members after the training, Mr. Taylor said he was going to put the Sheriff on the spot and asked him to share his thoughts. Sheriff Hagaman related that when this first started up he was a little skeptical about how well things would go, but having attended the training last Thursday and Friday, it became clear that the instructors "had it together"; the presentation they gave was nothing but top notch. He added that although so many times you hear people say "we're here to help" when nothing could be further from the truth, this time they not only said it, but meant it; they made it perfectly clear that they were going through this to help both the PSAPs and the citizens where these assessments are being done. He congratulated the team and said "...it's off to the right start!" Mr. Taylor added that from the staff perspective he really wanted to give kudos to the team for putting together an excellent program. Vice Chair Bone expressed his satisfaction in seeing the focus on people that this project has embraced, when it seems that so often we only hear about the technological stuff instead, and offered his thanks and congratulations to the team as well.

## **9. Education Committee Report**

Education Committee Chair Jimmy Stewart reported that the PSAP Manager training program developed by Richmond Community College (RCC) has finally come to fruition, thanking Donna Wright yet again for all the effort she put into making that become a reality. He said forty-nine people have signed up for the class, and RCC is going to create two class sections to accommodate them, so everyone will be able to complete the assessment part and be able to begin the program upon successful completion of that. He added RCC has provided the committee with a copy of the first class for committee members to provide feedback. Mr. Stewart observed we have all been looking forward to this for a long time, and he feels that for new PSAP managers especially, it is really going to be a great program.

Mr. Taylor displayed onscreen a copy of the trifold brochure RCC has created for the program, and Mr. Stewart commented on the very nice design, reiterating that the committee members are really looking forward to getting this kicked off and actually getting into the program itself. Observing that the folks at RCC have done a lot of good work on this, he reminded everyone that it will be a fluid program; if something doesn't work or needs to be improved upon, we'll be able to change it before the next class has to take it.

Mr. Stewart said a second thing the committee is currently working on is beginning the process of developing telecommunicator certification for all North Carolina telecommunicators. He noted that next Friday, March 3<sup>rd</sup>, at 9:00 AM the committee is going to be devoting time to that process and encouraged anyone who wished to attend to do so. He added he doesn't see any big decision being made, but they do need to begin laying some groundwork to build upon, including legislative concerns, what methodology will be used, etc. Jeff Shipp asked for confirmation that the meeting will take place in the Banner Elk Room at Bush Street, observing he thought he had seen an email indicating it would be at 3900 Wake Forest Road, and both Mr. Taylor and Mr. Stewart confirmed that it will be at Bush Street.

Vice Chair Bone commented that this is yet another great initiative that this Board is focusing on, complimenting both staff and the committee members for their work.

## **10. School Safety Coordination Committee Update**

Vice Chair Bone gave the floor to Dinah Jeffries and Greg Hauser; Ms. Jeffries offered to start off the report, prefacing it with the observation that it would not be as positive a report as the other committees' reports had been. She related that the School Safety Coordination Committee members are experiencing difficulty in "sticking together" as a team and primarily focusing upon what their charge is. She characterized her frustration as continuously being derailed in the direction of funding rather than meeting their charge. She added that in her personal opinion the committee could have completed its charge by now but for continuously being halted because there are other agendas in play.

Ms. Jeffries offered that she and Mr. Hauser, the committee co-chairs, will take whatever direction the Board wishes them to, but she can't continue to function with a multitude of agendas. She advised that all they want to do is exactly what they need to do, which is to look at guidelines, adding that when she looks at the word 'implementation' it means that she is in collaboration with her partners and just talking—not spending money. She speculated they could very easily develop guidelines, adding "...it wouldn't be hard." She related that the committee had composed a letter to the Board, but stopped

short of presenting it because, again, an issue from a different agenda arose regarding a statewide project request for funding.

Ms. Jeffries said they have recommendations in the letter regarding what they want to focus on, and if that's not going in the right direction, then they need to know. She noted that if they need to address this statewide project or this funding issue, then maybe a separate committee or subcommittee is needed to contend with that so the existing committee can go ahead and focus on completing its charge.

Observing he hated the fact that he had to miss the last meeting, Greg Hauser advised he agreed with Ms. Jeffries. After having heard what transpired at that meeting, he offered his concerns. He agreed that the financial piece is derailing the committee and slowing it down, observing that the committee co-chairs' concerns are always at the PSAP level. He acknowledged that "...we're required to have a panic application" but that their concern at the PSAP level is being required to have something that they had no input in helping create, or guidance input, or guidelines on how it's going to work. He added that he doesn't think the funding piece should even be a discussion item within this committee; committee members have been counseled that is not an eligible use of 911 funds under the current statute, and if someone wants to continue to pursue that, there are processes available to do so, but it's time for this committee to move beyond that.

Vice Chair Bone related that he shares their frustration, acknowledging that working in a committee can be tough but is very valuable work in providing an end result. Citing former 911 Board Chair Estes' focus on work being done in committee, he stressed that is the appropriate place for the 'legwork' to be done. He encouraged Ms. Jeffries and Mr. Hauser to continue to focus on the committee's work per the Board's direction, and if the Board needs to provide further direction, to not hesitate in seeking it. He then asked if the letter referenced in the report is available for Board review today, or if it would be coming later. Mr. Hauser responded he would prefer to 'talk offline' about that. Vice Chair Bone again stressed that if there is anything the Board can do to support them, to please let Board members know.

Mr. Taylor asked, just from his perspective and just so he's clear since he is staffing that committee, is the direction the committee is going in right now regarding implementation of the panic alarm what it should be focusing on, and not on the funding aspect or any of those pieces? Ms. Jeffries and Mr. Hauser simultaneously reacted by saying "We're not focusing on the funding—we can't!" Ms. Jeffries declared "It stops us every time, and I think, again—I've served on a multitude of committees, and I recognize that I don't always get my way when I'm on a committee—but I have to compromise and I have to look at the good of the entire state; while on my county committees I look at the good of the entire county, and just because I can't get something I want, I can't keep derailing something." She added she thinks "...it is incumbent upon every single one of us as Board members that when we have something like that come to us we redirect it, and say 'this is a committee issue—go talk it out'."

Vice Chair Bone asked if there were any further comments for Ms. Jeffries or Mr. Hauser, or if they had anything more to add to their report. Hearing none, he moved on to the next agenda item.

## **11. 2017 Goals Assignments**

Mr. Taylor announced which committees would be primarily responsible for addressing the 2017 goals agreed to by the Board at its last meeting:

- *Implementation of Professional Certification and Accreditation for Telecommunicators* was assigned to the Education Committee, and work has already begun on it within the committee. He added that committee will also be looking at retention of telecommunicators later.

- *Development of a New Funding Model* was assigned to the Funding Committee. Mr. Taylor noted that work with a couple of universities to provide consulting input continues, observing that Mr. Bradford's contact at UNC Charlotte had advised this was less an economist's type of project and more of an accounting project.
- *Continuing the NG911 Project* was assigned to the Technology Committee. Mr. Taylor advised he had made a presentation (*Next Generation 911—Rocky Road or Superhighway?*) yesterday to a gathering of state GIS folks wherein he displayed the goals of the NG911 project, noting that 2017 is going to be an unbelievable year because even with our great timeline it appears everything is kind of dovetailing into 2017 if we are going to stay on track. Acknowledging our goals are very lofty goals, he stressed they are moving forward.
- *Evaluating New Ways to Encourage PSAP Consolidation* was assigned to the Grant Committee. Mr. Taylor advised he has several thoughts about that and looks forward to discussing them with both the Grant Committee and the Funding Committee since it is going to impact both of them.

Mr. Taylor concluded his remarks by noting that the Standards and Funding committees will continue to monitor the progress of Backup PSAP Plan implementation, noting that successful implementation is going to play a role in the Peer Review Process beginning July 1. He also added that he plans to present certificates to the newly trained and appointed peer reviewers, who are all PSAP managers themselves, recognizing their successful completion of that training before their own peers at each of the upcoming PSAP Managers meetings.

## **12. March 911 Board Meeting in Wilson Hotel and Meeting Logistics**

David Dodd reminded everyone that the Northeast Region PSAP Managers Meeting will take place on March 30<sup>th</sup> in Wilson, followed by the 911 Board Meeting the next day. He advised both meetings will be held at the Wilson Community College Eagles Business Center, 902 Herring Ave East, Wilson, which is at the intersection of Herring Ave and Ward Blvd. He added he has set up a master bill at the Hampton Inn Wilson Downtown on Wolftrap Drive, which is about a five mile straight shot down Ward Blvd from the college. He said he hopes to send an email on Monday asking when Board members need lodging—Wednesday night, Thursday night, or both—and whether or not they would like to join staff for dinner those two evenings.

## **Other Items**

Vice Chair Bone asked if there were any other items to come before the Board.

## **Adjourn**

Hearing no other items to be brought before the Board, Vice Chair Bone adjourned the meeting at 11:53 AM.