

# Study Group



## Meeting Summary

**911 Study Group**

**July 24, 2012**

**Governor's Crime Commission**

**1201 Front Street**

**Raleigh, NC**

**10:00 AM – 2:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Terry Bledsoe (NCACC)	David Dodd (ITS)	
Jimmy Sanders (NCLM)	Richard Bradford (DOJ)	
Brian Pearce (Rescue/EMS)	Richard Taylor (ITS)	
Jack Lewis (Police Chiefs)		
Jonathon Bledsoe (NC NENA)		
Barry Furey (NC NENA)		
Rachel Bello (NC APCO)		
Christy Shearin (NCACC) by phone		
Stephanie Wiseman (NC APCO) by phone		
Almey Gray (Sheriffs)		
Merl Hamilton (NCLM)		
<u>Members Absent</u>	<u>Staff Absent</u>	
Randy Keaton (NCACC)		
Allan Cain (Fire)		

-Richard Taylor opened the meeting, recognized guests, and restated the purpose and scope of the Study Group.

### GIS Presentation

-Tim Johnson, Jeff Brown, and Joe Sewash gave a presentation on the Statewide Orthoimagery Program, NC One Maps, and Addressing. One of the main questions to be answered is how can

maps be provided for adjoining states, and even for areas within NC, where a telecommunicator answering a wireless call with latitude and longitude, not in that agency's service area, be able to determine what jurisdiction the call should be routed to? Also can the x-y data be sent to a CPE or a CAD application without having an additional monitor/software application needed in the PSAP. Also the question was asked, how much bandwidth is needed to store and access this data on a statewide basis.

-Rachel Bello mentioned that map updates need to be as real time as possible. It was also noted that less than 50% of counties provide updates to NCOne Maps, therefore accurate and current data is not available for most areas.

-Addressing is a 911 function, and is important on the local level. Richard received a call earlier today from the NC Dept of Justice, wanting to know if there is a statewide addressing database used by law enforcement for crime reporting statistics?

### **Secondary PSAP Funding Discussion**

-Terry Bledsoe: if we fund secondary PSAPs they should be able to receive and dispatch calls. This would include the ability to be interoperable in that CADs, radios, and any other equipment should be able to talk to each other. Secondary PSAPs have resources to bring to the table and can be an important part of redundancy. Brian Pearce asked where do you draw the line on how many PSAPs should a County have, and how many should the 911 Board fund? How are the secondary PSAPs funded? By a total number of console positions needed to cover that county's call volume?

-Jonathan Bledsoe: does not want to see funding taken away from Primary PSAPs to fund secondary PSAPs.

-Rachel Bello: doesn't like the term secondary PSAP funding. She prefers funding that would address partnerships. Is there an opportunity to perform call sharing among agencies with similar phone systems? Can we scrap the current mindset of secondary PSAPs and look at a way for those PSAPs to show the contributions they can bring to the table? Terry Bledsoe mentioned that no matter how you slice it, for any PSAPs to work together, there must be a plan in place.

-Almey Gray: provided a document from the State of Massachusetts that described legislation designed to provide grants to agencies to consolidate or create secondary regional PSAPs.

-Jack Lewis: sees this as a concern over fairness and equity. There was a concern over surplus funding that was being used for non-traditional funding. He thinks that while they may not provide identical types of services provided, most secondary PSAPs perform at the same level of service. At some point in time, local entities chose whether they would pursue primary PSAP requirements. IF there is funding available for secondary PSAPs, they should be funded, based on some set of criteria. Special projects or service upgrades at secondary PSAPs should be considered for funding. Richard asked Jack how you would provide funding to the Apex Communications Center, in regards to the funding for the rest of Wake County? Jack would not be opposed to having ECATS installed in his secondary PSAP. Brian Pearce gave an example of how in Cumberland County, they have consolidated 2 primary and 2 secondary sites into PSAPs at Fayetteville and Cumberland County, which share a CAD system, which makes them very interoperable.

-Christy Shearin: funding for a secondary should be routed through the primary PSAP in that jurisdiction. If the secondary is able to relieve any of the load on the primary, they should be funded. Another option would be funding for secondaries be based upon services they provide. The goal should be to provide citizens and visitors with optimal and uniform service.

-Stephanie Wiseman: is not in favor of secondary PSAP funding. She thinks counties are best served with one PSAP that has access to and control over all available resources. All people are trained to the same level. There is no need for calls to be transferred.

-Merl Hamilton: politics is the pulse of the local communities that elected officials. If consolidation is not supported by the public, it will not happen. Merl likes Terry's suggestion that the long term answer is interoperability among all PSAPs. But there is a short term need for a funding mechanism for secondary PSAPs through grants or some other method to address specific needs. The grant process would be weighted to award projects that worked toward long range interoperability. Jack said establishing secondary PSAP "eligibility" for grants is the first step. Short term funding needs to be part of long term solutions.

-Next meeting is August 21<sup>st</sup>. Topic for next meetings will be Standards. Dave Corn from the 911 Board and Chair of the Standards Committee will give a presentation. Some questions to think about: Do the standards cover what needs to be covered? Do we need to include more technical standards? What do the standards need to include to ensure all PSAPs are part of the 911 system?

-September meeting is scheduled for September 25<sup>th</sup>. Possible topic might be a Next Generation 911 presentation/discussion that might include vendors like Intrado, TCS, and AT&T.