• Tina Bone – Network Specialist
  • Staff to Standards Committee
  • Text-to-911
  • Back-Up PSAP Plans
• Dave Corn – Network Specialist
  • Staff to NG911 Committee
  • Translation Services
• David Dodd – PSAP Liaison
  • Staff to Education Committee
  • Weekly Newsletter
  • Regional PSAP Managers Meetings
  • 911 Board Regional Meetings
  • Back-Up PSAP Plans
41 Rules were filed
14 Rules are procedural, including declaratory rulings, hearings
16 Rules address PSAP operations
   6 Rules address CMRS providers, Prepaid CMRS service
   5 Rules address Grants

<table>
<thead>
<tr>
<th>Section</th>
<th>RRC Action</th>
<th>Action</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>100, Procedural</td>
<td>.0105, .0106, .0107 received objections</td>
<td>Board approved recommended changes.</td>
<td>RRC approved 2/18/16. Rules will be effective 7/1/16</td>
</tr>
<tr>
<td></td>
<td>Objection to .0111 - .0114</td>
<td>Re-filed revised rules to conform with RRC staff and rulemaking process</td>
<td>Pending public hearing scheduled for 2/26/16. Expect to be heard by RRC in April</td>
</tr>
<tr>
<td>Category</td>
<td>Action</td>
<td>Notes</td>
<td>Effective Date</td>
</tr>
<tr>
<td>---------------</td>
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</tr>
<tr>
<td>200, PSAP Operations</td>
<td>Approved</td>
<td>No further action needed.</td>
<td>Rules will be effective 7/1/16</td>
</tr>
<tr>
<td>300, CMRS</td>
<td>.0302, .0303 and .0304 received objections.</td>
<td>Board approved recommended changes to abandon .0302 &amp; .0303 and revise .0304 to define “commercially reasonable”.</td>
<td>RRC approved 2/18/16. Rules will be effective 7/1/16</td>
</tr>
<tr>
<td>400, Grants</td>
<td>Approved</td>
<td>No further action needed.</td>
<td>Rules will be effective 7/1/16</td>
</tr>
</tbody>
</table>
Rules Update

There were six rules that had to go back through the rulemaking process.
TITLE 09, CHAPTER 06, SUBCHAPTER C
911 BOARD
SECTION .0100 – FORMS, DEFINITIONS, ADMINISTRATION
09 NCAC 06C .0111 REQUESTS FOR DECLARATORY RULINGS

Describes procedures for a PSAP or service provider to follow when requesting a declaratory ruling from the 911 Board.
09 NCAC 06C .0112 RESPONSE TO A REQUEST FOR A DECLARATORY RULING

Describes procedures 911 Board shall follow when responding to a request for a declaratory ruling.
09 NCAC 06C .0113 DURATION OF A DECLARATORY RULING

Describes effects of a declaratory ruling.
09 NCAC 06C .0114 RECORD OF RULING

Requires that records of declaratory rulings be kept on file at the 911 Board office.
SECTION .0200 – PUBLIC SAFETY ANSWERING POINTS (PSAPS)
09 NCAC 06C .0205 COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP)

Outlines requirements for creation of a comprehensive emergency management plan by each PSAP.
09 NCAC 06C .0216 ASSESSING PSAP OPERATIONS

Outlines procedures to be followed by the 911 Board when conducting assessments of PSAPs.
Rules Update

• Rulemaking hearing was February 26, 2016

• No comments

• Board voted

• Rules passed

• Rules take effect July 1, 2016

• PSAP Inspections will begin July 1, 2017
PSAP Inspections

The Compliance Process was voted on and approved in the February 2015 Board Meeting.
DEFINITIONS

• Corrective Action Plan – A plan to correct deficiencies.

• Deficiency – Failure to fulfill a PSAP operation rule.

• Full compliance – Completion of a site review free of deficiencies.
DEFINITIONS

• Site review – An examination of a PSAP to determine compliance with Rules.

• Written Response – An acknowledgement of deficiencies and statement of deficiencies corrected within 30 days of the site review report.
PSAP Inspections

Site Review Process

1. Every PSAP will be inspected to determine its fulfillment of PSAP operation rules. Site reviews will begin within one year from the date the rules are effective. Failure to fulfill PSAP operation rules is a deficiency. Inspectors will deliver reports to the Executive Director.
2. Site reviews will be performed by peer reviewers supervised by Staff members. Peer reviewers will include volunteers selected by the Board from outside the region of the PSAP to be inspected. Staff members may accompany peer reviewers for any site review.
3. A site review report will be delivered to the PSAP stating whether the PSAP fulfilled PSAP operation rules. The report shall identify any deficiencies.

4. The PSAP will not be re-inspected for 3 years if the site review finds no deficiencies.
5. If the site review finds a deficiency and that deficiency is corrected to the satisfaction of the Staff reviewer within 30 days’ notice of the site review report, the PSAP will not be re-inspected for 3 years.
6. If the PSAP site review identifies a deficiency and the deficiency is not corrected within 30 days’ notice of the deficiency, the next PSAP site review will be conducted within 12 months.
7. Deficiencies found or reported at the PSAP may result in additional site reviews.
1. A PSAP shall deliver a Written Response to the Staff reviewer acknowledging any deficiencies reported. The PSAP’s response is due within 30 calendar days of receiving the Site review report.

2. The PSAP’s Written Response will also identify actions the PSAP has taken to remediate the deficiencies and a statement that the deficiencies have been corrected.
3. Deficiencies remaining after the PSAP’s Written Response shall be the subject of a Corrective Action Plan. A Corrective Action Plan shall be submitted by the PSAP to the Executive Director for approval within 90 calendar days of the PSAP site review report. The Plan may be extended one time if requested up to another 90 calendar days at the discretion of the Executive Director.
4. If the Corrective Action Plan is approved, the PSAP will correct the deficiencies under the terms, conditions, and time frames stated therein. A Staff reviewer will follow-up to ensure that the PSAP completes the corrective action(s) and verify that the PSAP is in compliance.
5. If the Corrective Action Plan is not approved by the Executive Director, the PSAP will be requested to submit another Corrective Action Plan within a specified period of time until an approved Corrective Action Plan is submitted and approved by the Executive Director.
Standards Committee Action

1. If no Corrective Action Plan is approved or the PSAP fails to deliver a CAP or there is insufficient activity to implement the approved Corrective Action Plan, the Executive Director will refer the matter to the Standards Committee for action.
2. At its next scheduled meeting, the Standards Committee will discuss any matter referred by the Executive Director. The Standards Committee will provide notice of that meeting to the PSAP. The Standards Committee shall deliver notice of its conclusions and recommended actions to the PSAP Director with a copy to the appropriate supervising or managing authority of that PSAP. Inclusive of the conclusions from the Standards Committee, will be a request for response from the PSAP Director and/or the supervising or managing authority to the Standards Committee.
3. If there is no response from the PSAP as requested by the Standards Committee or if the response is unsatisfactory, the Committee will send a letter to the appropriate supervising or managing authority of that PSAP with a copy to the PSAP Director asking for a reply by a specified date.
PSAP Inspections

4. If there is still no response from the PSAP or the supervising or managing authority or if the response is unsatisfactory the Standards Committee will refer the matter to the 911 Board with a recommendation for further action.

5. The 911 Board will follow the process it has established for PSAPs who fail to comply with the Rules as found in rules.
PSAP Inspections

We Need Volunteers
§ 143B-1407. (formerly 62A-47) PSAP Grant and Statewide 911 Projects Account; Next Generation 911 Reserve Fund

• (b) PSAP Grant and Statewide 911 Projects Grant Application. -- A PSAP may apply to the 911 Board for a grant from the PSAP Grant and Statewide 911 Projects Account. An application must be submitted in the manner prescribed by the 911 Board. The 911 Board may approve a grant application and enter into a grant agreement with a PSAP if it determines all of the following: (4) The costs for consolidating one or more PSAPs with a primary PSAP, the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.
Grants Update

Must have an NCID with privileges to the North Carolina 911 Board grant application site.

- Must have completed and approved FY2015 Revenue/Expenditure Report.

- Back-up PSAP F...
This year’s application **DOES NOT** require an NCID. The application is a Microsoft Word form (unfortunately not compatible to Apple, IPad or apps for IPad because it requires Active X interaction).

The link to the application is located on the opening page of the NC 911 Board webpage at www.nc911.nc.gov
Welcome To The North Carolina 911 Board

Updates from the North Carolina 911 Board

The 2017 Grant Cycle is now open. Click here for new grant application.
Grants Update

✓ Grant Cycle opened Monday March 7, 2016

✓ Open for 90 Days (June 6, 2016)
10 Minute Break
Where is Your Backup PSAP?
North Carolina
WIRELESS 911 BOARD

George Bakolia, Chair
Joseph K. Durham, Vice Chair

November 14, 2006

Dear PSAP Director,

At the September 22, 2006 meeting of the North Carolina Wireless 911 Board, procedures were adopted to allow for the use of wireless 911 funding for back-up 911 centers. While the expenditures allowed are consistent with G.S. 62A-23, there are several requirements that must be met. The procedures adopted and that are now a part of the Wireless 911 Board’s Operating procedures are as follows:

ii) An alternate method for receiving and processing Wireless E911 calls is necessary
Backup PSAP Focus Group
August 14, 2013
Fire razes Vass home while 911 system down

Fire burned a Vass home to the ground early Sunday during a three-hour outage of Moore County's 911 system.

The home, at 110 Birch Drive, is a total loss, authorities said. The homeowner was not home at the time, and no one was injured.

Neighbor Patrick Brock told WRAL News that he called to report the fire but got no answer on 911 or the sheriff's office emergency number. He dialed *HP, which also attempted to get a message to the fire department.

"The middle of the entire roof was on fire. I mean it had broke through the roof," he said. "So we did it the old fashion way. Equivalent of sounding the town bell."
Fire razes Vass home while 911 system down

He said it took 15 minutes for a fire truck to arrive, although the station is only 2 miles away.

Emergency officials confirmed that their 911 system crashed overnight. It took about 3 hours to repair.

*Moore County Manager Wayne Vest says there was an internal power failure around 12:45am.*

"Well, we know we had a power outage. That triggered a breaker to trip and that shut the power down in the 911 center. This is a very serious matter to us and we're addressing it," Vest said.
AN ACT TO AMEND THE DUTIES OF THE 911 BOARD RELATING TO PUBLIC SAFETY ANSWERING POINTS, AS RECOMMENDED BY THE JOINT LEGISLATIVE OVERSIGHT COMMITTEE ON INFORMATION TECHNOLOGY, AND TO CLARIFY THE COLLECTION AUTHORITY OF THE DEPARTMENT OF REVENUE FOR THE 911 FEE ON PREPAID WIRELESS.
SECTION 1.1. G.S. 62A-40 is now § 143B-1400. Definitions
"(6) Back-up PSAP. – The capability to operate as part of the 911 System and all other features of its associated primary PSAP. The term includes a back-up PSAP that receives 911 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP."

SECTION 1.2. G.S. 62A-42(a) is now § 143B-1402. Powers and duties of the 911 Board
"(a) Duties. – The 911 Board has the following powers and duties:
(1) To develop the 911 State Plan. In developing and updating the plan, the 911 Board must monitor trends in voice communications service technology and in enhanced 911 service technology, investigate and incorporate GIS mapping and other resources into the plan, ensure individual PSAP plans incorporate a back-up PSAP, and formulate strategies for the efficient and effective delivery of enhanced 911 service."
SECTION 1.3. G.S. 62A-46 is now § 143B-1406. Fund distribution to PSAPs
(a) Monthly Distribution. – The 911 Board must make monthly distributions to primary PSAPs from the amount allocated to the 911 Fund for PSAPs. A PSAP is not eligible for a distribution under this section unless it complies with the requirements of this Article, provides enhanced 911 service, and received distributions from the 911 Board in the 2008-2009 fiscal year. The Board may reduce, suspend, or terminate distributions under this subsection if a PSAP does not comply with the requirements of this Article.

§ 143B-1406. Fund distribution to PSAPs.

…

(f) Compliance – A PSAP, or the governing entity of a PSAP, must comply with all of the following in order to receive a distribution under this section:
§ 143B-1406. Fund distribution to PSAPs.

…

(f) Compliance. – A PSAP, or the governing entity of a PSAP, must comply with all of the following in order to receive a distribution under this section:

(5) A PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. The plan must identify the alternative capability of taking the redirected 911 calls. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP.
GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

SESSION LAW 2015-219
HOUSE BILL 512
*H512-v-3*
AN ACT TO ALLOW TIME EXTENSIONS FOR IMPLEMENTATION OF BACK-UP PSAP REQUIREMENTS, TO DEFINE UNIFORM STANDARDS FOR BACK-UP PSAPS, AND TO DEVELOP A MASTER PURCHASING LIST FOR 911 SYSTEM ELIGIBLE EXPENSES.
SECTION 1. G.S. 62A-46(e)(4a) is now § 143B-1406(f)(5)

"(5) A-By July 1, 2016, a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. If a PSAP has made substantial progress toward implementation of the plan and means, the 911 Board may grant the PSAP an extension until July 1, 2017, to complete implementation of the plan and means. The plan must identify the alternative capability of taking the redirected 911 calls. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP."
SECTION 1. G.S. 62A-46(e)(4a) is now § 143B-1406(f)(5)
"(5) A-By July 1, 2016, a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. If a PSAP has made substantial progress toward implementation of the plan and means, the 911 Board may grant the PSAP an extension until July 1, 2017, to complete implementation of the plan and means. The plan must identify the alternative capability of taking the redirected 911 calls. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP."
The North Carolina 911 Board, at the 2/26/2016 meeting, has defined “If a PSAP has made substantial progress toward implementation of the plan and means” as a backup plan has been submitted for approval to the NC 911 Board and a timeline for completion of the backup plan accompanies the request for an extension by July 1, 2016
ALL BACK-UP PLANS MUST BE IMPLEMENTED BY JULY 1, 2017

SECTION 1. G.S. 62A-46(e)(4a) is now § 143B-1406(f)(5) "(5) A By July 1, 2016, a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP. If a PSAP has made substantial progress toward implementation of the plan and means, the 911 Board may grant the PSAP an extension until July 1, 2017, to complete implementation of the plan and means. The plan must identify the alternative capability of taking the redirected 911 calls. This subdivision does not require a PSAP to construct an alternative facility to serve as a back-up PSAP."
No 911 Plan

OR

Substantial Progress On A Plan
PSAPs

A Primary PSAP, or Primary Public Safety Answering Point, is the first point of reception by a public safety agency of a 911 call. A PSAP must be capable of receiving and processing enhanced 911 calls from all voice communications service providers to be designated as a Primary PSAP.

A secondary PSAP is able to receive the voice and data of an Enhanced 911 call transferred from a Primary PSAP and to complete the call taking process dispatching law, medical, fire or other responder.
Back-up PSAP Information

What type back-up facility are you interested in:
- single agency stand alone facility
- multi-agency stand alone facility
- utilizing another existing PSAP
- mobile solution
- hosted third party solution
- something else, explain
*How many positions/workstations are normally manned in your Primary PSAP? Do you and can you staff for more positions to handle peak workloads? How many additional positions are used during these peak workloads?

*If you are entering into an agreement with another Primary PSAP or a Secondary PSAP, how many positions do they staff to handle their call volume, and do they staff extra positions for peak times?

*Does your backup plan have enough total seats to handle your peak call volume staffing, as well as that of the other agency?
The plan should include both the projected start up costs and the annual operating costs of the backup PSAP. Since funding of an approved backup PSAP is an allowable use of surcharge funds, and since future funding will be based on actual expenses, it is critical that 911 Board staff have an accurate cost projection for budgetary purposes.
Don’t Overthink It!!
Your Besties

Tina Bone  Tina.bone@nc.gov

David Dodd  David.dodd@nc.gov

Dave Corn  David.Corn@nc.gov
Taylor, Richard, 2/9/2016
Lunch

911 Board
Information Technology

NORTH CAROLINA
Greg Hauser
Viper & Backup
QUESTIONS?
Is the NC 911 Board really working on NextGen 911?
Really?
When is it going to happen?

2018
When will every PSAP be on the new statewide NextGen 911?

2020
What is going to happen?

- ESInet – Emergency Service IP Network
- Hosted CPE
- NMAC – Network Management Assistance Center
- Hosted CAD
- GIS Call Routing
- CAD Interoperability
- Radio Interoperability
Will it change the operation of my 911 Center?
What is NextGen 911 going to change?
Will I begin receiving videos when I go NextGen 911?

Repairing Hubble
Image Credit: NASA, 1997
What will change with NextGen 911?

- More reliable network
- Location arrives with the call
- Location information on call transfers
- Less paperwork
What do I need to do now?

- Learn about NextGen 911
- Do not sign a long-term contract
- Do not buy non-NextGen 911 equipment
- Clause in contract to protect yourself
Class for New PSAP Managers

Current Project for Training Sub-Committee

• Target Audience: new and inexperienced PSAP managers
• Class length 4-5 days
• Scheduling flexibility
• Training Sub-Committee could use some help. Do you have the skills to write lesson plans and create classes?
• Will be an ongoing work in progress
Possible Class Topics

May Include But Not Limited To:

• History of 911 in NC
• Makeup of the 911 Board, Powers and Duties
• Transitioning to Management
• Leadership and Team Building
• Selection, Hiring, and Retention
• Funding, Procurement, and Budgets
• Making Presentations to Governing Officials
• New Technologies
Public Education

Scored Weak in this Area on Statewide Assessment

• Guideline PE1: The state has an effective public education program that includes information about the capabilities and appropriate use of 9 1-1.

• Guideline PE2: The state has a 9-1-1 education program for appointed/elected officials and policy makers.

• Guideline PE3: The state has identified special needs populations and developed specific educational programs for each.

• Guideline PE4: The state has specific 9-1-1 educational programs for children at all grade levels.

• Guideline PE5: The state has an educational program for emergency responders.
• 09 NCAC 06C .0205 COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP)

• (a) Each PSAP shall have a written Comprehensive Emergency Management Plan (CEMP) that includes:
  • (1) An emergency fire plan;
  • (2) A damage control plan; and
  • (3) A back-up PSAP plan that includes alternate 911 call routing conforming to 47 C.F.R. 20.18 and G.S. 62A-49.

• (b) The PSAP shall test the plans in Paragraph (a) of this Rule and the CEMP at least once annually.

• History Note: Authority G.S. 62A-42; 62A-46; 47 C.F.R. 20.18;
• Eff. July 1, 2016.
Information About the Program

Feedback From You

• 1 class in each of the 4 PSAP Managers Regions
• Classes Tentatively Set for weeks of May 9\textsuperscript{th}-eastern part of the State, and
• Week of May 16\textsuperscript{th} in the central and western part of the State
• Classes can be 1 day or 1 ½ days
• Do classes need to be geared toward individual COOP plans or regional plans? Or individual plans that don’t conflict with regional plans?
• Staff in process of reviewing class material to ensure it does not contradict the State’s message.
Thank You for Your Attention

Now we want to hear from YOU!
PSAP Managers
Regional Meetings
March, 2016

911 Board
Information Technology

NORTH CAROLINA