



NC 911 BOARD PROPOSED CHANGES TO §62A EMERGENCY TELEPHONE SERVICE



FEBRUARY 23, 2010

RICHARD TAYLOR,
EXECUTIVE DIRECTOR



AGENDA NORTH CAROLINA 911 BOARD MEETING February 19, 2010 Time-Warner Corporate Office 4200 Paramount Morrisville, NC 10:00 AM – 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
1.	Chair's Opening Remarks	George Bakolia	5
2.	Ethics Awareness/Conflict of Interest Statement	George Bakolia	5
<i>In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.</i>			
3.	Approval of Minutes	George Bakolia	5

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3.	Approval of Minutes a) January 22, 2010 (vote required)	George Bakolia	5
4.	Update on PSAP Fund Distribution and Revenues Received To Date	Marsha Tapler	5
5.	Update On 911 Grant Contracts	Richard Taylor	5
6.	Update On Statewide Ortho Project	Jeff Brown CGIA	15
7.	Approval of Revised Use of Fund List (vote required)	Ron Adams	5
8.	Report from Legislative Committee (possible vote required)	Dave Corn	50

Draft 911 Study Group Findings

- 1: Change Definition of 911 System
- 2: Establish Operational Standards
- 3: Establish Minimum Training Standards
- 4: Create New Sustainable Funding Model
- 5: Expand Use of Fund based on Tiers
- 6: Effective Purchasing
- 7: Remove CMRS Cost Recovery with excess funds to grants
- 8: MLTS Legislation
- 9: Board Authority to Pay for Network
- 10: Continue NENA Next Generation Partners
- 11: Add 911 Board Technical & Project Staff
- 12: Central Repository & Reporting Standards
- 13: Statewide GIS/ALI Database
- 14: State 911 Plan Updated No Less Than 2 Year Cycle
- 15: Consolidation "Brick & Mortar" Grants

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§ 62A-40. Definitions

§62A-40 (5) Call taking. -- The act of processing a 911 call for emergency assistance up to the point that the call is ready for dispatch by a primary PSAP, including the use of 911 system equipment, call classification, location of a caller, and determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder.

§62A-40(9) Enhanced 911 service. -- Directing a 911 call to an appropriate PSAP by selective routing or other means based on the geographical location from which the call originated and providing information defining the approximate geographic location and the telephone number of a 911 caller, in accordance with the FCC Order.

§62A-40 () Dispatch, Dispatching. -- The broadcast, transfer, or other re-transmittal of emergency call information by a primary PSAP to responders and shall specifically exclude equipment or services required for responders to receive such information and/or to intercommunicate among themselves.

§ 62A-42. Powers and duties of the 911 Board

(a)(4) To establish policies, and procedures and Primary PSAP operating standards, to fund advisory services and training for PSAPs, and to provide funds in accordance with these policies, and procedures, and standards.

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- The Board must develop operational standards for PSAPs and should establish those not later than 1 December 2010. Standards must be established with effective dates that encourage PSAP compliance and goals of the 911 Plan.

§ 62A-46. 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 subdivision unless it provides enhanced 911 service. The amount to be distributed to each primary PSAP is the sum of the following:

(1) The PSAP's base amount. -- The PSAP's base amount is the amount of eligible non-capital expenditures reported to the 911 Board by the PSAP received in for the fiscal year ending June 30, 20079; and as such base amount may be adjusted to include additional operating expenses of the PSAP in future fiscal years., and ~~deposited in the Emergency Telephone System Fund of its local governing entity, as reported to the State Treasurer's Office, Local Government Division.~~

Department	FY2009 Expenditures	Proposed Annual Distribution (2009 expenditures plus 10%)	Annual Distribution Current Model	Proposed less Current Annual Distribution
Alamance County Central Communicatio	888,211.55	977,032.71	683,485.00	293,547.71
Alexander County Communications	160,711.12	176,782.23	311,585.00	-134,802.77
Alleghany County E911	105,582.05	116,140.26	237,151.00	-121,010.74
Anson County Emergency Communicatio	163,206.08	179,526.69	242,465.00	-62,938.31
Ashe County Communications	156,333.18	171,966.50	425,351.00	-253,384.50
Avery County Communications Center	139,574.71	153,532.18	300,622.00	-147,089.82
Beaufort County Communications Cente	344,946.45	379,441.10	323,143.00	56,298.10
Bertie County Sheriff's Communications	98,472.54	108,319.79	218,687.00	-110,367.21
Bladen County Sheriff's Communications	486,028.43	534,631.27	303,838.00	230,793.27
Brunswick County 9-1-1	735,826.17	809,408.79	930,750.00	-121,341.21
Buncombe County Emerg. Communicatio	790,427.98	869,470.78	1,717,210.00	-847,739.22
Burke County Emerg. Communications	1,054,019.23	1,159,421.15	794,429.00	364,992.15
Cabarrus County Sheriff Communication	887,716.94	976,488.63	649,220.00	327,268.63
Caldwell County Communications	501,499.69	551,649.66	489,169.00	62,480.66
Carteret County Communications	242,153.06	266,368.37	559,066.00	-292,697.63
Caswell County 911 Communications		0.00	265,734.00	-265,734.00
Catawba Co Communications Center	524,327.22	576,759.94	1,098,978.00	-522,218.06
Chatham County Emergency Operations	132,223.10	145,445.41	452,028.00	-306,582.59
Cherokee County 911	128,912.62	141,803.88	398,620.00	-256,816.12
Chowan Central Communications	104,933.84	115,427.22	169,105.00	-53,677.78
Clay County E911 Communications	195,672.58	215,239.84	179,907.00	35,332.84
Cleveland County Communications Cent	379,873.46	417,860.81	585,975.00	-168,114.19
Columbus Central Communications	157,231.42	172,954.56	648,023.00	-475,068.44
Craven County Sheriff Communications	149,377.00	164,314.70	386,758.01	-222,443.31
Cumberland County Communications	767,334.50	844,067.95	1,153,621.00	-309,553.05
Currituck Central Communications	76,987.11	84,685.82	294,715.00	-210,029.18
Dare Central Communications	190,109.15	209,120.07	565,948.00	-356,827.93
Davidson County 911	429,747.95	472,722.75	745,383.00	-272,660.25
Davie County Communications	187,494.47	206,243.92	342,514.00	-136,270.08
Duplin County/Kenansville PSAP	124,119.36	136,531.30	422,996.00	-286,464.70

Edgecombe County E911	273,902.27	301,292.50	242,881.00	58,411.50
Forsyth County 911 Communications	798,457.38	878,303.12	857,446.00	20,857.12
Franklin County Sheriff Communications	119,262.40	131,188.64	450,013.00	-318,824.36
Gaston County Communications	737,985.57	811,784.13	1,250,223.00	-438,438.87
Gates County Communications	84,457.64	92,903.40	167,263.00	-74,359.60
Graham County Communications	55,947.63	61,542.39	181,780.00	-120,237.61
Granville County Emergency Communica	215,928.77	237,521.65	477,349.00	-239,827.35
Greene County Communications		0.00	266,169.00	-266,169.00
Halifax County Central Communications	386,578.00	425,235.80	460,993.00	-35,757.20
Harnett County Communications	666,485.27	733,133.80	833,864.00	-100,730.20
Haywood County 911	315,983.60	347,581.96	555,653.00	-208,071.04
Henderson County Communications	378,895.68	416,785.25	559,878.00	-143,092.75
Hertford County Communications	81,847.00	90,031.70	202,152.00	-112,120.30
Hoke County Emergency Communications		0.00	336,913.00	-336,913.00
Hyde County Emergency Management		0.00	140,038.00	-140,038.00
Iredell County Emergency Communicatio	450,103.00	495,113.30	593,599.00	-98,485.70
Jackson County Emergency Communica	645,516.00	710,067.60	497,982.00	212,085.60
Johnston County Communications	914,052.86	1,005,458.15	956,386.00	49,072.15
Jones County Sheriff Communications	148,870.46	163,757.51	198,510.00	-34,752.49
Lee County Emergency 911 Center	307,783.71	338,562.08	476,511.00	-137,948.92
Lenoir County Communications	440,070.76	484,077.84	668,360.00	-184,282.16
Lincoln County Communications Center	329,668.48	362,635.33	572,685.00	-210,049.67
Macon County Communications	435,871.00	479,458.10	435,871.00	43,587.10
Madison County EOC	88,645.00	97,509.50	228,224.00	-130,714.50
Martin County Communications Center	135,645.00	149,209.50	255,979.00	-106,769.50
McDowell County Sheriff's Communicati	78,903.83	86,794.21	307,358.00	-220,563.79
Mitchell County Central Communications	72,997.11	80,296.82	262,912.00	-182,615.18
Montgomery County Communications	151,311.00	166,442.10	251,553.00	-85,110.90
Moore County Emergency Communicatio	252,135.00	277,348.50	632,354.00	-355,005.50
Nash County Central Communications	545,509.27	600,060.20	376,420.00	223,640.20
New Hanover County Sheriff Communica	214,460.00	235,906.00	967,276.00	-731,370.00
Northampton County E-911		0.00	293,026.00	-293,026.00
Onslow County Communications	255,944.00	281,538.40	592,835.00	-311,296.60
Orange County Emergency Communicat	730,888.00	803,976.80	657,050.00	146,926.80

Pamlico County Communications		0.00	219,816.00	-219,816.00
Pasquotank/Camden Central Communica	277,830.51	305,613.56	416,285.00	-110,671.44
Pender County Sheriff Communications		0.00	395,402.00	-395,402.00
Perquimans County Communications	182,732.47	201,005.72	162,693.00	38,312.72
Person County Communications	327,795.12	360,574.63	399,092.00	-38,517.37
Pitt County 911 Communications	653,723.00	719,095.30	759,286.00	-40,190.70
Polk County Communications	132,762.00	146,038.20	231,854.00	-85,815.80
Randolph County Emergency Communica	439,556.11	483,511.72	757,675.00	-274,163.28
Richmond County Emergency Comm.	185,722.00	204,294.20	348,935.00	-144,640.80
Robeson County Communications	335,052.82	368,558.10	931,467.00	-562,908.90
Rockingham County 911 Communication	242,073.00	266,280.30	421,048.00	-154,767.70
Rowan County Telecommunications		0.00	749,570.00	-749,570.00
Rutherford County Communications	410,950.17	452,045.19	546,043.00	-93,997.81
Sampson County Sheriff Communications		0.00	482,875.00	-482,875.00
Scotland County Emergency Communica	213,952.60	235,347.86	268,147.00	-32,799.14
Stanly County Emergency Communications		0.00	336,979.00	-336,979.00
Stokes County Emergency Communicati	329,617.00	362,578.70	360,570.00	2,008.70
Surry County Communications Center	364,777.13	401,254.84	589,528.00	-188,273.16
Swain County 911 Dispatch	80,771.91	88,849.10	261,861.00	-173,011.90
Transylvania County Communications	427,702.00	470,472.20	255,869.00	214,603.20
Tyrrell County	70,944.34	78,038.77	150,351.00	-72,312.23
Union County	564,436.00	620,879.60	1,244,465.00	-623,585.40
Vance-Henderson 911 Center	325,695.00	358,264.50	397,969.00	-39,704.50
Warren County Sheriff Comm.	132,252.00	145,477.20	243,121.00	-97,643.80
Washington County Communications	165,558.00	182,113.80	310,615.00	-128,501.20
Watauga County Sheriff Communication	359,042.00	394,946.20	388,212.00	6,734.20
Wayne County Central 911	279,672.00	307,639.20	1,315,248.00	-1,007,608.80
Wilkes County Sheriff Communications	124,241.00	136,665.10	560,754.00	-424,088.90
Wilson County Emergency Communicati	352,377.00	387,614.70	542,315.00	-154,700.30
Yadkin County Emergency Communicati	258,432.00	284,275.20	360,408.00	-76,132.80
Yancey County Sheriff Comm.	167,957.48	184,753.23	305,916.00	-121,162.77
Ahoskie Police Department Communicat	168,194.00	185,013.40	132,828.00	52,185.40
Beech Mountain Police Dept		0.00	136,733.00	-136,733.00
Boone Police Department 911	84,464.00	92,910.40	184,930.00	-92,019.60

Cary	225,823.41	248,405.75	434,032.00	-185,626.25
Charlotte-Mecklenburg Police Departme	2,318,220.00	2,550,042.00	4,955,880.00	-2,405,838.00
Cornelius-Huntersville Police Communic	123,314.96	135,646.46	288,711.00	-153,064.54
Dunn Police Communications	222,744.30	245,018.73	199,860.00	45,158.73
Durham Emergency Communications	1,470,490.73	1,617,539.80	1,517,247.00	100,292.80
Eastern Band Cherokees		0.00	139,829.45	-139,829.45
Eden Police Communications	153,172.01	168,489.21	171,252.00	-2,762.79
Fayetteville City Communications	907,180.77	997,898.85	1,060,306.00	-62,407.15
Greensboro	1,481,185.46	1,629,304.01	1,412,146.00	217,158.01
Havelock Public Safety Comm.	80,750.53	88,825.58	216,656.99	-127,831.41
High Point Police/Fire Communications	484,476.17	532,923.79	394,569.00	138,354.79
Holly Springs Public Safety Center	132,847.36	146,132.10	166,366.00	-20,233.90
Jacksonville E-911	108,771.31	119,648.44	420,799.00	-301,150.56
Kings Mountain (City of)	23,856.97	26,242.67	105,284.00	-79,041.33
Lumberton Emergency Comm.	135,215.87	148,737.46	231,743.00	-83,005.54
Mount Holly Police Department	98,978.00	108,875.80	153,968.00	-45,092.20
Murfreesboro	14,653.74	16,119.11	12,179.00	3,940.11
New Bern Communications Center	139,450.00	153,395.00	324,603.00	-171,208.00
Oak Island (Town of)	28,945.37	31,839.91	63,171.07	-31,331.16
Pineville Police Comm. Center	44,364.16	48,800.58	230,948.00	-182,147.42
Raleigh Wake 911 Center	1,697,121.19	1,866,833.31	1,493,970.83	372,862.48
Reidsville Police Communications	187,602.24	206,362.46	175,117.00	31,245.46
Rocky Mount Police Communications	193,376.05	212,713.66	398,982.00	-186,268.34
Shelby Police Communications		0.00	119,017.00	-119,017.00
Tarboro Police Communications	98,616.02	108,477.62	153,358.00	-44,880.38
Washington City of	32,958.00	36,253.80	74,374.00	-38,120.20
Winston Salem Police/Fire Communicati	569,346.13	626,280.74	1,085,907.00	-459,626.26
	\$39,248,902.06	\$43,173,792.32	\$63,273,118.35	-\$20,099,326.03

The difference shown in annual distributions reflects funds to be made available to PSAPs for operating and capital expenditures pursuant to proposed legislative changes.

(2) The PSAP's per capita amount additional distributions. -- A PSAP may request distributions for operating and capital expenditures in addition to its base amount at any time. Such distributions shall be approved and completed promptly. PSAPs shall provide information and documentation satisfactory to the Board, shall identify the eligible expense items, whether such are capital or operating expenses, the amounts and allocations from its existing Emergency Telephone fund, and how such comply with the rules, standards and procedures established by the Board. The PSAP's per capita amount is the PSAP's per capita share of the amount designated by the Board under subsection (b) of this section for the per capita distribution. The 911 Board must use the most recent population estimates certified by the State Budget Officer in making the per capita distribution under this subdivision. A PSAP is not eligible for a distribution under this subdivision unless it provides enhanced 911 service.

- PSAP baseline funding will be determined by historically reported data by the PSAP; i.e. a PSAP will automatically receive the amount it spent on eligible operating expenses last year. The legislative committee recommends that the Board adopt a resolution expanding the baseline distribution by 10% for FY 2010-2011. This additional 10% will cover a) current shortfalls and b) eligible expenses paid out of general funds last year and not reported to the 911 Board. In addition PSAPs will also be allowed to request funding for eligible operating and capital expenses if current funding is inadequate.
- Reassessment of baseline funding will be done annually based on continuing collection of data and funding PSAPs' requests for capital and non-capital costs for the next two years, and biannually thereafter.

§ 62A-42. Powers and duties of the 911 Board

(a)(5) To investigate the revenues and expenditures associated with the operation of a PSAP to ensure compliance with restrictions on the use of amounts distributed from the 911 Fund. The Board shall collect PSAP expenditure data and adjust the base amount under G.S. 62A-46(a)(1) annually in each of the succeeding two fiscal years, and not less often than biannually thereafter.

§ 62A-46.(c)

(to be effective 7/1/10: Repealed 6/30/11)

(1) PSAPs shall first pay the costs of The lease leasing, purchase purchasing, or maintenance maintaining of emergency telephone equipment and emergency telephone notification systems, including necessary computer hardware, software, and database provisioning, addressing, and nonrecurring costs of establishing a 911 system, and telecommunicator furniture from distributions under subsection (a). After a PSAP satisfies the foregoing costs, the lease, purchase, or maintenance of radio communications equipment, including necessary hardware, software, and no more than 25% of the cost of base station transmitters, towers, microwave links and antennae required to dispatch emergency call information from the PSAP shall be eligible expenditures until June 30, 2011. No radio communication devices used by emergency responders are allowed.

§ 62A-46.(c)

to be effective 7/1/2011 following repeal of (1) above)

(1) The lease, purchase, or maintenance of emergency telephone equipment and emergency telephone notification systems, including necessary computer hardware, software, and database provisioning, addressing, and nonrecurring costs of establishing a 911 system, and telecommunicator furniture under subsection (a). After a PSAP satisfies the operating standards established by the Board, the lease, purchase, or maintenance of radio communications equipment, including necessary hardware, software; and shall exclude the cost of base station transmitters, towers, microwave links and antennae used to dispatch emergency call information from the PSAP. No radio communication devices used by emergency responders are allowed.

§ 62A-46.(c)

(2) Expenditures for in-State training of 911 personnel regarding the maintenance and operation of the 911 system. Allowable training expenses include the cost of transportation, lodging, instructor fees, trainee instructors, certifications, improvement programs, quality assurance training, and training associated with call taking, training specific to dispatch of emergency call information, and including emergency medical, fire, or law enforcement procedures, and training specific to managing a primary PSAP or supervising primary PSAP staff. Training outside the State is not an eligible expenditure unless the training is unavailable in the State or the PSAP documents that the training costs are less if received out-of-state. Training specific to the receipt of 911 calls is allowed only for intake and related call taking quality assurance and improvement. Instructor certification costs and course required prerequisites, including physicals, psychological exams, and drug testing, are not allowable expenditures.

§ 62A-42. Powers and duties of the 911 Board

(a)(6) To make and enter into contracts and agreements necessary or incidental to the performance of its powers and duties under this Article and to use revenue available to the 911 Board under G.S. 62A-44 for administrative expenses, and funds available under G.S. 62A-47 to pay its obligations under the contracts and agreements. The Board may use funds allocated under G.S. 62A-47 for statewide projects, provided that the Board first determines that such uses:

- (1) are consistent with the 911 plan,
- (2) are cost effective and efficient when compared with aggregated costs incurred by primary PSAPs,
- (3) are eligible 911 expenses under G.S. 62A-46(c), and
- (4) will have statewide benefit for 911 service.

911 Study Group Findings

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- ✓ **Establish Minimum Training Standards**
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- ✓ **Expand Use of Fund based on Tiers**
- 6: **Effective Purchasing**
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§ 62A-43. Service charge for 911 service

(d) Adjustment of Charge. – The 911 Board must monitor the revenues generated by the service charge. If the 911 Board determines that the rate produces revenue in excess of the amount needed, the 911 Board must reduce the rate. The reduced rate must ensure full cost recovery for voice communications service providers and for primary PSAPs over a reasonable period of time. A change in the amount of the rate becomes effective only on July 1 of an even-numbered year. The 911 Board must notify providers of a change in the rate at least 90 days before the change becomes effective.



AGENDA
NORTH CAROLINA
911 BOARD MEETING
February 19, 2010
Time-Warner Corporate Office
4200 Paramount
Morrisville, NC
10:00 AM – 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
9.	Discussion On Lowering 911 Fee <i>(possible vote required)</i>	Richard Taylor	15

Effective July 1, 2010
The 911 rate will be reduced
from
\$.70 to \$.60

QUESTIONS ?

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