

*North Carolina Division of  
Emergency Management  
and  
The North Carolina 911 Board*  
Presentation to  
**The Joint Legislative Justice and  
Public Safety Oversight Committee**  
On 911 Outages  
October 10, 2013



Mike Sprayberry, Director



Richard Taylor, Executive Director

## **History of the 911 Board**

1998 – Wireless 911 Board Created (SL1998-158)

- ✓ Not Assigned To A State Agency But  
The Secretary of Commerce, or  
Designee, Serves As Chair

2008 – 911 Board Created (SL2007-383)

- ✓ Assigned To The Office Of Information  
Technology Services, State CIO, or Designee,  
Serves as Chair



**§ 62A-42. 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, and formulate strategies for the efficient and effective delivery of enhanced 911 service.
- (2) To administer the 911 Fund and the monthly 911 service charge authorized by G.S. 62A-43.



(3) To distribute revenue in the 911 Fund to CMRS providers and PSAPs in accordance with this Article and advise CMRS providers and PSAPs of the requirements for receiving a distribution from the 911 Fund.

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

(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.



(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 to pay its obligations under the contracts and agreements.

(6a) To use funds available to the 911 Board under G.S. 62-47 to pay its obligations incurred for statewide 911 projects.

(7) To accept gifts, grants, or other money for the 911 Fund.



(8) To undertake its duties in a manner that is competitively and technologically neutral as to all voice communications service providers.

(8a) To design, create, or acquire printed or Web-based public education materials regarding the proper use of 911.

(9) To adopt rules to implement this Article. This authority does not include the regulation of any enhanced 911 service, such as the establishment of technical standards for telecommunications service providers to deliver 911 voice and data.

(10) To take other necessary and proper action to implement the provisions of this Article.



## Management of 911 In North Carolina

City/County Manager	39
Sheriff	29
Emergency Manager	27
Police Chief	25
Information Technology	3
Other	<u>4</u>
	127



Dept. of Management Services



No State 911 Agency



State Budget and Control Board



Dept. of Commerce & Insurance



Virginia Information Technology Agency



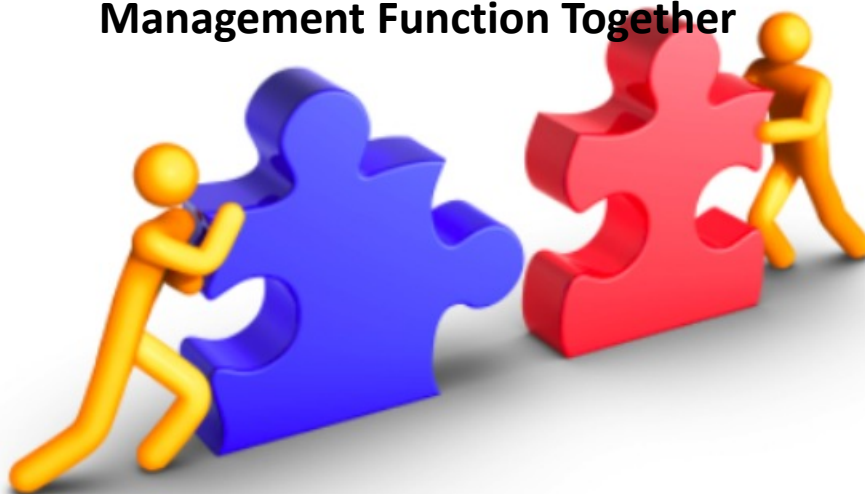
Dept. of Public Safety & Corrections



## How Neighboring States Manage 911



## How The 911 Board & Emergency Management Function Together



## How The 911 Board & Emergency Management Function Together

### 2010 – Statewide Orthoimagery Grant Project



North Carolina Ortho Imagery  
Year of Latest Imagery



**Ortho Imagery Status**  
Year

- 2003 or 2004
- 2005
- 2006
- 2007
- 2008
- 2009

NC Center for Geographic Information and Analysis  
April 6, 2009



## How The 911 Board & Emergency Management Function Together

### 2010 – Statewide Orthoimagery Grant Project

The North Carolina Floodplain Mapping Program located in the Geospatial and Technology Management Office (GTM), Department of Crime Control and Public Safety, was responsible for managing its qualified prime engineering contractors for the statewide acquisition, processing, and quality control of digital orthoimagery. The program was also responsible for managing the NC Geodetic Survey and its horizontal quality control contractors to assure positional accuracy of the orthoimagery products. The NC 911 Board paid GTM \$11,530,182.69



## How The 911 Board & Emergency Management Function Together

### 2011 – 2014 Statewide Orthoimagery Grant Projects

Contract with the NC Geodetic Survey which is organizationally a part of the Geospatial and Technology Management Office within the Division of Emergency Management.

1. Upgrade the Continuously Operating Reference Station (CORS) network for GPS access by contractors
2. Maintain aerial camera calibration range for validating digital sensors before they are used for imagery collection
3. Perform horizontal field quality control to ensure that contractors meet specifications for horizontal accuracy specifications in each of the counties
4. Support CGIA in qualifications-based selection (QBS) selection, project management, and oversight for the projects





## 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:



*An alternate method for receiving and processing Wireless E911 calls is necessary*



8/12/2013 North Carolina 911 Back Up PSAP Certification				
Alexander County	2/12/2013	Pending	Meeting scheduled with Alexander County for 3/5/2013 to discuss backup PSAP plan	
Ashe County	11/23/2011	Pending	No plan submitted. Their calls route through the B side of the Wilkes County switch	
Avery County		Pending	Avery wants to meet during 1st quarter of 2013 to discuss backup options	
Bladen County	10/2/2012	Certified	Stand alone site in County Business Park	
Buncombe Co	9/15/2009	Certified	Asheville	
Burke Co	6/20/2008	Certified	Mobile unit w/satellite phone connectivity	
Cabarrus Co	10/20/2011	Pending	Kannapolis/Concord	In-process
Carteret County	3/7/2012	Certified	Stand alone facility at Carteret County Health Department	
Catawba County	9/28/2011	Pending	Hickory/Newton/possibly Cabarrus County for 2nd tier	
Charlotte-Mecklenburg	1/23/2010	Approved	Backup Site at Police/Fire Training Academy	
Chatham County	11/30/2011	Certified	Stand alone facility in Siler City	
Cherokee County	2/13/2013	Pending	Proposed backup site at Cherokee Co. Sheriff's Dept	Plan almost complete
City of Jacksonville	12/1/2009	Certified	Camp LeJeune	
Clay County	2/13/2013	Pending	Plan in process. Hopes to be submitted in 3 to 6 months.	
Davidson Co	12/22/2009	Pending	Lexington PD	
Duplin County	4/16/2011	Certified		
Durham County	2/4/2013	Certified	Backup site at Duke University and Durham County Sheriffs Office	
Eastern Band of Cherokees	2/15/2013	Pending	Ray Stamper is working on plan. Not sure when it will be ready for submission	
Gaston County	1/3/2012	Certified	Gastonia PD	
Granville County	12/1/2011	Pending	Butner Updated plan pending review	
Guilford-Metro 911	12/11/2009	Certified	Stand alone facility on Meadowood Dr	
Harnett County	1/31/2013	Certified	Agreement in place to use Johnston County backup center in Clayton, NC	
Havelock PD	3/21/2012	Certified	Stand alone facility at the West End Fire Station	
Iredell County	8/24/2008	Certified	Mooresville PD/Statesville PD	
Johnston Co	6/20/2008	Certified	Stand alone facility in Clayton	
Jones County	10/18/2011	Pending	Consolidate & backup project with Lenoir County	
Macon County	3/7/2012	Certified	Stand alone facility at Franklin EMS base plus a 2 position mobile command unit	
McDowell Co	2/15/2013	Pending	Discussion in progress with Mitchell County regarding a backup partnership	
Nash County	6/28/2011	Certified	Backup facility at EMS base in Rocky Mount	
Pender County	5/24/2013	Pending	Plan submitted to use EMS base as short term solution while new facility being built, then use existing primary as backup	
Raleigh-Wake County	2/23/2011	Certified	Stand Alone Backup Facility at 3929 Barwell Rd in Raleigh	
Sampson County	3/18/2010	Pending		
Sanford PD (Lee Co)	10/22/2012	Certified	4 position backup at Lee Co Sheriff along with 2 position secondary for Sheriff	
Stanly County	12/20/2009	Certified	Stand alone facility at Stanley Regional Hospital	
Stokes Co	11/30/2012	Pending	Discussion with Rockingham County to use their primary site as Stokes backup site	
Union County	7/18/2013	Pending	Met with Larry Brinker. He is exploring a plan to use the Cabarrus County primary as his backup.	
Vance County	3/5/2012	Certified	Stand alone facility approximately 1.75 miles from primary site	
Watauga Co	12/15/2011	Certified	Beech Mountain PD and other county owned buildings	
Wayne County		Pending		
Wilkes County	11/30/2012	Pending	Meeting scheduled with Wilkes for 3/6/2013 to discuss backup PSAP plan	
Wilson County	5/16/2012	Certified	Stand alone facility at City of Wilson Operations Center	
Yadkin County	2/13/2012	Pending	Meeting scheduled with Yadkin for 3/6/2013 to discuss backup PSAP plan	

## 911 Outages In 2013

Since January 1, 2013      19 Outages

Telco (Wireline/Wireless/VoIP)      10

Accidental (Cable Cut, Pole hit)      4

911 Center Failure (Power, Lightning)      5

Total of 62 Hours of outages in specific areas



## 911 Board Started Tracking Outages In March 2013 Due to Reported Frequency

Created ***Back Up PSAP Focus Group***



Consisting of 911 Center Managers and State Emergency Management

- Why The Increase In Outages
- Why The Lack of Back Up Centers
- Possible Solutions
- What The 911 Board and State Emergency Management Can Do To Assist





Name	Agency	Agency Size
Barry Furey	Raleigh-Wake 911	L
Lloyd Moskowitz	Gaston Co Police Communications	L
Wesley Reid	Guilford Metro 911	L
Jim Soukup	City of Durham 911	L
Jerry Boggs	Catawba County 911	M
Brad Brawley	Iredell 911	M
Lisha Corn	Henderson Co Sheriff	M
Rick Ellis	Lincoln County 911	M
Paige Johnson	Jones/Lenoir County 911	M
Tim Mitchell	Cumberland Co Emergency Svcs	M
Rob Robinson	Rowan Co 911	M
Neal Sizemore	Forsyth Co Emergency Services	M
Janet Scott	Chatham County 911	M
Robbie Stone	Nash County 911	M
Candy Strezinski	MCP/Burke Co 911	M
Tommy Cole	Person Co 911	S
Del Hall	Stokes Co 911	S
Judy Jenkins	Cornelius PD	S
Mary Beth News	Currituck County Communications	S
Rick Thomas	Apex Police Dept	S
Doug Workman	Cary PD 911	S
Donna Wright	Richmond Co Emergency Svcs	S

**38% Hybrid Backup PSAP**

**25% Build Statewide ESINet**  
*(commonly known as Next Generation 911)*

**18.5% PSAP Builds Their Own Backup**

**18.5% Build X Number of Regional PSAPs**



**It occurs to me that there is no “one size fits all solution” to providing a backup PSAP, and that funding a backup PSAP for every primary (or secondary if they receive funding) is wasteful.**

*Comment from Focus Group Member*



There are three things that **HAVE** to happen with any solution for a backup PSAP:

- 1 – The 9-1-1 calls have to be immediately routed, upon failure of the primary PSAP, to another agency to be answered without any downtime.
- 2 – The calls that are rerouted must be processed in a similar fashion that occurs on a daily basis at the primary PSAP.
- 3 – Calls must be dispatched to responding units with feedback available.



## Next Steps

- Focus Group Has Made Recommendation for 911 Board to Issue an RFP
- 911 Board Considering Consultant versus RFP to develop business model to meet needs of back up PSAP requirements
- Depending on some solutions, implementation could occur within 90 to 120 days but cost estimates unknown; other solutions could extend to 3 years with unknown costs estimates



## Next Steps

- While the 911 Board has made back up PSAPs a part of their proposed Standards, discussion now centers around requiring annual failure simulations to include telco participation
- Possible statutory change requiring full redundancy of all PSAPs in the most cost effective manner
- Partner with the Office of the State CIO for Consultant Purposes





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