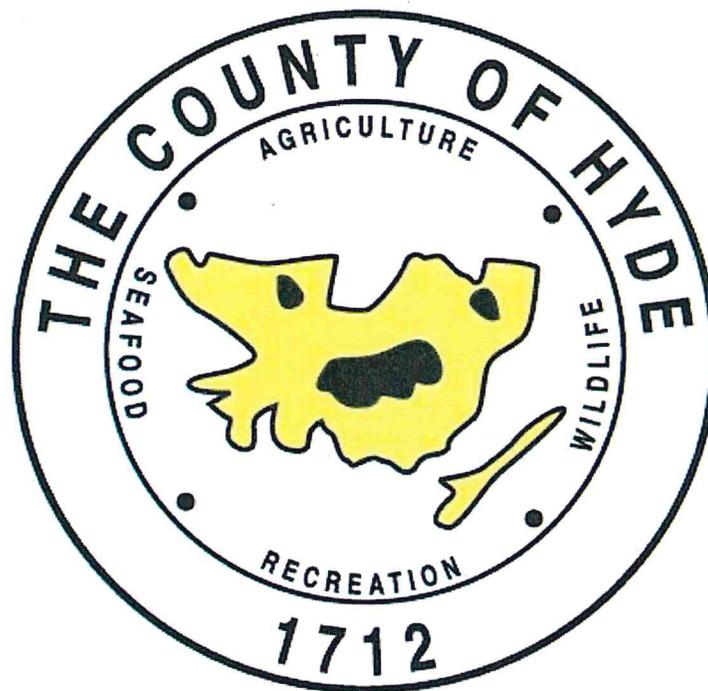


**HYDE COUNTY BOARD OF COMMISSIONERS  
MEETING PACKET**

September 2, 2014



**Hyde County Courthouse Multi-purpose Room**

**30 Oyster Creek Road, Swan Quarter, NC**

**and**

**Ocracoke School Commons Area**

**120 School House Road, Ocracoke, NC**

**Hyde County Board of Commissioners**  
**AGENDA ITEM SUMMARY SHEET**

**Meeting Date:** September 2, 2014  
**Presenter:** Chairman Barry Swindell  
**Attachment:** No

**ITEM TITLE:** OPENING

**SUMMARY:** Call to Order  
Opening Prayer  
Pledge of Allegiance

**Hyde County Board of Commissioners  
AGENDA ITEM SUMMARY SHEET**

**Meeting Date:** September 2, 2014  
**Presenter:** Chairman Barry Swindell  
**Attachment:** Yes

**ITEM TITLE:** CONSIDERATION OF AGENDA

**SUMMARY:** Attached is the proposed Agenda for the Tuesday, September 2, 2014, Regular Meeting of the Hyde County Board of Commissioners.

**RECOMMEND:** Review, Amend and Approve.

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Motion Made By:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

Motion Seconded By:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

Vote:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

# AGENDA

## HYDE COUNTY BOARD OF COMMISSIONERS' MEETING

TUESDAY, SEPTEMBER 2, 2013 – 6:00 PM

### CALL TO ORDER OPENING

### CONSIDERATION OF AGENDA

### CONSIDERATION OF MINUTES

- 1) August 4, 2013 – Regular Meeting Minutes

### PUBLIC HEARINGS (none)

### PUBLIC COMMENTS

Public Comments are a time for the public to make comments to the County Commissioners. Comments should be kept to three (3) minutes or less and comments should be directed to the entire Board and not to individual members, the staff or to other members of the public. Comments requesting assistance will typically be referred to the County Manager for follow-up or for Board action

### PRESENTATIONS

- 1) Consolidation of PSAP ..... Phillip Penny, Captain They Piland,  
David Clegg, Tyrrell Co. Mgr., Robert Outen, Dare Co Mgr.
- 2) Introduction of Kym Hall, Acting Superintendent and Mark Dowdle, Deputy Superintendent,  
Cape Hatteras National Seashore & Outer Banks Group ..... Mgr. Rich
- 3) Mattamuskeet Lake Level Management ..... Pete Campbell, Refuge Mgr.

### EMPLOYEE RECOGNITION ..... Mgr. Rich

### ITEMS OF CONSIDERATION

#### 1) Resolutions

- a. Resolution Supporting The Application For A Grant  
From North Carolina 911 Board ..... Mgr. Rich

#### 2) Ordinances

- a. Project Budget Ordinance – CDBG Contingency ..... Kris Noble

- 3) **Appointment**
  - a. Hyde County Map Review Officers ..... Kris Noble
- 4) Secretary of Commerce Sharon Decker’s Visit to Hyde County ..... Kris Noble
- 5) ABC Board Report ..... Meredith Nicholson
- 6) West Quarter Assessment & Boundary Lines (for tax purposes) ..... Daniel Brinn
- 7) Central Carolina Holdings – Scrap Tire Contract ..... Clint Berry
- 8) Ongoing Projects Update ..... Clint Berry
  - a. Government Center
  - b. Public Safety Center
  - c. East Carolina Bank Building – DSS
- 9) Ocracoke Storm Water ..... Mgr. Rich

**10) COMMISSIONER’S CONCERNS**

- a. Commissioner John Fletcher
  - i. Why we put contracts out for bid
  - ii. Open Meetings
  - iii. Red Neck ID’s
  - iv. Half Fare

**BUDGET MATTERS**

- a) BR07-15 – Health – Mosquito Control
- b) BR08-15 – Health (approved administratively)
- c) DSS – LIEAP Allocation
- d) CDBG Contingency (will be distributed on Sept. 2<sup>nd</sup>)

**MANAGER COMMENTS**

- 1) Report on NCACC Conference in Asheville
- 2) Update on OSHA on Public Safety Center
- 3) Hatteras-Ocracoke Ferry/Barney Slough / High Speed Ferries, Trams and Trolley
- 4) New Airport Hanger Update

**MANAGEMENT REPORTS**

The Commissioners and County Manager will share with the public their various activities and ideas for continuous improvement of government services to the citizens.

## **PUBLIC COMMENTS**

The public is invited to use this time to make comments to the County Commissioners on items discussed during this meeting and/or matters not discussed earlier in the meeting.

**CLOSED SESSION** (discussion and possible action if required)

**ADJOURN**

## **SUPPLEMENTAL INFORMATION**

### **Department Reports**

- 1) Tax Department (requires signature)
- 2) Inspections
- 3) Human Resources
- 4) Health Department
- 5) Animal Control

### **Informational Items**

- 1) VantageSouth Bank – Deed of Easement for ECB Building
- 2) Resolution Opposing Any Proposed Band on the Taking of Coyotes in Hyde County (12-02-13)
- 3) Brunswick County – Resolution on Resettling of Illegal Immigrants Including Unaccompanied Minors
- 4) Brunswick County – Letter from Patricia Sykes to NaCo (08-06-2014)
- 5) Hyde Court Offices – New Phone Numbers – Clerk of Superior Court (252-926-4700)
- 6) Senator Bill Cook – Letter Requesting Farm Technology (08-13-2014)
- 7) Kym Hall, Acting Superintendent of Cape Hatteras National Seashore & Outer Banks Group – Letter – NPS Lifeguards (08-14-2014)
- 8) Partnership for Sounds (PFS) – Letter – Budget Appropriation (08-18-2014)
- 9) Swan Quarter Landing Proposal/Conservation Fund
- 10) NCACC Executive Director Takes Position with NaCo
- 11) Salary Scale for Telecommunicators (Dare)
- 12) Community Rating System Annual Recertification – Inspections Department

**Hyde County Board of Commissioners  
AGENDA ITEM SUMMARY SHEET**

**Meeting Date:** September 2, 2014  
**Presenter:** Lois Stotesberry, Clerk  
**Attachment:** Yes

**ITEM TITLE:** CONSIDERATION OF MINUTES

**SUMMARY:** Attached are the August 4, 2014 Regular Meeting Minutes of the Hyde County Board of Commissioners.

**RECOMMEND:** Review, Amend and Approve.

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Motion Made By:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

Motion Seconded By:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

Vote:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

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**Meeting Minutes**

**Board of County Commissioners  
Hyde County**

**Monday, August 4, 2014**

Chairman Barry Swindell called the Regular Meeting of the Hyde County Board of Commissioners to order at 6:00pm on Monday, August 4, 2014, in the Hyde County Government Center, Multi-Use Room, and the Ocracoke School Commons Room using electronic conferencing equipment.

The following members were present on the mainland: Commissioners Earl Pugh, Jr. and Barry Swindell; Attorney Fred Holscher; County Manager Bill Rich; Clerk to the Board Lois Stotesberry; and, members of the public.

The following members were present on Ocracoke: Commissioners John Fletcher, Dick Tunnell and Benjamin Simmons, III; Public Information Officer Sarah Johnson and members of the public.

Following opening prayer by Commissioner Tunnell and pledge of allegiance the meeting was called to order.

**Agenda:**

Chairman Swindell asked for any changes to the August 4, 2014 meeting Agenda.

Commissioner Pugh moved to approve the amended August 4 meeting Agenda as presented by the Clerk with addition of Item 2. Appointment - (c) Mainland Occupancy Tax Board. Mr. Fletcher seconded the motion. The motion passed on the following vote: Ayes – Fletcher, Pugh, Tunnell, Simmons and Swindell; Nays – None; Absent or not voting – None.

**Consideration of Minutes:**

Commissioner Pugh moved to approve the July 7, 2014 Board of Commissioners Regular Meeting Minutes as presented by the Clerk. Mr. Fletcher seconded the motion. The motion passed on the following vote: Ayes – Fletcher, Pugh, Tunnell, Simmons and Swindell; Nays – None; Absent or not voting – None.

**Presentation: Monitor National Marine Sanctuary Initiatives in North Carolina**

David Alberg, Superintendent, and Lauen Heeseman, Research Coordinator, Monitor National Marine (MNM) Sanctuary, presented outreach efforts in North Carolina, specifically in Hyde County, that have focused on the unique maritime heritage and culture of coastal North Carolina. Progress update on expansion of the existing MNM sanctuary and how an expansion would support continued efforts to protect and preserve the historical maritime heritage of the area will be presented to the Commissioners at a later date.

**Employee Recognition:**

Manager Rich complimented Matthew Parsons and Kevin Pfeiffer for services provided at the Ocracoke Convenience Site since Hurricane Arthur. Mr. Rich will take Matthew and Kevin to lunch at Jason's Deli on Ocracoke.

**Public Comments:**

Chairman Swindell called for comments from the public.

**Eunice Williams, Scranton; Michael Hammel and Janet Russ, Fairfield; Barbara Jean Gibbs, Engelhard; and, Ken Collier of Ponzer** – expressed concerns about the closing of Pungo District Hospital and asked the Board to send a letter requesting Pantego Creek, LLC to release Vidant Pungo Hospital (former Pungo District Hospital) back to the town of Belhaven.

1 **Fred Westervelt, Ocracoke** – asked commissioners to consider the possibility of a solid waste  
2 incinerator on Ocracoke and to form a review commission to study the proposed project.

3 **Ernest Doshier, Ocracoke** – asked that the commissioners consider a separate Burn Ordinance for  
4 Ocracoke.

5 There being no further comments from the public, Chairman Swindell continued the meeting.

6 **Items of Consideration:**

7 **Resolutions:**

8 **Resolution In Support of Not Funding NPS Lifeguards**

9 Manager Rich reported the National Park Service (NPS) has elected to provide lifeguard services on the  
10 three guarded Cape Hatteras National Seashore beaches for the 2014 summer season five (5) days a  
11 week beginning on Memorial Day weekend, Saturday, May 24, 2014 and continuing through Labor  
12 Day, Monday, September 1, 2014 with hours of operation from 9:00am to 5:00pm.

13 On May 5, 2014 at its regularly scheduled meeting the Hyde County Board of Commissioners voted  
14 (3 to 2) to approve a special one-time funding (\$10,000.00) from Ocracoke Occupancy Tax revenue for  
15 lifeguard services the remaining two days per week.

16 Ocracoke Civic & Business Association (OCBA) asked the Hyde County Board of Commissioners to  
17 not fund future lifeguard services. Commissioners feel that the National Park Service (NPS) budget is  
18 sufficient enough to cover the costs of lifeguard services on Ocracoke Island and support not funding  
19 NPS Lifeguards in the future.

20 Commissioner Fletcher moved to approve “Resolution In Support of Not Funding NPS Lifeguards” as  
21 revised. Mr. Tunnell seconded the motion. The motion passed on the following vote: Ayes –  
22 Fletcher, Pugh, Tunnell, Simmons and Swindell; Nays – None; Absent or not voting – None.

23 *Clerk's Note: A copy of “Resolution In Support of Not Funding NPS Lifeguards” is attached herewith as Exhibit A  
and incorporated herein by reference.*

24  
25 **Resolution For Approving Local Water Supply Plan**

26 Manager Rich requested adoption of “Resolution for Approving Local Water Supply Plan”. Mr. Rich  
27 reported Hyde County Water System updates its Local Water Supply Plan annually but every five  
28 years it has to be adopted by Hyde County’s governing board.

29 Commissioner Fletcher moved to adopt “Resolution for Approving Local Water Supply Plan” as  
30 revised. Mr. Pugh seconded the motion. The motion passed on the following vote: Ayes – Fletcher,  
31 Pugh, Tunnell, Simmons and Swindell; Nays – None; Absent or not voting – None.

32 *Clerk's Note: A copy of “Resolution for Approving Local Water Supply Plan” is attached herewith as Exhibit B and  
incorporated herein by reference.*

33  
34 **Appointments:**

35 **Northeast Workforce Development Board**

36 Manager Rich reported that at its regularly scheduled meeting on June 2, 2014 and July 7, 2014, no  
37 nominations to serve on the Northeast Workforce Development Board were made. Mr. Rich reached  
38 out to Ocracoke citizens and at this time has no nominee to report. Appointment has been tabled.

39 **Southern Albemarle Association**

40 Manager Rich reported he received request from Ms. Rita Franklin, Hyde County VP, Southern  
41 Albemarle Association, for approval of its list of nominees to be approved by the commissioner's so it  
42 can be submitted to the Southern Albemarle Association and invitations can be sent for the October

1 Annual Meeting. The listing is for delegates to be invited to the annual meeting which will be held at  
2 the Vernon James Center on October 16, 2014.

3 Commissioner Pugh moved to approve the list of nominees to attend the Southern Albemarle  
4 Association Annual Meeting. Mr. Fletcher seconded the motion. The motion passed on the following  
5 vote: Ayes – Fletcher, Pugh, Tunnell, Simmons and Swindell; Nays – None; Absent or not voting –  
6 None.

#### 7 **Mainland Occupancy Tax Board Members**

8 Manager Rich reported Melissa Joyner, Mainland Occupancy Tax Board member, requested  
9 appointment of Elizabeth Gurganus from Swan Quarter and Karen Meekins from Engelhard to serve  
10 on the Mainland Occupancy Tax Board.

11 Commissioner Tunnell moved to appoint Elizabeth Gurganus and Karen Meekins to serve on the  
12 Mainland Occupancy Tax Board. Commissioner Fletcher seconded the motion. The motion passed  
13 on the following vote: Ayes – Fletcher, Pugh, Tunnell, Simmons and Swindell; Nays – None; Absent  
14 or not voting – None.

#### 15 **Historic Courthouse Maintenance Project**

16 Judy McLawhorn requested, on behalf of The Friends of Hyde County's Historic Courthouse,  
17 permission to work on the old courthouse building to include: 1) Restoration of the wooden roof  
18 cornice (currently parts are missing due to rot) on the northwest corner of the building, that being the  
19 outside corner of Main and Oyster Creek Roads; 2) Repair of the inside corner bricked cornice just to  
20 the left of the entrance door and directly above the sanitary sewer electric switching panel (parts are  
21 missing allowing the interior to be open to the elements and birds); and, 3) Removal of the two AC  
22 window units on the second floor which face Oyster Creek Road sealing the entire false window  
23 openings with exterior grade plywood painted to match the building. This will have the effect of  
24 restoring the false openings to original 1838 condition in keeping with NC Historic Preservation  
25 standards and also provide the Friends with two more locations for the placing of mural art works. The  
26 work will be performed by Curtis Construction upon completion of the repairs underway at the  
27 Government Center.

28 Commissioner Fletcher moved to approve the Historic Courthouse Maintenance Project as presented  
29 by Judy McLawhorn; should either of the AC units still be operational, the Friends have permission  
30 to utilize one of the units at a future date should the need arise (possibly in the new Down Draft Studio  
31 which is isolated from the existing HVAC system); and, The Friends will be responsible for all costs  
32 for the work (quoted to not exceed \$1,000.00). There will be no cost to the County for this project.  
33 Commissioner Tunnell seconded the motion. The motion passed on the following vote: Ayes –  
34 Fletcher, Pugh, Tunnell, Simmons and Swindell; Nays – None; Absent or not voting – None.

#### 35 **ABC Board Financial Report**

36 Meredith Nicholson, Chairman, presented financial update on the Hyde County ABC Board. She  
37 reported a \$3,200.00 loss for FY2013-14. The ABC Board Audit ended on June 30<sup>th</sup> and must be  
38 presented to the County by September 30, 2014.

39 The next regularly scheduled ABC Board meeting is scheduled for August 11, 2014 at 6:30pm in the  
40 Hyde County Government Center, Multi-Use Room, and the Ocracoke School Commons Room using  
41 electronic conferencing equipment.

#### 42 **HMGP (Hazard Mitigation Grant Program) Contract Awards**

43 Chris Hilbert, Project Manager, Holland Consulting Planners, Inc., reported three units were re-bid to  
44 try and lower the prices because they were above the original budgeted costs. This due diligence was  
45 necessary before requesting additional funding. Mr. Hilbert reported an additional funds request was  
46 recently submitted to the NC Division of Emergency Management (DEM) and NC DEM will help  
47 fund elevation of these three units at the State level.

1 Commissioner Pugh moved to approve Chairman Barry Swindell's request to abstain from this vote  
2 due to conflict of interest. Commissioner Fletcher seconded the motion. The motion passed on the  
3 following vote: Ayes – Fletcher, Pugh, Tunnell, Simmons; Nays – None; Absent or not voting –  
4 Swindell.

5 Commissioner Fletcher moved to approve the Hyde County Hurricane Irene HMGP final bid award to  
6 Gilbert Everett (lowest bidder) for (1) Ricky/Nippy Clayton, 369 Loop Road, Scranton, (2)  
7 Robert/Carolyn Loeber, 526 Old Hwy 264, Scranton, (3) Alexander Swindell, 7001 Sladesville-Credle  
8 Rd., Scranton. Commissioner Pugh seconded the motion. The motion passed on the following vote:  
9 Ayes – Fletcher, Pugh, Tunnell and Simmons; Nays – None; Absent or not voting – Swindell.

10 **Non-Primary Entitlement Funding for the Automated Weather Observation System**

11 Jane Hodges, Airport Manager, reported that NC Department of Transportation – State Aid to Airports  
12 Block Grant Funding is received every year in an amount not to exceed \$160,000.00 per year. A 10%  
13 match from the County for this grant is appropriated in the FY2014-15 budget.

14 Commissioner Pugh moved to accept State Aid to Airports Block Grant funds  
15 (Project No. 36237.57.9.1) in the amount of \$125,300.00 (not to exceed 90% of the final total costs)  
16 and to approve a 10% funds match from the County. Commissioner Simmons seconded the motion.  
17 The motion passed on the following vote: Ayes – Fletcher, Pugh, Simmons and Swindell; Nays –  
18 Tunnell; Absent or not voting – None.

19 **Ordinances:**

20 **Hyde County ECB Renovations Project Ordinance No. 2014-07-02 Amended**

21 Manager Rich reported that per request from Commissioners he has obtained a permanent easement for  
22 the parking lot across from the County's (old ECB) building; and, Clint Berry has confirmed there was  
23 no water from Hurricane Arthur in the building.

24 Commissioners discussed decentralizing DSS services.

25 Commissioner Simmons moved to approve "Hyde County ECB Renovations Project Ordinance No.  
26 2014-07-02 Amended" and to award construction contract to A. R. Chesson in the amount of  
27 \$155,927.75; and, give final approval to move DSS from their current location to this facility.  
28 Commissioner Pugh seconded the motion. The motion passed on the following vote: Ayes – Fletcher,  
29 Pugh and Simmons; Nays – Swindell and Tunnell; Absent or not voting – None.

30 *Clerk's Note: A copy of "Hyde County ECB Renovations Project Ordinance No. 2014-07-02 Amended" is attached  
herewith as Exhibit C and incorporated herein by reference.*

32 **Update on Various Projects Ongoing In The County – Manager Bill Rich:**

33 **Control Group Meeting on Ocracoke** – EM Director Justin Gibbs reported on the Hurricane Arthur  
34 after action meeting held at the Ocracoke VFD on July 25<sup>th</sup>. Mr. Gibbs reported the group had overall  
35 good communication and coordination. He thanked Tideland EMC, Hyde County School's fuel  
36 system, NC Emergency Management and Department of Transportation Ferry Division for good  
37 response efforts. In the future he plans to initiate the Control Group 4 to 5 days prior to hurricane  
38 landfall. The Control Group will not run the EOC on Ocracoke and Mr. Gibbs will continue to hold  
39 after action meetings and give report. On Saturday, July 26, the Emergency Operations Center (EOC)  
40 was activated for Hurricane Bertha and was used for an exercise training event.

41 **Construction Projects: GC, PSC and ECB Building** – Manager Rich reported repairs are near  
42 completion at the Government Center; repairs to the Public Safety Center will begin soon; and, the  
43 ECB Renovation Project Ordinance is approved for a total of \$155,927.75, which is higher than the  
44 \$104 - \$105 thousand bids expected.

**Replacement of Ocracoke Community Center Roof** – Manager Rich reported the Ocracoke Community Center roof was destroyed by Hurricane Arthur. A local contractor has begun replacement of the roof.

Commissioner Fletcher moved to put the roof replacement project out for bid and then ask for the money. The motion died for lack of a second.

Commissioner Pugh moved to ask the Ocracoke Occupancy Tax Board to fund the Community Center Roof Replacement Project (\$14,000.00). Commissioner Tunnell seconded the motion. The motion passed on the following vote: Ayes –Pugh, Swindell, Simmons and Tunnell; Nays – Fletcher; Absent or not voting – None.

**Ocracoke Ferry Committee** – Ed Goodwin and Harold Thomas attended the meeting. The Ferry Division needs to be informed by 3:00pm on the day evacuation decision is made. Hyde County has authority to restrict entry to the Island and the Ferry Division will honor the County's wishes.

**Teacher Funding** – North Carolina's FY2014-15 Budget incorporates additional funds appropriated for small Local Education Authorities (LEA's) in Hyde and Tyrrell County Schools. Each School will receive \$1.71 million in small school allotment funding for the 2014-2015 Fiscal Year. Any LEA with a daily membership of less than 600 students will receive a small school system allotment of \$1.71 million. The average daily membership in Hyde County is 566 students and Tyrrell County is at 579 (statistics from Senator Bill Cook's Legislative Update, June 3, 2014).

**Vidant Grant Request** – Emergency Manager Justin Gibbs reported one ambulance remount is completed, another is in progress and the third ambulance will be remounted soon. Hyde County will have a new fleet of ambulances when the remount project is finished.

**Golden LEAF Grant** – Manager Rich reported the Loan Agreement with Golden LEAF is working well.

**Lobbyist Issues – State and Federal** – Manager Rich reported lobbyist efforts can be credited for small schools funding; no new ferry tax (no action will be taken this fiscal year); Congressman Walter B. Jones' office is fighting for FEMA reimbursement (\$900,000.00); and dredging of Ocracoke channel.

**Update on Citizen Concerns – Commissioner Fletcher:**

**Hatteras Inlet Channel** – recommended the Board investigate the Army Corp of Engineers plan to make the long channel in the Sound a permanent channel.

**Ocracoke Re-entry Permit Process** – recommended the Ocracoke Control Group be re-organized with fewer people on the committee.

**Open Fires** – reported the Hyde County Fire Prevention Ordinance is as plain as it can get and does not need amending.

**Dog Leash Ordinance** – the Health Department has reported a dog bite incident on the beach.

Chairman Swindell reported the Park Service has a leash law.

**Cost of Ocracoke Clean-Up** – estimated to cost \$8,500.00.

EM Director Justin Gibbs reported the cost of clean-up on Ocracoke from Hurricane Arthur equaled labor \$8050.00 plus lodging for a grand total of \$8470.00.

**Bill Cook's Office – Jordan** – discussed the number of Highway Patrol Officer on Ocracoke.

**State Approval of Marijuana** – held over for discussion at a later date.

1 **Budget Revisions**

(FO Use) BR#	Department	Account #	Line Item Account Name/ Explanation	Debit	Credit
BR04-15	Health	10.5832.3300	Department Supplies	\$ 1,000.00	
	Family Connects	10.5832.2600	Advertising		\$ 1,000.00
	<i>Transferring funds from Advertising line into Department Supplies line to purchase various supplies that are necessary to coordinate this program, i.e. lab coat, diapers, etc. This revision does not increase the budget for Family Connects.</i>			\$ 1,000.00	\$ 1,000.00
BR05-15	Health	57-5850.0500	FICA Tax Expense		\$ 65.00
	Homemaker Program	57-5850.0700	Retirement Expense		\$ 61.00
		57-5850.2020	Salaries – Part-time		\$ 858.00
		57-3480.0031	Revenue – Albemarle Commission	\$ 984.00	
	<i>Received notification that the amount of funding we will receive from the Albemarle Commission Agency on Aging for our In-Home Aide (Homemaker) Program was reduced by approximately 5%. This revision reflects the lines that were reduced, both expenditures and revenue, and does increase the budget for our Homemaker Program for FY14-15.</i>			\$ 984.00	\$ 984.00
BR06-15	Health	10-5970.1610	Computer Support Maintenance	\$ 937.50	
	WIC Program	10-3480.0005			\$ 937.50
	<i>The Health Department is receiving additional funds in the amount of \$937.50 from NC Division of Public Health to offset additional hours charged to our agency by The Soundside Group due to technical issues surrounding the installation of a new WIC program MICR Printer. While this revision does increase the budget for the WIC Program, there will be no expense to the County.</i>			\$ 937.50	\$ 937.50

2  
3 Commissioner Pugh moved to approve three (3) budget transfers as presented. Mr. Fletcher seconded  
4 the motion. The motion passed on the following vote: Ayes – Fletcher, Pugh, Tunnell, Simmons and  
5 Swindell; Nays – None; Absent or not voting – None.

6  
7 **Management Reports:**

8 **Commissioner Pugh** – attended Albemarle Commission – Workforce Consortium meeting.  
9 **Commissioner Fletcher** – attended Ocracoke Control Group meeting and spoke with Senator Bill  
10 Cook’s office.

11 **Commissioner Simmons** – asked what is the status of repairs to the Mattamuskeet Lodge.

12 Manager Rich will check with NC Wildlife, Mattamuskeet Refuge Manager, Pete Campbell.

13 **Commissioner Tunnell** – reports drainage problems and safety issues on Back Road on Ocracoke  
14 Island; signage knocked down around the County; and EMS budget concerns.

15 **Chairman Swindell** – would like to see a new medical facility with an Emergency Room and beds for  
16 short-term stay.

17 Commissioner Fletcher moved to send a letter to Vidant Health to ask that they proceed with an  
18 Emergency Room/Critical Care facility to serve all of Beaufort and Hyde Counties.

19 Eunice Williams asked that the Board request Pantego Creek, LLC to release Vidant Pungo Hospital  
20 back to the Belhaven community. Ms. Williams presented a letter written for the Commissioners to  
21 sign and send to Vidant.

22 Commissioner Pugh can’t support this letter due to incorrect statement that the nearest hospital is 86  
23 miles away. Outer Banks hospital is the closest ER to Engelhard.

24 Commissioner Fletcher revised his motion and moved that the Hyde County Board of Commissioners  
25 authorized Chairman Swindell and staff to draft a letter from him in support of maintaining a hospital  
26 and ER with the appropriate number of beds to maintain Beaufort and Hyde Counties. Mr. Pugh  
27 seconded the motion. The motion passed on the following vote: Ayes – Fletcher, Pugh, Tunnell,  
28 Simmons and Swindell; Nays – None; Absent or not voting – None.

29 **Manager Rich** – also presented his July Calendar.

30 **Public Comments:**

31  
32 Chairman Swindell called for comments from the public.

33 **Mickey Hammell, Janet Russ and Eunice Williams** - asked that the letter from the Board of  
34 Commissioners to Vidant Health and Pantego Creek, LLC Board Members (4) be sent immediately.

1 Ms. Williams would like to assist the commissioners with writing the letter. Ms. Russ asked when  
2 they could expect to have the letter.

3 Chairman Swindell and his staff will prepare and send the letter to Vidant Healht/Pantego Creek, LLC  
4 by Friday.

5 **Earnest Doshier, Ocracoke** - is concerned about buoy markers between Silver Lake and the inlet; the  
6 Governor's budget has left "joint law enforcement" in with NOAA which gives them jurisdiction in  
7 State waters; and, what is the recourse to handle open burning on Ocracoke.

8 There being no further comments from the public, Chairman Swindell continued the meeting.

9 **Closed Session (none)**

10 **Adjourn**

11 Commissioner Fletcher moved to adjourn the meeting. Mr. Tunnell seconded the motion. The motion  
12 passed on the following vote: Ayes – Fletcher, Pugh, Simmons, Swindell and Tunnell; Nays – None;  
13 Absent or not voting – None.

14 The meeting adjourned at 8:30p.m.

15  
16 Respectfully submitted:

17  
18 Minutes approved on the 2<sup>nd</sup> day of September, 2014.

19

20

21 \_\_\_\_\_  
22 Lois Stotesberry, CMC, NCCCC  
23 Clerk, Hyde County Board of Commissioners

\_\_\_\_\_  
Barry Swindell  
Chair, Hyde County Board of Commissioners

23 Attachments:

24 Exhibit A: *"Resolution In Support of Not Funding NPS Lifeguards"*

25 Exhibit B: *"Resolution for Approving Local Water Supply Plan"*

26 Exhibit C: *"Hyde County ECB Renovations Project Ordinance No. 2014-07-02 Amended"*

**Hyde County Board of Commissioners**  
**AGENDA ITEM SUMMARY SHEET**

**Meeting Date:** September 2, 2014  
**Presenter:** Citizens  
**Attachment:** No

**ITEM TITLE:** PUBLIC COMMENTS

**SUMMARY:** Citizens are afforded an opportunity at this time to comment on issues they feel may be of importance to the Commissioners and to their fellow citizens.

Comments should be kept to (3) minutes and directed to the entire Board, not just one individual Commissioner, staff member or to a member of the audience.

Time for one person cannot be used by another person.

Comments that reflect the need for additional assistance will be directed to the County Manager or referred to a future meeting agenda.

**RECOMMEND:** Receive comments.

**Hyde County Board of Commissioners  
AGENDA ITEM SUMMARY SHEET**

**Meeting Date:** September 2, 2014  
**Presenter:** Manager Bill Rich  
**Attachment:** Yes

**ITEM TITLE:** PRESENTATIONS

**SUMMARY:**

1. Bobby Outten, Dare County Manager, David Clegg, Tyrrell County Manager, and Philip Penny, retired director of Wake County 911 and now a consultant with Mission Critical Partners ( MCP ) will present the consolidation study of a joint PSAP (Public Safety Answering Point) serving Dare, Tyrrell and Hyde Counties. The consolidation was awarded a state 911 grant in the amount of 7 million dollars for the new equipment and facilities. Items of discussion among other things will include the advantages for Hyde being part of this consolidation with Dare and Tyrrell Counties.
2. Introduction of the new superintendent for the Cape Hatteras National Park Service. Ms. Kym Hall replaced Superintendent Barclay Trimble, effective August 4<sup>th</sup>. Items of discussion among other things include access fees and life guard service.
3. Mattamuskeet Refuge Manager Pete Campbell has requested the opportunity to update County Commissioners and citizens on refuge issues including the health of the lake and wild duck counts.

**RECOMMEND:** Discussion.

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Motion Made By:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

Motion Seconded By:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.

Vote:  Barry Swindell  
 Dick Tunnell  
 Ben Simmons  
 John Fletcher  
 Earl Pugh, Jr.



February 14, 2014

Robert L Outten  
Dare County Manager  
954 Marshall C Collins Drive  
PO Box 1000  
Manteo, NC 27954

**Reference: Change in Scope and Fee for Request for Qualifications for E-911 Consolidation Consultant**

Dear Mr. Outten:

Pursuant to our call yesterday, Mission Critical Partners, Inc. (MCP) is pleased to provide Dare County, North Carolina with a revised quote for the consolidation of the Regional Emergency Communications Center (RECC) and Emergency Operations Center (EOC). The two counties identified for this project, at this time, are Dare and Tyrell. It is understood that Hyde County may elect to join the project while the study is in process and, at that time, the scope and fee will be adjusted accordingly.

It is understood that Dare County already has a site under consideration for the RECC and EOC and the requirement of providing a minimum of three building sites and providing layouts for each will not be necessary. The following four components identified in the Scope of Work remain the same:

- Technical
- Operational
- Governance
- Facility

As a result of these changes in our Scope of Work, the fee for the project has been adjusted to \$53,000. In the event that Hyde County joins the project, the fee will be readjusted.

To give you an understanding of what the result of your project could look like, we recommend that you visit Anson County, North Carolina EOC and E9-1-1; Virginia Department of Emergency Management's Statewide EOC; and Warren County, Virginia EOC and E9-1-1. Please let us know if you would like us to facilitate these visits for you.



On behalf of our entire team, we stand by our goal to serve as your partner, your advocate, and your agent for innovative solutions.

Sincerely,

MISSION CRITICAL PARTNERS, INC.

Lawrence C. Bickford  
Senior Vice President, Client Services

Sincerely,

MISSION CRITICAL PARTNERS, INC.

Philip L. Penny, ENP  
Business Development Specialist

# Dare County

## RESOLUTION SUPPORTING THE APPLICATION FOR A GRANT FROM NORTH CAROLINA 911 BOARD

WHEREAS, the current Public Safety Answering Points or PSAP's providing service and answering 911 calls for Dare/Tyrrell Counties are handled through a system financed, in part, from 911 funds provided by the North Carolina 911 Board under G.S. 62A-46(c); and

WHEREAS, Dare County and Tyrrell County currently operate PSAP's; and

WHEREAS, Dare and Tyrrell County Governments, have recommended the consolidation of 911 communication services throughout Dare/Tyrrell County in an effort to establish an integrated management structure to better serve both County's populations; and

WHEREAS, the North Carolina 911 Board will soon commence a grant cycle which will include the E-911 Consolidation Program intended to provide funding for those jurisdictions seeking to consolidate 911 emergency services; and

WHEREAS, the Dare County Board of Commissioners, and the Tyrrell County Board of Commissioners support the consolidation of the existing PSAP's into an integrated management structure and by this Resolution intend to authorize and to support an application for grant funding under the E-911 Consolidation Program adopted by the North Carolina 911 Board.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Dare County and Tyrrell County, each being a government body located in North Carolina, that:

1. Individually and jointly each of the governmental bodies expresses its support for the consolidation of communication services (PSAP's) into a single PSAP as recommended, and
2. To facilitate and finance, or partially finance, the consolidation of communication services, the application for a grant under the E-911 Consolidation Program is authorized and may be submitted to the North Carolina 911 Board when the applications for funding become available, and
3. In order to facilitate the application and granting process, the application shall be submitted and any grant funds received shall be administered with Dare County acting as the lead agency for such purposes or as a joint effort by two (2) or more of the governmental bodies, as may be required by the E-911 Consolidation Program Guidelines, and

This Resolution is adopted by each of the governmental bodies set out below, but executed in counterparts pursuant to authority duly given by official action of the governing body on the date indicated below.

DARE COUNTY BOARD OF COMMISSIONERS

By: \_\_\_\_\_  
Warren Judge, Chairman

Attest:

\_\_\_\_\_  
Gary Gross, Clerk to the Board

## Grant Application

### General Information

<i>Grant Project Title</i>	Dare-Tyrrell Counties Regional Emergency Communications Center (RECC)
<i>Grant Fiscal Year</i>	2015
<i>Project Director</i>	Mr. Bobby Outten, Dare County Manager
<i>Project Contact</i>	Captain Trey Piland
<i>Title</i>	Captain, Dare Communications Director
<i>Address</i>	P.O. Box 757, Manteo, NC 27954
<i>Phone</i>	252-475-5705
<i>Fax</i>	252-473-4563
<i>Email</i>	<a href="mailto:trey.piland@darenc.com">trey.piland@darenc.com</a>
<i>Grant Program</i>	E-911 Consolidation
<i>Grant Type</i>	Consolidation
<i>PSAP Applicant, Based upon Grant Type</i>	Dare County 911

### Project Description

*Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.*

#### ***Please outline project goals and objectives.***

Dare, Tyrrell, and Hyde counties each operate a county-wide public safety answering point (PSAP). In late 2013, the three counties and their respective 911 agencies recognized the need to develop a plan that would allow for a joint PSAP serving the three counties and address the growing needs of their respective stakeholders and their emergency communications needs. The county governments and 911 agencies, with representatives from the three PSAPs, began to address the possibility of consolidating the three existing county PSAPs into one multi-county consolidated and unified 911 communications center.

Although Hyde County had expressed an interest in consolidation, in early 2014 a decision was made by Hyde County not to participate until their elected officials had time to review the plan further. It is understood that Hyde County can rejoin this effort at any time their Board adopts a resolution to join. However, both Dare and Tyrrell counties' stakeholders are in support of the move towards consolidation.

The initial work with Hyde County provided the basis to assess consolidation requirements and to allow for the consolidation with other counties or local dispatch agencies in the region should such an interest be expressed and it is not anticipated that additional grant funds will be needed.

In March, 2014, Mission Critical Partners, Inc. (MCP) was selected to assist in the consolidation evaluation, determine an appropriate PSAP facility and to prepare a future plan for consolidation. The evaluation cost \$53,000 and was funded by the two counties and their respective PSAPs. The preliminary work shows a commitment towards consolidation on the part of both counties' governing bodies and both PSAPs. In addition, a tract of land owned by Dare County has been selected as the primary site for a consolidated communications center. This site will be provided at no cost for the communications center and once again shows a commitment for consolidation. The overall goal of PSAP consolidation is to improve the delivery of emergency services to the citizens and visitors of both counties and the greater Outer/Inner Banks region in northeast North Carolina.

This project will accomplish this goal through the following objectives:

- Enhanced 911 intercommunications and data sharing
- Reduced response time for all emergency services disciplines
- Realization of Next Generation 9-1-1 (NG9-1-1) capabilities (current PSAPs are not NG9-1-1-compatible)
- Enhanced law enforcement, fire and emergency medical services (EMS) mutual aid and interoperability
- Consistency in operations when all communications center staff are trained to the same industry standards
- Adoption of dispatch protocols for all emergency service disciplines
- Adoption of a comprehensive quality assurance (QA) program
- Development of the communications center using current International Organization for Standardization (ISO) standards, National Fire Protection Association (NFPA) 1221 standards, National Emergency Number Association (NENA) standards, and North Carolina Criminal Justice Education and Training Standards (NCCJETS)
- Capabilities to meet or exceed all applicable industry standards including those being proposed by the 911 Board
- Upgraded, enhanced or replaced 911 infrastructure to meet or exceed current industry standards (much of the current infrastructure at both PSAPs is at end-of-life, or approaching end-of-service, and cannot be upgraded)
- Increased Tyrrell and Dare counties' PSAP call capacity will be realized for future regional growth and the possible inclusion of Hyde County and/or one or more additional counties or dispatch agencies in this regional PSAP
- Common geographic information system (GIS) mapping for cross-training
- Greater ability to meet growing needs for emergency services

MCP's report determined that neither of the existing communications centers could serve as a venue for a consolidated communications facility. Neither PSAP has the capacity for expansion nor was adequate to accommodate the functions and features of all equipment associated with emergency call processing and dispatch. Therefore, this project seeks funding for new construction of a state-of-the-art emergency communications center. Dare-Tyrrell Regional Emergency Communications Center (RECC) has been chosen as the project title for this grant application. As part of this grant application, the following documents will be added as attachments:

- Strategic Information Technology (IT) Plan for Dare County 911 Communications
- Dare-Tyrrell Counties Executed Resolution of Support – Dare County
- Dare-Tyrrell Counties Executed Resolution of Support –Tyrrell County
- RECC Proposed Project Budget Worksheet

***Please provide an implementation strategy and work plan, including a timeline.***

During the construction and up-fitting of the new two-county consolidated communications center, both existing PSAPs will continue operations as normal. There will be appropriate infrastructure and systems equipment transfer based on a migration plan with limited disruption of service worked out by the two counties with MCP's assistance. Much of the existing infrastructure is at end-of-life and/or is also at end-of-service and will need to be replaced; as such, existing operations can continue with little to no disruption to current services.

The Dare-Tyrrell RECC will be thoroughly tested prior to going on-line. In addition, all current, and any new, PSAP employees will undergo training at the new communications center. Following completion of all testing and training, the consolidated communications center will be transitioned to operations and brought on-line incrementally, with Dare County, the primary agency, being cutover based on an agreed upon transition and cutover plan worked out by the two counties with MCP's assistance. This process will conclude with Tyrrell County migrating after Dare County has transitioned to operations at the new facility.

Once the consolidated communications center is operational, all employees will fall under the umbrella of Dare County Communications (with Tyrrell County in the RECC). The timeline from ground-breaking to being fully staffed and operational is expected to be completed within 30 months. In anticipation of consolidation, Tyrrell County has agreed to adopt the standards used by Dare County's 911 Communications Center (i.e., IAED dispatch protocols for EMS, fire, and law disciplines and NCCJETS). This ongoing standardization among the two current PSAPs will benefit the RECC implementation strategy.

***Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.***

Currently, there are only limited compatibility issues and none are anticipated to remain as the two PSAPs transition to the RECC. As confirmed by the assessment (with appropriate summary findings attached), with MCP support, there will be limited and planned infrastructure transfer from the Dare County PSAP and the complete transition of Tyrrell County, as a condition of consolidation. The majority of both PSAPs' existing infrastructure is currently at end-of-life or at end-of-service. For example, computer aided dispatch (CAD), customer premise equipment (CPE), logger and other call processing and dispatch telecommunications systems will be hardware/software refreshed or replaced in the RECC.

The Voice Interoperability Plan for Emergency Responders (VIPER), a statewide radio system used

extensively for mutual aid and hurricane/disaster response, will help ensure a smooth transition to a consolidated communications center as it is used day-to-day by Tyrrell County Sheriff and law enforcement.

### **Statement of Need**

*Required for all grant types, this statement should reference the relationship of the grant project to NCGS §62A-47(b),(c) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.*

***Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.***

Both Tyrrell and Dare counties meet the definition of “rural” as contained within North Carolina statutes. G.S. 53A-37(5) defines rural area as any county in North Carolina which does not include within its boundaries a city, as defined by G.S. 160A-1(2), with a population greater than one percent (1%) of the population of North Carolina. The United States Census Bureau estimates that the population of North Carolina in 2013 was 9,752,073 (1% = 97,521).

As defined by the North Carolina Development Tier Designation statute (§143B-437.08), as it provides specific guidelines for calculating annual tier rankings. This process assigns each county to a designation of Tier 1 (most distressed), Tier 2, or Tier 3 (least distressed). Assuming no ties in rankings, North Carolina will have 40 Tier 1, 40 Tier 2, and 20 Tier 3 counties each year. In the event of a tie for the final position as a Tier 1 or Tier 2 county, both counties will be placed in the lower tier.

Tier rankings take into account four factors:

- Adjusted property tax base per capita for the most recent taxable year (2014-2015)
- Percentage growth in population for the most recent 36 months for which data are available (July 2009 – July 2012)
- Median household income for the most recent twelve months for which data are available (2012)
- Average unemployment rate for the most recent twelve months for which data are available (September 2012 – August 2013)

NOTE: The years in parentheses for each variable indicate the years that are used to rank counties for 2014 tier designations. Each county is ranked from 1 to 100 on each variable, making the highest possible Distressed County Sum 400, and the lowest 4. After calculating the Distressed County Sum, counties are then ranked from most distressed (1) to least distressed (100) in order to determine their Distressed County Rank.

Additional tier ranking criteria based on the Development Tier Designation statute specifies the “automatically qualifying criteria” below for Tier 1 and Tier 2 status. Tier 1 “Automatic Qualifiers”, such as Tyrrell County must:

- Be Tier 1 for at least two consecutive years
- Be a county with less than 12,000 people, such as Tyrrell County, or
- Be a county with a population between 12,000 and 49,999 AND a poverty rate of 19 percent or greater.

Tier 2 “Automatic Qualifiers” are counties with a population between 12,000 and 49,999, such as Dare County. Each tier ranking is based on a summary of four development factors:

- Adjusted Property Tax Base Per Capita
- Population Growth
- Median Household Income
- Average Unemployment Rate

Dare County, a Tier 2 county (rank 50/100 counties), has a poverty rate and an unemployment rate of both 11 percent (rank 78/100 counties), with Kill Devil Hills (Dare County’s largest city) having a 2010 population of 6,683. In addition, G.S. 143B-437.45(6) defines a rural county as a county with a density of fewer than 250 people per square mile. Dare County, with 383.42 square miles, has a population of 35,019. This results in 88.5 persons per square mile. By both statutory criteria, Dare County constitutes as a rural area.

Tyrrell County, a Tier 1 county (rank 1/100 counties) and North Carolina’s least populous county, has a poverty rate of 20 percent (distress rank 34/100) and unemployment rate of nearly 10 percent (rank 47/100 counties), with Columbia (Tyrrell County’s only city) having a 2010 population of 891. Tyrrell County, with 389.03 square miles, has a population of 4,407. This results in 7.42 persons per square mile. By both statutory criteria, Tyrrell County constitutes as a rural area.

The rural status of Tyrrell County is further supported by North Carolina agricultural statistics, provided by the National Agricultural Statistics Service (NASS) of the U.S. Department of Agriculture (USDA) in cooperation with the North Carolina Department of Agriculture and Consumer Services (NCDA & CS), with corn, soybeans and wheat production ranking in the top one-fifth of North Carolina counties.

***Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.***

The first funding priority is a facility to house a consolidated communications center. MCP’s assessment indicated that neither PSAP facility is suitable for consolidation nor do they meet the requirements for a consolidated communications center. MCP’s staffing review, based on NENA and NFPA standards and ICS parameters, confirms a need for up to ten operator positions (including training) with ongoing staffing in the future of seven positions per shift, with two surge or power-shift positions. As such, a new building is the best option for housing the RECC. This facility is a funding

priority as it is not fundable through traditional 911 funds. Due to the seasonal population's impact<sup>1</sup> and economic challenges facing both counties, no funds are available for this facility through either county's annual budget process.

Tyrrell County has been designated Tier 1 by the North Carolina Department of Commerce, indicating it is one of the 40 most distressed counties in the state, and Dare County has been designated Tier 2 by the North Carolina Department of Commerce, indicating it is of limited resources. Therefore, without funding, consolidation will be on hold for the foreseeable future. In addition, regardless of funding for this project, much of the infrastructure in the two PSAPs will have to be replaced in order to meet the mandates requiring NG9-1-1 capabilities. Although this equipment could possibly be obtained with 911 funds, it would be more economical to place this equipment in one consolidated communications center built with project funds.

Failure to obtain funding for this project would result in potentially replacing infrastructure in both PSAPs. This is not a prudent use of 911 funds but it is the reality facing the two PSAPs without this project. In addition to the economic realities, it is also important not to lose sight of both the community and the seasonal tourism demands of the two counties. Without project funding, both PSAPs will continue to operate, resulting in the transferring of 911 calls, delayed response times, stresses from seasonal demands, a lack of standardization, and other inherent problems of the current system. The RECC, with grant funding, will provide a better service for its citizens and tourists in their time of need.

***Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.***

Appendix 1 contains a copy of Dare County 911's Strategic Enhanced 911 (E911) Technology Plan. This project contributes to the plan by addressing many of the short-term and long-term deficiencies identified in the strategic IT plan. For example, much of the major E911 infrastructure is at/near end-of-life and due to have the software/hardware refreshed (at about a 5-year cycle) and/or replaced between 2014 and 2017. The RECC project addresses these needs and similar end-of-life systems issues for the consolidation of Tyrrell County by replacing the two aging infrastructures within a single consolidated communications center, the RECC.

Dare County's IT Plan also supports that Dare County Communications will continue to deal with technology refreshment/replacement going forward as the RECC operates through support of funding from both counties under the administration of Dare County.

***Please identify the likelihood of completing the project without grant funding, the availability of other funding source(s) for the project, including 911 fund balances, the percentage of grant funding being requested in relation to total project costs.***

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<sup>1</sup> From May to October, the Dare County Tourism Bureau estimates the county's seasonal/summer daily population to be approximately 350,000.

Due to the difficult economic times facing both counties, there is no likelihood that this project will be completed without grant funding. No other funding sources have been identified that could fund a project of this nature. The current 911 fund balance for Dare County (\$852,267 with anticipated funds used in 2014 of \$121,820) is projected, based on current operations/anticipated funding, to be only \$246,062 in 2017, when the 30-month project will end.

For Tyrrell County, their current fund balance (\$200,914.07) anticipates two additional funding years to 2017 (\$119,697/year). Tyrrell County will use these funds for approved maintenance and operations, with projected costs at \$15,000/year. This would leave Tyrrell County with a possible fund balance at a maximum of \$410,308.

Combining Dare and Tyrrell counties' funds together leaves an estimated balance contribution of \$656,370, reduced by any further unanticipated expenditure for maintenance, refresh, or replacement (estimated at 20 percent of available funds or \$131,274). The project budget will include \$525,096 of anticipated fund balances, which is not sufficient to fund this project. However, if there were to be any additional surplus after ongoing operations, these funds will be dedicated to the RECC project, minus any funds needed to maintain 911 equipment in both PSAPs during the 30-month life span of the project. In addition, it has already been established in this application that each County spends more for 911 than they receive from the annual 911 fund. This will not provide any legally budgeted County 911 funding, beyond Dare County contributing the land for the RECC.

### **Consolidation Project Governance Plan**

*This study is required for all consolidation projects. Consolidation projects involve combining two or more PSAPs into a single primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by such independent PSAPs. In addition to providing this governance plan, the localities that govern the PSAPs involved in the consolidation must provide inter-local agreements in support of consolidation, copies of which must be attached to the application submission.*

#### ***Indicate how a consolidation would take place and improve service.***

The consolidation would take place by integrating the operations of the Tyrrell County Sheriff's Office 911 Center directly into the Dare County 911 Communications Center and creating a unified administrative entity under Dare County 911 Communications. Appendices 2 and 3 contain the signed resolutions of support for this project.

This consolidated RECC would be housed in a new facility in Dare County, which would improve redundancy, intercommunications and service delivery to the citizens, tourists and emergency responders.

Based on an assessment by MCP and Moseley Architects, an architectural design group subcontracted through MCP that specializes in the area of public safety, a concept plan (Appendices 4-8) and anticipated budget for this facility, located on a site in Dare County, has been developed to support this grant application. The concept plan supports the ten positions noted in the staffing assessment (Appendix 9). Thus, consolidation would begin with the building of a new PSAP facility (that could support, ideally 9-10 operator positions) at a selected Dare County site to house the RECC. A technology review by MCP (Appendix 10) further supports the replacement of end-of-life technology and the migration of limited equipment to this new facility.

A Dare and Tyrrell counties project management team, working under leadership from both County Managers with support from the Dare County 911 Communications Director, supported by a second contract phase for technology procurement and integration with MCP, would be utilized to ensure all deadlines are met, project reports submitted, etc. Purchases will be made according to established procurement guidelines, with Dare County acting as the grant recipient, host agency and the fiduciary agent for the project. All NC 911 Board funds from the successful grant and both counties' fund balances (not needed or deemed critical to current operations) will be utilized to purchase infrastructure and other fundable expenses for the new RECC. This includes 911 funds in the current fund balance, as well as the anticipated awarded grant funds accrued during the estimated 30-month life of the project. Management of these funds by Dare County is supported by a joint resolution executed by both counties in April/May 2014 to assure administrative and management support for consolidating the two PSAPs. These two resolutions of agreement both support that all 911 funds go directly to the joint project administered by Dare County. The resolutions support consolidation, submittal of the 911 Board grant application, integrated management and facilitation and finance of the consolidation with administration from Dare County. Therefore, no further County Board action(s) will be needed by the two governing bodies in regards to the sharing of these resources.

Once operational, the RECC will provide the citizens of the counties, tourists, as well as emergency responders with improved services for decades to come. Tangible economies of scale, such as costs associated with supporting a single RECC and joint facility rather than two distinct operational entities will be realized. The result will be an overall improvement to the delivery of service, as well as a more efficient operation. Advantages of a consolidated RECC include the following:

- Command and control falls under the administrative management of Dare County 911 Communications
- Standardized standard operating procedures (SOPs)
- Seasonal/surge events are more effectively able to be handled with spikes in workloads (call volume, dispatch volume)
- Improvements in coordinating and dealing with large-scale disaster events (i.e., seasonal hurricanes, etc.)
- Coordination and managing events that involve crossing jurisdictions
- Staffing able to draw from a larger geographic applicant pool better absorb absenteeism
- Standardized training and regular ongoing skills improvement
- Management of telecommunications staff certification and recertification
- Cross-training of staff in law enforcement, fire, and emergency medical dispatch (EMD)

- Ability to institute and to execute and maintain a comprehensive quality assurance (QA) program
- Standardization of management information systems (MIS) and records management systems (RMS)
- Two-county (adjacent) candidate recruit pool and more consistent and regular entry-level training programs
- Improved and standardized human resourcing
- Joint management to better mitigate attrition

***Indicate how the consolidated PSAP should be organized and staffed.***

As noted in the resolutions, the proposed RECC would remain an agency of Dare County government (Dare County 911 Communications) within the administrative control of the Dare County Sheriff and Manager. The Dare County 911 Communications Director, in addition to functioning as the grant Project Manager, will remain as the RECC-Dare County 911 Communications Director under the Dare County Sheriff. The Tyrrell County Sheriff will work closely with the Dare County Sheriff. The user agencies in both counties and stakeholders have equal access to this management, regardless of whether they reside in Dare County or Tyrrell County. The day-to-day governance of this entity would be focused on access to the Dare County 911 Communications Director. Thus, user agency issues, dispatch protocols, SOPs, hiring and training, incident management, etc. will be administered in this manner.

This management within the administration of Dare County 911 Communications, under the Dare County Sheriff and Dare County Manager, will work closely with the Tyrrell County Sheriff and Tyrrell County Manager under their statutory authority, to handle overall management issues, such as policy, budget, recruitment, contracts, maintenance, and personnel issues referred by the Dare County 911 Communications Director, with the ability to report directly through this hierarchy to the elected officials with responsibility to set/maintain the SOPs used to process calls and dispatch agencies in both counties. This will allow input to be provided for the policies, governance and financial operation of the RECC, including administration for day-to-day operations that deal directly with user operational issues.

It is also to be noted that a small, targeted project team, including the Tyrrell County Sheriff, will be named by Dare County to support the Dare County 911 Communications Director as the grant project is implemented. Project decisions or issues that cannot be resolved would be passed up through the Dare County 911 Communications Director to the Dare County Manager.

The day-to-day operations of the RECC will support both counties' law enforcement agencies, volunteer fire/rescue services and EMS and will be coordinated for mutual aid with the State, federal and local agencies currently interacting with the two PSAPs. The RECC would be led by the Dare County 911 Communications Director and Dare County 911 Communications administrative staff (Assistant Director and supervisors) to oversee staff of the RECC. Procedures will be revised to address a variety of management/operations topics from both PSAPs and Tyrrell County's desire to consolidate.

Based on MCP's staffing assessment (Appendix 10), it is anticipated 25 total telecommunicators would be necessary to staff the RECC. These staffing levels were developed using a modeling formula accepted and used by the National Emergency Number Association (NENA) as part of their Communications Manager Certification Program. Job descriptions will be updated for each position and telecommunicator staff from each PSAP will be integrated into the RECC based on the employee's seniority, training, qualifications and other factors as developed by the administration. Payroll and benefits would be administered by Dare County, but a portion determined by the elected officials of both counties would be reimbursed by Tyrrell County based on an agreed upon funding model outlined in the resolution establishing the RECC. Transferred employees would not lose their seniority. In addition, the scheduling of staff will be based upon a priority/peak staffing model to ensure adequate staffing when needed.

***Indicate what services the consolidated PSAP should perform.***

Note: As required by law and best practices, all telecommunicator staff will be hired, trained, annually in-serviced, and managed using the NCCJETS criteria, including EMD.

The RECC will have nine call answering and dispatch work stations dedicated to emergency call processing, with additional workstations available for predictable busy periods, training/staffing requirements for seasonal demands, or situations where call volume spikes.

There will be two to four dispatcher positions available to law enforcement, with additional dispatch positions available for peak/seasonal periods, special events, or any other situation that causes a spike in law enforcement dispatch workloads. All law enforcement-capable dispatch positions must be capable of processing National Law Enforcement Telecommunication System (NLETS) queries as well as any other federal, state or local on-line queries germane to law enforcement.

In addition, there will be two to three dispatch positions available to fire and EMS, also with additional dispatch positions for peak/seasonal periods, special events, or any other situation that causes a spike in fire or EMS workloads.

In addition to an initial anticipated 911 call volume over 25,000, the RECC would also answer non-emergency calls of an administrative nature for both counties, estimated at over 61,000 calls, including citizen requests for information or to access agencies after normal business hours. Outbound call volume is estimated at over 22,000 calls. This projects an annual call processing of over 109,000 calls.

Other services will be performed that are internal to the RECC, including two positions for training, QA, information technology/system updates/maintenance, etc. These positions will also be able to process 911 calls should seasonal or situation demands require.

Any problems that arise among the user agencies in the RECC will be referred to the Dare County 911 Communications Manager. If the problem cannot be resolved, then the matter will be referred to the

Dare County Sheriff for resolution. The Dare County Sheriff will have direct access to the Tyrrell County Sheriff should his/her input be needed to address any issues.

In summary, the RECC will provide the following services:

- Phone answering to include emergency and non-emergency calls
- Transferring or making phone calls
- Law enforcement dispatching
- Fire dispatching
- EMS dispatching
- Emergency services' paging
- County agency call-out
- Coordination with Emergency Management
- Interoperable communications for all public safety agencies in North Carolina
- Coordination with other mutual aid, state and federal agencies
- Maintenance of telecommunications systems
- Technical systems operation and upgrade
- IT planning and development for Dare County 911 Communications
- Disaster/weather-related functions
- National Crime Information Center (NCIC)/NLETS operations
- QA operations
- Recruitment, orientation, training and standards/certification functions
- Strategic communications solution on the VIPER statewide 800 megahertz (MHz) radio system

These services will be provided through the new consolidated RECC to those agencies previously served by the two existing PSAPs. However, citizens and many other agencies will enjoy the benefits of a consolidated PSAP. These law enforcement agencies include the Dare County Sheriff's Office, Tyrrell County Sheriff's Office, Duck Police Department (PD), Southern Shores PD, Kill Devil Hills PD, Kitty Hawk PD, Nags Head PD, and Manteo PD; plus the National Park Service, North Carolina (NC) Forestry Service, United States (US) Fish/Wildlife Service, NC Marine Fisheries, NC Wildlife, US Coast Guard and NC Parks. Any costs associated with these agencies will be absorbed by the RECC.

The citizens of both counties are also protected by a county Fire Marshal and multiple volunteer fire/rescue departments. Dare County has 19 fire/EMS agencies, including Kitty Hawk Volunteer Fire Department (VFD), Kill Devil Hills VFD, Nags Head VFD, Roanoke Island VFD, Buxton VFD, Avon VFD, Salvo VFD, Dare Regional Airport, Station 22, Stumpy Point Fire Department (FD), Frisco Fire Prevention Association, Manns Harbor VFD, Southern Shores VFD, Duck VFD, Colington VFD, Chicamacomico Banks FD, Dare County EMS (eight stations), Hatteras VFD, and Hatteras Island Rescue Squad, and an Ocean Rescue.

Tyrrell County VFD has six stations (Columbia, Frying Pan, Alligator, Gum Neck, Scuppernong, and Kilkenny) with 66 firefighters, and Washington-Tyrrell County EMS (Plymouth). These agencies will also benefit from the RECC and will not be required to provide funding for the consolidated PSAP.

In addition to administrative phone calls and citizen non-emergency requests for information or assistance, other ancillary agencies that have calls currently answered by both Dare and Tyrrell counties' 911 centers and staff call-out after hours include Animal Control, Probation and Parole, Social Services, Water Department, and Chapel Hill Poison Control.

***Indicate how consolidated PSAP policies should be made and changed.***

The daily operations of the RECC will be administered by the Dare County 911 Communications Director. The Director, working for the Dare County Sheriff, will have the authority, with support from the Tyrrell County Sheriff, to make and enforce policy with guidance and direction from the Sheriffs and County Managers. This authority is derived from the Dare County Government, both the Dare County and Tyrrell County Managers and Sheriffs, as resolved by resolution in conjunction with the RECC. Administration in turn is further established through intergovernmental work and practice between two Sheriffs. All Dare County 911 Communications revised policies, as they incorporate procedures from Tyrrell County, will meet or exceed NCCJETS and applicable industry standards including those established by NENA and the NC 911 Board.

The call handling processes and human resource recruitment and training procedures and policies will be addressed first and will be established by both County Managers and be in place prior to the physical migration and consolidation with Tyrrell County.

The Dare County 911 Communications Director and Tyrrell County Sheriff will initially draft revisions to these first procedures, obtaining policy support from both County Managers. Subsequent policy reviews will be made by the Dare County 911 Communications Director, in consultation with the various stakeholders involved in consolidation. Future changes will be made by the Dare County 911 Communications Director with support from the Tyrrell County Sheriff and both County Managers to remain in compliance with industry standards and user requirements.

***Indicate how the consolidated PSAP should be funded exclusive of grant funding.***

Once operational, all operating expenses will be funded by the two initial participating counties (Dare/Tyrrell). The first year's operational expenses will be funded based on the resolution agreement that is in place since early 2014. Based on the staffing study, after applying each County's available NC 911 Board fund balances, based on this agreement, Dare County will expect 96 percent of the first year's call activity, and Tyrrell County will expect 4 percent of the first year's call activity.

There are additional considerations outside of call volume. One is incident volume and personnel accountability. Dare County will now be responsible for the safety of Tyrrell County emergency responders. While the call volume is low, incident volume is higher and is approximately 8 percent of the total law/fire/EMS incidents between the two counties. Currently, it is not known whether Tyrrell County will be dispatched by developed RECC procedures requiring a single staff person as they are

now or whether the responsibilities will be split among Dare County's dispatch positions. The answer could mean that another position is warranted (which will require the same amount of people Tyrrell County currently employs).

There are also transition costs such as uniforms; training on fire, EMS, law enforcement; developing RECC policies and procedures; combined CAD system data (response packages and units); mapping/geographic information system (GIS); public education; and technical personnel to work with the local exchange carrier (LEC) for 911 migration, etc.

Some of these costs will be on-going: uniforms, training, mapping/GIS, CAD system updates, public education (to which Tyrrell County should contribute). However, it is difficult to quantify the actual costs. It would be necessary in Phase 2 to attempt to assign hours to each and then determine the percentage allotted to Tyrrell County, which will likely not be 10 percent of the costs (after the initial transition in which Tyrrell County costs could be greater).

MCP will further review these costs during Phase 2 and it can be anticipated that MCP would recommend limiting Tyrrell County to their current operational costs up to and including the first two years of operation in the RECC and then after the first full year is over, evaluating the actual data to determine the impact to Dare County and, if necessary, reevaluating the compensation from Tyrrell County to Dare County, limiting to the current Tyrrell County 911 budget (maximum) unless there is a drastic increase in call/incident volume.

The actual cost of operations will be as accrued after cutover and migration, but can be estimated in advance and be based the projections of costs made as a result of the MCP assessment. As indicated, approved 911 fundable expenses will continue to be funded through the 911 fund balance.

After the first operational fiscal year, all expenses from that previous fiscal year will be audited and reviewed by both County Managers. These expenditures will then be divided among the two counties based on the percentage of dispatched 911 calls from that fiscal year. This formula, based on percentage of dispatched 911 calls, will be used for all future operational expenses.

The Dare County and Tyrrell County Managers, with the authority of their respective Commissioner Boards, will review and approve all RECC costs annually and will have the financial authority over the RECC budget, with this authority established through resolution and intergovernmental agreements established prior to consolidation.

Emergency services in both counties will continue to fund their respective agency equipment and subscriber equipment, as was the practice before consolidation.

***Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.***

The governing bodies of Dare County and Tyrrell County each passed the same resolution supporting

consolidation. Intergovernmental agreements concerning operations, technology, and equipment are being developed as needed, or are in place pending consolidation. These serve as demonstrations that the two governments involved have cooperated and continue to do so.

Once operational, all existing intergovernmental agreements will be examined and updated as needed by the two Sheriffs and their County Managers. There will also be meetings of both governments (Boards/Managers), as needed. These meetings will ensure collaboration and cooperation continues.

The fact that the existing RECC will be housed in one facility and under one administration will also assist with communications among the various stakeholders across county boundaries and service areas.

Although not involved directly in the governance of the RECC, the Dare County Emergency Management and Homeland Security Task Forces will continue to be active and have representation within Dare County Government, and can act as an informal body to improve communications and cooperation among disaster response agencies co-located in the consolidated RECC facility.

***Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.***

All 911 funds not currently (at grant award) needed or deemed critical to legacy operations in the two counties will be utilized to support the project and purchase infrastructure and other fundable expenses for the new RECC. This includes 911 funds in the current fund balance as well as the anticipated funds accrued during approximate 30-month life of the construction/migration project.

Once operational, both counties will realize some operational/anticipated savings. Tyrrell County spends, on average, \$194,450 annually on their communications center to keep it in operation. Dare County will continue to fund its ongoing 911 Communications operation, as demonstrated in expenditures of \$1,809,513 in their most recent fiscal year.

Duplicate training, recruitment, operations, and maintenance costs within these expenditures will not be necessary and both counties will no longer need to independently fund (but can share) software/hardware refreshes in a consolidated RECC.

Other areas of cost benefitting from consolidation will also experience operational savings. For example, Tyrrell County, from simply not having the direct staffing, 911 administration/management and agency-specific supporting infrastructure, utilities and upkeep associated with housing 911 Communications in Tyrrell County will save annual operating funds. These savings can be contributed to address future end-of-life procurements and/or outfitting a back-up PSAP for the RECC in future budgets.

**Regional Initiative Enhancement/Replacement Project**

*Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.*

***What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.***

N/A

***Identify intended collaborative efforts***

N/A

***Identify how resource sharing will take place.***

N/A

***Indicate how the initiative impacts the operational or strategic plans of the participating agencies.***

N/A

**Financial Data**

<b><i>Current 911 Fund Balance available for RECC project (est. 2016)</i></b>	\$525,096.00
<b><i>Amount Requested</i></b>	\$7,102,795.01
<b><i>Total Project Cost</i></b>	\$7,627,891.01
<i>(\$4,472,670.00 for construction; \$3,155,221.01 for RECC technology)</i>	

**Budget and Budget Narrative**

*A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2014 PSAP budget.*

***List planned expenditures.***

Appendices 11 and 12 detail estimated construction and technology costs, respectively.

***Provide a budget narrative that briefly explains the reason for each requested budget item.***

## Dare-Tyrrell Regional Emergency Communications Center (RECC) Project Budget Narrative

### Construction Costs

- Construction Phase:

As programmed by MCP/ Moseley Architects, and translated into a conceptual facility plan by MA, this grant application and project calls for the construction of an approximate 17,900 square foot facility that meets all the requirements of the NC 911 Board for site access, security, etc. It includes 9,487 square feet of adjusted space (see below) assigned for the RECC, with an additional space assigned by Dare County government for EMA and other non-RECC administrative activities (EMS, Fire Marshal). Initially, MCP/Moseley Architects expected that new construction for a PSAP when reviewed against similar non-shared facilities might require 10,000–15,000 square feet in overall size for such a free-standing facility. Dare County is requesting funds for only a shared percentage of the new RECC building as detailed below.

The total building square footage (17,900 square feet) was divided by future occupancy into three basic Dare County user department categories (911, EMA and County Administration [Fire Marshal and EMA]) and the common spaces they share (technology support and building/staff support). The common spaces include mechanical spaces, restrooms, kitchen and corridors. The individual rooms' square footages were totaled and placed into the appropriate category, and then a percentage of the total building square footage was calculated. The user department percentages calculated by MCP are as follows: the RECC has 53 percent, EMA has 35 percent, and County Administration has 12 percent. The common/shared space (35 percent) was divided by each user department's percentage of the total to attribute that square footage of the total support space in proportion to the appropriate administrative function (53 percent to RECC, 35 percent to EMA and 12 percent to Administration). Therefore, the total square foot percentage of facility use assigned is 9,487 for the RECC, 6,265 for EMA and 2,148 for County Administration. The cost of the facility construction and technology procurements needed for the RECC has been reviewed by both counties and MCP/ Moseley Architects and is detailed below for design, construction and support systems with only the appropriate percentage (53 percent) being assigned in this application to the RECC 911 grant project.

The RECC will be located and sited so that the building can be constructed to address site considerations in excess of the 100-year flood plain and building construction considerations exceeding 500-year flood projections. This is critical both for RECC operations during hurricane and flooding, as well as meeting the Department of Homeland Security (DHS) recommendations for emergency management. The facility is to be shared between the RECC and Dare County EMA. Meeting DHS/EMA needs will allow the RECC to also exceed NENA requirements and best practices. Although grant funds will only apply to RECC facilities/equipment, Dare County is supporting the needed funding for the EMA portion of the building. The cost of the site development, access roads/driveways, parking and landscape, not including the tower, has been reviewed by MCP/ Moseley Architects and is estimated at \$868,000, with \$460,040 being needed by the RECC grant project.

Also included in the assessment was the need for a future back-up PSAP, as anticipated in the initial two-county consolidation. Once operational in a consolidated PSAP, both counties will seek a joint initiative within their counties to locate and provide a back-up PSAP, as discussed as a recommendation in MCP's assessment. Thus, these additional costs will be needed in the near future after completion of the currently requested grant application and project. No back-up center costs are included in the current grant application.

It must also be noted that the commitment of Dare County to the grant proposal and project is further supported by the fact that the County is donating the land for the site, which provides additional savings. Although formal appraisal awaits grant approval, real estate on the island is of significant value, and the new RECC facility is situated on two to three acres, possibly valued at over \$150,000 per acre or more. The entire 30-plus acre site is further involved in the proposed construction, for site development, access road and fiber pathway. These right-of-ways would add value to the proposed site valuation.

For the primary RECC facility, the MCP/ Moseley Architects report placed gross total turn-key design/construction and construction cost at approximately \$430 per square foot. This cost is also consistent with similar projects with total costs ranging from \$400 to \$450 per square foot, especially when the site preparation and flood plain issues are considered. This price includes site preparation, facility hardening, finish work, and emergency generators. Access control and security, redundant networks and infrastructure, and uninterruptible power supply (UPS) are technology costs detailed below. To aid in comparison, MA has indicated that their experience has been seeing \$340 to \$380 per square foot for the basic hard construction cost only, and the Dare and Tyrrell counties RECC is approximately \$365 per square foot.

The RECC project has also added an escalation cost via using a 10 percent construction contingency assuming a 30-month project with bidding at about month 11 or 12. These percentages were taken from a budget worksheet provided by the Moseley Architects. Escalation is the increase in costs from one time period to another. Material, labor and profit are all subject to escalation and escalation costs are standard for a project of this size. The construction escalation and contingency cost of the facility has been reviewed by MCP/Moseley Architects and is estimated at \$770,000, with \$408,100 being needed by the RECC grant project.

Construction contingency costs are an amount included in a construction budget to cover additional costs for possible design changes and site development costs estimated based on initial site reviews by CT Design, a sub-consultant to Moseley Architects and MCP. This cost is also a standard part of a project of this size. Escalation allows for limited contractor up-charges in a 30-month project.

These additional costs bring the total costs for the construction phase of the Dare County facility to \$8,439,000, with \$4,472,670 specific to the grant application requested for the RECC space.

- Design Phase:

The RECC project includes an architecture and engineering design fee estimate. These fees are for

architectural and standard engineering (A/E) services including full service phases for design, bidding and construction. The payment of A/E fees represents some of the most important dollars spent on a project. These funds are an investment that affects both the quality and successful completion of a project. The RECC project places this cost at 9.5 percent of basic construction costs which totals \$630,000 of which \$333,900 is assigned to the RECC. This figure was obtained from the Moseley Architects' estimate at about 9 percent and is consistent with experience nationally that shows A/E design fees ranging from 6 percent to 12 percent. The design phase costs also include A/E's project administration and construction management at-risk using A/E support. These fees will be used to contract support project management team/individual to oversee all aspects of this project to include facility construction administration.

Dare County does not anticipate using a Construction Manager, but will manage the A/E firm to support the Project Manager and Facilities Department in the administration of construction contracts and to supervise the construction.

MCP has also been retained to address technology integration, migration planning, grant reporting, developing a detailed timeline, coordinating with other technical procurement/contractors and their subcontractors, and all other grant requirements, at an estimated cost of \$360,000. We feel that this will be funds well spent to ensure the project stays on time and within budget. MCP currently manages other similar projects in Rockingham and Burke counties, North Carolina, for the infrastructure, and also has an experienced staff to provide project management services for projects of this nature. In addition, costs are included for a needs assessment for future procurements of technology equipment, which will outline detailed goals and results for the technology implementation in the consolidated communications center. This cost is included in the costs outlined above based on information provided by the MCP assessment report currently being finalized, reviewed and accepted by Dare and Tyrrell counties. All of this technology costs is assigned to the RECC grant application budget.

There will also be included design and consultation fees for the infrastructure, networks and systems of the consolidated communications center. This includes physical space planning, physical transport network, IP network, telephone network, radio network, server systems, and storage systems. This cost is estimated included in the costs above based on information provided by MCP from similar support provided to other project grant recipients. These fees are detailed above for MCP Phase 2 work.

The total cost of the facility, design and technology procurement/integration phase of the project assigned to the RECC is detailed above and below.

- Permit Fees:

The proposed site for the RECC project is within the county of Dare and Manteo city limits and thus all building permit fees are derived from the City of Manteo fee schedule. Building permits are estimated to be \$30,000 which includes a \$12,000 for survey work, a \$10,000 estimate for geotechnical services and \$50,000 for testing and inspections, with 53 percent of these assigned to the RECC and included in the grant application.

A telecommunications tower is anticipated at the PSAP site, but it is to be height limited to approximately 70 feet as the site is adjacent to the regional airport. A fee is included in the technology budget for this tower, foundation and any zoning and permits for construction of this tower (pending Federal Aviation Administration [FAA] clearance) and also for additional modifications of legacy telecommunications towers to be used to provide for radio coverage into Tyrrell County.

- Generator:

A facility generator with fuel supply and transfer switch gear to integrate with both the UPS and support other facility and critical 911 systems will be installed. The cost of the generator has been reviewed by MCP/Moseley Architects and is included in the construction budget, and was estimated by MCP/Moseley Architects at \$301,000.

Public water is available along Airport Road, where connections for domestic and fire protection water will be made. A fire hydrant flow test will be performed in the vicinity of the site to obtain accurate flow and pressure conditions for design of fire protection systems. Preliminary flow data from Dare County suggests adequate supply for fire protection systems may be a concern and further analysis and discussion with the local fire marshal are recommended. Water supply for normal domestic use appears adequate. A domestic well will be drilled on-site for back-up domestic water supply. An on-site septic disposal system will be required for this site. Potential space for a disposal field and reserve field (both in undisturbed areas) is indicated on the conceptual site plan. Estimated costs associated with the water lines, well, and septic systems are included in the construction cost estimate.

A geotechnical survey is also required for the building and any needed communications tower location(s). The project budget discussed above includes \$12,000 for this survey and report, which will also support the tower foundation, as required.

The only additional permit requirement is for an erosion and sediment control certificate of approval. This is obtained through the NC Division of Land Resources with a fee included in permit costs. The RECC project calls for less than 10 acres, thus this fee is included above.

Costs to complete a regulatory review are estimated in the construction budget.

There are no other anticipated permit costs to be assigned to the RECC grant application.

### **Telecommunications Costs**

- Telecommunications Systems:

Each item in the communications systems that are either end-of-life or are required to be refreshed or replaced will be presented separately in this section of the budget narrative. Each end-of-life system will be replaced/upgraded and procured during the grant project timeline and will be required to be redundant, either with on-site equipment or by using a cloud-based solution. Unless otherwise noted, all prices used for this section include any vendor migration costs and are based on information provided by MCP. Appendix 10 contains MCP's technology assessment.

- Radio Console System:

Cost for nine positions of Motorola MCC7500 digital consoles to interface with the Dare County P25 trunked radio system and interoperability with VIPER/Tyrrell County legacy frequencies are included. These consoles also support paging for service dispatch. The console workstations and system includes all associated hardware and software. A 9-position system is being proposed based on the recommendations of MCP. The cost is estimated at \$585,000.

- CAD System:

Both PSAPs currently utilize different CAD systems. The RECC will utilize Dare County's SunGard/OSSI Public Safety Solution Software CAD, with the current modules included. The end-of-life Tyrrell County CAD will be retired, with only interfaces to legacy management/reporting information systems used by Tyrrell County agencies maintained.

As the current CAD system in Dare County is in need of update and refresh, this will include the existing seven CAD system positions, and should be accomplished as part of the project and prior to the movement into the new facility. This will ease the migration to the new facility and allow for geo-diversity of the redundant servers. This is estimated at \$112,550. Therefore, the costs for this component should be limited to obtaining computer equipment and licensing for an additional two positions of the CAD system used by Dare County and the labor and re-load of the existing application(s) on new servers and hardware.

- Telephony (Administrative):

This cost is to provide a Voice over Internet Protocol (VoIP) administrative phone system for the entire facility, including working with CenturyLink to extend existing incoming lines/trunks from both Dare and Tyrrell counties for the new facility. This is estimated at \$17,000. The amount of this cost assigned to provide the redundant network and IP telephone sets just for the PSAP functions and tying this system to 911 CPE is \$9,010, based on assigned building usage percentage of the RECC.

- Telephony (911):

This cost is to provide an E-911 CPE telephone system, including working with CenturyLink and extending existing 911 wire line/wireless trunks from Dare and Tyrrell counties to include the needed seven dispatch positions and to upgrade two training/supervisor positions from the Dare County PSAP, including all hardware and software, and costs to interface with the administrative telephony. This cost for this next generation-capable equipment will be bid during the project and is estimated at \$624,077 (including \$48,600 for logger-recorder).

- Logger-Recorder:

This cost is for a new redundant E-911 and radio logging recorder system with P25 trunked radio logic software that will be bid during the project and is estimated and included in the 911 CPE equipment costs presented above. These costs detailed above are supported by a preliminary CenturyLink quote.

The connections to the telecommunication vendor network are based on a quote from CenturyLink.

The hardware and network costs from this quote total \$52,523, including one month of recurring charges for cutover. These costs are supported by a preliminary CenturyLink quote.

- 911 Console Furniture:

This cost is for nine console workstations, similar in design and function to the equipment currently approved and used by the Dare County 911 Communications, including 24/7 workstation chairs to provide nine E-911, radio dispatch, and training positions for a total estimate of \$176,095. The legacy Dare County 911 Communications furniture workstations will be redeployed to the back-up PSAP, when it is determined.

- Microwave Equipment:

This equipment will allow for the transmission of data from the RECC into the existing Dare County microwave network and then extending this network into Tyrrell County to support dispatch. From structures on the new facility (a new tower at the RECC or building attachment anticipated due to proximity to an airport) to a Dare County network legacy tower, then through new microwave equipment from the Dare County network to a Tyrrell County tower. This will provide radio/paging coverage in Tyrrell County for both the VIPER network and legacy fire service radio/paging. The cost is estimated at \$300,000 and includes needed tower/facility attachments, and tower site equipment for legacy radio and paging equipment, as described below.

Communications tower additions/facility attachments will necessitate either building a 70-foot tower (pending FAA clearance) or adding building attachments at the new RECC; and making tower modifications at one Dare County radio tower/Tyrrell County radio tower(s), including cabling, radio equipment and antenna systems. The proposed project sites and the proposed tower heights will provide a suitable path from the RECC to a current Dare County network site and broadcast equipment at the Tyrrell County legacy radio towers for both a state VIPER tower and a tower that contains Tyrrell County's legacy radio/paging infrastructure. The cost of the communication towers/equipment is estimated by MCP at \$70,000.

This project also calls for tower modifications at Tyrrell County radio tower(s) with connectivity via a Dare County tower (addressed above), including cabling and antenna systems. The proposed project site's radio/paging equipment and the proposed tower attachments will both deal with end-of-life concerns and provide a suitable microwave control and radio broadcast (based on initial analysis by MCP) from the RECC to Tyrrell County site(s) and includes the broadcast equipment for Tyrrell County state VIPER and legacy VHF/UHF equipment for Tyrrell County legacy radio/paging infrastructure. The paging interface will be consistent with the Dare County simulcast paging to assure common operations at RECC cutover. The costs for this work are included in the radio console and microwave costs above.

To support user access to the RECC, a Distributed Antenna System (DAS) infrastructure to address user requirements for both P25 and cellular in-building coverage at the RECC will require new hardware/software, radios, amplifiers, antennas, cables and installation for DAS to provide both 800 MHz radio and cellular frequency coverage to two cellular carriers. The Radio/Cell DAS is based on a vendor solution to provide two individual DASs: one for public safety radio and one for cell service.

This is a multi-band engineered solution for improving radio, specific to current/future cellular/personal communications system (PCS), Third Generation (3G) and Fourth Generation (4G) long-term evolution (LTE) coverage and P25 interoperable public safety radio. MCP has estimated the costs of the system with needed control, display and connectivity at \$145,000. Of this cost, \$76,850 is assigned by percentage of expected use to the RECC.

To support RECC notifications, satellite telephone equipment will be installed at a cost of \$4,800.00. New hardware and installation with interface to the nine 911/radio and dispatch positions. New desktop and control equipment and satellite antenna are necessary due to the end-of-life status of current equipment and migration planning concerns.

- UPS:

UPS to support facility and critical 911 systems will be installed with the technology equipment. The cost of the facility UPS has been reviewed by MCP/Moseley Architects and is estimated at \$130,000, with \$68,900 assigned to the RECC.

- NetClock:

New hardware/software and installation will be procured as necessary due to migration to the new RECC. MCP has estimated the costs of the system with needed connectivity for multiple systems. The cost for this equipment is \$12,500, with \$6,625 assigned to the RECC. These costs are supported by a preliminary CenturyLink quote.

- Structured cabling:

Cabling infrastructure to support facility and critical 911 systems will be installed with the technology equipment. The cost of the facility cabling has been reviewed by MCP/Moseley Architects and is estimated at \$67,800, with \$35,934 assigned to the RECC.

- Grounding:

Grounding and lightning suppression infrastructure to support facility and critical 911 systems will be installed with the technology equipment. The cost of this equipment has been reviewed by MCP/Moseley Architects and is estimated at \$7,978, with \$4,228.34 assigned to the RECC.

### **Other and Ancillary Technology Costs:**

- Audio/Visual (A/V) equipment:

The RECC will also need A/V equipment with integrated control. This includes A/V equipment for the 911 center operations floor, the 911 Director's office, the 911 conference room and the 911 training room. Video conference capability with remote units and local mobile command units is assumed. System control will be from the supervisor's area. The cost of this equipment for both the RECC and Dare County EMA has been reviewed by MCP/Moseley Architects and is estimated at \$48,000, with \$25,440 assigned to the RECC.

- Access Control/Closed Circuit TV (CCTV) Security Equipment:

The RECC will also need access control card-reader systems, remote gates, and CCTV surveillance cameras for the monitor entrances and secure areas including the 911 center operations floor, the 911 equipment room, and any other area involved in call processing or dispatch. Video monitoring and system control will be from the supervisor's area. Systems equipment and software with needed infrastructure to support facility and critical 911 systems will be installed with the technology equipment. The cost of this equipment has been reviewed by MCP/Moseley Architects and is estimated at \$62,150, with \$32,939.50 assigned to the RECC.

- IP Network:

Networking gear will be needed in the RECC to facilitate communications on the 911 networks and administrative networks used to interface to both counties. This gear will include routers and Ethernet switches, specified and procured to industry standards. Servers and storage equipment will be needed in the center. The server and storage environment will be resilient, fault-tolerant and redundant with on-site or cloud-based solutions. All required licensing fees are included. Equipment, software and systems redundant connectivity and infrastructure to support facility and critical 911 systems will be installed with the technology equipment. The cost of this equipment has been reviewed by MCP/Moseley Architects and is estimated at \$62,300, with \$33,019 assigned to the RECC.

Multiplex gear for connectivity to other locations has been noted in the telecommunications listings presented above and below. This gear has been reviewed by MCP/Moseley Architects and is being included in the RECC grant project

An outside plant fiber optic cable to support the new facility will be provided connecting to Dare County's existing facility. This will not need to be a redundant double run from opposite directions to ensure survivability, as microwave is provided as a redundant path. The cost of this is estimated to be \$97,500 based on information provided by the Dare County 911 technology staff and has been reviewed by MCP/Moseley Architects with \$51,410 assigned to the RECC.

Appendix 13 details the Dare County fiber connection.

Other furniture, fixtures and equipment, not including 911 console and workstation furniture, and ancillary computer equipment will be needed throughout the facility. The cost for offices, locker rooms, a break room, a conference room, a reception area, a training room, and other common areas is estimated in the construction budget discussed above.

**The total costs of the communications systems is \$2,629,350.84**

- Technology Contingency:

An approximate 10 percent contingency fund is also included as part of the project for systems procurement. These funds would be used for additional engineering or unanticipated costs associated with any required changed/updated requirements in described systems, additional

vendor migration and transition costs for transition/testing that can only be determined as final plans are approved, and/or any items that result from building/technology integration or program over-runs caused by equipment inflation over the 30 months of the project. This contingency fund would amount to \$262,935.08.

- **Ancillary Equipment Contingency:**

An approximate 10 percent contingency fund is also included as part of the project. These funds would be used for additional costs associated with any changed requirements in described systems, additional or unanticipated migration and transition costs for vendors that can only be determined as final plans are approved, items that result from building/technology integration or program over-runs caused by equipment inflation. This contingency fund would amount to \$262,935.08.

**Total technology contingency and ancillary technology costs contingency for this project amount to \$524,870.16**

**Total Project Technology Budget assigned to the RECC: \$3,155,221.01**

The goal of this project budget is to fully integrate with the newly constructed facility by Dare County and be conservative but yet provide for all the elements necessary to retire END-OF-LIFE equipment and provide for a state-of-the-art consolidated communications center. In an attempt to get an accurate budget projection, information was obtained from existing Dare/Tyrrell County vendors and consultants, county officials, appropriate state officials and a variety of on-line resources. Despite these efforts, some estimates may be affected by future inflation or may not be sufficient based on final procurement requirements. Therefore, it is we understand that this is a detailed estimate and would adjust accordingly based on any additional recommendations or requirements as set forth by the NC 911 Board or Dare/Tyrrell Counties.

MCP has also been retained to assist the final project with needed technology procurements to keep costs within budget projects as practical. It is also further noted that no party who provided budget information for this project was promised or in any way guaranteed to profit from this project.

***State how you will follow applicable procurement law, rules, and policies.***

Dare County and the Dare County Finance Director will act as the fiduciary agent for this project, sharing costs with Tyrrell County as outlined by resolution and reviewed by both County Managers. Therefore, the responsibility of ensuring all applicable procurement laws, rules, and policies are followed will fall on Dare County's Finance Director. This will be accomplished by following existing county procurement policies which are in accordance with Article 8 of the North Carolina General Statutes, specifically G.S. 143-129, which establishes the procedures for formal bidding and G.S. 143-131, which establishes the procedures for the informal bid process. In addition, the documenting of all project expenses, payments, etc. will be in accordance with Generally Accepted Accounting Principles,

as set forth by the Financial Accounting Standards Board. The project will also comply with any additional requirements that may be set forth in a project contract.

***If the project will have ongoing expenses, such as monthly recurring charges, describe plans and specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.***

This project will have ongoing expenses once the RECC is fully functional. Many of those expenses will be the same as currently experienced. Those that are currently eligible for and being funded by NC Board 911 funds will continue to be funded in the same manner by both counties through the RECC. This includes maintenance and repair of equipment, maintenance and repair of software, program supplies, etc. However, many other operational expenses will be incurred that are not eligible for NC Board 911 funding. Specific salaries and benefits will be the largest of these. The first year's operational expenses will be funded based on a resolution that has been in place since May 2014. Based on this resolution and the anticipated call breakdown from the MCP review (where Dare County will be attributed with 96 percent of the call volume), Dare County will expect 96 percent of the first year's call activity, Tyrrell County will expect 4 percent of the first year's call activity.

As discussed above, there are additional considerations outside of call volume. One is incident volume and personnel accountability. Dare County will now be responsible for the safety of Tyrrell County emergency responders. While the call volume is low, incident volume is higher and is approximately 8 percent of the total law/fire/EMS volume between the two counties. Currently, it is not known whether Tyrrell County will be dispatched by developed RECC procedures requiring a single staff person as they are now or whether the responsibilities will be split among Dare County's dispatchers. The answer could mean that another position is warranted (which will require the same amount of people Tyrrell County currently employs).

There are also transition costs, which include uniforms; training on fire, EMS, law enforcement; developing RECC policies and procedures; combined CAD system data (response packages and units); mapping/GIS; and public education. Some of these costs will continue: uniforms, training, mapping/GIS, CAD updates, public education (to which Tyrrell County should contribute). However, it is difficult to quantify the actual costs. It would be necessary in Phase 2 to attempt to assign hours to each and then determine the percentage allotted to Tyrrell County, which will likely not be 10 percent of the costs (after the initial transition in which Tyrrell County costs could be greater).

MCP will further review these costs during Phase 2 as the RECC facility; it can be anticipated that MCP would recommend limiting Tyrrell County to their current operational costs up to and including the first two years of operation in the regional center and then after the first full year is over, evaluating the actual data to determine the impact to Dare County and, if necessary, reevaluating the compensation from Tyrrell County to Dare County, limiting to the current Tyrrell County 911 budget (maximum) unless there is a drastic increase in call/incident volume.

As outlined above, these percentages will be further adjusted for expected migration costs, training costs and other basic operations to address the fact that the Tyrrell County 911 Center will no longer be required and these costs will be assumed by the RECC after consolidation.

After the first operational fiscal year, all expenses from that previous fiscal year will be audited. These expenditures will, in future years, be divided among the two participating counties based on the percentage of total calls from that fiscal year.

An adjusted formula based on percentage of total RECC calls will be used for all future operational expenses and also the situation where Hyde County or an additional county or counties/agencies may request to join the RECC.

## **Evaluation**

*All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.*

***Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline for meeting short, intermediate, and long term goals.***

Due to the scope and complexity of this project, funds are being requested by Dare County as part of the project to both contract with MCP for Phase 2 procurement and implementation/integration services and use an architect/engineer to support the Dare County Facilities Department in overseeing completion of construction and to provide construction management services to the Dare County 911 Communications Director (Project Manager). Although an additional cost to the project, contracting with both who have the expertise with these types of facilities and technology integration will help to keep the project on time and within budget.

No such staff exists within the current PSAPs. Once identified, the Dare County 911 Communications Director will work closely with the architect/engineer and MCP through a County project team, including Dare County Facilities, to develop a detailed timeline to include milestones. These milestones are likely to be identified in a series of project phases that make up the project's overall timeline of 30 months. For example, one phase would likely be mobilization, which is the phase when the existing site is cleared in preparation for construction and an architect is competitively selected for design. Milestones would likely include site preparation, facility foundations, facility construction, technology procurement, installation, commissioning and testing, etc. The timeline will also include the design of the final facility and bidding processes. Subsequent phases will involve facility technology procurement integration of technology and facility systems and migration for operations.

Although not conducting the overall project management, current PSAP stakeholders will be an

involved in the project when needed to finalize requirements or ensure the milestones are being met within the timeline.

The Dare County 911 Communications Director can expand the team based on a particular task to be performed. Team members could consist of members of the two PSAPs who have expertise in the particular task. For example, IT staff could provide oversight to ensure all milestones relating to network and technology systems are being met. These teams will work closely with the Dare County 911 Communications Director and MCP to ensure milestones are being met or to provide support to ensure all required grant progress reports are submitted as necessary.

Although a detailed phase-by-phase timeline with associated milestones cannot be submitted at this time, a tentative project timeline of milestones is listed below, assuming grant award in September 2014. The schedule details after award are the responsibility of the Dare County 911 Communications Director, assisted by the architect/engineer and MCP who have experience with projects and facilities of this nature. Once awarded funds for this project, this information will be submitted as developed. However, a general timeline with anticipated phases in this 30 month project has been detailed below, using the grant award as month zero:

- Facility Tasking
  - Prepare a request for proposal (RFP) for a design architect/engineering firm – Month 1
  - Select and hire design architect – Month 2
  - Complete regulatory review – Month 3
  - Complete design –Month 10
  - Bid construction – Month 11
  - Select contractor and begin construction – Month 12
  - Allow technology vendor access to facility – Month 25
  - Complete construction – Month 26
  - Integrate technology – Month 27
  - Commission and occupy new center – Month 28
  
- Technology Tasking
  - Establish equipment/systems parameters/review budgets – Month 3
  - Finalize requirements – Month 5
  - Develop RFPs or statements of work(SOWs) for vendors – Month 10
  - Issue RFPs/SOWs – Month 13
  - Evaluate vendor responses/select vendors – Month 15
  - Procure systems – Months 16–24
  - Install equipment – Month 25
  - Test/accept systems – Month 27
  - Train for cutover/migration plan – Month 28
  - Complete migration plan – Month 29
  - Cutover to new facility – Month 30

Once fully operational, the Dare County 911 Communications Director and both Sheriffs, as part of RECC operations, will gather data to ensure the project's overall goal and objectives are being met.

It is also anticipated that the Dare County 911 Communications Director, assisted by the architect/engineer, MCP, and Dare County Finance Director will complete any required grant reports during project activity and at project closure and that the Dare County 911 Communications Director will continue the reporting once the contract of the architect/engineer ends and/or the MCP Phase 2 contract ends.

***Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.***

The Dare County 911 Communications Director/Project Manager, MCP or project team and staff contracted for architect/engineer services will be responsible for conducting and writing evaluations. These evaluations will be compiled by MCP for review by the Dare County 911 Communications Director and conducted at the end of each project phase and at other intervals identified in the grant contract. Evaluation times could be adjusted during the course of the project if deemed appropriate. During the construction phase of the project, performance parameters used by the architect/engineer will be those typically associated with construction such as passing various required inspections and ultimately the issuance of a Certificate of Occupancy. Other phases will have 911, construction, and/or technology industry standards associated with them. For example, during the systems and start-up testing phase of the project, industry benchmarks will have to be met or exceeded. Therefore, performance parameters will be a combination of industry standards and project milestones that will be developed in detail by the Project Manager. QA personnel assigned by the Dare County 911 Communications Director will conduct evaluations once the PSAP is fully operational and the contracts of project staff ends. Whenever procurement or grant/project funding is involved, the Dare County Finance Director will support this reporting effort.

***Identify how data will be collected and presented.***

The Dare County 911 Communications Director will be responsible for collecting data relating to the project during all construction-related phases. It is anticipated that the data will be collected on a project evaluation form with commercial off-the-shelf (COTS) software (Microsoft Excel or Word) and collated by MCP, who will assemble the data using software/reports utilized to collate and analyze the data.

The exact data to be collected will be determined the 911 Communications Director and the grant contract, but should include data on the following:

- Schedule
- Accuracy and Completeness

- Design Issues
- Coordination and Cooperation
- Predictability of Cost Construction
- Readiness to migrate
- Safety

Once the project is fully implemented, QA personnel of the RECC will collect data on the operational goals and objectives. This data will be collected primarily electronically using CAD or CPE software and logger information, and will be used to ensure goals, objectives, and industry benchmarks are being met or exceeded. This data will also be used to complete any required grant reports after construction and cutover. In addition, this data will be used in part to show the achievement of the various points needed for compliance with NCCJETS. This is a long-term goal of the consolidated RECC.

## **Appendix 1 – Dare County IT Strategic Plan**

# **Dare County E-911 IT Strategic Plan**

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# **Dare County Communications Information Technology Mission, Vision, Goals and Core Values**

## **MISSION**

**To support the mission of Dare County Communications by providing innovative, cost effective and reliable information, and communications technology solutions.**

## **VISION**

**An efficient County Communications supported by an integrated information environment created through strong policies and procedures deploying effective technologies as a benchmark for IT in local government emergency communications.**

## **GOALS**

**Deliver superior results-oriented customer service  
Promote and maintain a dynamic and productive organization  
Use technology to improve performance and efficiencies  
Manage finances proactively while expanding the technology solutions**

## **CORE VALUES**

**Integrity  
Teamwork  
Excellence in Service  
Communication**

**Talmadge Willis,  
Dare County Communications Technology and Systems Administrator**

**I have served as the Dare County Communications Technology and Systems Administrator since 1999. I direct the Dare County Communications IT policy and strategic planning of technology implementations, and am responsible for the oversight of the technology budget. I also establish, implement, and oversee enterprise architecture to ensure system interoperability, security, and integrated information sharing throughout all County 911 and departments.**

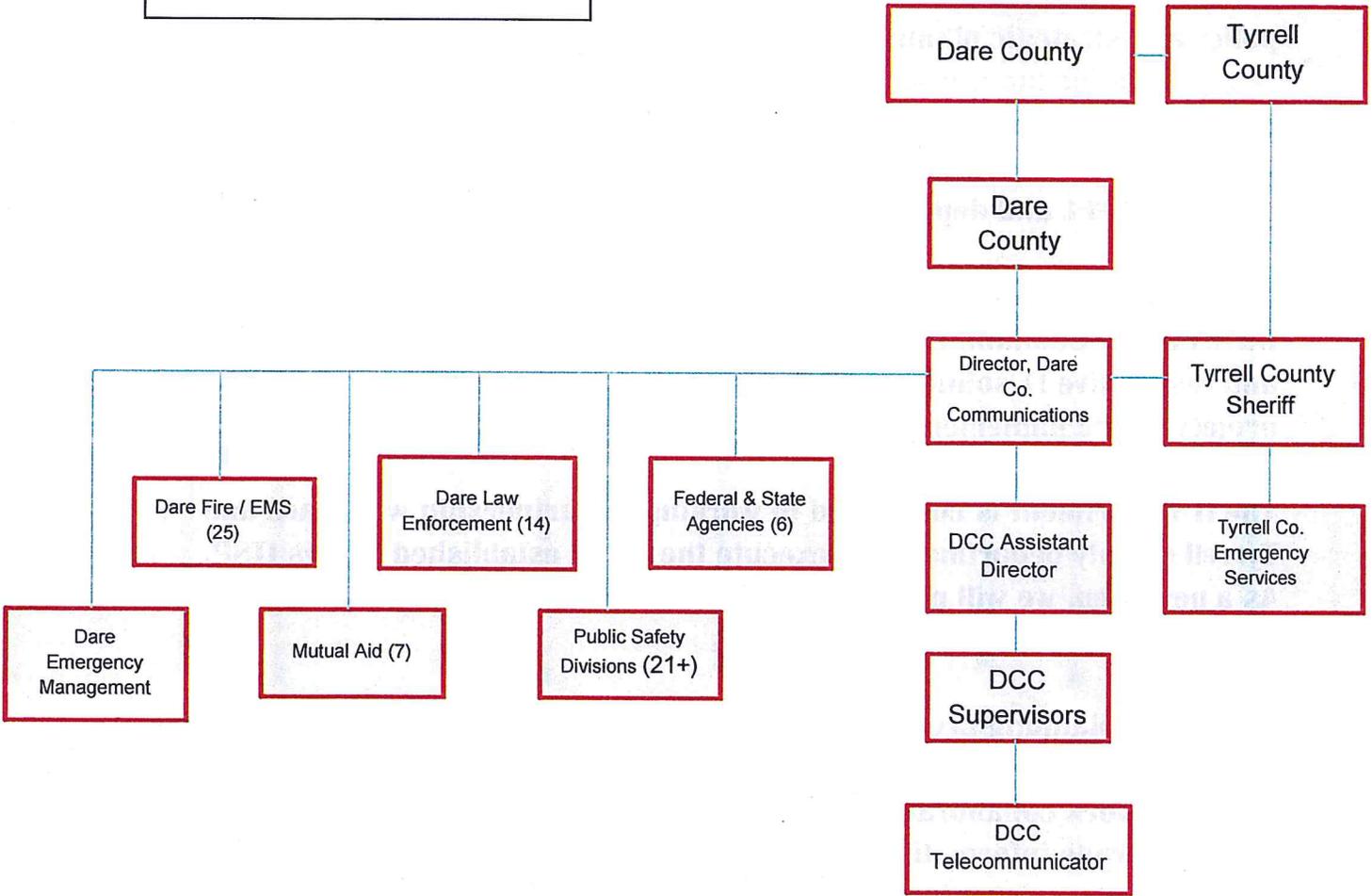
**This Information Technology Strategic Plan (ITSP) focuses on supporting Dare County Communication's mission, goals and priorities with effective and responsive IT solutions. This plan is firmly grounded in practical projects to be implemented in the near and mid-term future.**

**The IT department is committed to working in partnership with Dare and Tyrrell County departments to execute the goals established in this ITSP. As a next step, we will plan to specify the major initiatives to be pursued over the three-year planning horizon.**

**The action planning process will engage our customers and will emphasize responsiveness, transparency, and accountability. The Communications IT team will work collaboratively with all departments to deliver results to better leverage information technology that supports and improves the workplace.**

**We have made much progress over the past year as we begin to enhance, innovate, and bring sound business solutions to the Dare County Communications and make this bold vision a reality.**

**DARE COUNTY  
COMMUNICATIONS  
TECHNOLOGY &  
COMMUNICATIONS**



## **DARE COUNTY COMMUNICATIONS INFORMATION TECHNOLOGY OBJECTIVES**

***Our objectives are the structured, systematic processes in order to provide a progressive roadmap toward a dynamic IT environment.***

**WORKFORCE EFFECTIVENESS & EFFICIENCIES** – Provide an IT environment that supports the Mission of the County Communications through automation, collaboration, data sharing and availability, building the workplace of the future to promote the County's image as an innovative leader

**ANYTIME, ANYWHERE ACCESS** – Enables mobility and provides anytime, anywhere access to information and services whether in an office, out in the field or on the road

**INNOVATION / TRANSFORMATION** – Deliver innovative technology solutions that will transform the County Communications into the future

**FISCAL ACCOUNTABILITY** – Execute plans while spending funds only as needed. Utilize capital to invest in technology wisely and economically.

**TRAINING & ADVANCEMENT** – Provide internal training, external technical/user training, and a clear succession plan for all employees

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## **DARE COUNTY COMMUNICATIONS INFORMATION TECHNOLOGY STRATEGIES**

***County Communications IT must meet the needs of today while expanding County horizons for the future***

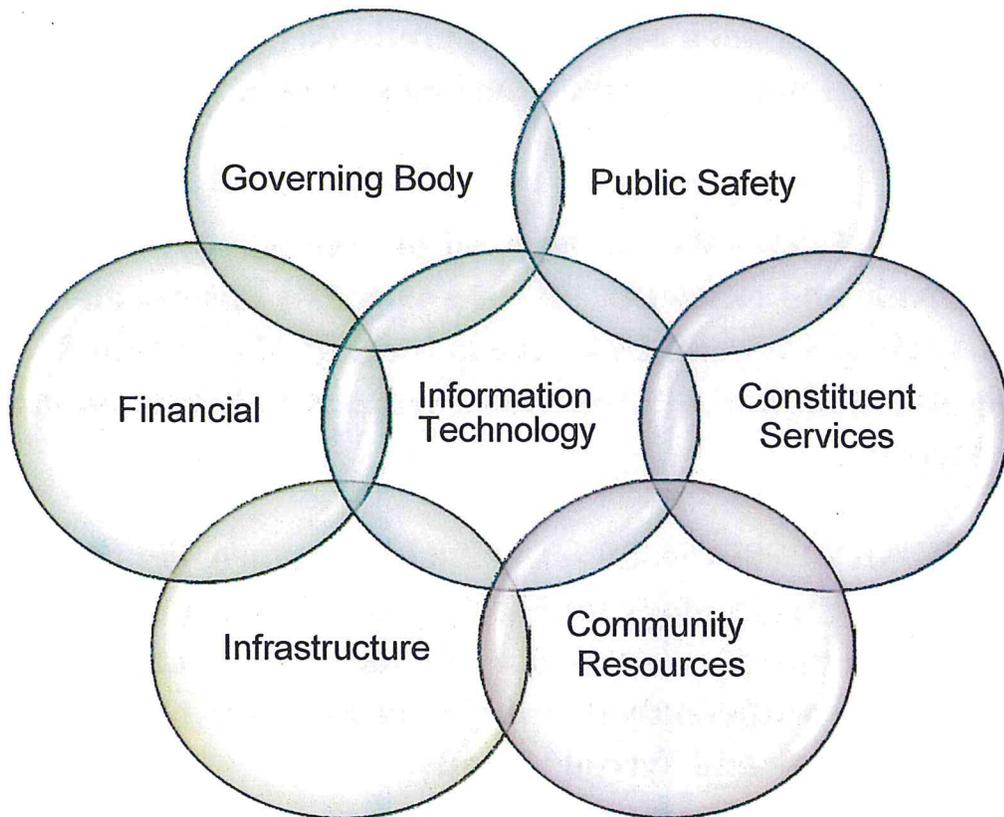
**VIRTUALIZATION – Implement both server and desktop virtualization solutions to reduce costs, improve efficiencies and support practices**

**UNIFIED COMMUNICATIONS – The integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing and call controls**

**CLOUD – A style of computing in which scalable and IT-enabled capabilities are delivered as a service using internet technologies and Verizon private networking**

**INTEGRATION – The process of linking together different computing systems and software applications physically and functionally to act as a coordinated whole**

**COMMUNICATIONS ENHANCEMENTS – Implement a county wide eFax solution to reduce costs, improve efficiencies and document security. Install and integrate IP phones in all office locations**



## DARE COUNTY COMMUNICATIONS INFORMATION TECHNOLOGY LINES OF BUSINESS

*Dare County Communications IT's accomplishments are shared throughout all Dare and Tyrrell County Emergency Services, Dare County Offices and Departments that interface with Communications to better serve the citizens of Dare and Tyrrell Counties*

**INFORMATION TECHNOLOGY** – The core of the County Communication's business systems and practices is to deliver information whenever and wherever necessary.

**GOVERNING BODY** – It is our goal to serve the Commissioners and leadership of Dare County and Tyrrell County's Sheriff. Communications ensure data is available as required by

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**emergency services business operations. Providing technology solutions to make informed decisions and remain connected is imperative.**

**PUBLIC SAFETY – We are focused on leveraging technology to effectively and efficiently address core law enforcement & public safety (fire, EMS and EMA) needs through the design & implementation of interoperable systems between counties and agencies.**

**COMMUNITY RESOURCES – Our focus is to provide the information technology tools required to Communications staff, our community partners & our clients in Dare and Tyrrell Counties to proficiently deliver integrated services to the citizens of Dare County and Tyrrell County.**

**CONSTITUENT SERVICES – We strive to develop systems that promote real-time service & facilitate communication. The Dare County Sheriff's web-site and the Dare County web-site are portals used to facilitate this mission.**

**FINANCE – We strive to support the financial & budgetary needs of our County Communications through innovative technology & support being good stewards of the County and 911 funds.**

**INFRASTRUCTURE – Our primary information technology focus is to provide an IT environment that empowers emergency services, users, customers & Dare County Communications staff to deliver high-value services in an effective & timely manner.**

**Dare Communications IT's Projects and Initiatives**

- ❖ Automate software deployment and scheduled updates
- ❖ Cloud Data Storage Solutions
- ❖ Consolidation of Dare and Tyrrell County's Communications
- ❖ Service the Dare County's EOC and Emergency Services' Dispatch
- ❖ Desktop Hardware refresh – three year rotation program
- ❖ Disaster Recovery Planning
- ❖ Computer-aided dispatch
- ❖ eFax Solution
- ❖ Electronic Document Management expansion
- ❖ Electronic Forms and Distribution Routing
- ❖ Email End User Naming Convention
- ❖ Email / Record Retention and Archiving
- ❖ Expand Mobile data utilization best practices
- ❖ Microsoft Windows /Office desktop upgrades
- ❖ Site for internal training
- ❖ Network / Domain expansion for Public Safety agencies
- ❖ Network Monitoring System
- ❖ Reliable Anti-virus and malware protection
- ❖ Security Enhancements and Encryption
- ❖ Telephony upgrade to IP phones
- ❖ Unified/Shared Communications
- ❖ Website and Intranet Redesign
- ❖ Wireless Network expansion

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## COMMUNICATIONS IT LONG-RANGE PLAN

### FY 14-15

Dare/Tyrrell Consolidation  
IT Storage Solution Project  
Microsoft Licensing Subscription  
Wireless Network Expansion  
Network Monitoring Solution  
Replace Desktop Computers  
Replace Monitors  
Replace Laptops

### FY 15-16

Data Storage Solution  
Disaster Recovery Planning  
Encryption Software Solution  
Consolidation procurements  
Replace Desktop Computers  
Replace Monitors  
Replace laptops  
Server Replacements

### FY 16-17

Consolidation install  
Replace Desktops  
Replace Monitors  
Replace laptops  
Server Replacements  
Network Monitoring  
EOC workstations