

North Carolina APCO Chapter Meeting
John Chavis Center - Raleigh North Carolina
March 15, 2024 - 10:00 a.m.

Call to Order -- Herman Weiss

Welcome

Pledge of Allegiance

**Recognition of Corporate Partners -- Motorola, AT&T, Carolina Recording Systems,
Horizon Consoles and Rapid Deploy**

Introduction of NC APCO Board Members

Christine Moore, Immediate Past President	<i>Present</i>
Herman Weiss, President	<i>Present</i>
Shante Lipscomb, 1st Vice President	<i>Present</i>
Chad Deese, 2nd Vice President	<i>Present</i>
Missy Ezzell, Secretary	<i>Present</i>
Jeryl Anderson, Executive Council / Education Advisor	<i>Present</i>
Melanie Jones, NC 911 Board Representative	<i>Present</i>
Anna Johnson, Region A Ambassador	X
Morrissa Ahl-Walters, Region B Ambassador	X
Jackie Ezzell, Region C Ambassador	<i>Present</i>
Josh Benfield, Region D Ambassador	<i>Present</i>
Samantha Dutch, Region E Ambassador	<i>Present</i>
Gary Loflin, Commercial Advisor	<i>Present</i>
Grayson Gusa, Historian	<i>Present</i>
Janet King, Compassionate Care	X

Special Welcome and Recognitions -- Herman Weiss

At this time I would like to recognize the following groups, please stand so you can be recognized.

Past North Carolina APCO Chapter Presidents

North Carolina APCO Chapter Life Members

APCO International Senior Members APCO International Life Members

Registered Public Safety Leaders (RPLs)
Certified Public-Safety Executives (CPEs)
Recognize Corporate Partners
First Time Attendees

Approve Meeting Minutes

Motion - Kenyon Harris
Second - Samantha Dutch

Chapter Reports:

Commercial Advisory Council Report -- Gary Loflin

Update on the Commercial Partner breakfast held prior to the Board Meeting. Also, an update was give for the upcoming conference Vendor Hall.

Compassionate Care Report -- Christine Moore on behalf of Janet King

Five (5) cards were sent out on behalf of NC APCO.

**Please share with any APCO Board member if there is a telecommunicator or agency that has a situation where we could send a card to show our support.*

NC APCO Executive Council Report

- **Government Affairs**

APCO President Meets with Congressman and Former 9-1-1 Dispatcher Dale Strong

On February 12, APCO President Becky Neugent met with Congressman Dale Strong (R-AL) in Birmingham, Alabama, to raise awareness of the issues facing the 9-1-1 community and how Congress can help address these challenges. Congressman Strong, who worked as a dispatcher with the Huntsville-Madison County Emergency Communications Center and currently serves as a volunteer firefighter and EMT with the Monrovia Volunteer Fire Department, is one of only two members of Congress with experience as a 9-1-1 professional. During the meeting, President Neugent discussed the need to address health and wellness challenges in the 9-1-1 community, the changing landscape of 9-1-1 with the emergence of new technologies, and the importance of properly recognizing the protective nature of the work 9-1-1 professionals perform by correctly classifying them as a “protective service” at the federal level.

- **Coalition Welcomes Support from Former FCC Chairs**

On February 21, the Public Safety Next Generation 9-1-1 Coalition welcomed the joint letter from former chairs of the Federal Communications Commission (FCC) urging congressional leadership to pass legislation to support the nationwide transition to NG9-1-1. Nine former FCC chairs – from both Democratic and Republican administrations – wrote to Senate and House leadership, explaining why federal funding is urgently needed to deploy NG9-1-1 nationwide. The chairs noted an estimated \$15 billion is required, whether from federal spectrum auction revenues or any other funding source.

- **Spectrum Management**

On February 26, AFC hosted a webinar to discuss and explore the current state of signal booster use; applicable FCC rules and related fire codes; root causes of current challenges; best practices for standards, requirements, processes and testing; and ideas and outlook for an improved future. The presenter was John Foley, Managing Director, Safer Buildings Coalition, and there were 798 registrants.

- **Training and Certification**

Status of the APCO Scholarship Application Process

The scholarship application for the Certified Public-Safety Executive (CPE) Program closed on February 15. The preliminary application review process has begun, and award recipients will be notified in the near future. Applications for the Registered Public-Safety Leader (RPL) Program are accepted through March 1. The general APCO scholarship program application period continues through April 1.

NG9-1-1 Courses Scheduled

During February, two in-person Fundamentals of Next Generation 9-1-1 courses opened for registration. The NG9-1-1 courses are in Arlington, Texas, on May 1 -2 and Fairfax, Virginia, on June 27-28.

- **Comm Center and 9-1-1 Services**

APCO Consulting Services (ACS)

ACS has several contracts in various stages:

- Project status completed for one agency.
- Report writing in progress for one agency.
- Travel preparation for one agency in April 2024.
- An onsite visit to another agency to take place in May 2024.
- Three proposals are under review and ACS is working on four new proposal submissions.

Standards Development

- Call for Participation is open for the following revisions of standards until March 22:
 - o Core Competencies and Minimum Training Standards for Public Safety Communications Quality Assurance Evaluators
 - o Core Competencies and Minimum Training Standards for PSC Instructor
- American National Standard Institute (ANSI) provided final approval for a newly revised operational standard titled, Public Safety Communications Incident Handling

Process, to be published March 8.

- **Membership**

Member Type	2/1/2023	2/1/2024
Associate	1,581	1,590
Full Member	3,130	3,150
Full Group Members	8,217	8,746
Online Group Members	20,545	20,914
Commercial	345	356
Commercial Group Members	101	100
Total Member Numbers	33,919	34,818
Group Member Agencies	1,389	1,483
Commercial Group	21	34

- **Events and Corporate Outreach**

Plenary speakers were announced for APCO 2024, which are featured on the website.

NOTE: If you always wanted to volunteer to be on one of the many committees for APCO, you are encouraged to sign up now through April 1. If you already serve on a committee, remember, in order to continue, you must put in a new request for the next committee year before the deadline. Per APCO, they are taking a hard line on this deadline, if you miss it, no exceptions will be made.

Training Report -- Jeryl Anderson

Upcoming Training Opportunities:

NOTE: *As the numbers for COVID are now back on the rise, ALL on-site training classes may require the following:*

- All students must wear a mask regardless of vaccination status.
- All students will be arranged for social distancing (so classes will have strict attendee numbers)

If you wish to host a class or would like to see a certain topic offered in a classroom format or online platform, please contact Jeryl Anderson via email.

- The NC Center for Missing Persons is offering training for all agencies. The training covers the entire missing person process, including DCI/NCIC and Missing Persons Alert requests. It also reviews the types of alerts and criteria for all alert types.

The class is approximately one hour long, there is no cost, no minimum class sizes, and can be scheduled as far as one year in advance. For more information, contact Morrissa Moyer or email nccmp@ncshp.gov

- We have had several inquiries about when the Chapter will be hosting the APCO Supervisor course and the APCO CTO Course. If you are interested in this training and can host the class, please contact me directly to get the course scheduled. We are scheduling for dates after May 12, 2024.
- The 2024 Telecommunicator Training Symposium will take place November 4-6, 2024, at the Embassy Suites in Greensboro. Information regarding our Call for Presentations, registration and hotel reservations will be available soon.

Friendly Reminders:

- Effective July 1, 2022, ALL Telecommunicators are required to have 40 hours of Telecommunicator training. As a reminder, if you work for a municipality or your communications center is run by a Sheriff, your agency is required to have your communications staff go through the Telecommunicator Certification Course. All other agencies can choose to do the Telecommunicator Certification Course or other telecommunicator training that is equal to a minimum of 40 hours.
- Today is March 15, 2024, you have **NINE months and 16 days** to finish your 2024 Telecommunicator In-Service Training. If you do the training in house, the training lesson plans, power points and handouts are available through the NC Justice Academy bookstore.
 - It is required for those TC's that work under the direction of a Sheriff or for a municipality, to become Telecommunicator Certified through the Sheriff Standards NC Telecommunicator Certification Course.
 - It is required for all staff hired on or before June 30th of the given year.
 - If you do not do the classes in house, you can get it online from Richmond CC (mention mandatory check-in assignment and not getting a certificate), Alamance CC, or the NC Justice Academy.
 - Instructors remember you must successfully test out of a class to teach it. Also, if you are an instructor, do not forget to go to the NC Justice Academy website training portal and do your annual Instructor Update class, this is how you will keep your General Instructor Certification.
- The 2024 Telecommunicator In-Service (minimum 16 credits/hours) has five (5) lesson plans that are **MANDATORY** to complete the required 16 hours and then one (1) other choice lesson plan. Be sure your staff does the five (5) lesson plans that are **MANDATORY** to satisfy the certification in service requirement.

- The 2024 Telecommunicator In-Service lesson plans, PowerPoints and handouts are now available through the NC Justice Academy bookstore. If you are an instructor or School Director, the files are available on the NC Justice Academy website. However, it should be noted that if there are audio files or if the PowerPoint file is too large, it may not be accessible through their server.

NOTE: Just a reminder that bears repeating, your NC General Instructor Certification renewal, once completed is tracked when you complete the **ANNUAL MANDATORY** one-hour training online through the NC Justice Academy training portal.

This training is new each year (January 1) and takes no time to complete. The 2024 training is available through the NC Justice Academy training portal. All certified instructors should have received an email notifying you of this.

If you fail to do this **EVERY YEAR**, your GI Certification will be **REVOKED!** You no longer need to fill out the old forms and send them in to renew, your certification will renew automatically when they see you have successfully completed the **MANDATORY** training.

- If you need to renew your General Instructor Certification, be sure to send in the required documents within the month that you expire. If you fail to complete this process, your certification will lapse.
- Instructors are responsible for maintaining their own certifications and documents and providing School Directors with those certificates if required. Sheriff Standards will only send instructor certificates to the instructors themselves. Reminder emails do get sent out to keep you on task.

It our Chapter's goal to continue to provide quality training for our members across the state at a cost-effective cost. We thank you for your support in our efforts by attending the training and we only want to widen our efforts.

Historian Report -- Grayson Gusa

Nothing to report.

NC 911 Board Report -- Melanie Jones

- February 28, Anson County migrated to the Statewide ESInet. 100% of the 911 Board funded PSAPs are now migrated, along with 20 ESInet partner agencies. This includes SJAFB that interconnected on February 15. This is the first military installation in the state, and one of only four (4) in the country to be participating in a Statewide network.
- A plethora of training is being offered and planned. Currently completing the series of Cybersecurity Incident Response Plan workshops. Have had really good attendance and

engagement with both PSAP management and IT support services. A workshop was held last week, one this week, and the final one will be next week. Keep an eye out for training announcements and reminders for the many opportunities being offered.

- Staff is exploring an events management application to help streamline the registration process and event administration for trainings and meetings. More information to come.
- Approximately \$486K awarded for six FY2024 and FY2025 CRI proposals. Deadline for FY2026 will be December 15, 2025. Be watching for the new proposal guidance document but start now with getting your project SOW, costs, and timeline together.
- Awarding funding for 15 C2C projects totaling approximately \$608K like CRI, FY2026 proposal deadline will be December 2024, but be working on information to submit.
- FY2025 grant workshop will be held 03/25. This is a requirement for application submission. Announcement was sent and registration open. Applications will be posted April 1. May 31, 2024 is submission deadline.
- 911 Board approved a FirstNet wireless redundant solution offering for any Board funded primary PSAP that wishes to take advantage of it. Information is posted on the website. Onboarding information will be sent in the coming weeks. Reach out to your RC if you have questions.
- NPSTW activities have been planned. Information has been emailed about the training days and live webcasts. Ricardo Martinez will be with us again this year, including one day classes that he will be teaching.
- Planning is underway for the August PSAP Managers Conference. This is being expanded to three (3) days that will include emerging technology presentations. Information regarding registration will be forthcoming soon.
- PSAP assessments are going really good. 70% with no deficiencies.
- Perquimans County and Gates County are currently in the process of consolidating their 911 Services. Board staff has been assisting with both counties navigating the process to accomplish them.

Treasurer Report – Shante Lipscomb

Currently with all pending deposits as of March 15th, 2024

Main checking	\$656.01
Symposium Account	\$4,354.32
Scholarship Account	\$1443
Back-up conference account	\$5000
Money Market	<u>\$120,621.08</u>
Total	\$132,104.41

CJIS Committee Report -- Steve Lingerfelt

Nothing to report.

Agency Interoperability Report -- Lewis Cheatham

Nothing to report.

Region Reports

Region A - Anna Johnson

Nothing to Report

Region B - Morissa Moyer

Congratulations to Johnston County 911 for their 5th Triple ACE Accreditation from IAED. Johnston County 911 received their first Triple ACE in 2011, becoming the 3rd center in the world to do so. They've also completed construction of their new 911 center.

Region C - Jackie Ezzell

Harnett County - Travis Essic reports that they currently are fully staffed with 6 people training. All should be finishing up their training soon and be released on all consoles. A request for 4 additional Telecommunicator positions have been submitted for the upcoming year.

We are in the final stages of selecting a vendor for new furniture and hope to have the purchase made in the next few weeks to replace our current console furniture.

We are also looking to upgrade our Motorola radio consoles this upcoming year.

A special thank you to everyone who reached out in February during the LODD.

Region D - Josh Benfield

Melanie Jones with Guilford Metro 9-1-1 reported that they have 7 vacancies in the communications division. We are trying to increase our radio shop staffing to help with the large increase in BDA inspections they are having to do. If we get the position(s), I will follow up with the job posting. Still haven't signed the contract with the new CAD vendor.

Region E - Samantha Dutch

Nothing to report.

Region F - Shante Lipscomb

Nothing to report.

President's Report -- Herman Weiss

Membership Update: NC APCO has 1760 members, 117 are new members in 2024.

The conference is coming up if you have not registered for that please do as soon as possible. I am looking forward to seeing everyone there.

2024 Award Nominations are open due by March 29th by 11:59 pm. Please see the NC APCO website for information on how to nominate for specific awards.

Old Business

We will be forming an audit committee for routine audits. The chapter wants to do an audit every 3 years. With the new audit committee, we would like them to report back to the board after our March meetings every three years moving forward. If you are willing to serve on the audit committee, please email ex.Board@ncapco.org.

The CORE Committee is looking for new members to help serve on the committee.

New Business

For the Elections this year we have eight (8) people that were nominated for several positions. This year we have four (4) nominations for 2nd Vice President, two (2) for Treasurer, and two (2) for Regional Ambassadors. We will give each person three (3) minutes to introduce themselves and let everyone know why they are running for their office.

Treasurer - Dawn Anderson and T'airra Whitis

Region C Ambassador - Jackie Ezzell

Region A Ambassador - Ruth Barefoot (Virtual)

2nd Vice President - Jacob Butcher, Josh Benfield, Samantha Dutch, and Tangela

Walker (Virtual)

Voting begins Monday, March 18th; visit the NC APCO Webpage to vote.

Adjournment -- Herman Weiss

Motion to adjourn -- Christine Moore

Second -- Chad Deese