

**NC APCO MEETING
Wilmington, NC
September 15, 2004**

Call to Order – Harold Oakley called the meeting to order.

President Oakley welcomed the group to the meeting.

President – Harold Oakley
1st Vice President - Craig Blackwood
2nd Vice President – Rob Robinson
Secretary – Susan Waddell
Treasurer – Beth Smith
Executive Council – Frank Thomason
Region A – Franklin Jackson
Region B – Judy Capparelli
Region C – Delbert Edwards
Region D – Wesley Reid ABSENT
Region E – Chris Ridgell ABSENT
Region F – Stephanie Wiseman

New Members – Six present

Past Presidents – Five present

Secretary's Report – President Oakley ask for motion to approve minutes from last meeting. Motion made by Jim Carr, second by Dinah Jeffries. Motion carried.

Treasures Report	-	Checking	\$3,796.65
	-	Savings	\$46,422.31
	-	Newsletter	\$386.56
	-	E Coast	\$5,000.00
Grand Total	-		\$55,605.52

Motion to accept report made by Jim Carr. Second by Dale Cooper. Motion carried.

Executive Council Representative Report – Frank Thomason

APCO Institute

-General textbook revision

New T/C I released

4th Edition of Communications Training Officers

Three new courses:

- CTO Manager
- EMD Concepts
- All Hazards

- Membership Services

Membership survey by mail & e-mail

If receive a questionnaire, please fill out and send back.

New “Webinars”

-911 Services

Telematics

- APCO website report:

Public Safety is in good shape. Showing a 50% turnover rate.

Project retains. (Jimmy Jones, which is on the committee, gave report)

Preliminary Findings & Recommendations

Staffing and Retention in Public Safety communications Centers

Know your numbers and build a case for appropriate staffing levels.

- 80% of managers reported increase in workload since 2000. Increase in total call volume, increase in wireless and increase in number of calls resulting in dispatch.
- Staffing levels have not increase in most agencies. 31% advised number had increased. 62% staff has remained the same.
- Employee satisfaction and retention rates were higher when center was currently staffed to “comfortably handle the workload”.
- Employee’s satisfaction and retention rates were higher when employees worked less overtime.

Monitor your agency’s retention rate. Retention rates were higher when:

- Employee satisfaction was high
- Effective screening and application process, effective training process and shift selection process.
- Training process prepared them.
- Employees rated overall performance high on call answering times, ability to train, customer satisfaction, use of overtime, shift management, etc...

Pay attention to employee satisfaction. Ratings were higher when:

- Number of benefits provided for employees was higher.
- Effective screening and application process, training process and shift selection.
- Felt that their work was appreciated by coworker, supervisors, management, public. Etc...

Complete PowerPoint presentation will be available soon at

<http://www.apcointl.org/about/911/retains/>

- Associated Management System (AMS)
Internal versus External. Should be on line this fall. Internal is for staff and external will be the member's access.

- Finance
1.3 million income
2003 Conference was the largest
2003 Frequency Co-ordinator was the largest

-Government Affairs
800 mhz
Rebanding
FCC released document in July. Should be on the FCC and APCO websites.
Worth 2.5 billion dollars
This is opening up additional frequencies.
UHF and VHF have no change.
700 MHZ band
Expect by 2006 85% of the households will have digital TV's

- Project Locate
Have Public Service announcements
Public Service cards
Proper usage of 911
Two 30-second video clips
Audible clips

Regional Members at Large Reports:

- A. Franklin Jackson: Dare County is expanding their Center. Has new phone equipment and ACU1000 radio system. Gates County now phrase one for cells, finish mapping and looking to get a new CAD. Pasquotank County New ACU1000 radios and hopefully will have New Center in the spring. Pitt County should be going phrase two in the spring of '05. Cad going to a window base system and going to have ProQA/AQUA and PD. Six Counties present at the Conference.
- B. Judy Capparelli: Nothing to report
- C. Delbert Edwards: Lenoir County and Wayne County both are phrase two.
- D. Wesley Reid: Absent President Oakley advised that Wesley was busy with the merger.
- E. Chris Ridgell: Absent
- F. Stephanie Wiseman: Nothing to report.

Training Committee Report

Dinah Jeffries reported:

-The NC APCO Critical Incident Stress Management Team Certification Training will be held at the Edneyville Justice Academy on October 4 & 5. Sgt. Waddell from the Highway Patrol is the instructor. Have 14 slots left. Training normally \$259.00 per person. Class is limited to two people per agency. Following the international policy.

Jeryl Brown reported:

-In November holding the next "Telecommunicator N-Sanity Retreat" at Atlantic Beach. (54 participants) Holding another one April 15, 2005 in Boone.

-March 20-23, 2005 Telecommunicators Conference. Cost \$100.00. EMD course scheduled March 18 through 20th. Location in Salemburg. Room and board is free.

-All training should be on the web site.

Old Business:

-Issue on the Credit Cards. APCO can now accepted Credit cards. We have the machine and everything is set up.

New Business:

- President Oakley advised that APCO would be hosting the East Coast Conference in 2005. May 2nd to May 5th 2005. NENA will be assisting with the conference.
- President Oakley announces the new officers for the upcoming year.
 - Susan Waddell was elected as 2nd Vice President
 - Secretary: Stephanie Wiseman
 - Treasurer: Beth Smith
 - Executive Council: Frank Thomason
 - Region A: Franklin Jackson
 - Region B: Judy Capparelli
 - Region C: Delbert Edwards
 - Region D: Randy Surratt
 - Region E Chris Ridgell
 - Region F: Brannon Young
- North Carolina APCO board gave a dollar for each member to the "Silent Key" fund in honor of all that past away this last year. (Nick Waters, Russell Bass, etc...)

Wireless Report – Richard Taylor

Wireless Board is meeting next Friday, September 24th. Lot of financial issues and cost recovery concerns.

-President Oakley held drawing for the door prizes.

Motion to adjourn made by Jim Carr, second by Franklin Jackson.

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A second meeting was called to order, at 5:30pm today at the Banquet by President Oakley. President Oakley welcomed everyone. Everyone present enjoyed Dinner.

President Oakley presented the awards from the N.C. APCO chapter.

APCO Telecommunicator of the Year: Melissa R. Harmon, Watauga County Sheriff's Office (nominated by Patricia Shook, Chief of Communications).

APCO Technician of the Year: Paul "Chip" Ferguson, Burlington Police Department (nominated by Anna R. Curtis, Assistant Communications Supervisor).

APCO Line Supervisor of the Year: Dwayne Condrey, Davidson County 9-1-1 (nominated by Terry Bailey, Assistant Director).

APCO Center Manager/Director: Marcia Simmons, Charlotte Fire (nominated by Marsha Withrow)

APCO Craig Moser Award: Dinah Jeffries Orange County

President Oakley gave his farewell remarks to the membership and then preformed the installation of officers for this next year. Officers are as follows:

President: Craig Blackwood

Vice President: Rob Robinson

2nd Vice President: Susan Waddell

Secretary: Stephanie Wiseman

Treasurer: Beth Smith

Executive Council: Frank Thomason

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The gavel was passed to the Newly Elect President Craig Blackwood. After President Blackwood's speech, the President gave Immediate Past President Oakley a Plaque thanking him for his hard work.

Next meeting will be in November in Johnston County. Date as of yet, has not been set.

Motion to adjourn made by Rob Robinson, second by Franklin Jackson.

Respectfully Submitted: Susan Waddell, Secretary
NC Chapter of APCO