



NC APCO Chapter Meeting

January 17, 2020

Robeson County Emergency Services Building

Welcome by Stephanie Chavis, Robeson County Emergency Management Director.

President Grayson Gusa called the meeting to order at 10:03 a.m. and welcomed everyone to the meetings.

Pledge of Allegiance

Grayson Gusa thanked Chad Deese and Robeson County for hosting the meeting and also thanked Southern Software for sponsoring the lunch.

Grayson Gusa recognized first time attendees.

Grayson Gusa recognized past NC APCO Presidents.

Grayson Gusa recognized RPL's current or pending.

Grayson Gusa recognized CPE's current or pending.

Grayson Gusa recognized APCO Chapter Life Members.

Grayson Gusa recognized introduced the NC APCO Board

Brett Wrenn, Immediate Past President
Stephanie Connor, First Vice President
Christine Moore, Second Vice President, not present
David Dodd, Executive Council Member
Lori Laughlin, Treasurer
Missy Ezzell, Secretary
Regional Representatives present
Region B Sarah Templeton
Region C Chad Deese
Region D Janet King
Region E Ray Gilleland
Region F Greg Dotson

A motion was made to dispense with the reading of the minutes as they are posted on the webpage. Motion was made by Vic Williams and the second was made by Jason Compton.

Treasurer’s Report – Lori Laughlin

Checking	\$632.49
Symposium	\$391.87
Scholarship	\$1,432.00
<u>Money Market</u>	<u>\$50,273.27</u>
TOTAL	\$52,729.63

Treasurer’s Report was accepted, motion was made by Ray Gilleland and the second was made by Vic Williams.

Executive Council Report – David Dodd

- David gave information on upcoming meetings and committee agendas. He also notified of changes made for the International APCO training stating that you will have to be pre-registered for classes and substitution rules will change effective July 1, 2020.
- David gave an update on Richard Taylor, since our last meeting he is recovering well. He has another surgery scheduled for February and appreciates everyone’s thoughts and prayers.

Committee Reports

Training & Education Committee -- Stephanie Connor

- The NC APCO Training Symposium is scheduled for April 5 – 8, 2020 in Greensboro. Registration is open – earlybird registration is open through February 28th and look for the Flashdate for reduced registration. This will be the first symposium to have a Vendor Hall and we will also be feature a track for Managers and Administrators. The call for papers deadline is January 31st.
- APCO Communications Center Supervisor Course will be hosted by Apex Police Department Feb 28 – March 1, 2020.
- APCO Communications Center Supervisor Course will be hosted by Davie County May 29 – 31, 2020.
- For additional training opportunities visit the NC APCO webpage.

Compassionate Care – Janet King

Janet reported sending out numerous cards for various reasons to include medical issues, family deaths, Line of Duty Deaths, and retirements.

Interagency Communication Committee –Louis Cheatham

Louis reminded everyone of the survey that was sent out to agencies in regards to Encryption and Interoperability.

Regional Reports

Region A *Vic Williams for Herman Weis*

Heather Joyner at Franklin County

They have 2 full time openings and several part time please go to <https://www.franklincountync.us/employment-opportunities/employment-center> On Monday January 6,2020 at 0021 Asst Shift Supervisor Jami Pickard received a 911

call that a Pregnant woman was in labor and about to give birth. With the Assistance of the 911 shift working Jami was able to give Pre-Arrival Instructions and aide in the delivery of a bouncing baby girl at 0032. Congratulations Jami on a job well done. Also working that morning were Shift Supervisor Leigh Anne Arrington, Asst Supervisor Jami Pickard and Telecommunicator Janet Helseth. Currently reviewing bids working towards a short list for selecting the Architect of our new 911 Facility We have (2) TCs who were recently diagnosed with Cancer and currently on FMLA. Please be in prayer for them, and our agency as we work to support them and the operations of the center.

Brenda Womble Wilson County 911

- (1) Number of open positions & How to apply: 4 TC positions, posting soon with link on www.wilson-co.com
- (2) Special recognition for staff member or team: Congratulations to TC Supervisor Shemeka Best on the birth of her baby boy - our 1st baby in 2020!
- (3) Projects & Status: Continued implementation process of Say Something Anonymous Reporting in conjunction with Wilson County Schools and our LE Agencies.
- (4) Training your agency is hosting: DCI Modules I – VI during the months of Jan – Mar. We are currently working to host another EMD and EFD class in the near future.
- (5) Prayer Request – Please continue to pray for 2 of our Telecommunicator’s daughters. Isis Purcell and Jasmyn Williams

Brandy Osborne Carteret County 911

- (1) Number of open positions & How to apply: 2 open positions. Apply at www.carteretcountync.gov before 01/23/2020.
- (2) Special recognition for staff member or team: 2019 Top 911 Call Answerer: Amanda Mutch / 2019 Most overall calls answered: Shalia Freeman
- (3) Projects & Status: EsiNet project now pivoting to include the hosted phone solution as the original project is delayed several months. New scope will hopefully be complete second quarter 2020.
- (4) Training your agency is hosting: EMD 04/09-04/10 , EFD 04/01-04/02 , EPD 04/06-04/07. Universal Day is 04/03. Also hosting ETC Instructor 02/12-02/14.
- (5) Prayer Request
- (6) Any additional information you would like us to provide to the group: INTD/TERT class tentatively scheduled for May 19-22 in Moore County. This will be the first INTD/TERT class run in the state that is not in conjunction with Disaster Communications Week.

Region B ***Sarah Templeton***

Durham Emergency Communications have been running back to back Academies since July and have filled 15 positions out of the 16 openings.

Apex Police Department has a new TC that recently graduated from the Wake Tech TC Certification Program. One nightshift is posted at this time. Apex also completed a staffing analysis utilizing APCO Retains and have asked for four additional personnel including 2 shift supervisors and 2 peak TCs.

Raleigh Wake Communications has started a program with therapy dogs.

Wake Forest Police Department Communications is fully staffed. They have started a Take Me Home program, a tool to assist the Autistic and Cognitively Impaired Community.

Wake County Sheriff’s Office completed their installation of a new recorder from CRS. Now 8 months into the successful go-live of the Central Square CAD. Wake County is in the pilot stage of First Net program. Wake County is also working on the P25 upgrade.

Region C ***Chad Deese***

Bladen County commended their staff for the recent hostage situation. Recently upgraded their CAD workstations. No open positions.

Fayetteville Police Department went live with ASAP to PSAP program. They in the process of promoting, hiring, and transitioning within their agency. They will be beginning an academy soon.

Harnett County has three vacancies. They are in the process of purchasing a new CAD and hope to go live by December.

Hoke County is changing their CAD and Mobile system to Central Square. They are anticipating the changeover to be complete by August.

New Hanover County 911 has eight openings. They are working toward Accreditation.

Pender County 911 went live with Zurcher CAD, the first in the state to go live.

Lumberton Communications is fully staffed. They will be going live soon with Zurcher CAD.

Wayne County has no openings. They are on ESINet and they have transitioned over to Text-to-911.

Region D *Janet King*

Wake Forest University PD will be hosting Denise Amber Lee: A Victim's Plea on February 5 & 6; to register go to the Denise Amber Lee website. Also, they are in the final stages of hiring a full-time Telecommunicator and then they will be fully staffed.

Forsyth County has just completed an exercise of their backup center during the week of Christmas and everything went flawless. They are still scheduled for cutover to ESINet and hosted VIPER solution around the middle of February. They have seven vacancies and are in the process of testing and interviewing at this time.

Burlington PD has one fulltime employee released from training and four part-time applicants in the hiring process. They hope to have them hired next month. They are in the process of obtaining CALEA Accreditation and hope to receive this by the fall.

Davidson County went live on VOPER November 14, 2019. They have hired six which includes three new authorized positions.

Guilford Metro 911 posted the position for GM 911 Administrative Fiscal Manager, the posting closed on December 21, 2019 and the process is moving forward. GM911 successfully updated their CAD PCs to Windows 10. They currently have four vacancies.

Surry County has an opening for Systems Administrator and applications are being accepted. They recently completed their annual report and in 2019 they processed 174,293 phone calls which included Admin and 911. They are starting the design phase of what will hopefully be a new building as they have been in their current location since 1992.

High Point 911 is in the process of accepting applications for one position. Nancy Williams retired December 31, 2019 and Ellis Frazier is now serving as the High Point Interim 911 Manager.

Randolph County recently hired five telecommunicators and they have begun training. Deputy Director Lewis Schirloff retired December 31, 2019 after 31 years of service and Office Manager Pat Voncannon retired after 20 years of service. Jared Byrd is now the Deputy Director and Christie McCorquodale is now serving as Emergency Management Major. During the 2019 Emergency Services Employee Banquet on December 17, 2019, Janet King was honored to be selected as 2019 Emergency Services Employee of the Year.

Region E *Ray Gilleland*

Kings Mountain Police Department
Andy Underwood reports:

- Jessica Collins (Kings Mountain TC Supervisor) and her husband Sean welcomed a new addition to their family last October. They Kings Mountain Police Department family is very happy for them! Since returning, Jessica has changed positions within the city that doesn't require working nights and weekends.
- That leads to the next – With her departure, KMPD has promoted from within.
- KMPD currently has 3 part-time TC openings. If you are interested go to the city of Kings Mountain website under Jobs and apply.

Lincoln County

Bill Gibbs reports:

- They went live with text to 911 yesterday.

Charlotte Fire Alarm

Johnny Horn reports:

- They are currently 2 positions short and they have 3 in training (scheduled to complete training in late March).
- 330 applications taken and they will begin candidate testing in February.
- They will be performing a CAD server re-host later this month.
- They have a consulting company doing a CAD study with CMPD, Fire, & Medic this week.
- They have A LOT of RNC planning taking place.

Union County

Vicki Callicutt reports

Union County is doing a major renovation to the 911 center and have been operating out of the back up site in Cabarrus County since November. The project should be finishing up sometime in the near future.

Region F *Greg Dotson*

Watauga County 911 is looking to hire a Communications Supervisor.

Rutherford County 911 is accepting applications. Rutherford is also moving forward with Central Square to move forward with the Enterprise CAD Solution.

Cleveland County 911 was thanked for accepting calls from Rutherford County recently.

Henderson County 911 recently finished phase one from transitioning from VisionCAD to Southern Software.

Burke County 911 is hosting a Priority Dispatch Class in May 2020.

Polk County 911 is looking for interest in hosting a NENA PSAP Design course. If anyone is interested reach out to Poke County.

Alexander County has a part-time opening and will also have a full-time position soon. Construction for the 911 Dispatch addition will begin soon.

Commercial Advisory Board Report – Byron Burns

Byron recognized Ron and Mike with Southern Software for sponsoring the lunch for the meeting. He also recognized the commercial sponsors as Carolina Recording Systems, SBFI Mission Critical Furniture, and Motorola Solutions.

Old Business – Grayson Gusa

UPDATE -- Melanie Neal was nominated to be appointed as NC APCO Representative on the 911 Board after Mike Reitz resigned. The application process has been submitted to the Speaker of the House and we are waiting for the process to be completed.

New Business

Brett Wrenn thanked everyone for the prayers and support during the illness and passing of his father. Brett also announced his resignation as Immediate Past President effective February 1, 2020. Brett has accepted a position in the private sector and due to the bylaws he cannot continue to serve on the NC APCO Board.

Stephanie Connor announce her resignation as 1st Vice President effective February 13, 2020. Stephanie has accepted a position with the NC 911 Board and due to the bylaws she cannot continue to serve on the NC APCO Board.

Thank you Brett and Stephanie for your service to the NC APCO Board.

Grayson Gusa announced that Ray Gilleland has agreed to fill the position as Immediate Past President, Christine Moore will advance to 1st Vice President, and that there will be further discussion among the Executive Board to fill the vacant position. We will most likely do the swearing in at the next meeting.

Grayson Gusa also thanked everyone for their prayers and support during the illness and passing of his step-father.

NC 911 Board – Pokey Harris introduced the members of the NC 911 Board that were present with her during the meeting. She stated that the NC 911 Board is expected to be fully staffed by February 17, 2020.

Motion to adjourn was made by Ray Gilleland and the second was made by Vic Williams at 11:06 a.m.