



CELEBRATING 60 YEARS | 1962-2022

NC APCO Chapter Meeting

Friday, September 16, 2022

High Point, NC

Call to Order and Welcome (10:10 am)– Christine Moore, President NC APCO

Welcome – Eric Olmedo, Assistant City Manager of High Point, NC

Thank you to Kyle Thaggard, High Point 911 Telecommunications Manager, and his team for hosting today's meetings.

Pledge of Allegiance

Recognition of our 2022-2023 Corporate Partners

- o AT&T
- o Carolina Recording Systems
- o Horizon Consoles
- o Motorola Solutions
- o RapidSOS

Introduction of 2021-2022 North Carolina APCO Board Members

- o Christine Moore – Chapter President
- o Herman Weiss – 1st Vice President
- o Shante Lipscomb – 2nd Vice President
- o Grayson Gusa – Immediate Past President
- o Jeryl Anderson – Executive Council Representative & Educational Advisor
- o Missy Ezzell – Secretary
- o Lori Laughlin – Treasurer
- o Janet King – Compassionate Care Coordinator
- o Gary Loflin – Commercial Advisor
- o Melanie Jones – NC 911 Board Representative
- o Randy Surratt – Historian
- o Regional Ambassadors
 - o Anna Johnson

- Morrissa Ahl-Walters
- Chad Deese
- Josh Benfield
- Samantha Dutch

Special Welcome and Recognitions

- 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)
- First Time Attendees

Approve Meeting Minutes

The minutes that have been posted on the website.

Motion was made by Donna Wright

Second by Vic Williams.

Chapter Reports

Commercial Advisory Council Report

Gary Loflin

Jennifer Taylor nor Gary received any updates from commercial partners. Gary and Jennifer have been working together on the Vendor Hall information for Conference 2023.

Compassionate Care Committee Report

Christine Moore on behalf of Janet King

Janet sent out eleven (11) cards (1 recovering from surgery, 1 recovering from injury in the line of duty, 4 Thinking of You, & 5 Sympathy)

**Please notify Janet or any board member if you know of someone that we can reach out too for sickness, death, or celebration of births or retirements.*

Conference Committee Report

Missy Ezzell, Conference Co-Chair

The NC Public Safety Communications Conference will be held in Wilmington April 30 – May 3, 2023, at the Wilmington Convention Center. As previously announced, we will be implementing an increase of \$25 for all registration costs. The 2024 venue has not yet been chosen, but in preparation of the budget we will be implementing another increase of at least \$25 for the 2024 conference, we will provide more details and information later.

Historian Report

Randy Surratt

Nothing to report.

Executive Council Report

Jeryl Anderson

“I want to thank the members of our Chapter for trusting me to represent you as our Executive Council Representative. I will be going through orientation and attend my first meeting in Anaheim. I am excited to meet the other Executive Council Representatives from other Chapters, to learn a lot and to bring back the most relevant and important information for our Chapter.”

1. I successfully completed the orientation in Anaheim at the APCO International Expo and Conference. I then attended my first meeting as your Executive Council Representative, where I met a lot of great people, made new friends and contacts and learned a lot.
2. As a reminder, Tier group membership dues will increase from \$96 to \$100. Membership levels 1-4 and Tiers 1 and 2 will also see dues increase costs.
3. We do not have another meeting until next month, so I am sure my November report will be filled with new updates for the Chapter and members!

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)

The NC Chapter of APCO is committed to offering training to our members and friends and will closely follow all Executive Orders issued by our Governor and any additional agency safety protocol's, as our state continues to battle a very contagious variant strain of COVID. We look forward to being able to offer live training, while we also continue to monitor the COVID numbers in our state!

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 following training opportunities are available through the NC Chapter of APCO:

1. APCO CTO hosted by Perquimans County Emergency Services on two (2) different opportunities:
September 30 – October 2, 2022
2. NC APCO is pleased to announce 2022 Telecommunicator Training Symposium, October 3-5, 2022. Our host site will still be at the Embassy Suites in Greensboro, NC. Our last FLASH DAY, will be on Tuesday, September 20th and you can save \$25 off registration. As a reminder, lodging prices for this event will close on Thursday, September 22, 2022 so plan to register and book your room before these great deals close.
3. APCO Supervisors in the Communications Center, hosted at High Point Police Department, October 14 – 16, 2022.
4. APCO CTO hosted at Gaston County Police Department, October 28-30, 2022

Be on the lookout for more CTO and Supervisor classes that will be hosted by Guilford Metro, Davie County Communications and Robeson County.

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 September 16, 2022, you have **THREE months and 15 days** to finish your 2022 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 book store.
 1. It is required for those TC's that work under the direction of a Sheriff and beginning on July 1, 2022, work for a municipality, to become Telecommunicator Certified through the Sheriff Standards NC Telecommunicator Certification Course.
 2. It is required for all staff hired on or before June 30th of the given year
 3. If you do not do the classes in house, you can get it online from Richmond CC, Alamance CC, or the NC Justice Academy.

4. 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.
5. The 2023 Telecommunicator In-Service (minimum 16 credits/hours) has six (6) lesson plans that are **MANDATORY** to complete the required 16 hours and then three (3) other choice lesson plans for a total of six (6) hours. Be sure your staff does the six lesson plans that are **MANDATORY** to satisfy the certification in service requirement.

NOTE: Recently, communication was sent to those agencies that have staff certified through the Sheriff's Standards Commission. In June 2022 the Sheriff's Education and Training Standards Commission voted to pursue rule-making authority to require individuals to obtain training (BLET, DOCC, or TCC) prior to their certification and prior to working as a deputy sheriff, detention officer or telecommunicator, with a proposed effective date of July 1, 2023. Hopefully you took the time to submit comments by the September 13, 2022 deadline. All comments received will be presented today, September 16th at the Commission meeting in Cleveland County. Be on the lookout for more communication after this meeting is concluded.

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.

6. This training is new each year (January 1) and takes no time to complete. 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.
7. 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.
8. 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.
9. TCC Task Analysis – still in progress, the NCJA is working on updating curriculums including legal review. Once finalized curriculum is available, new test questions will be designed for the updated curriculum. At that point, piloting and validation can begin.

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.

NC 911 Board Report and Update

Melanie Jones

- Only two (2) PSAPs remain to migrate to the ESInet.
 - One (1) is scheduled for the first week of November – delay has been due to the need for fiber to be installed which was complicated by it having to be run through a land field.
 - One (1) is still unscheduled – delay due to ongoing issues with the OSP.
- All localities have uploaded GIS data and are i3 ready.
- Please visit the website to view the interactive map for both the migrations and GIS data
- FY2023A grant awards were announced at the August Board meeting, with \$13.7 M being awarded. Official announcements have been made and PSAPs will receive grant agreements by October 3.
- An FY2023 B grant cycle and another P1 grant cycle have been announced. The workshops will be held on September 21 and the applications will be available on October 1.
- PSAP Assessment Vendor selection is underway. Staff is currently working with the procurement office to finalize the selection process to make the announcement and being work as soon as possible.
- PSAP Assessment Coordinator position creation is underway. Recruitment will commence in the coming weeks.
- FY2022 revenue expenditure reports were due September 1. Deadline for submission to avoid disruption of funding distribution is September 27. Notifications have been sent out and staff is available to assist with completing submissions.
- Only one (1) funding reconsideration will appear before the Funding Committee this month for consideration. This is a testament to the implementation of the PATs, utilization of the financial planning tool, and creation of the technology plan. The number of reconsiderations will wax and wane, but the process is helping the PSAPs to better understand their fiscal, technical, and operational landscape.
- Next reconsideration deadline is February 28.

- Funding Committee will be reviewing the comments and proposed changes for the Approved Use of Funds List at its September 22 meeting.
- Statewide recruitment PSA procurement process is still underway. Hopeful staff will have a recommendation for the Education Committee next week.
- NASNA’s Regional Interoperability Workshop for our region was held this week in DC with the Executive Director and NG911 Engineer/Program Manager attending along with invitees that included our SWIC, the Board’s legal counsel, DIT’s legislative liaison.
- Board staff remains engaged with the State’s 988 Planning Coalition. We are pleased that Rachel Weir, Attorney Advisor for the FCC, will be sharing information about 988 with us today.
- 2021 PSAP Executive Management Certificate Participants were recognized at the August 911 Board meeting.
- EXCITING NEWS.....the 911 Communications and Operations Associate Degree has been announced. More information about the program because of the partnership between the 911 Board and Richmond Community College (RCC) is forthcoming with a kickoff announcement in October. We will bring more information to the chapter meetings about this soon.
- Regional Coordinators and Financial Review Specialists are returning to the field and will be scheduling visits accordingly. Please reach out to them for anything you may need or just to schedule a visit to meet with the PSAP manager, telecommunicators, and local leadership.
- Next meeting of the 911 Board is Friday, September 30. This will be a virtual meeting with information posted 5 days prior to the meeting on the website.

Treasurer Report

Lori Laughlin

Checking Account	\$493.35
Symposium Account	\$6,300.07
Scholarship Account	\$1,307.00
Money Market Account	\$43,969.35
TOTAL:	\$52,069.77

CJIS Committee Report

Steve Lingerfelt

Nothing to report.

Agency Interoperability

Lewis Cheatham

Nothing to report.

Regional Ambassador Reports

Region A

Anna Johnson

Washington Co. – Anna Johnson

We have completed our center renovation and new radio upgrade. We are currently fully staffed full time but have numerous part time positions open. We are currently training two new hires, one part time and one full time. Call volume is starting to lessen now that school is back in, and the summer/holidays are over. Overall, we are good right now.

Pitt County – Jimmy Hodges

All is good in Pitt except for being short staffed. Call volume seems to have leveled off for the time being.

Bertie County – JW Stalls

We are transitioning from Sheriff ran center to stand alone center as of August 1. We are currently filling vacancies for full time and part time employees!

Perquimans County – Jonathan Nixon

Here is a quick update from the 911 Communications Division with Perquimans Emergency Services:

- We are fully staffed with full-time staff and are currently in the process of hiring for part-time staff.
- Thanks to funding from our Board of Commissioners, we are in the process of implementing Non-certified TC, TC 1, and TC 2 job descriptions, to take effect January 1, 2023.
- CTO Class scheduled for Sept 30 - Oct 2 in Perquimans. This a requirement for TC 2.
- We are continuing to work on our county-wide migration plan to fully 800 MHz radio operations. The overall plan is divided into 7 steps and with the award of the recent 911 Board Grant, we will be meeting 3 more milestones.

Dare-Tyrell-Hyde Counties – Jack Scarborough

We have a lot going on at Regional Communications, Dare, Hyde and Tyrrell County. We are actively attempting to fill our two remaining new positions. Once full we will be running 6 per shift with a shift of noon to midnight with two additional. This will allow for 8 t/c's on the floor during peak hours. We are in the process of switching to a new CAD system and adding automatic dispatch for Dare County. We have several new folks in training and are getting ready to host a Pilot T/C course in October. Our call volume is constantly increasing with both 911

calls and CAD entries. We were hoping that things would slow down a little after Labor Day but so far it has not.

Halifax County – Henry Hedgepeth

We too are very short staffed.

We are currently short 6 telecommunicators, fully staffed we have a total of 21 TC's. Most of the staff that I do have is pretty good about helping with shifts that are short and of course I help out when I can. I began my role as Communications Manager November of 2019 just before COVID.

Craven County – Stanley Kite

We are doing well. Still get an occasional covid employee but seems to have settled a lot. We are gearing up for a completely new radio console change this year so I'm sure that will be a challenge.

Hertford County – Felicia Gaston

Everything is moving along. Currently 2 seats open and pending interviews scheduled. We want to give a special thanks to all of our TC's but a really special thanks to a senior TC for jumping into action while being off duty and after working a 12-hr. shift. Linda Morris assisted a fallen pedestrian that ultimately hit her head and was bleeding. She jumped into action by calling 911 and answered all of the EMD questions that she normally would have been asking while applying pressure to the head wound. We know in this field each and all of us have those hero's that never get the credit that is due. So, I just wanted to share that, so she and the entire staff knows how much I really appreciate what they do.

Northampton County – Lakeshia Ransom

Everything is good, we are getting ready to go live with new CAD vendor (Southern Software) and with ESiNet on November 2nd. Have all vacancies filled except one.

Region B

Chad Deese for Morrissa Ahl-Waters

Cary 911:

Currently fully staffed

Remodeling our kitchen and getting new appliances

Orange County Emergency service currently has openings for Telecommunicators. This is a continuous recruitment.

Region C

Chad Deese

Wayne County

(1) Number of open positions & how to apply: 2 Telecommunicator positions available. Apply directly on waynegov.com

(2) Special recognition for staff member or team: Recently had one of our TC's (Hannah Tucker) present at Charlotte Fire's Dispatcher Conference. She has also been accepted to speak at the Telecommunicator Symposium in October! We are very proud of her!

(3) Projects & Status: Currently moving onto CentralSquare's ONESolution CAD with an estimated go-live scheduled in early 2023.

(4) Training your agency is hosting: None at this time.

(5) Any additional information you would like us to provide to the group: Huge thank you to all who reached out to our agency following the line of duty death of Sgt. Fishman. It was most appreciated.

Columbus County

(1) Number of open positions & how to apply: Currently we have 2 open positions, application can be obtained at www.columbusco.org and click on the tab marked JOBS

(2) Special recognition for staff member or team: None at this time

(3) Projects & Status: Currently relocating our EOC to 131 W. Webster St., Whiteville our new Downtown Campus for the County. 911 Center planning to move there within next 3 years

(4) Training your agency is hosting: None at this time. Any future training we host will be listed on TERMS

(5) Any additional information you would like us to provide to the group: None at this time

City of Fayetteville

We currently have 15 vacancies. Sounds like a lot but we have 13 in the training academy now so it's actually a good thing to say ONLY 15 vacancies. We are completing interviews now to fill our next academy.

We just went live with the RapidSOS / Axon Respond interface that allows us to view the location of officer body cams. This new technology could prove vital during foot pursuits or other situations when an officer is away from their vehicle and not able to answer the radio.

We are in the planning stages of implementing Prepared Live, another interface to RapidSOS that will allow us to initiate text conversations and send a link to receive pictures and video from callers' phones.

City of Lumberton

- (1) Number of open positions & How to apply: **FULLY STAFFED**
- (2) Special recognition for staff member or team:
- (3) Projects & Status: **JUST COMPLETED DISPATCH CONSOLE PROJECT**
- (4) Training your agency is hosting: **ALONG WITH THE 911 BOARD, HOSTING A CMCP COURSE IN MARCH 2023**
- (5) Any additional information you would like us to provide to the group:

Region D

Josh Benfield

Guilford Metro:

- 16 Vacancies within the Communications Division
- CAD Committee comprised of representatives from all agencies dispatched by GM is reviewing a draft RFP for a new CAD/RMS replacement suite. Hope to have the RFP out in September for bids

Wake Forest University:

- One full-time position hired with 3 more to go
- Diane Henderson received her PSAP Managers Training Certificate on 08/26/2022

Caswell County:

- One vacancy, held interviews 09/15/2022

Region E

Samantha Dutch

- **Cornelius PD** - 2 dispatch positions open, one for straight days and one for straight nights. They're a police only agency with free insurance and many other benefits.

- **Stanly County** - We would like to congratulate Doris Shaver on her retirement as a Shift Supervisor. Doris served Stanly County 911 for 27 years. We currently have two open positions and 5 Telecommunicators in training.

- **Iredell County** - we do have 10 openings applications taken on our website. Ashley Payne has been promoted to Assistant Supervisor and Kristie Harbison has been promoted to Supervisor, well deserved congratulations to both.
 - Iredell Emergency Communications Center will be hosting a NENA Preventing Telecommunicator Tunnel Vision Class November 8, 2022, please contact Jody Sherrill by email: jsherrill@co.iredell.nc.us or by phone at 704-832-2189
 - Iredell Emergency Communications Center will be hosting a NENA Advance Fire Dispatching Class November 10, 2022, please contact Jody Sherrill by email: jsherrill@co.iredell.nc.us or by phone at 704-832-2189
 - Mitchell Community College (Continuing Education Bldg.) in Statesville, NC will be hosting a Sheriff Standards Class November 3, 2022 - November 11, 2022. Please contact Sheriff Standards POC for Mitchell Community College; Alan Cranford: acranford@mitchellcc.edu

- **Scotland County** -
 - have 5 new team members starting on Monday, 1 full time position still open.
 - We are also still looking for a Public Safety Technology Specialist (GIS/IT). Anyone interested please contact Samantha.
 - We are working on a radio project to go full VIPER. We are hoping to have this completed by the end of the fiscal year.

Region F

Samantha Dutch for Stori McIntyre

- **Burke County**
 - Number of open positions & how to apply: 2 full time positions, 1 Shift Supervisor and 1 Assistant Shift Supervisor. Both on night shift.
www.burkenc.org
 - Any special recognitions for staff member or teams Brittany Epley, Stork Award. Successfully delivered a baby boy in August before crews arrived. No errors on the call.
 - Any projects & their status Spillman CAD project continues but we are held up due to Spillman not being able to dispatch rescue as a separate agency
 - Any upcoming training We just completed Search and Rescue Training with our EM and EMS Teams. No scheduled training coming up.
 - Any additional information you would like us to provide to the group during the meeting. Our county recently underwent a pay study that concluded that all of

our operations positions required a 5% increase in pay. Shift Supervisors received a 10% increase in pay. That went into effect July 1st and those numbers are in addition to the county's 4% cost of living wage adjustment. So most positions saw a 9% increase in pay but Shift Supervisors received a 14% pay increase. Additionally, our department just moved from the fixed pay for fluctuating hours pay rate to a normal 40 hour work week pay scale. We work a 36.75-hour week and a 49-hour week. So, on top of the pay increases for the county, each employee now receives 9 hours of overtime pay each bi-weekly paycheck. Before employees would be paid a flat rate for the week and the more hours that the employee worked during the week, the lower their hourly pay rate was. For anything over 40 hours the county would take that reduced hourly rate and pay the half time for any extra hours worked. In many cases, this resulted in employees working for less than minimum wage for 9 hours. This new pay boost in-itself has boosted morale here and we are seeing more dedicated employees.

- Starting pay rates now at Burke County are:
 - Telecommunicator 1 (Entry Level with no experience):
\$34,188.96 not including built in overtime
 - Telecommunicator 2 (A TC that has successfully completed all required training and signed off on calltake and 1 channel):
\$35,895.60 not including built in overtime
 - Telecommunicator 3 (Assistant Shift Supervisor/Shift CTO):
\$37,681.28 not including built in overtime
 - Shift Supervisor: \$41,556.58 not including built in overtime

- **Rutherford County 911**

- We currently have no full-time positions available, but still taking applications for part time. The application process can be found on our county webpage.
- We are still working on possibly purchasing USDD automated dispatch. Waiting on a test kit to see if the USDD will be capable of setting off our pagers.

Membership Update

Christine Moore

NC APCO Membership is up at 1550 members
APCO International Membership is up to 36199 members

President's Report

Christine Moore

The APCO International Conference was held in Anaheim, CA August 7 – 10th and there was a strong representation by North Carolina members. There were thirty-three (33) members in attendance for the NC APCO Chapter dinner. It was a great time of fellowship and thank you again to Civic Credit Union for sponsoring the meal.

Old Business

Bylaws Committee

Grayson Gusa

- Current Bylaws were last reviewed and updated in 2017
- Existing Bylaws include references to the fall conference
- Since the conference has moved to the spring, our dates for chapter officer nominations must be updated to reflect the new dates
- Currently our Secretary and Treasurer are up for election every two years, we are looking to change this, so they are not concurrent to avoid the potential of new individuals in each position at the same time
- Christine has commissioned a Bylaws Committee
 - Grayson Gusa, Chair
 - Shante Griffin, Vice-Chair
 - Samantha Dutch
 - Chad Deese
- Tentative timeline for Bylaw's revision:
 - January 2023 – have draft version of recommended changes to the NC APCO Board for comments and review
 - March 2023 – present the proposed changes to the membership during the Chapter Meeting, and then open up a comment and question period for members to review the proposed changes and share any feedback
 - May 2023 – bring the proposed changes to the membership quorum at the Chapter Meeting during the Annual Conference for approval
- Bylaws Committee will be meeting every other week as we work to complete our review and provide our recommended changes to the Board. If anyone has feedback or suggestions, please reach out to Shante or Grayson.

9-8-8 Update

Christine Moore

9-8-8 has been up and running since July 16th and NC APCO continues to work with NC 9-8-8, the NC 911 Board, and NC NENA to ensure best practices as related to 911. We continue to express our concerns about area codes. Rachel Weir will provide more information during the NC NENA meeting.

New Business

School Panic Alarm Project

Mike Reitz

Announced a project for School Panic Alarms to bring counties and PSAPs compliant with General Statute 115C-105.51. The funding has previously been approved by the state, so PSAPs will not be responsible for paying for this project. Mike is working on a PSAP manager's email list, this list will be used to send out more information and to update PSAPs. The listserv will also be used to send out emails requesting feedback.

Richmond Community College Announcement

Christine Moore

Richmond Community College is beginning an associate degree for Applied Sciences in 911 Communications and Operations. The announcement will be made October 4th, Grayson Gusa and Shante Lipscomb will be in attendance representing NC APCO.

Recognition of Christine Moore

Grayson Gusa

Christine represented NC APCO well in Anaheim, CA at the International APCO Conference, as the Vice-Chair of APCO Member and Services Committee with presentations for the membership.

Also, HAPPY BIRTHDAY Christine!

CAD-2-CAD Funding

Mike Reitz

CAD-2-CAD funding is at 50% through the 911 Board, there are grant opportunities for funding.

Thank you to Motorola and Brandon Field for being our lunch sponsor today.

Adjourn - motion to adjourn made by Vic Williams, second was made by Beth Smith