

**NC Chapter APCO  
September 20, 2024  
Asheville, NC**

**Call to Order            Shante Lipscomb, President**

**Welcome                Shante Lipscomb, President**

**Recognition of Commercial Partners**

- **Motorola**
- **AT&T**
- **Carolina Recording Systems**
- **Horizon Consoles**
- **Rapid Deploy**
- **Priority Dispatch**

**Introduction and Roll Call of NC APCO Board Members**

**Missy Ezzell, Secretary**

Shante Lipscomb, President	X
Herman Weiss, Immediate Past President	
Chad Deese, 1 <sup>st</sup> Vice President	X
Samantha Dutch, 2 <sup>nd</sup> Vice President	X
Missy Ezzell, Secretary	X
Tairra Whitus, Treasurer	X
Jeryl Anderson, Executive Council Representative / Training Advisor	X
Melanie Jones, NC 911 Board Representative	ONLINE
Ruth Barefoot, Region A Ambassador	X
Morrissa Moyer, Region B Ambassador	ONLINE
Jackie Ezzell, Region C Ambassador	X
Josh Benfield, Region D Ambassador	X
Samantha Peaks, Region E Ambassador	X
Hannah Sande, Region F Ambassador	X
Gary Loflin, Commercial Advisor	X
Grayson Gusa, Chapter Historian	X
Janet King, Compassionate Care	X
Christine Moore, Compassionate Care / Totes of Love	ONLINE
Dawn Anderson, CORE	X

**Special Welcome and Recognitions**

**Shante Lipscomb**

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 Leaders (CPEs)  
Recognition of Additional Corporate Partners  
First Time Attendees

**Approval of the Meeting Minutes** *posted online*  
Motion by Chad Deese, Second by Samantha Dutch

### **Compassionate Care Report – Shante Lipscomb**

26 Cards were mailed out  
6 “Thinking of You”  
    13 “Sympathy”  
    3 “Retirement”  
    1 “Congratulations”  
3 for Sickness / Recovery of Surgery / Line of Duty Injury

### **Totes of Love – Shante Lipscomb for Christine Moore**

“Totes of Love” is a new initiative that NC APCO has begun to help staff of Comm Centers after traumatic events. The totes will be filled with a variety of items including snacks, books, games, and other things to help TC’s relax in their “downtime”. These totes are not meant to replace any type of debriefings or training, it is a supplemental program to provide support and empathy during events. Totes of Love can be requested online on NC APCO’s webpage.

### **CORE Committee – Dawn Anderson**

Back to School Supplies were collected and donated to Pat’s Place during July. Even though the regular board meetings were cancelled, the items were delivered and well received. We will be collecting non-parishable food and gift cards during the November chapter meetings.

### **Executive Council Report -- Jeryl Anderson**

#### 1. Government Affairs

#### APCO Opposes Requests to Change Network Outage Reporting Requirements

On June 24, APCO made a formal filing of opposition with the Federal Communications Commission (FCC) regarding a petition from the Alliance for Telecommunications Industry Solutions (ATIS) asking the FCC to alter service providers’ obligations to notify ECCs of network outages. Under the FCC’s rules, service providers are required to notify ECCs of network outages and degradations that meet specific thresholds. While the ATIS petition focuses on other elements of the FCC’s rules, ATIS asks the FCC to excuse service providers from their obligation to notify 9-1-1 centers of network outages during major disasters when they are required to file outage reports to the FCC. APCO opposed this request since the outage notices made to ECCs provide more timely situational awareness than the reports to the FCC and are thus more useful for 9-1-1 professionals.

#### Reclassification Update:

OMB Requests Input for SOC Revision On June 12, the Office of Management and Budget announced the beginning of a multi-year process to revise the Standard Occupational Classification. Through this process,

OMB will consider whether to change the classification of Public Safety Telecommunicators from the administrative/clerical category to the category for Protective Service Occupations. APCO will hold a webinar July 17 to explain APCO's strategy for providing input to OMB, how this effort relates to the 9-1-1 SAVES Act, and what you can do to help ensure that OMB finally corrects this outdated classification.

## 2. Spectrum Management

### CAPRAD Technical Seminar

The National Regional Planning Council (NRPC) will hold its annual CAPRAD technical seminar in conjunction with APCO 2024. This gathering is designed to foster networking opportunities among 700 & 800 MHz Regional Planning Committees (RPCs) where members can share experiences and challenges. The seminar will be on Tuesday, August 6, 8 am to 5 pm, and will also feature a Q/A session with FCC staff and a presentation by the Safe Building Coalition. If not an RPC member, but interested in attending this seminar, please email us ([afcgeneral@apcointl.org](mailto:afcgeneral@apcointl.org)) in advance as available space may be limited

## 3. Training and Certification

### APCO Implements New Career Instructor Program

The APCO Institute launched the Career Instructor Program (CIP), an initiative designed to address the critical staffing shortages in emergency communication centers (ECCs) nationwide. CIP establishes a structured training pathway for state or locally certified educators to attend APCO's core course, Public Safety Telecommunicator 1, at no cost. The goal of CIP is to ensure that educators across the nation are well-equipped to deliver industry-standard training to the next generation of public safety telecommunicators, helping provide a long-term solution to the critical staffing needs of ECCs.

### Comm Center and 9-1-1 Services

#### APCO Consulting Services (ACS)

ACS has several contracts in various stages:

- Report writing in progress for one agency.
- Report editing in progress for one agency.
- FINAL report being delivered to one agency.
- Four ACS proposals are being reviewed by agencies.
- Three new leads are under consideration. Standards Development

Call for participation was open in June for the following standards:

- APCO candidate ANS 3.102.3-202X Core Competencies and Minimum Training Standards for Emergency Communication Center (ECC) Supervisor.
- APCO candidate ANS 1.114.2-202X Best Practices for ECCs When Processing Vehicle Telematics Calls from Telematics Service Providers.
- APCO candidate ANS 1.115.2-202X Core Competencies, Operational Factors, and Training for Next Generation Technologies in the Emergency Communications Center (ECC).
- APCO Candidate ANS 1.108.2-202X Minimum Operational Standards for the use of TTY/TDD or Similar Device in the Emergency Communications Center (ECC).
- APCO Candidate ANS 1.111.3-202X PSC Common Disposition Codes for Data Exchange.

#### Automated Secure Alarm Protocol (ASAP)

ASAP was implemented for Buncombe County NC Public Safety Communications Center the week of June 21, bringing to 145 the total number of ASAP participating agencies

#### 4. Membership

Member Type	7/1/2023	7/1/2024
Associate	2,002	1,975
Full Member	4,098	4,006
Full Group Members	9,217	9,825
Online Group Members	23,596	24,227
Commercial	447	409
Commercial Group Members	316	300
Student/Educator Mentor	0	16
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Total Member Numbers	39,676	40,758
Group Member Agencies	1,586	1,699
Commercial Group	43	46

#### 5. Events and Corporate Outreach

##### APCO 2024

- Registration numbers for APCO 2024: 2,712; Housing is 90% full
- Volunteers: We are 100% full of the volunteer shifts currently.

- Booth Sales: # of Exhibitors – 245

Program updates:

- Signups for the 5K run/walk and the community service project opened in June and are now available in your registration dashboard.
- Pre-orders for the conference T-shirt opened in June and are being accepted until July 10, or they can be purchased onsite at the APCO Store.

### **Upcoming Events**

- The 9-1-1 Staffing Summit will take place October 22-24 in Fort Worth, Texas. Outreach has begun for sponsorship opportunities.

### **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](mailto:nccmp@ncshp.gov)  
RDU Communications will be hosting an APCO Supervisor Course at 1050 Cargo Drive, Raleigh October 11-13, 2024. Registration and payment information will be sent out soon.

The 2024 Telecommunicator Training Symposium will take place November 4-6, 2024, at the Embassy Suites in Greensboro. A Pre-Symposium class the APCO CTO Course will be offered November 1-3, 2024, to full registration attendees. Information regarding our Call for Presentations, registration and hotel reservations have been sent out over our listserv.

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 20, 2024, you have THREE months and 11 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**

During the APCO International meeting during the annual conference, David Dodd was voted in as a Life Member of APCO. We have two (2) others nominated (1 Life Member and 1 Senior Member) and the information has been submitted to APCO International for review.

## **Treasurer’s Report – T'airra Whitis**

Main Checking Account	5032.55
Symposium Account	3632.60
Scholarship Account	1307.00
<u>Money Market Account</u>	<u>99156.16</u>
Total	109128.31

## **NC 911 Board Report – Melanie Jones**

- The 911 Board reports that they have been working on Funding Reconsiderations, since April they have reviewed over 57 million dollars' worth of requests with 7.7 million dollars being eligible requests.
- The statewide PSAP Managers ListServ will no longer be available for you to use after Monday, September 23, 2024.
- Angie Turbeville traveled to New York with the Spectrum representative to receive an award for the Telecommunicator PSA project. Congratulations Angie!

## **President’s Report – Shante Lipscomb**

- Thank you to Horizon Consoles and the SBFI Group for hosting the meeting today.
- Thank you to CIVIC Credit Union for your continued support that you provide to NC APCO and especially for sponsoring the NC Chapter dinner in Florida during the Conference in Florida. The dinner was held at Vito’s Chop House and the food was delicious.
- Congratulations to Stephen Stetson with Dare County Sheriff’s Office who was presented the IT Technologist of the Year Award at the APCO International Conference.

## **Old Business – T'airra Whitis**

The Audit Committee has worked hard and provided a detailed report as well as positive feedback and suggestions. Since the report, the board has worked on the Travel Policy and has voted on the September 19, 2024. It will be posted on our webpage soon. The Fiscal Responsibility Policy will be forthcoming to the group soon.

We would like to thank Hope Downs (New Hanover 911), Jacob Butcher (Raleigh Wake 911), and Brett Wrenn (Carbyne) for your dedicated work on the Audit. We appreciate your time, work, and feedback; thank you all.

## **Meeting Adjourned – Shante Lipscomb**

Motion made by Jeryll Anderson; Second by Chad Deese

