



North Carolina APCO Chapter Meeting Agenda

Virtual Meeting

Wednesday, September 16, 2020 | 10:00am

Welcome by Christine Moore, 2nd Vice President of NC APCO at 10:05am.

Christine recognized our Corporate Sponsors -- AT&T, Carolina Recording Systems, Horizon Consoles with the SPFI Group, and Motorola Solutions.

Christine recognized the almost 70 members of NC APCO and NC NENA joining the meeting via Zoom as well as numerous others watching on YouTube and Facebook.

Pledge of Allegiance

Welcome by NC APCO President Grayson Gusa

Roll Call was conducted by Christine Moore

Jeryl Anderson <i>Educational Advisor</i>	Absent	Janet King <i>Regional Ambassador</i>	Present
Byron Burns <i>Commercial Advisor</i>	Present	Lori Laughlin <i>Treasurer</i>	Present
Chad Deese <i>Regional Ambassador</i>	Present	Andrew McKenzie <i>Photographer</i>	Present
David Dodd <i>Executive Council</i>	Present	Christine Moore <i>1st Vice President</i>	Present
Greg Dotson <i>Regional Ambassador</i>	Present	Melanie Neal <i>NC 911 Board Representative</i>	Present
Samantha Dutch <i>Regional Ambassador</i>	Present	Randy Surratt <i>Historian</i>	Absent
Travis Essic <i>Public Information Officer</i>	Present	Sarah Templeton <i>Regional Ambassador</i>	Present
Missy Ezzell <i>Secretary</i>	Present	Tracy Trogdon <i>2nd Vice President</i>	Present
Ray Gilleland <i>Immediate Past President</i>	Present	Herman Weiss <i>Regional Ambassador</i>	Present
Grayson Gusa <i>Chapter President</i>	Present	Elton Wright <i>Asst. Commercial Advisor</i>	Present

Grayson Gusa thanked and recognized Corporate Sponsors AT&T, Carolina Recording Systems, Horizon Consoles with the SPFI Group, and Motorola Solutions.

Grayson Gusa recognized and honored Henderson County Sheriff's Office Detective Ryan Hendrix who was killed in the line of duty on September 10, 2020.

Recognition of Past Presidents

Recognition of Chapter Life Members

Recognition of RPLs and CPEs

Recognition of designation of APCO International Senior Member, Dinah Jeffries of Orange County Emergency Services.

Grayson thanked Randy Surratt for his hard work in completing the paperwork for this designation.

Motion was made to dispense the reading of the minutes as they are posted online. (Motion by Christine More, Second by Tracy Trogdon)

Treasurer's Report – Lori Laughlin

Lori reported that the audit is still being worked on and scanned in, she is expecting to have it in within the next week or two.

Checking Account	\$137.06
Symposium Account	\$2,011.47
Scholarship Account	\$1,432.00
Money Market	\$56,472.17
Total Assets	\$60,052.70

Lori also requested that Lifetime Members submit their membership invoices to her so she can remit payment.

Executive Council Report – David Dodd

David reported that the Executive Council Meeting was held virtually on July 31, 2020 with the two business sessions being held on July 30 and 31, 2020. The Board of Directors and the Executive Committee have meetings coming up virtually and they will be working on operational procedures for the upcoming joint chapter changes. The long-term strategic plan is currently being updated as they are done every 5 years. APCO International revenues were significantly down this year due to the pandemic.

The newly elected officials that make up the Executive Committee are as listed below:

- Margie Moulin, President
- Jason Kern, First Vice President
- Angela Bowen, Second Vice President
- Tracey Hilburn, Immediate Past President
- Derek Poarch, Ex Officio

Training Report – Tracy Trogdon (on behalf of Jeryl Anderson)

Upcoming Training Opportunities:

Davidson County 9-1-1 will be hosting an APCO Communications Training Center class October 23-25, 2020. The facility is located at 949 N. Main Street, Lexington, NC 27292. Cost for this class is \$225 for APCO members and \$250 for non-members.

Davidson County 9-1-1 will be hosting an APCO Communications Center Supervisor class November 13-15, 2020. The facility is located at 949 N. Main Street, Lexington, NC 27292. Cost for this class is \$225 for APCO members and \$250 for non-members.

Apex Police Department will be hosting an APCO Communications Training Center class January 22-24, 2021. The facility is located at 205 Saunders Street, Apex, NC 27502. Cost for this class is \$225 for APCO members and \$250 for non-members.

Apex Police Department will be hosting an APCO Communications Center Supervisor class March 19-21, 2021. The facility is located 205 Saunders Street, Apex, NC 27502. Cost for this class is \$225 for APCO members and \$250 for non-members.

All on site training classes will require the following:

- All students must wear a mask
- All students must submit to a temperature check
- All students will be arranged for social distancing (so classes will have strict attendee numbers)

The call for papers for our NC APCO NENA state conference will open on Monday, November 2, 2020 and close at midnight on Sunday, January 3, 2021. We are looking forward to providing great training opportunities for all attendees, the first-time attendee event and there will be a need for volunteers.

NC APCO is pleased to announce 2021 Telecommunicator Training symposium, October 4-6, 2021. Our host site will still be at the Embassy Suites in Greensboro, NC. Our slogan is still going to be: Soar to New Heights – Engage ~ Energize ~ Empower As we work on developing future training, we ask for your patience, as this occurs around our normal work duties.

If you wish to host a class in 2021 or would like to see a certain topic offered in a classroom format or online platform, please contact Jeryl Anderson via email. The NC Chapter of APCO is committed to offering training to our members and friends and will closely follow the Executive Order issued by our Governor and any additional agency safety protocols.

North Carolina 911 Board Report – Melanie Neal

Melanie reported that during the August 911 Board meeting the grant awards were named and those agencies have been notified. The secretary Tracy Doaks resigned, and that position has been filled by Thomas Parrish. The Cyber Security Assessments for PSAPs will begin soon and will be conducted during phases. It has been announced that the 911 Board Staff will be teleworking until December 31, 2020. The Board needs Peer Reviewers due to several of the reviewers either going into the private sector or joining the 911 Board as full-time employees. If anyone is interested in being a Peer Reviewer, please contact Tina Bone.

Commercial Advisory Committee Report – Byron Burns

Nothing to report. Byron thanked everyone for what they are doing.

Historical Report – Grayson Gusa (for Randy Surratt)

Nothing to report. Congratulated Dinah Jeffries.

Membership Update – Grayson Gusa

Associate Members	79
Commercial Members	16
Full Members	609
Online Members	828
Total Members	1532

Compassionate Care Committee – Janet King

Janet sent out several cards for illnesses and deaths of telecommunicators and families.

CJIS Report – Steve Lingerfelt

No report.

Interagency Report – Lewis Cheatham

No report.

Regional Ambassador Reports

Region A – Herman Weiss

Nash County Reports

(1) Number of open positions & How to apply: Had one open position which is filled and the TC is in training.

(2) Special recognition for staff member or team: No individual recognition, but would like to give a shout out to all the Telecommunicators for what they do.

(3) Projects & Status: No current project

(4) Training your agency is hosting: None

(5) Prayer Request Continue to pray for the safety of all public safety due to the unrest across the country and to pray for all public safety especially our Telecommunicators due to the added stresses related to the pandemic.

Franklin County Reports

1. Number of open positions & How to apply: We are accepting part-time applications. To apply, visit www.franklincountync.us

2. Special recognition for staff member or team: We do monthly shout outs on social media for PSAP performance/stats of calls answered, data entry, etc. Nothing to report outside of this.

3. Projects & Status: We are currently working with The Schrader Group on designing our new facility.

4. Training your agency is hosting: Will be launching a Canvas Classroom for promoting virtual learning with our team. Training will focus on succession planning, roles and responsibilities, leadership identity, how to conduct difficult conversations, performance reviews, etc.

5. Prayer Request Continue to uplift and pray for the safety of our law enforcement and public safety responders.

6. Any additional information you would like us to provide to the group: We are continuing to educate and with our vendors on integrating What3Words into CAD, Active911, etc. We are also working on promoting this new resource with responders, as well as sharing content for public awareness.

Chowan County and Perquimans County are now both on the ESInet and everything is going Good. Also Please pray for all the responders and Telecommunicators in Alabama and Florida as they are going through Hurricane Sally.

Region B – Sarah Templeton

Cary Police has 4 openings with the hiring process in progress. They just replaced their chairs with the Iron Horse 4000 series and love them!

Holly Springs, Raleigh-Wake and Wake County Sheriff are both continuing the process to move to the hosted CPE solution.

Travis Essic shared a message from Johnston County Director Jason Barbour in reference to his retirement and Brett Renfrow will be taking over his position.

Region C – Chad Deese

Columbus Central reported they are working on transitioning their radio system to the NC VIPER system. They currently have two vacancies.

Cumberland County reported they have four vacancies with a total of six vacancies by the end of the year. They are encouraged applicants; the starting pay was increased in July to \$34,500.00. They also reported that they are the 19th agency to be EMD, EFD, and EPD. Their new comm center is under construction with an expected completion date of mid-2021.

Fayetteville PD reported that they are in the process of upgrading their generator. They will be complete with the ESINet transition in January 2021. Lisa Reid also recommends the Critical Incident Stress Management Class offered by NCJA, she recently sent all her employees through the class and everyone enjoyed the class. Duplin County reported that they are fully staffed and are scheduled to transition to ESINet in January 2021. They have also moved their back-up center to the new Wayne County facility.\

Harnett County reported that they will be transitioning from the Trittech VisionCAD to the Central Square Enterprise. They are reporting four open positions. Diane also wanted to thank NENA and APCO for the cards and communications during the loss of her son. She also wanted to publicly thank Davidson County for working during the time of her son's funeral so that Harnett County employees could attend the funeral as well as thanking Johnston County for being on standby during this time.

Lumberton is fully staffed and are working on going I3. They were recently awarded a grant to upgrade their consoles.

Sampson County is fully staffed. They transitioned to ESINet in 2019 and are scheduled to go I3 in September.

Robeson County has two openings. They are expected to transition to ESINet in 2021. They have two supervisors scheduled for EFD-Q class.

Wayne County has two applicants in the hiring process for full-time positions. Their new facility is under construction.

Region D – Janet King

Alamance County from Stephen Sigmon:

Full-time positions are fully staffed with only (1) still in training, We have hired (2) part-time telecommunicators, Continued transition to ESINet, Currently reviewing and demoing new CAD systems/vendors (Any insight from agencies that have transitioned to a new CAD system/vendor would be greatly appreciated), William Perry our Communications Supervisor will be retiring Sept. 30th with over 30 years of service from a combination of law enforcement and 911 Telecommunicator. Continued Covid-19: call-taking/dispatch procedures, center restrictions/mandates.

Burlington Police/Fire Communications from Stephanie Chatman:

Congratulations to TC Lead, Chris Saul. He recently accepted the volunteer position of Central Branch TERT coordinator. He is excited to take on this new role. Chris acquired his Bachelor of Science in Emergency Management. We are very proud of his accomplishments. We have hired 3 full time employees that are in training and progressing well. They are Thomas Brigham, Renee Brewer and Jordan Hughbanks. We have several applicants in the hiring process for 1 full time position. We also hired 3 part time employees from Guilford Metro several months ago. They are Michael Taylor, Kelly Faircloth, and Alex Carroll. Our staff continue to be separated due to COVID. I want to say how proud I am of each of them. They continue to rise above the challenges that we face with technology and being isolated from their teammates and are still providing excellent service to the citizens of Burlington.

Davidson County from Rob Wilson:

We are back to full staff with hiring of 4 trainees that start Oct 5.

Our updates to the backup center continue with the order of MCC7500 consoles which should be installed in late October to early November.

I am so proud of my TCs. We have undergone so much change over the last 18 months.

As a Center my awesome TCs continue to average an ECaTS score of 95% and after a ton of work on our protocol compliance over the last several months had IAED high compliance scores of 72% for EMS and fire and 64% for law.

We also had 2 exemplary calls during August. Coming from where we were to where we are now I couldn't be more proud of the folks here.

We continue to work with AT&T as well as the 911 board staff on our ESINet implementation as we move towards our scheduled April 2021 go live.

Wake Forest University PD from Denette Lilly:

Telecommunicator, Rodney Gardner's mother passed last Wednesday, 9/02/2020. Also, WFU has went live on their new CAD system.

Guilford Metro 9-1-1 from Melanie Neal:

Guilford Metro currently has 5 vacancies in Emergency Communications, one vacancy in the radio shop, and one vacancy in the administrative division. We currently have 7 new hires in a rookie school that will finish September 25th, and start in the room for call take training. We hope to have the radio position filled by October 16th, and the administration position filled by Oct 1st. Also, we will be hosting the Transformational Leadership class Oct 1st. This class will be held via zoom, the cost is \$99.00 and is eligible for reimbursement as a 9-1-1 expense.

Randolph County 9-1-1 from Janet King:

Welcome to four new hire part time employees Taylor Wirt, Angie Ritter, Paige Phillips, Elizabeth Privett and Julie Blakely. Congratulations, to Ashley Watson who has been promoted to shift Lieutenant and to Jamie Bailey who has been promoted to shift Sergeant.

Janet expressed a huge "Thank You" to everyone for the surprise visit by NC APCO President, Grayson Gusa, Treasurer Lori Laughlin and Janet's bestie, Beth Smith for the hand delivered cards (numerous!), along with balloons from several fellow 9-1-1 professionals in NC and from other states.

Region E – Samantha Dutch

Ray Gilliland from Cabarrus County Sheriff Communications reports:

- Set to go live with ESInet on November 10th

Scotland County Emergency Communications:

- Have completed the new radio tower project
- Just finished new radio upgrade (Zetron Max)
- Have 1 person in training and will be fully staffed

Kyle Griffin from Stanly County 911 reports:

- Fully staffed operationally, but always looking for part time TCs.

Johnny Horn from Charlotte Fire Alarm reports:

- they currently have one vacancy
- they have two going through the background, polygraph, and HR portion of hiring
- they have five in training

Candy Miller from Iredell County E-Comm reports:

- they currently have no vacancies

- Mitchell Community College will be hosting two Sheriff Standards Certification Classes – October 8-16 and 21-29
- Mitchell Community College will be hosting a 20 hours background investigator class on October 29 and 30 at Mooresville Police Department. (Bob Garbett with Blueline Training Group)
- If you are interested in any of the above classes please contact Marty Byers at 704-978-1362 or mbyers@mitchellcc.edu (Space is limited so please sign up early.)

Brian Drum from Catawba County reports:

- Catawba County will be going live with their Central Square Enterprise CAD on September 22nd at 9 AM.

Region F – Greg Dotson

McDowell County - Live on the ESInet. Had a few start up issue with their phone carrier Frontier but seem to be working better now.

Cleveland County - Lorie Poston, 911 Director, retired with 30 years of service to the 911 industry. She served her years of service with Shelby Police and Cleveland County 911. Lorie will be missed. We are very pleased that Cleveland County Manager chose Stori McIntyre to fill the role of 911 Director. Stori started her new position 09/12/2020.

Polk County - Fully staffed. Will be looking for Telecommunicator training for two employees in the coming months.

Henderson County - Continued prayers for Leisha Stanley and her staff at the Henderson County Sheriff's Office/911 as well as the Hendersonville Police Department.

Rutherford County Sheriff's Office sent deputies to assist with calls and coverage of their Schools as needed.

Rutherford County - We have one (1) full time opening. Will likely be a night shift position. We are making great progress with our new building and hope to move in during the month of November. For our hiring process we have switched from Critical to Select to assist us in evaluating new candidates. We are in the midst of our CAD upgrade and will move from

2021 Conference Update – Missy Ezzell and Jason Compton

Missy and Jason expressed gratitude for everyone for their hard work and we welcome volunteers to help with the conference in 2021 in Wilmington, NC.

Fundraiser – Grayson Gusa announced a NC APCO Fundraiser of the NC APCO Facemasks.

You can purchase facemasks by visiting our webpage NCAPCO.org (1 mask for \$10 or 5 masks for \$35 and there is no shipping cost)

Grayson Gusa opened the floor for questions or comments, there were none.

The next Chapter Meeting will be held Wednesday, November 18, 2020.

Motion to Adjourn (Motion by Melanie Neal, Second by Christine Moore)

Following the meeting Elton Wright gave a presentation about Carolina Recording Systems.