

NC APCO Meeting
January 23, 2009
Greensboro, NC

Present

Marsha Withrow
Jeryl Brown
Donna Estes
Mike Reitz
Tammy Watson
Judy Capparelli
Richard Batchelor
Susan McLeod
Janet King
Kevin Shook

Absent

Frank Thomason
Ed Conran
Grayson Gusa

President Withrow called the meeting to order. She thanked Guilford Metro for hosting the meetings. She thanked Carolina Recording and Embarq for providing lunch.

First time attendees, past presidents and RPL's were recognized.

APCO's audit was done and everything was in order. If you have any questions please see Marsha or Tammy.

APCO East Coast Regional will be held in April of 2010.

Donna is going to meet with the scholarship committee in room 115 after lunch for a short organizational meeting. Donna invited any vendors interested in attending the meeting to come as the group will be discussing vendor participation in the scholarship program. Information distributed about the RPL program. The RPL program is one of the things that Carolina Recording has committed to doing 4 scholarships a year for. The committee is meeting to come up with the requirements for the scholarships. We are also looking for other vendors to participate.

There will be a free 60 minute webinar on public safety staffing by the Law Enforcement and Public Safety channel www.leaps.tv on Tuesday February 10th at 10 am. It will be re-broadcast on February 11th at 2pm and again on February 12th at 6 pm. Sonya Shores with Charlotte Mecklenburg PD advised this is a great course and has helped Charlotte in the past. They also offer some free wireless courses. These are also available through their website.

At Sea Trail last year we had some problems on the social nights that occurred inside the Sea Trail facility where people were "brown bagging" and bringing in their own liquor. This is not allowed and anyone that brings any in at the next conference will be asked to leave.

Kelly Palmer made a motion to dispense with the reading of the minutes. Motion seconded by Barry Furey.

Treasurer's Report

Checking – \$4,752.55
Money Market – \$45,803.50
Telecommunications Conference Training Fund – \$8,163.35
East Coast - \$3,111.78

TOTAL - \$61,352.38

Committee Reports

Activities – Jeryl Brown and Donna Estes

They are continuing to promote memberships and the state conference and the EC regional at all the training sessions. We are hoping to come up with some promotional products as well.

Resolution and Bylaws –

President Withrow has some changes she would like to discuss with the membership. Currently we have to hold meetings in every region. This was started to try to get people across the state to come to meetings. What we have found however is that we don't typically draw from these areas so we are looking at having centralized meetings all year – perhaps three different areas. Wesley Reid asked how well attended the outlying meetings were – there were usually about 30 people that attend these meetings but the centralized areas – Charlotte, Guilford, Roxboro are well attended. There are also issues with cell phone coverage in some of the outlying areas. No one had objections to changing this. We are also looking at doing things like webcasts that will help as well.

Mike Reitz advised it will cost about \$1000 this year to mail out ballots and would like to look at more of an on-line nomination process – perhaps just e-mail. The actual voting would have to be more structured. President Withrow also said that the board is looking at something like a website link that would be used. Craig Whittington suggested also putting the form on-line for people that would not want to input their information on-line but they could print out the form and mail it in.

Nominating –

Nomination ballots will be mailed out by the end of the month. They must be postmarked by March 1st to be counted. Nominations for the following positions will be accepted: 2nd Vice President, Secretary, Treasurer, Region “A”, “C” and “E” Members at Large. Please make sure the person you are nominating is aware they are being nominated. Mike Reitz will call nominees to confirm and also inform them they will need a letter of approval from their director/department head. The list of nominees will be presented to the board at the March board meeting. Anyone who is deemed qualified (Active Membership with National and letter of approval on file) will be placed on the ballot. We are exploring options with regards to mailing nomination and voting ballots due to returns on ballots generally being small and the cost of mailing – more to follow in the March meeting.

Historical – Nothing to report.

Operations Technology – Christy Shearin – Franklin County

The committee has not yet met but plans to do so soon. The FCC is doing training for video relay service – APCO International is supposed to be sending out information but no one has seen this so she will follow up. She will also determine if this is just for primary PSAPs and if it will be available for the secondary PSAPs. Angie Schulz and Christy are on an Occupational Analysis committee for National APCO that is a subcommittee of the training and standards committee.

Inter-Agency Communications – Barry Furey- Raleigh/Wake

Nothing to report. He is looking for members for this committee. Please contact him if you are interested. He is looking for someone from the coastal region and someone from the mountain region to have some diversity.

CJIN – Steve Lingerfelt – High Point.

There was a meeting on November 20th – minutes have not yet been released. The board has released a copy of the NC Criminal Justice Data Integration Pilot Project (see attached). The report gives an overview of the BEACON project underway in wake County. The next meeting will be held January 27th at 9am in Raleigh.

Frequency Advisory – Rodney Spelling NCSHP Report – nothing to report.

E-911/Legislative Committee – Barry Furey – Raleigh/Wake

Barry is looking for volunteers from the coastal and mountain regions for this committee as well. Significant discussion in Washington right now about the sunset date on analog television – this affects us due to the opening up of 700 MHz for public safety. In conjunction with that, APCO has written to the president for a nationwide broadband public safety communications network. Video relay and IP relay services – there are supposed to be 6400 packets being mailed out with training for telecommunicators. Relay services are now required to provide information to PSAPs with ANI/ALI information and provide this on 911 trunks. They are also required to pass along information they may have seen or heard on the conversation that 911 did not previously have access to. Wesley mentioned that there is a potential for 911 funds to be taken in the future. Barry encouraged everyone to attend the 911 board meetings and if unable to, keep up with information on the website. There are some economic stimulus packages available and you should check with your municipality. For 2008, North Carolina led the nation in firefighter fatalities. Currently the legislative link on the APCO site is not working but will be working within the next 30 days.

Training –

NC APCO training calendar is on the website. There still may be some flexibility so if you want to see some other classes, please let Caryn Pipkin know.

Pasquotank County is hosting a CTO class next Monday, Tuesday and Wednesday – the cost is \$125. Cary Police communications is hosting the APCO supervisor course February 2nd – 4th - cost is \$125. Another CTO course will be hosted February 23-25 in Rowan County – cost is \$125.

April 5th-8th will be the 7th annual Telecommunicator Conference. The slogan is “Cruising into the Future with 911”. Cost is \$100. Registration is open now and the brochure will be on the website shortly – www.jerylsjoint.com. Dorm space is not given until money is received and dorms are available on a first come first serve basis. The primary dorm will have Wi-Fi and cable television.

For those that teach the in-service telecommunicator curriculum – the information is available on-line for 2009 and can be downloaded there. Video and audio clips are not available on-line but can be bought from the bookstore for \$20 – it’s a double CD pack. In the fall, Jeryl would like to see you at instruction updates so she can talk to people one-on-one. There is some talk about going to a 24 hour training requirement but she is

pushing to keep the 16 hour requirement. There may be a system in the future that will allow the user to hear the instructor and be more interactive. 2010 topics have been approved along with the training objectives – they will be announced at the next meeting. There will also be an on-line format on the website so people can submit topics they would like to see for 2011.

The 2009 School Director's conference is pending. There are no dates as of yet. This is a mandatory conference usually held in August. Due to budget cuts, they are talking about doing the conference on two separate days – one on the western side of the state and one on the eastern side of the state. As more information is available, Jeryl will let you know.

The telecommunicator curriculum is being updated and the new program will be out sometime in 2010. The hours will remain at 47 hours.

Long Range Planning – nothing to report

Awards Committee – non- published – there is an email link on the website and you can submit your nominations there. Please see the website and nominate people. We typically get few nominations and would like to see more.

Conference Committee – Jeryl was tasked with getting a DJ for the conference and U.B. will be coming back this year. Brenda and Jeryl are the on-site coordinators for the conference. Room rates will be the same as they were last year.

Members at Large Reports –

Region A – Ed Conran – unable to attend – nothing to report

Region B – Richard Batchelor – the Region B report was covered during the NENA meeting by Michael Cone.

Region C – Susan McLeod – nothing to report

Region D – Janet King – Forsyth County implemented MEDS from APCO for EMD and Fire this month. Montgomery County has updated their recording system to Carolina Recording. Wilbur Massey from Piedmont Triad Airport reported they recently installed Carolina Recording System and are very happy with it. They are currently looking at future projects they may want to invest in. Terry Bailey from Davidson reported they were possibly looking at going to EPD. Wesley Reid from Guilford advised they completed a successful upgrade to VIPER. Donovan Davis has been named

the new director of Randolph County Emergency Services which is made up of four divisions – 911, Emergency Medical Services, Emergency Management, and the Fire Marshal’s office. Lee from Embarq sat in for a shift with Randolph County. He was impressed by the teamwork that went on.

Region E – Grayson Gusa – unable to attend. Charlotte Fire has three in training which would bring them fully staffed and they will hire 3 more in July. Sonya Shores advised Charlotte PD would be working with Charlotte Fire and Medic on a system that will allow 911 calls to go to the Secondary PSAP when all 911 operators are busy. Charlotte PD is also in the process of going to a new upgrade to their CAD system. They are just about to finish up their 3rd radio academy and they currently have 23 people in training. They will be doing another 911 academy in April.

Region F – Kevin Shook – Transylvania County is in the process of construction for a new public safety building. The 911 area will be tripling in size. It will probably be about 6 months before they occupy the building. They are in the middle of doing a radio, telephone and CAD overhaul.

Executive Council Report – Frank Thomason – The Strategic Governance Initiative (SGI) information is posted on the website – please review and send comments to Frank. National APCO is trying to revamp their governance board.

Old Business – All of our Christmas families received approximately \$200 per person and a \$100 gift card for food. This was accomplished through various donations. President Withrow thanked Carolina Recording and Nextel for their help. Those that she has heard from are very appreciative of our help.

NC APCO Awards nominations are open until August 3, 2009. Please visit the website for the categories and instructions on submitting nominations. Please nominate your deserving staff.

Sunshine Fund – National APCO has a fund that provides financial assistance for those members who meet with a qualifying event that places a significant financial burden upon them or their immediate family members. The funds that members can receive will be either \$250 or \$500 dependent upon the event that occurred. The criteria is:

- Be a current member of APCO International at the time of the qualifying event
- Recently experienced a life changing or life interference event.

Tier One responds to a life changing incident in the amount of \$500 when:

- o A member or their spouse or dependant child loses their life
- o A member’s spouse or dependant child experiences a critical illness or

injury

- o A member's primary residence is lost due to a fire, storm, or similar disaster
- o A member experiences a critical illness or injury resulting in a disability

Tier Two responds to life interference incidents in the amount of \$250 when:

- o A member experiences an accident with recoverable injuries
- o A member's primary residence is damaged as a result of a fire, storm, or similar disaster

President Withrow recently put Susan Waddell in for this – she suffered a brain aneurysm in December. There doesn't look like there will be long-term affects for this. She has been granted the funds and it was a very easy process.

CVENT is a company that will be used for registration and advertising for conferences. There will be a link on the website for registration to the state conference. You can register with a credit card on-line or you can call in. There will be e-mail blasts sent out. Do not get aggravated at the e-mail blasts – they will keep coming until you say yes or no. If you haven't made a decision yet, please just delete the e-mail but not block the sender.

Exhibitors – we will try to get the registration up and running right away. We will have a lot of opportunities for sponsorships and once you become a sponsor the logo will appear on the registration page and on the e-mail blasts.

New Business – The E-911 Institute is seeking nominations for their 6th Annual Honor Awards. Nominations in the categories of Citizen in Action, 911 Call Taker/Dispatcher, First Responder, Government Leader, Industry Professional, 911 Technician, Outstanding Call Center Award, and Outstanding Program Award can be made until January 30, 2009 at midnight. Go to www.e911institute.org to do online submissions.

APCO International is also taking nominations for all of their award categories from January 2, to April 1, 2009. This can be done on-line.

The FCC mandated that by December 31, 2008 VRS and IP Relay service providers must deliver emergency calls to PSAPs via the existing 9-1-1 networks. This includes providing on the ANI/ALI screens the caller's registered location and callback number, as well as other specific data. There are training topics available on the APCO and NENA websites. Frank is going to check with APCO international about the CDs and see if there would be a charge for extra CDs. The North Carolina Center for the Deaf and Hard of hearing will also come out and do training.

For more information on 911 and Video Relay/IP Relay Services – check out the APCO International or NENA National websites for training and some suggested SOP guidelines. Both websites have the same information and the NENA website states that a call taker training CD is being sent out to 6400 PSAPs in the country in early January.

Wesley Reid asked if APCO would consider having someone attend a meeting to discuss the Viper radio project. There is some confusion as to how it will affect the 911 center. Requested someone come to our future meeting to give more information. Marsha will try to get someone to the May meeting in Charlotte. Craig advised we used to do training meetings in the past and maybe we could have this from 1-2 in the May meeting.

Closing Remarks

The next Meeting is March 27, 2009, Perquimans County at the Perquimans Recreation Center located at 310 Granby St, Hertford, NC.

Barry Furey made a motion to adjourn the meeting. The motion was seconded by Richard Taylor.

Meeting adjourned

Respectfully submitted,

Judy Capparelli