

NC APCO Meeting
May 21, 2010
Greensboro, NC

President Brown called the meeting to order. The pledge of allegiance was recited.

Donna Estes welcomed everyone to Greensboro

President Brown thanked Guilford Metro 9-1-1 for hosting the meeting. She thanked Wireless Communications and PlantCML for providing our lunch today.

Past Presidents, first time attendees and RPL's were recognized.

President Brown thanked everyone for all their support during the hosting of our recent East Coast Regional Conference in Concord last month. A special thank you to our conference chairperson Marsha Withrow, all conference staff, volunteers, attendees and especially to our vendors, who without their support there would not have been the great conference that it was. NC APCO will be up again in the rotation in 2019.

Barry Furey made a motion to dispense with the reading of the minutes. Donna Estes seconded the motion. Motion carried.

Treasurers Report

TC Account	\$4,000.00
Money Market	\$66,656.55
Main Checking	\$3,972.88
East Coast	\$28,856.36
Scholarship Acct	\$2,010
<i>Total Assets</i>	\$105,495.79

Committee Reports

CCAM – Chapter Commercial Advisor Member – no report.

Activities – Tammy Watson reported that we purchased a new banner with our new logo to represent us at meetings and conferences. We also have new pins with the new logo on order.

Resolution and Bylaws – We plan to have the bylaw changes up on the website prior to the July meeting and we will vote on the changes at the conference in September.

Nominating – President Brown reported that Ray Gilleland has been nominated and accepted the nomination for second VP and is the only one that has been confirmed so far. Judy Capparelli is running unopposed for Secretary and Tammy Watson is running unopposed for Treasurer. We do not currently have the list of who is running for regional ambassador but we do know Richard Batchelor is running for Region B and Janet King for Region D.

Historical – Terry Bailey – no report.

Operational/Technology – no report.

Inter-Agency Communications – Report, due to length, to be placed on the website.

CJIN –no report.

Frequency Advisor – no report.

E-911/Legislative Committee – Barry Furey reported APCO has urged congress to continue their interoperability operations grant program.

On the APCO International side there is a movement to offer agency memberships that would be a bargain for anyone that currently supports several individual members – we should be hearing more about this after the National conference.

If you have not already done so, please join PSConnect.org – this keeps you in touch with what is going on nationally with legislative and other issues.

There is a draft state legislation submitted by Senator Hoyle concerning broadband systems so you may want to check this out. It could have some collateral effects on communities wanting to build out their own networks.

APCO and NENA have worked for several months to put together a 911 plan. Some of those recommendations have moved forward. There are many good points in the current proposal, and some that we are not comfortable with.

Both associations continue their work. Currently there is no action needed– we will let you know if we need to take further action.

Some examples of changes being sought are that all equipment within the PSAP walls to include chairs would be funded. You would be able to pay for consoles 100% from the 9-1-1 fund without deducting a percentage because a dispatch monitor was housed there.

We support expansion of training expenditures to include all job categories involved in 911 – not just call taking. Limited public education was also discussed.

One current proposal is to allow a onetime transfer of up to 50% of the fund balance for other expenses. This is not perfect but is preferable to ongoing funding of towers and first responder radios. Barry presented a handout containing an overview of the recommendations.

Craig has concerns about 4 walls – he can see vendors trying to sell high dollar console equipment with radio towers to go along. Craig also has some concerns about the “one time” fund transfer since they have already taken funds once before to clean out the account. Barry reported the four wall concept would be further clarified and that term is just to get the image there but legislation would be clear.

A consolidated center survey has been sent out– please respond if you have not already.

Training – Crystal McDuffie reported there was a Crisis Intervention Teams (CIT) for Telecommunicators taught in Raleigh in April that was very successful. The Communications Supervisor course scheduled May 11th-13th in Charlotte has been cancelled due to low enrollment. There was a CTO class held May 17th-19th in Pasquotank County that was a great success.

There will be a CTO class June 30th-July 2nd in Randolph County and another one August 30th – September 1st at NC State University. Contact ncapcotraining@gmail.com for registration.

The National APCO Conference will be August 1st – 5th in Houston, Texas. If you are planning on attending please contact Crystal or President Brown so everyone can get together as a group.

The state conference will be held September 12th-15th at Sea Trail in Sunset Beach.

There is a mandatory School Director’s conference on August 5th at Pitt Community College for counties central to eastern. For counties central to western the conference will be on August 13th at Western Piedmont Community College in Morganton. Agencies have been assigned a specific date. The conference is one day in length and the registration is free. Brochures, the agenda and registration information will be sent out soon. This is mandatory for all school directors and qualified assistants. For more information contact Autumn Hannah (919-716-6988) with Sheriff’s Standards or Mark Dearry (919-716-6470) with Criminal Justice Standards.

The next RPL class will start on June 16th.

APCO’s active shooter class online starting June 2nd.

If you are interested in getting more APCO training to your agency, think about co-hosting a class. Remember that APCO members get a \$20.00 discount on classes.

On the NENA side, there will be an ENP study group in August – Crystal is looking for people knowledgeable in the areas of radios and legislation to help facilitate.

Long Range Planning – no report.

Audit Committee – no report.

Awards Committee (Non published) – e-mail link on website

National Conference Committee – no report.

NC APCO Ambassador Reports

Region A – Ed Conran reported Chowan County is concerned about HB 1691. They are still having problems with positions that are frozen – part of radio system moved to VIPER and they started narrowbanding for remaining UHF/VHF system. The center will lose their training room and a couple of other rooms for other county department to move in the building. Dare County is moving along with 800 MHz trunk system – hope to be live by July 1st, 2011. Pitt County reported they currently have one position open. They have a consultant looking at narrowbanding and upgrading the VHF system.

Region B – Richard Batchelor reported that Raleigh-Wake held a mock assessment for CALEA accreditation and their actual on-site will be in August. They have 9 people getting ready to graduate from the training academy. Cary Police had their OSSI project kick off this week. They project to go live in March 2011. They had three people complete their ECO academy and are now in the CTO phase of training. They have three openings which will be posted in the next few weeks.

Region C – Susan McLeod reported that Brunswick County went live with Southern Software CAD on May 6th and the transition went well. Their phone system replacement has been put on hold until next fiscal year. Columbus Communications is looking to upgrade console furniture next fiscal year. Sampson County Emergency Management Services plans to replace their Simon system with Viper in late summer. They are currently fully staffed. They plan to upgrade their radio system for the fire department to 800 MHz June 1, 2010. Cumberland County went live with OSSI in March – they upgraded to Powerphone and looking to go to Viper.

Region D – Janet King reported that Guilford Metro was awarded ACE (accreditation) for EFD. They have four new people in rookie school finishing today. Guilford Metro is in the final phases of a complete update to their Postrion VIPER, Power 9-1-1 and power MIS system and will be transitioning over to a complete SIP which will allow the VIPER to connect to a true IP based Next General 9-1-1 network. Craig Whittington inducted

into NAED College of Fellows – oversight group for NAED and considered highest honors for the academy. Rachel Kilby (now Rachel Bello) is presenting in every one of the NG 9-1-1 GIS sessions the upcoming NENA conference.

High Point – Beth Smith reported Steve and several communicators had awards in community service. Randy Surratt got an honors award for helping out a fatality victim's family.

Terry Bailey reported Davidson just went live with EPD and EFD on May 11th using cardsets and they hope to go live with Pro-QA shortly. They are fully staffed.

Jonathon Bledsoe with Surry reported they have 4 open positions.

Randolph County will be hosting a CTO class on June 30th. Debby Hines expressed appreciation for calls/e-mails after the loss of her mother.

Region E – no report.

Region F – no report.

Executive Council Report – no report.

Wireless Report – no report.

Old Business

Reminder to all members of our project of “Giving Back” that will continue with NC NENA, please participate and give to those less fortunate.

Just a reminder that NC APCO is currently in the process of streamlining our Chapter By-laws to be more in line with National. These items will be up for vote at our annual meeting, held during the Annual Conference at Sea Trails. All members will be notified when the changes are posted on line for your review.

New Business

National APCO in an attempt to maintain membership levels and gain new members has a member get a member contest through June 30th. You will be entered to win a prize for each member you recruit.

Reserve rooms for state conference as soon as possible. CVENT/website will be updated next week. Vendor costs will remain unchanged this year.

Our next Meeting is July 23, 2010 hosted by Charlotte Fire Communications.

Angie Schulz made a motion to adjourn the meeting. Richard Batchelor seconded the motion.
Meeting adjourned.

Respectfully submitted,

Judy Capparelli
NC APCO Secretary



Memo

To: Jeryl Lynn Brown, NC APCO President
From: Rick Thomas, Inter-Agency Communications Committee Chair
CC: NC APCO Board, NC APCO Inter-Agency Communications Committee
Date: May 18th, 2010
Re: Inter-Agency Communications Committee Report & National APCO Data Transfer / Telematics Reports

The SIEC will be meeting Wednesday June 9th in Greensboro. I have attached a copy of the agenda for that meeting.

- **Old Business**
 - **Status Update on SIEC Executive Order**
 - **IECGP FY 2009/Upcoming FY 2010 Grant Updates**
 - **Progress on DPR-level Interoperable Communications Committees**

- VIPER Status Update

- **New Business**
 - OEC Updates/Activities- NECP Goal 1 Demonstration

 - Progress on 2010 NC Interoperability Priorities

 - Proposed Interoperability Symposium- Nov. 2010

 - Submitted/Additional agenda items for discussion

 - Announcements

National APCO Data Transfer

APCO Data Transfer Committee

March 16, 2010

Attendees:

Bill Hobgood

John Hunt

Kathy McMahon

Kyran Dunn

Peggy Fouts

Rick Thomas

Christine Carrol

Richard Solie

Art Meachem

Steve Wisely

Alarm Update-NLETS Wrapper

VA State Police have been slow to take action following the face-to-face meeting between Bill Hobgood, Steve Wisely, and State Police representatives. Bill escalated the issue to the Lieutenant in charge of CJIS. The request to make the programming change had apparently not made it to the programmer. They have now made contact with NLETS and progress is being made. Over a million messages a day are recorded at VA State Police so the increase with alarm messages should not impact them to any degree. There should be no more obstacles to begin testing alarms with the NLETS wrapper. Bill will be conducting a presentation for the Governor's Deputy Secretary of Public Safety on March 25th.

NLETS is expected to have the wrapper specification out any day now. Vector has approved the application for their ORI and NLETS has it back in hand.

GE Security estimates that they will start work on the NLETS wrapper any day now also. They are going to try to incorporate the wrapper into the existing Mastermind application so it can be turned on/off.

Richmond has modified it's middleware and is ready to test.

Telematics

Joint work groups have been formed for Technical and Operational standards. The data standardization workgroup has had 2 calls and is reviewing the VEDS data set. Because the data set is 6 years old, there may be an opportunity to update it and bring it into NIEM conformance as an ANSI standard.

EMFinders Focus Group

April Heinz and Peggy Fouts are targeting next Monday the 22nd to have the 1st conference call with the focus group.

Call was kept short to accommodate a Telematics work group call that was scheduled for 3:30 PM.

Next Call will be 4/20 at 3:00 PM EST

APCO Data Transfer Committee

April 20, 2010

Attendees:

Bill Hobgood Pam Provost

Gary Wallace Karen Allen

Peggy Fouts Rick Thomas

Richard Solie Rick Jones

Art Meacham

Alarm Update-NLETS Wrapper

NLETS had their Board of Directors meeting at Marina Del Rey, California April 6 – 8, 2010. Bill co-presented to the BOD along with Ed Bonifas, President of the Central Station Alarm Association (CSAA). The presentation was well-received. Bill, Ed, Steve Wisely, and Pam Petrow have been invited to present at NLETS annual meeting in Rapid City, SD in late June.

NLETS has made good progress in configuring the ALQ and ALR messages keys and is ready to test.

Bill met with the **Virginia Governor's Deputy Secretary of Public Safety** on April 14, 2010 to express concern about the amount of time that has elapsed with little progress on the part of the **State Police** due to "competing priorities". Bill received a call later that day from his POC at the State Police with an indication of progress having been made. At this writing, the State has completed 100% of their commitment and the ALR and ALQ messages can be passed through the VCIN system. The State is ready to test.

GE Security and the **City of Richmond** are both ready to test.

The **City of Houston** has signed a contract with **Northrop Grumman** to have the alarm interface developed for Houston's CAD System. Bill will maintain close contact with Al Garcia, CTO for the HEC to pass along tips and experiences based on the Virginia testing.

It was noted by NLETS that the alarm companies do not need to worry about changing their format for each state. The alarm companies will send it to NLETS in one format, NLETS in turn will adjust to meet each state's needs from their side.

Bill and Stan Martin with the Security Industry Alarm Coalition will be co-presenting at the APCO conference in Houston on the alarm standard and methods to reduce false alarms.

Telematics

The APCO/NENA Advanced Automatic Crash Notification joint work group completed its review of the proposed NEMESIS version 3 data set. Several recommendations were submitted to NEMESIS.ORG on behalf of the joint work group during the public comment period that ended on March 31, 2010. The work group also completed its initial review of the Vehicle Emergency Data Set (VEDS). The group has taken a two week break from its weekly working calls while Bill cleans up the document with all of the suggestions that have been made by workgroup

members. Calls will resume on April 26, 2010. Laurie Flaherty with NTHSA has joined the work group. Laurie will also join a panel presentation and discussion at the APCO conference in Houston.

EmFinders Joint Focus Group APCO/NENA

Peggy reported the group has met several times via conference call and have created a list of topics/issues to work through. Rick Jones reached out to EmFinders staff on the operations focus group's behalf and EmFinders has agreed to fund full travel costs for a face-to-face working meeting at their main facility in Frisco, TX. The operations focus group consists of 10 people (5 APCO and 5 NENA) and the majority of the operations focus group can travel next Monday, 26th with the meeting being held on Tuesday and 1/2 day Wednesday with a return home that evening. This meeting will allow the operations focus group to work through the issues currently noted and design training documents for the PSAP's. Rick Jones noted that EmFinders has also agreed to fund the distribution of those training documents to the 6,300 PSAP's across the country.

ZOMM

Bill discussed a new device that was recently brought to our attention. It is called ZOMM and it is a wireless speakerphone device that connects via Bluetooth. It is a small unit that attaches to your key ring. The device has three basic functions when paired to your Bluetooth cell phone.

- Remote ringer/speakerphone for incoming calls
- If you walk away from your phone with the ZOMM device, it sounds an alarm notifying you you've left your phone behind
- It sounds an audible 'alarm' when a button is held down for 3 seconds (meant as a deterrent for attackers). If the person continues to hold down the button for 9 more seconds, it places a 911 call through your cell phone. It will play a recorded message and then open up an audio path to the phone line.

Peggy will be working with their personnel in Washington to review how 911 Centers currently operate and APCO has requested the company also meet with a PSAP in their hometown of Oklahoma. Peggy noted they will be meeting later today to discuss the system and look over the device.

Next Call will be 5/18 at 3:00 PM EST

Attendees:

Bill Hobgood	Pam Provost	Christine Carroll
Timmie Campbell	Karen Allen	Henry Unger
Peggy Fouts	Rick Thomas	Joe Schrripa
Richard Solie	Jayne Nantkes	
Art Meacham	Kathy McMahan	

Bill advised that he has started phasing into APCO as a contract employee. His hours will increase each month through the end of the year when he will be working full time for APCO and retire from the city of Richmond. Another chair will need to be selected for Data Transfer. A candidate has been tentatively selected pending approval by President Elect Bill Carrow.

Alarm Update-NLETS Wrapper

Richmond did their first test today with GTE security/Vector and NLETS. It did not complete successfully. Additional information needs to be provided to GTE to allow them to pass the alarm message to NLETS through the Virginia State Police switch. The programmer at GTE is analyzing the additional specifications provided today by NLETS and will provide an estimate of effort to complete the work. Additional testing is planned for the next 2 days if the additional code can be added to the GTE software. Intergraph has indicated they are still committed to the alarm project; programming resources are in high demand however. Bill will be co-presenting with Steve Wisely and Ed Bonifas, President of the CSAA, at the NLETS annual meeting in Rapid City, SD at the end of June.

Vector completed a pre-audit security form for NLETS. NLETS has scheduled a field inspector to conduct an on-site security audit of Vector's Pittsburgh facility for early June.

Telematics/AACN Standardization

The AACN standardization workgroup has continued review of the VEDS data set. Revision of the original use cases is being done now. The document is near completion as of this week. A bill was recently introduced to Congress called the Motor Vehicle Safety Act of 2010. Section 107 currently prevents any Event Data Recorder (EDR) information from being released without a court order. The workgroup will be drafting an official position requesting that 9-1-1 be exempt from the privacy provision and allowed to receive EDR information. Once drafted, the attorneys from APCO and NENA will review. NHTSA has provided names of several individuals to contact for assistance in amending this bill. The telematics providers have drafted a request to amend the bill to allow EDR information to be sent to 911.

Funding needs to be secured to place the new VEDS data set into an IEPD.

EmFinders Joint Focus Group APCO/NENA

Peggy reported the work group met with EmFinders in Frisco Texas recently. They spent a day and a half assisting them to revamp their training information and their FAQ documents. EmFinders had their first activation during the workgroup meeting and much was learned about the process involved in handling a missing person call in the field. EmFinders had not anticipated having a secondary PSAP becoming involved in the call which happened in this case. The auto-dialer law in Illinois and Hawaii appears to still be a concern however the State of Washington has resolved their concern with the recorded message. Jayne will be talking to Glenn Roach of the wireless board to address the issue. Calls in Hawaii go to 9-1-1 screeners before they are transferred to police, fire, EMS. The focus group will distribute the documents they are tweaking very soon. EmFinders will distribute a training CD to all PSAPs.

Lengthy discussion took place about the viability of this type of technology within 9-1-1 and how APCO and NENA can address legislation or other avenues to prevent private companies from profiting from the 9-1-1 infrastructure. APCO and NENA need to take a firm stance on technologies that will negatively impact the PSAPs. Discussion took place with regard to how to reach out to technology entrepreneurs and educate them on the basic principles of interfacing with 9-1-1. Dick volunteered to discuss the issue with the CAC.

ZOMM

Peggy advised that ZOMM technologies performed some testing in the State of Washington and did visit at NORCOM, the PSAP for Bellevue, WA. The device is Bluetooth paired with your phone and will call 9-1-1 after an alarm button is depressed for 9 seconds. It acts as an extended speaker phone. The audible quality was good. The 9 second alarm will likely prevent misdials. The recorded message is played to the caller at the same time as the call is being placed. ZOMM spent time learning about how wireless Phase 1 & 2 works in a PSAP. Jayne asked why ZOMM needs to have the recording play at all. Peggy clarified that only the caller is hearing the message; the call taker does not receive any recorded message, and once the message is played the caller then hears the phone ringing into the PSAP.

The Data Transfer Committee will meet at the annual conference in Houston from 11:00-12:00 on Sunday August 1st. Members will be notified of continued participation by the incoming Data Transfer Committee Chair no later than July.

Next conference call is scheduled for June 15, 2010, at 3:00 p.m. Peggy Fouts, Vice Chair will moderate the call during Bill's absence on this date.