

APCO/NENA Meeting
January 21, 2011
Raleigh, NC

President Donna Estes called the meeting to order at 10am. Raleigh City Manager Russell Allen welcomed everyone to Raleigh.

The pledge of allegiance was recited. President Estes welcomed everyone to Raleigh and thanked Raleigh-Wake 911 for hosting the meeting. She thanked Synergem for sponsoring lunch.

1st time attendees, past presidents and RPL's were recognized.

Marsha Withrow made a motion to accept the minutes. Randy Wood seconded the motion. Motion carried.

We will forgo the normal meeting agenda for today in order to hear about two very important issues – upcoming changes to EMD standards and the new standards being implemented by the 911 board.

Captain Chuck Adkins, a member of the 911 training standards committee, was there to discuss the standards from the 911 board.

Captain Adkins advised the standards committee has been working ever since the house bill passed. There is a diverse group of individuals who worked on this committee. There were five things they wanted to ensure right away:

#1 – No unfunded mandates.

#2 – Provide PSAPS with as much latitude as possible so each PSAP could comply with the standards. For initial TC training it needed to be a 40 –hour course – some would want to do on-line, some instruction, some CD and it was left intentionally vague so everyone could comply.

#3 – The standards are vendor and technology neutral.

#4 – They used existing standards where possible and modified as needed.

#5 – They wanted to ensure that every standard was going to enhance the mission of providing quality service all the way across the state.

Hiring standards for TC's, minimums standards for initial training and con-ed training were already passed by the board and went into effect January 1st.

The next thing the committee looked at was EMD protocols, call handling procedures, call processing times, minimum staffing levels, supervision levels, disaster recovery

plans, equipment capabilities and then broad operating standards. The last thing they looked at was physical structures they have standards for. They looked at NFPA 1221 but made it more broad – there is a clause in the standard that says that changes in structure would only be for new and major upgrades.

All meetings were televised and the information will be presented to the 911 board on January 28th.

The standards committee will continue even after these go into effect for changes that may need to be made.

They also discussed compliance. They want to recommend to the board that full compliance not be mandatory until July 2012 to give a full budget cycle for everyone to get compliant. They are thinking some standards may encourage consolidations and/or additional employees and they wanted people to have enough time.

The training requirements went into effect January 1st and one of them was 16 hours of continuing education – 8 hours recommended by the board and 8 hours from the PSAP. For this first year they are recommending to the board that all 16 hours come from the PSAP to allow time to decide the topics for the future.

The proposed standards are available on the website in the standards committee section.

Angie Schulz had a question about what the format will be for the eight hours dictated by the board and who will be deciding what the training is. Will be on-line or facilitated? Captain Adams advised they would only give topics and not mandate how the training is given.

What is the compliance piece – do we have to turn in con-ed records? There is a section about how records are kept and there will be a requirement to keep records.

There was a question about agencies currently using Sheriff's standards and whether they will be looking at additional hours for them. They currently will not.

Jeryl Anderson reported the Sheriff's standards does 16 hours of mandatory training that is part of the TC program and they use structured methodology plans to come up with the training. Jeryl has some concern about giving topics but not delivering the material in the same way/form across the state. She has concern about people who don't have background in training coming up with training but does not have the knowledge to create training. Several agencies don't have anyone in training and they may have a hard time doing this. Captain Adkins envisioned during the discussions that those agencies that have no one in training could go out and find a vendor that trains on that topic (which would be funded).

Randy Wood had a question about EMD standards and what exactly they were looking at. He wants to ensure they do not conflict with OEMS. Captain Adkins advised they

did not go specific only saying that EMD is required at the location and time of call reception.

E-mail Jason Barbour and David Dodd with concerns so you can be represented accordingly. They need this information by next Friday

President Estes requested Captain Adkins to talk about the staffing standard. The only standard they put in was that every PSAP in the state must have a minimum of 2 telecommunicators on duty at all times. Also, no telecommunicator can be assigned other duties that would prevent them from immediately answering a phone (i.e. jailer).

Rob Robinson asked about having a committee specifically to talk about setting staffing standards.

Captain Adkins advised there is a standard that states that the call answering time must be 10 seconds or less 90% of the time.

Richard Taylor advised the Justice Academy would like to work with the 911 board on topics.

Rob Robinson thanked everyone who worked on the committee. He is concerned about the fact that only topics are only going out and not a lesson plan to go with it.

David Dodd advised the Justice Academy did say that would be happy to work with the 911 board to get topics on the same page – if not all 8 maybe at least some. He also discussed the 9010 call standard and there is a company doing a demo at the board meeting next Friday to help agencies that don't have a way to track this data.

Jeryl suggested to David and Jason that if they are going to work with the Justice Academy that they may want to contact them as soon as possible. They are already meeting about the topics for 2012 – topics will be decided next month. She thinks it's a good thing to work with them as they can supply all the materials needed for the topics.

President Estes thanked Captain Adams for coming and discussing these standards. She encouraged everyone to check out the standards and encouraged everyone to come to the board meeting.

President Estes introduced Donna Wright to talk about the upcoming EMD proposals. Donna is on a committee reviewing possible changes to EMD with the Office of EMS. Donna did not represent NENA or APCO while she was on the committee.

In October of 2009 a group met at EM today to talk about problems with NC EMD certifications. That conversation led to the realization that changes need to be made to OEMS rules concerning EMD.

The current committee has met over the past year to discuss several issues. They came up with 11 points. Walter Meade with Pasquotank County and Kyle Jordan are also on the committee.

Point 1 – Confusion with NC EMD cycle not matching the national certification. You must have the EMD credential in order to function. They have recommended going to a 2-year certification so it's on the same rotation.

Point 2 – EMD is not recognized enough in the OEMS system. There is confusion about what is expected. They recommended giving EMD centers higher visibility by giving them the ability to credential their own employees.

Point 3 – Con-ed classes must be taught by Level I or Level II EMD instructor. They are recommending that OEMS requirements match the proprietary EMD requirements.

Point 4 – Some are only using just the NC EMD credential and then are using a proprietary system when they aren't certified to use that specific system. They are recommending that you can only get NC OEMS certification through legal recognition or reciprocity (recert). There was a question about getting rid of showing the DCI certification or going through the background check (which costs \$38 and takes too long to get back). This has been discussed but there is currently no movement towards a change.

Point 5 – Do away with NC EMD instructor as this will not be needed if only proprietary EMD is used.

Point 6 – It is estimated approximately 20 counties do not provide any level of EMD care. There is nothing to hold centers accountable to a standard of care. If a center processing medical calls for service they must be an EMD center. Donna clarified that the word "processing" means actually taking the medical call and processing it – if the call is transferred to another center for EMD this would be allowed as the original center is not the one "processing" the call.

Point 7 – We need to look at one set of EMD systems – vendor specific. OEMS has standardized patient care protocols across the state. The North Carolina College of Emergency Physicians (NCCEP) is also looking at updating their rules. NCCEP currently recognizes both NAED and APCO and Randy Wood doesn't think there will be any change

Tonya Pearce asked if NENA or APCO have anyone on the committee – there currently is not.

Point 8 – Implement quality improvement standards for EMD.

Point 9 – Better communications between EMD centers and OEMS.

Point 10 – We need an EMD representative on the EMS Advisory Council.

Point 11 – We need an EMD representative on the disciplinary action committee.

Meetings will be held starting next week across the state for public comment. The NCCEP committee meetings are also open to the public for comment. Donna will send more information on the listserv.

Angie Schulz made a motion to adjourn the meeting. Meeting was adjourned at 11:05.