

# North Carolina APCO - Chapter Meeting Minutes

July 19, 2013

Charlotte, North Carolina

## North Carolina APCO Board Members Present:

- Ray Gilleland (President)
- Grayson Gusa (Regional Ambassador)
- Brad Jones (Regional Ambassador)
- Janet King (Regional Ambassador)
- Steve Lomax (Commercial Advisor)
- Wesley Reid (1st Vice President)
- Stephanie Wiseman (Regional Ambassador)
- Randy Wood (Immediate Past President)

## Introductions

President Ray Gilleland called the meeting to order at 11:30am and introduced the Board Members that were present. First time attendees, past APCO Presidents and Registered Public Safety Leaders (RPL) were also recognized.

## Review Minutes from Previous Meeting

Ronnie Barefoot made a motion to dispense with the reading of the minutes from the past meeting. Motion was seconded by Marsha Withrow.

## Treasurer's Report

In the absence of Treasurer Tammy Watson, Ray Gilleland provided the following Treasurer's Report of current NC APCO account balances:

- Main Checking Account - \$3,210.50
- Telecommunicator Symposium Account - \$5,250.59
- Scholarship Account - \$2,430.00
- Money Market Account - \$43,025.97
- Total Assets - \$53,918.06

Randy Wood made a motion to approve the Treasurer's Report, motion was seconded by David Dodd.

## Historical Committee Report

Randy Surratt spoke briefly on research that he is continuing, and recently has discovered information about the first North Carolinian to be a Member of APCO. He reported that he is continuing his research.

## Interagency Communications Committee

Rick Thomas was present but had no report.

## CJINS Committee

Steve Lingerfelt was present but had no report.

## 911 Board Report

Neal Sizemore was present and brought up surveys that the 911 Board will soon be sending out to all Primary and Secondary PSAPs in North Carolina. Tina Bone from the NC 911 Board was also present and explained that the surveys will not be technical and should be brief. All information that is gathered is to help prepare an RFP for a new statewide Next Generation 911 network.

Neal also reported that the 911 Board has recently awarded eight grants. Also reported that the Board's Public Education Committee has begun receiving proposals from an promotional company that may be working on public education campaigns throughout the state.

The next 911 Board Meeting will be held on Friday, July 26, 2013 in Rockingham County.

## Training Committee

Crystal McDuffie reported that the Educational Session Schedule for the 2013 NC APCO/NC NENA Annual Conference is nearly complete, and will be made available on the Conference website by no later than August 1, 2013.

Crystal also reported that she continues to work with the NC 911 Board to approve sponsorship of two Pre-Conference Classes, to be held on Sunday, September 8, 2013. There will also be NC Sheriff Standards Telecommunicator In Service Training held on the same date.

Crystal reported that she is still seeking volunteers for the Conference, and anyone that may be interested should contact her for more information.

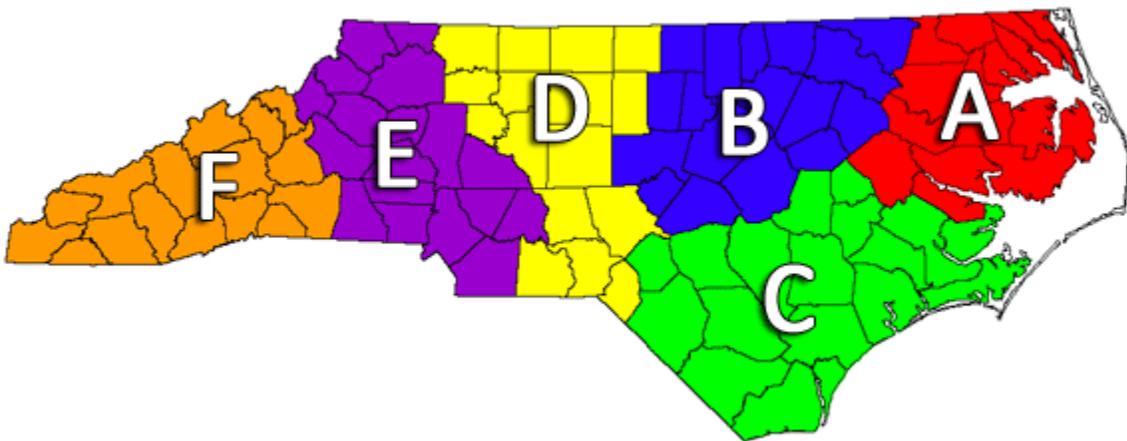
The following upcoming training sessions were announced:

- July 23, 2013 - Cybersecurity and the PSAP (Webinar), hosted by APCO International
- August 18-21, 2013 - APCO International Expo and Conference in Anaheim, California.
- August 27-29, 2013 - APCO CTO Training Course, hosted by Orange County Emergency Services
- September 8-11, 2013 - NC APCO / NC NENA Annual Conference
- September 24, 2013 & September 26, 2013 - APCO Active Shooter Incidents for Public Safety Communications, hosted at Vance-Granville Community College (registration through APCO International)
- October 7-9, 2013 - APCO CTO Training Course, hosted by Cary Police Department
- April 13-15, 2014 - NC APCO 3rd Annual Telecommunicator Training Symposium

#### **APCO ProCHRT Committee**

Ray Gilleland briefly noted that he has received interest from several individuals that wish to serve on the NC APCO ProCHRT Committee. He also noted that he will be attending a session at the APCO International Conference in August 2013 that will provide the basics in forming a new Committee. After he has attended this informational session, NC APCO will proceed with forming this Committee.

ProCHRT is a taskforce that has been created by APCO International to help address with various human resources challenges facing 9-1-1 Communications Centers throughout the nation.



#### **Region A Report**

Regional Ambassador Brad Jones was present but had no report.

#### **Region B Report**

Regional Ambassador Richard Batchelor reported that Person County Communications is currently interviewing for the position of Lead Supervisor.

Richard also reported that Raleigh-Wake 911 has recently began their 45th Training Academy, and will be performing a phone upgrade in August which will require them to utilize their backup Center for a few weeks.

#### **Region C Report**

Regional Ambassador Susan McLeod was not present. Randy Surratt did report that the Brunswick County Communications Center has been reorganized and is now under the Brunswick County Sheriff's Office.

#### **Region D Report**

Regional Ambassador Janet King reported that Guilford-Metro 911 currently has eight vacancies, and also has two concurrent rookie schools currently that will graduate in July and October. Guilford-Metro has also recently completed demos from various CAD software vendors, with intentions of making a decision by January 2014. Guilford-Metro also continues to work on their upgrade to P25, and will also be upgrading consoles during the fall of 2013.

Susan Hall invited everyone to the groundbreaking for the new Rockingham County 911 Center on August 26, 2013, at the beginning of the NC 911 Board Meeting.

Neal Sizemore reported that Forsyth County Emergency Services currently has two vacant Telecommunicator positions.

Janet King reported that Randolph County Emergency Services has started a committee to begin designing a consolidated facility, which will house a larger 911 Center, EMS Base, Fire Marshall Offices, Administrative Offices, and training space. Randolph County does not have any vacancies, and is currently investigating upgrading consoles.

### **Region E Report**

Regional Ambassador Grayson Gusa reported that Burke County 911 continues their consolidation project and have groundbreaking scheduled for their new building on August 6, 2013. Burke County is also looking to fill several Administrative and Telecommunicator positions, these are all listed on their website.

Ray Gilleland informed everyone that the Cabarrus County Sheriff's Office has traditionally had all sworn law enforcement officers as Telecommunicators, however they are beginning to add more non-sworn staff to their center.

Grayson reported that Gaston County Police Department Communications has recently worked two full shifts in their backup PSAP to test the backup center for operational redundancy. Gaston County Director Lloyd Moskowitz was present and was recognized to present information to the membership about upgrading storage space on recording hardware which would allow for 18 month retention of telephone calls.

Grayson reported that Iredell County Communications Director David Martin reported they received two new positions on July 1, 2013, and also provide dispatch services for Iredell County Animal Control 24/7.

Grayson reported that Tammy Watson with the Pineville Police Department reports that they have taken over dispatching and primary PSAP responsibilities for the town of Mint Hill as of July 1, 2013.

Grayson reported that Mecklenburg EMS Agency (MEDIC) has recently hosted their annual Employee Recognition Event, where twenty-four Telecommunicators were recognized for being involved in at least one CPR save over the last year. MEDIC has also recently completed remodeling of their Communications Center. They are also continuing to work on improving their response times to the highest priority calls by modifying unit deployment based upon time of day, call volume, and other factors.

Marsha Withrow reported that Charlotte Fire Department Communications has recently completed a remodel of their Communications Center, and also currently have two vacant positions.

Representatives from the Charlotte-Mecklenburg Police Department were present, however did not have anything to report.

Grayson reported that Rowan County Telecommunications Director Rob Robinson has reported that they are hoping to move into their new 911 Center in mid-August. Consolidation with Salisbury Police Department Communications occurred on July 1, 2013, when all City employees became County employees. Both will continue to operate from separate locations until November.

Rowan County has also completed the narrow banding process for their VHF radios for all EMS and fire departments; they also continue to work on their P25 upgrade, with a projected completion date of January 2014.

Rowan County will also be sending their staff to become EFD and EPD certified by the end of 2013 to help in the adjustment of consolidation.

Grayson reported that Stanly County Communications Director Karen McDaniel reported that they are in the process of working on contracts to join the UASI 800MHz Regional Radio System. Once the contracts are in place, they expect to go live on the new system within two years.

### **Region F Report**

Regional Ambassador Stephanie Wiseman reported that Mitchell County received 7 inches of rain on July 3, 2013 and that they continue to cleanup flood damage. Mitchell County also is beginning a transition to a new mapping vendor and also beginning talks of a new building that will house all of Mitchell County Public-Safety.

Stephanie also reported that Madison County has just recently started using EMD protocols.

## **Legislative Committee Report**

Marsha Withrow reported that the "Towing Bill" (H626) has been modified from its original version saying that towing companies should call 911 to report towing vehicles, to now requiring towing companies to use a 10-digit phone number designated by the local law enforcement agency.

HB345 was ratified July 10, 2013 which changes misuse of 9-1-1 from a Class 3 Misdemeanor to a Class 1 Misdemeanor, effective December 1, 2013.

Also included were some changes to the language of the 9-1-1 Board make-up. The Sheriff and Chief of Police on the Board must now be recommended by the North Carolina Sheriff's Association and the North Carolina Association of Chiefs of Police, respectively.

HB95 - Liability for Public Safety Telecommunicators and Dispatchers now includes the following Standard of Proof guidelines:

### "§ 99E-41. Standard of Proof.

Any persons acting within the capacity of a 911 or public safety telecommunicator or dispatcher at a public safety answering point who is sued in a civil action arising from the performance of any lawful and prescribed actions pertaining to the person's assigned job duties shall be entitled to a standard of clear and convincing evidence in a court of law. For purposes of this Article, "public safety answering point" (PSAP) shall be defined as in G.S. 62-40."

Ray Gilleland mentioned that his has been a very active year for legislation dealing with 911 in North Carolina. He also mentioned a strong support and partnership that other organizations' have also provided.

## **Old Business**

Ray Gilleland announced that nominations have been received for Regional Ambassadors in Regions A, C and E, as well as 2nd Vice President. All nominees are unopposed and will be elected by acclamation. 2013-2014 NC APCO Nominations include:

- Regional Ambassador (Region A) - Brad Jones
- Regional Ambassador (Region C) - Susan McLeod
- Regional Ambassador (Region E) - Grayson Gusa
- 2nd Vice President - Rick Thomas

## **New Business**

Ray Gilleland noted that the Awards Committee is currently accepting nominations for Telecommunicator of the Year, Line Supervisor of the Year, Center Manager/Director of the Year, Commercial Member of the Year, Technician of the Year, Communications Shift/Team of the Year, and the Craig Moser award. The deadline for nominations is August 16, 2013. Nominations should be submitted through the email address listed on the NC APCO website.

## **Adjournment**

With no additional new business, a motion of adjournment was made by Angie Schulz, seconded by Marsha Withrow.

Meeting concluded at 12:05pm.

Minutes respectfully submitted by Grayson Gusa, in the absence of NC APCO Secretary Judy Capparelli.