

NC APCO Meeting  
May 17<sup>th</sup>, 2013  
Greensboro, NC

Present

Ray Gilleland  
Ellis Frazier  
Wesley Reid  
Randy Wood  
Judy Capparelli  
Richard Batchelor  
Janet King

President Gilleland called the meeting called to order at 10 a.m.

President Gilleland welcomed everyone to Greensboro and thanked Wesley Reid for hosting us. He thanked Intrado for sponsoring lunch.

The pledge of allegiance was recited.

1<sup>st</sup> time attendees, past presidents and RPL's were recognized.

Marsha Withrow made a motion to dispense with the reading of the minutes. Jeryl Anderson seconded the motion. Motion carried

President Gilleland gave the treasurer's report:

Main account - \$3,659.05  
TC Symposium account - \$5,889.67  
Scholarship account - \$2,430.00  
Money Market account - \$42,636.01

Total - \$54,614.73

Ronnie Barefoot made a motion to accept the treasurer's report. Angie Schulz seconded the motion. Motion carried.

## **Committee Reports:**

### Historical Committee:

Randy Surratt shared a story about communications specialists in the armed forces.

Operations and Technology: No report.

### Inter-agency Communications:

There is an SIEC meeting Thursday in Statesville.

### CJIN:

Information posted on the website.

### 911 Board:

Neil Sizemore reported that seven PSAPS requested funding reconsideration. All but two were approved.

The committee defined a secondary PSAP as a PSAP that can accept voice and data on a 911 trunk and dispatch appropriate agencies. Some secondary PSAP's receive 911 on a seven digit line. They will also need radio interoperability. They are working on a funding model as requested by the Board.

The Standards Committee presented the following recommendations to the Board and was approved.

### Topic 1: Training

Request from all Primary PSAPs annually the training report that the PSAP Manager submits and maintains for all telecommunicators.

## Topic 2: Training

The NC 911 Board will accept any 16 hours of continuing education training from the approved Training Course List that are an eligible expenditure in lieu of the courses recommended by the Board for training in 2013.

## Topic 3: Hardware and Software Obsolescence

The Standards Committee is recommending as a BEST PRACTICE:

1. Any piece of equipment that is no longer in production and has not been manufactured for two years should be replaced.
2. Any piece of equipment in which replacement parts cannot be obtained from the vendor or on the primary vendor market should be replaced.
3. Any piece of equipment that is no longer supported by local vendor technical support staff should be replaced.
4. Workstations, monitors, servers, and all computer equipment should be replaced every 3 years.
5. Workstations, monitors, servers, and all computer equipment must be replaced every 5 years.
6. When computer hardware is purchased a software upgrade package for the life of the hardware shall be included if available.
7. If a software upgrade package is not available from the vendor, the PSAP will have a written reasonable software upgrade plan for the expected life of the computer equipment.
8. A telephone system/server that does not output CDR data or cannot interface with the eCats system must be replaced or upgraded.

## Topic 4: Equipment Inventory

The Standards Committee recommended that Staff put out an RFP for an equipment inventory of all PSAPs in preparation for the FirstNet and NextGen initiatives.

## Topic 5: eCats

The Committee recommended a comparison of how well PSAPs are in compliance with the average speed of answer standard. There will be no individual PSAP identifying information.

The grant committee received 13 completed grant request applications.

Prepaid wireless collections should begin next fiscal year but we will not see any revenue until at least November.

Next 911 Board Meeting: May 31, Boone NC Watauga County Administrative Offices 814 West King Street

Donna Platt with the Deaf and Hard of Hearing was introduced.

Legislative:

Report to be given jointly with NC NENA after the presentation.

Training:

The Telecommunicator Training Symposium was held April 14<sup>th</sup>-16<sup>th</sup> in Greensboro at the Clarion Hotel. We want to thank our sponsors Carolina Recording and RACE.

We had 87 full registrations and 21 day passes representing 39 agencies/centers. There were 10 staff members (adding another five agencies/centers) and 10 educational speakers. Every session was full. We want to say thank you to the 911 Board for sponsoring the APCO International Course – Crisis Negotiations. There was standing room only in the Sunday in-service class. We will have four tracks next year since we had such good participation. All training sessions from this year's Symposium are on the conference website.

The 2014 Symposium will be held at the newly renovated Clarion Hotel in Greensboro April 13<sup>th</sup>-15<sup>th</sup> with room rates staying at \$63.90.

Cary Police Department Communications will be hosting a CTO Course on June 14<sup>th</sup>-16<sup>th</sup>. Registration is \$125 per student.

A one day Telecommunicator Retreat is coming! Dates and locations will be announced as soon as possible. As you may remember, we used to do a retreat once a year and got away from it. Several requests have been made so it is being brought back.

Reminder that the 2013 Telecommunicator In-Service is to be completed by 12/31/13. It will be here before you know it.

Apex Police Communications will be hosting classes over a five day period in July. Look for more information soon.

Training for officer-involved shootings is being offered for free on the DOJ website for in-service training.

Executive Council: No report.

### National APCO

APCO International has launched a website where you can find public safety apps for smartphones.

### State conference:

There have been 22 submissions for call for papers. We are working with the Raleigh Police Department to do an interactive hostage training class which would also involve using Thor from Intrado. We are planning new and fun classes. New Hanover Regional Medical Center may be bringing their helicopter as part of one of the classes.

We have 11 vendors registered. There are plenty of sponsorships available. Attendee registration will open sometime next week.

Interim FCC Commissioner Mignon Clyburn will be speaking at the conference. This is very exciting. She will be speaking at the breakfast on Monday. We are trying to get either Senator Burr or Senator Hagan for the Wednesday banquet.

### Regional Reports

*Region A:* no report

*Region B:*

Apex Police is working towards their CALEA accreditation. The police chief honored 5 telecommunicator's during TC Week.

Cary Police Communications advised they were progressing with their P25 upgrade. They are also looking at getting a new recording system.

Raleigh-Wake 911 recently graduated 6 call takers. They are starting the hiring process for the 45<sup>th</sup> academy. They currently have 15 openings.

*Region C:* no report

*Region D:*

Melanie Neal reported that Dennis Baucom is retiring at the end of June. They are hoping to keep him part-time to help with P25 – Phase II to start in July. They just received EMD re-accreditation and received EFD accreditation in March. There are 12 vacancies. They will be hiring 6 in June and hiring again in October. They are hoping to get a training room in the next fiscal year. ACD was implemented in March and it has been extremely positive. ECATS is reporting 100% answered in 3.4 seconds. Melanie highly recommends ACD.

Steve Lingerfelt reported High Point has a new telecommunications manager – Nancy Williams. This created a new supervisor position and that has been given to Beth Smith

Neal Sizemore with Forsyth County advised they just installed a new Intrado Power 911 Multi Node VIPER system at 8 positions. The Forsyth County Sheriff's Office 911 Communications Center will be moving into a new facility in August and will be installing an Intrado Power 911 Multi Node VIPER system at 7 positions.

Randolph County has 3 new part-time personnel in training.

*Region E:*

Marsha Withrow reported Charlotte Fire has upgraded their carpeting and paint. They have added three positions. The raised supervisor console also has two more positions for a total of 11

positions. They have upgraded to Phase II of the Intradocs phone system. They will be hiring 6 or 7 people in the near future.

*Region F:* No report.

**Old business:**

President Gilleland attended a webinar on PROCHRT. This taskforce will focus on human resources and professional recognition/certification/retirement. He is looking for people to serve on this committee. Please let him know if you are interested.

There is a proposal in the governor's budget to close three of the highway patrol communications centers – Troops A, D and G.

**New business:**

Our Regional Ambassadors for regions A, C, and E are up for re-election. The names submitted were the people already serving in those positions. Rick Thomas from Apex Police Department has been nominated for second vice president. All positions are unopposed and will be sworn in at the state conference.

Ronnie Barefoot made a motion to adjourn the meeting. Meeting was adjourned at 10:50 a.m.

Alan Sadowski with the State Highway Patrol gave a presentation on FirstNet after the meeting was adjourned.

Barry Furey and Marsha Withrow also gave a legislative update after the meeting was adjourned.

Respectfully submitted,

Judy Capparelli, NC APCO Secretary