

NC APCO Meeting

March 21, 2014

Hillsborough, NC

Present

Wesley Reid
Ellis Frazier
Crystal McDuffie
Pam Collins
Jeryl Anderson
Richard Batchelor
Susan Holland
Janet King

President Reid called the meeting to order at 1130 a.m. President Reid thanks Orange County 911 for hosting the meeting. Steve Lomax of Carolina Recording was also thanked by President Reid for providing the lunch.

President Reid introduced the NC APCO executive board. First time attendees, past presidents, RPL's and future RPL's were recognized.

Minutes of the January 17th meeting (Fayetteville, NC) were approved by Ronnie Barefoot and seconded motion by Crystal McDuffie. Motion carried.

Treasurer's Report:

Provided by J. Anderson

Main account-\$5,490.09

TC Symposium account-\$11,360.77

Scholarship account-\$2,243.00

Money Market account-\$50,165.24

Committee Reports:

Historical Committee:

Randy Surratt reported that NC APCO was assisting National APCO with identification and interviews of Life Time Members. When completed, this information can be viewed on National APCO's web site, under Historical.

Pro-CHRT: No report

Intra-agency Communications:

Louis Chetham reported that a draft charter for the committee has been proposed. National First Net web site is currently operational. <http://firstnet.gov/>

CJIN:

Past few board meetings had to be cancelled due to weather.

Training:

Jeryl Anderson and Chrystal McDuffie presented the training report (attached pdf)

National APCO:

Crystal McDuffie presented the following information from National APCO. The APCO 2014 Conference is August 3-6, 2014 in New Orleans, LA. Registration flash day is April 2, 2014 which will save members \$100.00.

APCO Project Retains is a staffing and retention toolkit offered by APCO International. This program utilizes call volume, retention rates, time away from the console (breaks, training, leave time (including FMLA and military leave) to determine staffing levels. You have the option of position coverage or volume influenced, or a combination of the two. Included with the program is an employee satisfaction survey and access to the 2009 Retains Report and the Retains Effective Practices Guide. There is also a report that can be customized for your agency to include with any budget / personnel requests, annual reports, etc. Cost for APCO members is \$50.00, and non-members is \$100.00, which gives you access for 1 year.

<https://www.apcointl.org/resources/retains.html>

NC Conference

Crystal McDuffie presented the following information regarding the APCO/NENA state conference.

We are still accepting presentations for the conference, ending on May 9. We already have several special presentations in the works that we think you will like! I will soon be reaching out for volunteers for the conference, so if you are interested, go ahead and send me an email:

ncapcotraining@gmail.com

Regional Reports:

Region A: No report

Region B:

Richard Batchelor reported that Raleigh-Wake had turned up its ACD last week with no issues and 12 new telecommunicators start training (46th Academy) next week.

Region C: No report

Region D:

Janet King reported the following from Region D

Orange County - Susan Hall advised that they are still moving forward with their PSAP consolidation and due to move in sometime in late August or September.

High Point - Their telecommunicator banquet will be held May 7th. They have 5 telecommunicators in training.

Surry County - Has 6 telecommunicators positions available.

Randolph County - Planning to switch to APCO EMD over the next year. Director will be asking County Commissioners for 4 calltaker positions. EMS open house for the new Randleman Base took place March 12th. Randolph County 9-1-1 celebrated their 21st anniversary March 17, 2014. We are excited about our new Medical Director, Dr. Jason Stopyra's involvement and eagerness with our 9-1-1 center. Debby Hines has retired as of March 1, 2014 after 30 years service with Randolph County Emergency Services. We are in the process of hiring part time personnel.

Counties that reported at the meeting for their own PSAP - Forsyth County - Neal Sizemore and Randy Wood reported about their upcoming retirement this year.

Melanie Neal reported for Guilford Metro

Region E: No report

Region F:

Please keep Burke and McDowell counties in your prayers regarding the line of duty loss of a Wildlife officer.

Old Business:

President Reid gave an update on 911 Goes to Washington, scheduled for this month.

There is a current opening for the APCO representative on the 911 Board. Any interested should submit a resume to President Reid.

At 1:10 p.m. the meeting was adjourned, motion by Ronnie Barefoot, seconded by Jeryl Anderson.

Next meeting: May 16, 2014-Surry County, NC

Respectfully submitted,
Richard Batchelor
March 24, 2014