

NC APCO Meeting
July 24, 2015
Apex, NC

Present

Ellis Frazier
Rick Thomas
Tammy Watson
Judy Capparelli
Herman Weiss
Janet King
Ray Gilleland

President Frazier called the meeting called to order at 11:20 a.m. President Frazier welcomed everyone to Apex and thanked Chief Letteney from Apex for hosting us.

President Frazier thanked Wireless Communications and Airbus DS Communications for sponsoring lunch.

President Frazier introduced the executive board. 1st time attendees, past presidents and RPL's were recognized.

Ronnie Barefoot made a motion to dispense with the reading of the minutes. David Dodd seconded the motion. Motion carried.

Treasurer's report:

Main account - \$3,839.59
TC Symposium account - \$10,000.00
Scholarship account - \$2,430.00
Money Market account - \$37,360.59

Total - \$53,630.18

Kelly Palmer made a motion to accept the treasurer's report. David Moore seconded the motion. Motion carried.

Thomas Vigilante from NCSU and Herb Swain from Forsyth County won free registrations for the conference.

Committee Reports:

Historical Committee:

Randy Surratt is on the national APCO historical committee. If you are attending the national conference take a look at the historical booth.

Pro-CHRT:

Ray Gilleland reported the committee is trying to determine if North Carolina considers us public safety. On the federal level, we are still classified as clerical.

Inter-agency Communications:

There will be a workshop on August 4th-6th to review the statewide interoperability communications plan.

CJIN: No report.

911 Board:

Richard Taylor gave the report in NENA meeting.

Legislative:

Thomas Moore talked prior to the NENA meeting and gave several updates:

Reminded everyone what a great thing it was that HB 352 (Representative Torbett) regarding telecommunicator liability that Lloyd Moscovitz is now law.

In the budget this year, the Department of Information Technology will be a new cabinet level department with a Secretary and the 911 Board will fall under this department.

HB 380 would require panic buttons at all schools that go directly to the PSAP. The question is – should 911 funds be used?

SB 892 goes over new appointments to the 911 Board.

HB 506/SB 571 – these bills would expand the use of the 911 fund. They also address having a purchase agreement where you would see and buy all equipment from one place. These bills would also put into place an appeals process for 911 grants.

HB 512 – This bill would require back-up procedures. It is in conference (negotiations).

HB 730 – This would make counties responsible for 911 services. There has been no opposition and it is moving forward.

Training:

Crystal McDuffie reported the following:

October 9-11, 2015 - 8:30am-4:30pm (each day)

APCO CTO Certification Course (Jacksonville, NC)

Host Agency - Onslow County 9-1-1

APCO Institute's Communications Training Officer (CTO) course focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires. This updated version of the course includes the essential elements of a CTO program based on the industry recognized "San Jose Model" while also incorporating the requirements set by the national standard for CTO programs – APCO ANS 3.101.1-2013: Minimum Training Standards for Public Safety Communications Training Officer. To view the standards go to: <https://www.apcointl.org/standards/apco-standards-for-download.html>.

October 16, 2015 - 9:00am-4:30pm **Reschedule date***

2015 Telecommunicator N'Sanity Retreat: Keeping the Fish Tank Clean (Greensboro, NC)

Host Agency - Guilford Metro 9-1-1

Come join other Telecommunicators who like you, want to enhance or learn ways to make their work environment a better experience, be better members of their team and if lost, regain that excitement and satisfaction of a job well done that can come from doing this work.

NOTE: If you won a FREE registration to this training, it is still valid and is transferable to another staff member. If you have already registered for the original scheduled dates and paid, you will be placed on the roster. If the new date does not work for you, the chapter will refund the agency back.

October 30, 2015 - 8:30am-4:30pm

Next Gen: Texting and 9-1-1 and Liability Issues for Telecommunicators (Burlington, NC)

Host Agency – Burlington Police Department

Class descriptions for each will be posted soon. This is FREE training and you get two (2) classes in one day! Please join us.

November 13-15, 2015 - 8:30am-4:30pm (each day)

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November 20-22, 2015 - 8:30am-4:30pm (each day)

APCO Supervisor Course (Jacksonville, NC)

Host Agency - Onslow County 9-1-1

The APCO Institute Communications Center Supervisor course is designed for prospective, new or experienced communications supervisors who want to enhance their supervisory skills and knowledge.

Topics include:

- The Telecommunications Supervisor Role
- Liability Issues for Supervisors
- Policies, Procedures and Directives
- Communication Skills
- Self-Assessment
- Employee Evaluation and Motivation

Class lecture is supplemented by practical exercises that help students apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also learn how to work together in groups and cooperate to attain common goals.

Prerequisites:

Students should be experienced in communications center operations, have a working knowledge of

communications policies and procedures, and be either in or under consideration for a supervisory position within the agency. Students must bring their agency/center Policies and Procedures Manual to class for reference.

For more information on any of these courses and to register, please visit our website at www.ncapco.org.

Important Reminders:

1. For those that are School Directors for your agency, the annual and MANDATORY NC School Directors Conference will be at the Greensboro Clarion on Wednesday, September 9 and Thursday, September 10. Registration is \$40.
2. APCO International Conference and Expo, Washington, DC August 16-19, 2015. For more details please visit, www.apcointl.org
3. NC APCO NENA Joint Conference, September 13-16, 2015 at Sea Trails Golf Resort. Registration is now open. There are also sponsorship opportunities available for our vendors.
4. For ALL Telecommunicators who are Telecommunicator Certified, MANDATORY 2015 In-Service training must be completed by December 31, 2015. If you hired staff after July 1, 2015, they are exempt for this calendar year. All other staff must complete the training.

Executive Council: No report.

National APCO:

There are two standards that have been updated. The TERT Team Deployment Standard has been revised. The minimum training standards for Public Safety Telecommunicators have been updated as well. This is of particular interest to those who are P33 Certified. There is a new standard you will need to follow when you re-certify.

Critical Incident Stress Management (CISM) Committee: No report.

Social/Digital Committee: No report.

Activities and Membership: No report.

CCAM: No report.

Regional Reports:

Region A:

Chowan County is updating their Text-to-911 to allow for picture messaging by next week.

Gates County has gone Text-to-911 with US cellular. They are currently hiring two part-time employees.

Region B:

Rick Thomas introduced Dominick Nutter as Raleigh-Wake 911's new director.

Region C:

The City of Fayetteville is going live with its new radio system utilizing the communications network core with Durham, NC.

The City of Fayetteville is expected to complete their hosted telephone system with VIPER on August 19th.

The City of Fayetteville, Cumberland County Communications and Emergency Management have completed an RFP process and recommended the vendor to begin work on a study to consider the collocation or consolidation of both PSAPS and emergency management.

Region D:

Janet King congratulated Melanie Neal who has been named the Guilford-Metro 911 Director. Janet also reported the following:

High Point Communications received approval from the 911 Board for their back-up plan with Guilford-Metro. Steve Lee will retire August 2015 after 28 years of service. They have one full-time position open at this time.

Davie County has submitted a preliminary backup PSAP plan to the 911 Board for review. They are in the process of upgrading their telephone system. Davie County has approved a Capital Improvement Plan which includes upgrading the UHF and VHF Radio systems and a transition to using VIPER as their primary radio system. They are currently accepting applications for full time telecommunicators and information can be found on the Davie County website. On August 21st-23rd Davie County will be hosting a Medical Priority EMD Initial Certification Course - for more information contact Training Officer Grayson Gusa or visit the Priority Dispatch website.

Randolph County Commissioners recently recognized 911 and EMS for receiving the 2015 Mission: Lifeline Silver Award. Also, the entire department was recognized for receiving the 2014 Safety Award through the NC Department of Labor. They just hired 1 full-time telecommunicator and 4 part-time employees.

Melanie Neal reported that Guilford Metro is getting ready to hire a network analyst and an electronics specialist in the radio shop. The Operations Manager position is now open. She gave an update on the two employees with cancer – one retired and one is now halfway through their treatment. Guilford Metro recently received a credible threat to the 911 center that was domestic related. This caused them to revamp their security measures.

Stephanie Connor with Surry County reported they are working on an updated phone system. They are in the process of hiring 2 full-time employees.

Ellis Frazier reported Yadkin County has updated their recording system and has new Symphony Consoles.

Region E:

Rowan County is fully staffed and has started Text-to-911 with T-Mobile.

Ray Gilleland with Cabarrus County reported Union County is now using them as their back-up center. The radio project finished last week and the phone equipment will finish next week. They are going live with Text-to-911 with Verizon this week and they will then be live with all carriers. They are looking at updating their recording system.

Region F: No report.

Old business:

Reminder we are collecting for the USO and will be doing so at the conference as well. Please give APCO/NENA your input on the 911 Board Standards regarding back-up plans

New business:

Red Grasso – red.grasso@nc.gov – gave a short presentation on FirstNet.

Several PSAPs are using Text-to-911 and the 911 board is always looking for good stories. Guilford-Metro had a deaf person who was robbed and the system worked perfectly. President Frazier encourages everyone to reach out to the deaf and hard of hearing regarding this technology.

Ronnie Barefoot made a motion to adjourn the meeting.

The meeting was adjourned at 12:10.

Respectfully submitted,

Judy Capparelli, NC APCO Secretary