



NC APCO CHAPTER MEETING – MAY 11, 2018
Randolph County Emergency Services Headquarters | Asheboro, NC

Board Members Present

Melanie Neal, RPL
Brett Wrenn
Grayson Gusa, RPL

Jeryl Anderson, RPL
David Dodd, RPL
Herman Weiss

Richard Batchelor
Tracy Trogon
Janet King

Call to Order

The NC APCO May Chapter Meeting was called to order by President Melanie Neal at 10:01am.

President Neal led the group in the Pledge of Allegiance, followed by Asheboro Police Department Officer Marcus Lowery leading the National Anthem.

Hal Johnson, Randolph County Manager, welcomed the group to Randolph County and the new Randolph County Emergency Services Headquarters.

President Neal thanked Donovan Davis, Keena Heaton, and Janet King of Randolph County Emergency Services for their hospitality in hosting the Chapter Meeting. President Neal also thanked 911 Data Master for their sponsorship of the meeting.

President Neal introduced the Executive Board Members present: Brett Wrenn (First Vice President), Grayson Gusa (Second Vice President), Jeryl Anderson (Immediate Past President), and David Dodd (Executive Council Representative).

President Neal recognized first time attendees.

President Neal recognized all RPL's present.

Approval of Meeting Minutes

The meeting minutes from the March 9, 2018 Chapter Meeting have been made available on the NC APCO website.

Christine Moore motioned to accept the meeting minutes as written. Allen Cress seconded the motion. Motion carried.

Lobbyist Report

Thomas Moore, joint NC APCO/NC NENA lobbyist, provided an update on the upcoming General Assembly legislative session and upcoming activities related to public-safety communications.

Recognition of NC 911 Board Executive Director

President Neal introduced Pokey Harris as the newly appointed Executive Director of the North Carolina 911 Board.

Ms. Harris provided remarks to the group present and discussed her over 25-years of experience in the public-safety communications industry. She has served roles as a Telecommunicator, PSAP Director, and Emergency Management Director.

Ms. Harris emphasized that 911 is the hub for all of emergency services and that her goal is to help bring groups together for a common purpose of serving the citizens of North Carolina.



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Treasurer’s Report

President Neal recognized Jeryl Anderson to provide the following Treasurer’s Report on behalf of Treasurer Tammy Watson:

Main Account	\$1,023.09
TC Symposium Account	\$745.86
Scholarship Fund	\$1,432.00
<u>Money Market Account</u>	<u>\$24,134.32</u>
Total Assets	\$27,335.27

Vic Williams motioned to accept the Treasurer’s Report. Kelly Palmer seconded the motion. Motion carried.

ProCHRT Committee Report

Janet King shared that NC APCO leadership participated in a national conference call with other chapters to discuss initiatives that other chapters are promoting to help enhance and improve recognition and benefits of telecommunicators. It was also reported that during this meeting North Carolina was complimented on many initiatives that are already in place to help support Telecommunicators.

Compassionate Care Committee Report

Janet King reported that within the past weeks that Charlotte-Mecklenburg Police Department had a telecommunicator that was fatally injured in a traffic accident and that Mount Airy Police Department had a telecommunicator who passed away unexpectedly. NC APCO has sent condolence cards to both agencies.

CJIN Committee Report

Steve Lingerfelt reported that the CJIN Board last met on March 29, 2018. An overview and report from this meeting is available on their website for review. It was also reported that the CJIN Board Executive Director position, which has been vacant for two years, has been reposted and is now reviewing candidates. The next CJIN Board meeting will take place near the end of 2018.

Training Committee Report

Jeryl Anderson reported the following:

Call for Papers for the 2018 NC Public Safety Communications Conference, which is September 9-12, 2018, are now open and can be submitted online through the NC APCO website.

Registration for the 2018 NC Public Safety Communications Conference is now open, \$175 for NC APCO members or \$200 for non NC APCO members. Flash Registration Days will be Monday, June 11 and Monday, July 16 – anyone registering on either day will receive \$25 off of their registration.

NC APCO will be hosting Communications Training Officer (CTO) Certification Courses at Cornelius Police Department, May 25-27, 2018 and at Scotland County Emergency Communications, June 29-July 1, 2018. The Cornelius class is full; however, registration remains open for the Scotland County class.

The 2019 NC APCO Telecommunicator Training Symposium will be held April 29-May 1, 2019 at the Embassy Suites in Greensboro. The date of the 2019 Symposium had to be modified so not to conflict with the High Point Furniture Market.

Carolina Recording Systems, Zetron and Superior were all thanked for their sponsorship of the 2018 NC APCO Telecommunicator Training Symposium.



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Make plans to attend the APCO International Conference and Expo in Las Vegas, August 6-8, 2018. Registration and more information is available on the APCO International website.

Reminder that there are 7-months remaining to obtain 2018 Telecommunicator In-Service Training for Sheriff Standard agencies. Instructors were reminded that they must test out of any courses that they teach. Telecommunicator In-Service Training is available online through Alamance Community College, Richmond Community College, and the NC Justice Academy. The NC School Director's Conference will take place August 20-22 at the Crowne Plaza in Asheville, NC and is mandatory for all NC School Directors.

If there are any ideas for future classes or your agency would like to host a class, please contact the NC APCO Training Committee Chair Jeryl Anderson.

Executive Council Report

David Dodd provided a report from the APCO Executive Council Board. The full report is attached to the meeting minutes.

Regional Ambassador Report – Region A

Herman Weiss reported the following:

Beaufort County is currently fully staffed and will be doing a Motorola MC7500 installation in June.

Jones / Lenoir Communications has one vacancy.

Gates County Communications has signed a contract to become an EMD provider and will be holding certification courses in July.

Regional Ambassador Report – Region B

Richard Batchelor reported the following:

Cary Police Department 911 has promoted a Telecommunicator to Supervisor, they are fully staffed and in the process of over-hiring.

NC Highway Patrol Troop C Communications Supervisor Greg Winstead is retiring at the end of May with 20-years of service.

Regional Ambassador Report – Region C

Tracy Trogdon reported the following:

Lumberton Communications has completed their radio system update, all repeaters and antennas are now live. They are currently fully staffed.

Craven County is fully staffed and in the process of their CAD update to their New World/Tyler Technologies system.

Cumberland County Communications has 3 vacancies and will be transitioning to the EsiNet in the fall.

Fayetteville Police Communications has 12 vacancies. They are currently accepting applications for a 911 Supervisor position to fill the vacancy created by Sheila Harrington's retirement on June 1, 2018, after 33 years of service.



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Carteret County has just hired a new Emergency Communications Director. Brandy Osborne will begin her new position beginning May 21, 2018. She comes to Carteret County from Charlotte Fire Communications.

Regional Ambassador Report – Region D

Janet King reported the following:

Surry County Communications reported that all of their new part-time employees were trained, and hope to be adding a new peak time position in July.

Forsyth County Fire Department reported that they had moved to their new Communications Center and operations began April 24, 2018 at 5:15am. They currently have 5 telecommunicator positions open.

Guilford Metro 911 has promoted 4 new Assistant Shift Supervisors, they have also completed their P25 transition and have placed an order for a new Eventide Recorder from Carolina Recording Systems.

City of High Point 911 reported that they have recently promoted 2 TCII positions, and are currently fully staffed. Shift Supervisor Tammy Dyles is retiring after 34 years of service, she was recognized by a standing elevation. Tyler Hilton was named as Telecommunicator of the Year on May 10. It was also reported that Shift Supervisor Beth Smith is currently recovering from surgery.

Randolph County Emergency Services reported they have new employees in training and have recently transitioned several part-time positions to full-time positions. NC Department of Transportation leaders visited to recognize their communications center for their actions during a recent cardiac arrest involving a DOT worker. They have recently promoted one new shift lieutenant.

President Neal, speaking on behalf of Guilford Metro 911, reported that their communications center was inundated by the recent tornado and processed 447 incoming 911 calls in one hour, this was not counting the 911 calls that were rolled over to High Point 911. During this same incident they processed over 1,000 incoming calls in three hours.

Regional Ambassador Report – Region E

President Neal provided the following report on behalf of Ray Gilleland, who was unable to attend:

Union County Communications will begin a full remodel over the summer, and will utilize the Cabarrus County 911 backup center for their operations during the process.

Rowan County Communications has completed their backup center and recently integrated CAD-2-CAD functionality with Cabarrus County.

Lincoln County Communications has completed their MCC7500 console installations.

Regional Ambassador Report – Region F

No one currently serves as the Region F Ambassador. President Neal asked for any representatives from PSAPs in Region F to share updates. No reports were shared.

New Business

President Neal reported that nominations for the positions of Second Vice President, Chapter Secretary, Chapter Treasurer and Regional Ambassadors for Regions B, D and F were currently open on the NC APCO website. The deadline for nominations is May 31, 2018.



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The next North Carolina 911 Board Meeting will take place on May 18, 2018 in Forest City, NC. This meeting will take place in a secured facility and pre-registration will be required to access the meeting.

Hearing no additional new business, Christine Moore motioned to adjourn the meeting. Herman Weiss seconded the motion. Motion carried.

Meeting was adjourned at 11:21am.

Respectfully submitted, on behalf of NC APCO Secretary Judy Capparelli,

Grayson Gusa, RPL
Second Vice President
North Carolina APCO



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NC APCO Executive Council Report for May 11, 2018

Presented by David Dodd, Executive Council Representative

March 20th-Management Committee Conference call

I participated in the March Management Committee conference call. The agenda items included continued work on the content for the new Executive Council members orientation webinar.

There was also a lengthy discussion on expanding the qualifications and requirements for candidacy for regional Board of Directors members, and should knowledge, skills, and abilities be developed for these candidates? The discussion pointed toward some type minimum standards for qualifications, but not necessarily a minimum experience requirement. The standard could be based on the knowledge, skills, and abilities needed for the Executive Committee, but a little less stringent. It was also felt it would be a disservice to the Executive Committee to open candidacy for the Board of Directors to those outside of the Executive Council. The feeling was the experience gathered while serving on the Executive Council is a crucial prerequisite for serving on the Board of Directors. The Committee tabled this recommendation for now, and will vote on it during the April conference call.

Dates for the new Council orientation webinar were discussed. The plan is to do a rehearsal run during the April Conference call, and schedule the first webinar during May, with a possible second one in July.

There being no further business, the meeting was adjourned.

April 17th-Management Committee Conference Call

After calling the meeting to order and approving the minutes from the last call, the Committee voted to present the concept of developing knowledge, skills, and abilities for the regional Board of Directors positions, but not necessarily the prerequisites of a position/office, to the Executive Committee.

Sheila Blevins and Jennifer Reese will be co-presiders at the annual Executive Council meeting in Las Vegas.

The webinar for new Executive Council members was given a test run. The webinar ran approximately 45 minutes, keeping it under the one hour target time. The feedback on the webinar was very positive.

May 22, 2018 was the date chosen for the initial presentation of the webinar. If there is sufficient interest, a second date will be selected in July.

April 24th-East Coast Regional BOD Conference Call



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Participated in a conference call between the East Coast Executive Council Representatives, and the East Coast Board of Directors. This was the pre-Board meeting call, prior to the Board of Directors meeting at the Public Safety Broadband Summit in Arlington, VA.

Items discussed were two nominees for APCO International Life Membership, Ken Mann and Don Miller, from the Southern California chapter, a Policy Manual amendment, requiring Senior and Life members to submit a biography, and a discussion of the proposed FY 2018-2019 budget. A post Board of Directors meeting conference call will be held, but has not been scheduled yet.

From APCO Headquarters Communications with Executive Council Members:

On March 16, APCO filed an opposition to the waiver request of Flint Hills Resources Pine Bend, LLC (Flint Hills), a company that operates an oil refinery, which is seeking to license spectrum reserved for public safety users. APCO opposed the waiver request because Flint Hills appears to have reasonable alternatives to using public safety spectrum, and granting a waiver would be contrary to the public interest.

Training & Certification- APCO has been selected by the emergency dispatch component of the US Marine Corps as its preferred training provider. Recommended offerings include our Public Safety Telecommunicator, Communications Training Officer (CTO) and Comm Center Supervisor courses.

Agency Training Program Certification (a Project 33@ Initiative)- Currently, there are 35 purchased applications for FY17-18. For the month of March, two agencies were certified, with a total of nine agencies to be recognized at APCO 2018. 17 agencies have submitted applications and are in the review process. If certified, these 17 agencies will also be recognized at APCO 2018, for a total of 26.

Standards Development- APCO Staff attended the 950 technical committee meeting of the National Fire Protection Association (NFPA) held in Raleigh, NC, on March 20-23, 2018. The technical committee completed several first draft revisions for the 2019 version of the standard. This standard is designed to standardize data for operable information sharing in support of the all-hazards response. To describe a digital information structure and associated requirements and workflows common to fire and emergency services delivery and management for emergency response and administrative use.

APCO Broadband Summit

On May 1-2, the Executive Committee: President Martha Carter, First Vice President Holly Wayt, Second Vice President Tracey Hilburn and Immediate Past President Cheryl Greathouse participated in the Broadband Summit & Expo in Arlington, VA. FirstNet CEO Mike Poth treated the 191 attendees to a keynote address.



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APCO Leadership Awards Dinner

On May 1, the Executive Committee presented this year's Leadership in Policy Awards before a dinner crowd of 133 people in Arlington, VA. The following individuals were honored: Leadership in Advocacy Award - Dan Cotter, Director, First Responders Group, Science and Technology Directorate, DHS; Leadership in Regulatory Service Awards – Zenji Nakazawa, Public Safety and Consumer Protection Advisor, Office of Chairman Ajit Pai, FCC; Leadership in Legislative Service Award – The Honorable Bill Nelson, United States Senator; Leadership in Advancing Communications Policy Award – Ed Parkinson, Director of Government Affairs, First Responder Network Authority.

Board of Directors Meeting

On May 3, the Board of Directors met for its quarterly meeting in Arlington, VA where it approved the 2018-19 budget, voted to recommend two Life Member nominations to the Quorum and considered proposed amendments to the Policy Manual (PM).

Meeting With FCC – 9-1-1 Apps and Supplemental Data Solutions

On April 4, APCO, along with NENA and CTIA, filed a joint ex parte letter detailing a meeting with representatives of the FCC's Public Safety and Homeland Security Bureau regarding the evolving 9-1-1 ecosystem in which smartphone apps and supplemental data solutions can offer features and capabilities designed to supplement and, in some cases, supplant information provided by wireless carriers with 9-1-1 calls. The parties encouraged the FCC to issue guidance to ensure that any testing, trialing, or use of 9-1-1 apps or supplemental data solutions do not have unintended consequences that may adversely impact existing 9-1-1 capabilities or create confusion among PSAPs or members of the public. Specifically, the guidance should address providing reasonable notice to 9-1-1 stakeholders and disclosure of testing methodologies.

Senate Resolution – National 9-1-1 Education Month

On April 18, the U.S. Senate adopted a resolution designating April 2018 as “National 9-1-1 Education Month,” and urging governmental officials, parents, teachers, school administrators, caregivers, businesses, nonprofit organizations, and the people of the U.S. to observe the month with appropriate ceremonies, training events, and activities. The resolution, sponsored by Senators Amy Klobuchar (D-MN) and Richard Burr (R-NC), also recognized 9-1-1 as a “high national priority,” as part of the nation's homeland security and public safety, and stated that “it is important that policymakers at all levels of government understand the importance of 9–1–1, how the 9–1–1 system works, and the steps that are needed to modernize the 9–1–1 system.”

APCO HQ Agency Instructor Training

Beginning the week of April 23, the Institute conducted a multi-discipline APCO Agency Instructor course at APCO's headquarters. There were attendees from various agencies across the country to include Oklahoma, Alabama, Georgia and Florida.

Additionally, two students attending the class were from Neydarlinan 112 in Reykjavik, Iceland where 112 is the single emergency number in Iceland, representing all the response parties to



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accidents, fire, crime, child protection, search, rescue and natural disasters on land, at sea, or in the air.

Membership Numbers

April 1, 2017	27,072
April 1, 2018	28,209

APCO 2018-Las Vegas

Currently have 851 people registered, compared to 905 this time last year for Denver. 59% of the Conference volunteer shifts have been filled. IF you know of someone who wants to volunteer, direct them to the Conference website, under the registration/volunteer tab.