



NC APCO Meeting
July 20, 2018
Washington, NC

Present

Melanie Neal
Brett Wrenn
Grayson Gusa
Jeryl Anderson
Tammy Watson
Judy Capparelli
Richard Batchelor
Tracy Trogdon
Janet King
Ray Gilleland

President Neal called the meeting to order at 11:10 a.m. She thanked Motorola for sponsoring lunch.

President Neal introduced the executive board. 1st time attendees, past presidents, RPLs, and retirees were recognized. Richard Batchelor and Kelly Palmer were presented with retirement gifts.

Allen Cress made a motion to dispense with the reading of the minutes. Vic Williams seconded the motion. Motion carried.

Treasurer's report:

Main account - \$1,085.28
TC Symposium account - \$858.86
Scholarship account - \$1,432.00
Money Market account - \$22,639.26

Total - \$26,015.40

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

Committee Reports:

Historical Committee:

If you are attending the national conference, please stop by and see the historical booth.

Pro-CHRT:

Janet King reported that she has been accepted as a member on the national committee. Grayson Gusa and Lori Laughlin were accepted as well.

Compassionate Care Committee:

Janet King reported she sent out several cards. Please let Janet know if you know of anyone we need to send a card to.

Inter-agency Communications: No Report.

CJIN: No Report.

911 Board:

The grant cycle closed June 15th. The Grant Committee is going to have a PSAP representative involved with the review of grant applications. The representative will be chosen by the APCO / NENA presidents. This allows for the PSAPs to have a voice at the table.

Funding reconsiderations are being accepted now and the deadline is August 6th. Reach out to Marsha for any questions.

Marsha and Danette are scheduling meetings with PSAP's to review and finalize the FY2017 revenue and expenditure reports. They hope to hold a daylong session in the central part of the state mid to late August.

The Board approved a recommendation from the funding committee to place a cap of \$1,800 for chairs. This doesn't mean you can't spend more than \$1,800 on a chair, but only that amount will be eligible out of 911 funds.

PSAP manager meetings are wrapping up next week. A lot of moving parts, issues and projects in the works – ESInet, GIS, state 911 plan, cybersecurity, legal and legislative issues.

See Tina if you are interested in being a PSAP peer reviewer; they could use additional help in this area.

The Board selected a consultant to update the state 911 plan and will receive a detailed report at the meeting next week. Representatives from the PSAP community have been asked to work on this project and the goal is to have a final presentation in December.

The education committee continues to work on the statewide telecommunicator certification with a second stakeholders meeting scheduled for July 31st in Greensboro.

The eligible training list is back on the website and the education committee will continue to review and update this list. If you have a class you are interested in teaching or hosting, and it is not on this list, reach out to board staff or the education committee.

Pokey Harris advised the 911 board has received several new positions which will hopefully advertised soon.

Committees

Legislative: No report.

Training:

Upcoming Training Opportunities:

1. NC APCO CTO Class August 17-19 – Hosted by Scotland County Emergency Communications - \$175 per student – Must bring copy of certificate showing 40 hours of TC training.
2. Fayetteville Communications is hosting an APCO Supervisor class – September 17-19 at Fire Station 19. Registration is now open, just go to the APCO International Website and click on the training tab.
3. NC APCO CTO Class – Dates to be determined – Hosted by Richmond County 9-1-1 - \$175 per student.
4. NC APCO Supervisor Class – Dates to be determined – Hosted by Davie County Emergency Communications - \$175 per student.

NOTE: We are working on a way to pay for training through PayPal on line so as soon as it is set up, the classes with no dates will be locked in and then posted on the website and pushed out on the list serve.

Volunteer Opportunities:

September 10th-24th Polk County will be hosting the World Equestrian Games, which is a large equestrian event that draws people and horses from all over the world. They have been working for almost a year ensuring that they have adequate staff on site to handle the influx of people. Polk County, via the office of the Statewide Interoperability Coordinator, has requested radio operators to help with significant event radio traffic, as well as to assist Polk County with radio traffic generated by such a large crowd in a small, rural area.

The following are the positions requested:

September 10th through September 24th.

Positions – Day shift – 0700 to 1900 for RADO (need three)

Positions – Night shift – 1900 to 0700 for RADO (need two)

Please know: Polk County will **NOT** be reimbursing for salary/backfill due to a lack of funding. They **WILL** be covering lodging and meals. Once you are committed to shifts a request will be drawn up and you will be assigned a room/lodging if needed.

There is a need for 5 RADOs per day for 14 days. This is an enormous ask.

If you have personnel that have taken the RADO/TERT/INTD class that you would be willing to allow to fill a county to county mutual aid for Polk County, please let me know. If you have personnel that have not taken the class but you are sure that they would do an excellent job working a radio in a comms trailer for a few days, please let me know that too.

For sign up and to ask questions, please contact:

Brandy Osborne
Communications Director
Carteret County Emergency Communications
Office: 252-222-5841 ext 7425
Cell: 252-732-6901

Friendly Reminder:

- Today is July 20, 2018, you have **FIVE months and 11 days** to finish your 2018 Telecommunicator In-Service Training
 1. It is required for those TCs that work under the direction of a Sheriff
 2. It is required for all staff hired on or before June 30th of the given year
 3. If you do not do the classes in house, please find an agency near you or you can get it on line from Richmond CC, Alamance CC or the NC Justice Academy.
- With the new rule change, agencies can now hire Telecommunicators at age 18. If you have not updated your job postings, please do.

If you are interested in hosting training, please contact me directly. See me after the meeting and I will give you a card.

If you are interested in becoming part of the NC APCO training team, be on the lookout for an email over the list serve in the near future. It our chapters goal to continue to provide quality, cost-effective training for our members across the state. We thank you for your support in our efforts by attending the training and we only want to widen our efforts.

Executive Council: See attached.

National APCO:

APCO International is coming up in August. We are hosting a North Carolina chapter dinner so if you are attending, please rsvp to the link on the list serve by July 31st.

Activities and Membership:

Tracy Trogon sent e-mail last week to PSAP managers regarding APCO membership. Contact her with any questions.

CCAM:

Derrick Duggins reported that he is now working with Motorola. Kevin Wattenbarger is now working with CRS.

Derrick has been on the International CAC and there are now two other members from North Carolina on the CAC. They have been working over the past year on increasing awareness and working with chapters on how to improve membership. In August they will be hosting a chapter officer's breakfast with ideas and lessons learned for commercial partners. North Carolina is the hub of where these ideas are coming from. If you have any ideas or know of something that has worked well, please see Derrick. Facebook live has been a big buzz.

Chapter Recognition:

Randy Surratt reported that we have 13 North Carolina APCO members that have qualified for senior members on the national level.

Regional Reports: Reported in the NENA Meeting. Gates Communications Center is going live with EMD on August 8th.

Old business:

The new regions for the regional ambassadors was presented. We need a representative for Region F.

We have several by-laws that will be posted on the website for voting at the state conference.

New Business:

Voting is open through August 17th for chapter officers. All offices except for the position of secretary are running unopposed. Bios for the candidates are on our website. The candidates are:

2nd VP – Stephanie Connor
Treasurer – Lori Laughlin
Secretary – Missy Ezzell and Tammy Watson
Region B – Jason Compton
Region D – Janet King
Region F – Vacant

Our bylaws state that if a person is running unopposed, they are elected by acclamation.

President Neal introduced Brian Hughes with APCO International Board of Directors and the Commercial Advisory Council. Mr. Hughes reported that he is with the Atlantic chapter and he

talked about some initiatives that chapter has done for commercial involvement. E-mails were sent out to multiple commercial partners who were not current members with a PowerPoint on the benefits of being a commercial member. They included an application for membership. They immediately received five new members.

Allen Cress with Rowan County has a telecommunicator that has been with them for seven years who is on the kidney transplant list. He does dialysis while at work. Rowan County has multiple fundraising efforts for him. One of the efforts is a canoeing/kayak trip. (www.getyourpaddleswet.com) Please see Allen if you are interested.

Rachel Bello and President Neal have been keeping up with our lobbyist. The bill regarding the requirement that telecommunicators who fall under a municipal police chief must use Sheriff's Standards is still pending in the Rules Committee within the House.

Motorola reported that they have acquired Spillman Technologies.

Beth Smith made a motion to adjourn the meeting. Del Hall seconded the motion. Meeting was adjourned at 12:00 p.m.

Respectfully submitted,

Judy Capparelli, NC APCO Secretary

NC APCO Executive Council Report for 7-20-2018

APCO Executive Webinar for New Council Members

I participated in an orientation webinar for all new Executive Council On May 22, 2018 members. The webinar lasted approximately 1 hour, and was conducted by various members of the Management Committee.

APCO East Coast Region Board of Directors Post Meeting Conference Call

The APCO East Coast Regional Board of Directors and Executive Council held a conference call on Wednesday, May 30th, at 10:00 AM. The attendance, agenda, and results of the meeting are shown below.

EXECUTIVE COUNCIL MEMBERS

Attendance: _P___ Charlene Fisk – Atlantic Chapter
 _P___ Terry Whitham – Mid-Eastern Chapter
 _P___ David Dodd – North Carolina Chapter
 _P___ J.J. McFarland – Pennsylvania Chapter
 _P___ Tasha Todd – South Carolina Chapter
 _A___ Nicola Tidey – Virginia Chapter
 _P___ Allen Holder – West Virginia Chapter

BOARD OF DIRECTORS

_P___ Frank Thomason
_P___ David Saffel

(P = Present, A = Absent, L = Late)

AGENDA

1. Call to Order and Consent Agenda

Board Member Dave Saffel called the meeting to order. The only item on the consent agenda from the Board Meeting was the vote to approve Ken Mann

and Don Miller for APCO International Life Member status. This vote passed with on opposition or issues.

Dave Saffel also informed the group that Nicola Tidey, the Executive Council representative from Virginia is leaving the Executive Council, having taken a position in the private sector. Jo Ann Munroe has been named her replacement by the Virginia Chapter.

2. Old Business – Items with Supporting Materials

The Board of Directors and the Executive Committee discussed and approved the investment of some Association funds.

3. New Business – Items with Supporting Materials

A Policy Manual Amendments requiring prospective Senior & Life Member Nominees to submit a bio with their application was tabled, pending further discussion. The Executive Committee wants to ensure there is a standardized format for submitting the bios, where all candidates will provide the same information.

The Board and Executive Committee heard a proposal to reduce the registration costs for RPL candidates, and/or establish a reduced rate to attend the national conference. This proposal did not pass, as the Board felt the RPL fees were not excessive, and in line with other similar professional certifications.

The Board was also notified of a new association, the First Net Association. This is a “for profit” association. This group offered to donate 1% of the \$45.00 dues to join, to the APCO Sunshine Fund. The Board of Directors and the Executive Committee declined this offer.

The Presidents to Presidents meeting will be held on Saturday, August 4th, from 8:00 Am to 12 Noon, at the National Conference in Las Vegas. All Chapter Presidents and President Elects are urged to attend. Executive Council representatives are not expected to attend this meeting. Several Council members were curious as to the reason they are not expected to attend. Board members Saffel and Thomason are going to try and find out.

4. Proposed Budget, 2018-19 – Passed – APCO financial position is very strong

The Board of Directors approved the FY 2018-2019 budget. The Association will start the new fiscal year with a modest surplus, and projections are for a profitable new year.

5. Compassionate Care Committee

This is expected to be an agenda item for the Executive Council meeting in Las Vegas. The Executive Committee is concerned about standardized responses to events, and the possibility of an event being left out. What kind of events would result in a Compassionate Care response? The Executive Committee and Board of Directors have given thought to this being a function of Executive Council Representatives. Another option is for this to be addressed at the local Chapter level, with those Chapters that already have this tool in place, be a resource for other Chapters.

6. Open Discussion

There were no additional ideas presented for discussion.

7. Adjournment of Call

There being no further business, the call was adjourned at 10:40 AM.

APCO East Coast Board of Directors and Executive Council Conference Call

There is a conference call among the East Coast Region Board of Directors and the East Coast Region Executive Council members scheduled for Wednesday, July 25, 2018, at 10:00 AM. This will be the final East Coast Region meeting before the Association meetings in Las Vegas.

News from the Executive Council Communiques from Headquarters

FCC Hosts Workshop on Improving Critical Information During Disasters

On April 13, Jay English participated in and Nicole Zimbelman attended a workshop hosted by the FCC's Public Safety and Homeland Security Bureau on identifying critical information needs to improve communications during disasters, emergencies, and other significant events. During the workshop, representatives from federal, state, and territorial governments discussed a variety of issues, including the need for reliable and resilient

communications networks, and PSAPs' need for accurate and actionable outage information during disasters and other emergencies.

GDPR Implementation of New Data Usage Terms

The new European Union (EU) General Data Protection Regulation (GDPR) that went into effective on May 25, 2018 has compelled organizations across the globe to modify their data processing requirements. A key change is that individuals must provide consent to the collection of their personal information and they have expanded rights as individuals to control the use and storage of their personal data. APCO staff have invested countless hours for weeks before and since the implementation of GDPR to bring our policies and systems into compliance.

Check out APCO's privacy, data retention, data disclosure, security, and cookies policies: <https://www.apcointl.org/privacy-policy-data-usage>

While we saw GDPR coming and could get out ahead of the big stuff by adding layers of financial and network security, it proved more complicated when established processes were upended. The Institute was the most impacted as many processes were designed with agency training coordinators and adjunct instructors in mind and the Institute has minimal contact with individuals.

Some agency level functions were suspended on May 25 as they were not GDPR-compliant, but can now be restored after filing a new Agency Personnel Authorization form. APCO has an obligation under GDPR to ensure individuals have control over the data we retain on them, and we are trying to balance that with agencies' needs as best we can. Simply ignoring these GDPR requirements isn't an option, as APCO could be subject to fines up to 4% of revenue for violations.

Getting us to full GDPR compliance will be somewhat an ongoing process as the guidance itself is evolving. No question data privacy concerns are growing, though, and they will be coming to US shores soon enough in other ways than GDPR.

FCC Roundtable on Emergency Alerting

The FCC held a roundtable May 15 on emergency alerting, during which public safety professionals, federal officials and industry representatives discussed alerting best practices, the benefits of effective partnerships and needed improvements for wireless emergency alerts. Mark Reddish represented APCO and described the important role of

PSAPs during emergency alerts, serving as the primary point of contact for members of the public and field responders.

White House Workshop on Improving Information Sharing for the 2018 Hurricane Season

On May 30, Jeff Cohen attended a day-long workshop hosted by the Executive Office of the President. During the workshop, public safety professionals, federal officials and industry representatives discussed strategies to improve information sharing for decision making during the upcoming 2018 hurricane season. Topics included issues such as improving interoperability, essential information for emergency management and the use of social media in disaster response.

Record Number of CPE Applications Received for Next Class The application deadline for Class 05 of APCO's Certified Public-Safety Executive (CPE) Program was May 15. The Institute received a record number of applications for the executive leadership program. Successful candidates were notified May 18 of their acceptance into Class 05, which begins in July.

The caliber of applicants was exceptional. Those individuals not selected for participation in Class 05 were encouraged to apply for Class 06, which begins in January 2019. To date, 44 individuals have graduated from the program with an additional 16 slated for graduation in July.

Agency Training Program Certification

For the 2018 conference awards, 18 agencies are certified, three agencies are in second review and four agencies are adding information during their 90-day extension. A total of 25 agencies may be recognized in Las Vegas.

For the 2019 conference awards, 25 agencies have purchased access to the application, fourteen agencies are actively working on their application, six have no activity, three are in review and two are in their 90-day extension.

National Fire Protection Association (NFPA)

NFPA 950: Data Development and Exchange for the Fire Service

Staff attended two teleconferences with the technical committee as a follow up to the meeting held in Raleigh, NC, March 20-23. The technical committee completed several first draft revisions for the 2019 version of the standard. This standard will be balloted among the technical committee members soon.

Scope: 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.

NFPA 1061: Standard for Public Safety Telecommunications Personnel Professional Qualifications

This standard is currently open for public comment for First Revision changes. Staff is reviewing the document to determine what comments are needed.

Scope: This standard identifies the minimum job performance requirements for personnel working in public safety communications.

Comparative Membership Data	5/1/2017	5/1/2018
Member Type		
Associate	2,691	2,640
Full Member	5,097	4,726
Full Group Members	5,401	5,876
Online Group Members	14,613	16,191
Commercial	611	545
Commercial Group Members	201	141
Total Member Numbers	28,614	30,119
Group Member Agencies	840	1031
Commercial Group	37	33

APCO 2018- Las Vegas

Registration

We currently have 1,261 people registered. As a comparison, 12 weeks out from Denver, we had 1,224 registrations.

Hotel Reservations

Housing for attendees is 70% full at this time.

July 20, 2018 - NC APCO / NC NENA Chapter Meeting Attendance Roster

Name	Agency / Company	Email Address	Membership Status
Allen Cress	Rowan County 9-1-1	allen.cress@rowancountync.gov	Both APCO / NENA
Allen Moore	Rocky Mount	allen.moore@rockymountnc.gov	APCO
Angie Turbeville	Raleigh Wake 911	angela.turbeville@raleighnc.gov	Both APCO / NENA
Beth Smith	High Point 911	beth.smith@highpointnc.gov	APCO
Beverly Herring	Johnston Co 911	beverly.herring@johnstonnc.com	NENA
Bill French	Lumberton Communications	bfrench@ci.lumberton.nc.us	Both APCO / NENA
Brett wrenn	Person County	bwrenn@personcounty.net	Both APCO / NENA
Brian Drum	Catawba County 911	badrum@catawbacountync.gov	NENA
Byron Burns	CRS	byron.burns@crsnc.com	Both APCO / NENA
Candy Strezinski	Iredell County	candy.strezinski@co.iredell.nc.us	Both APCO / NENA
Crystal Paul-Stox	Beaufort Co Sheriffs Ofc 911	cpaul@co.beaufort.nc.us	Both APCO / NENA
David brown	Hertford County 911	david.brown@hertfordcountync.gov	Both APCO / NENA
Del Hall	Stokes County 911	dhall@co.stokes.nc.us	Both APCO / NENA
Derrick Duggins	Motorola	derrick.duggins@motorolasolutions.com	Both APCO / NENA
Drew Womble	CCS	drew@commcenterspecialists.com	NENA
Eric Daenecke	NICE Systems	eric.daenecke@nice.com	Not currently a member
Grayson Gusa	Davie County 911 Communications	ggusa@davi-countync.gov	APCO
Heather Campbell	911 Board	heather.campbell@sprint.com	NENA
Jackie Ezzell	Pender County Sheriff -911	jackie.ezzell@pendersheriff.com	APCO
Jackie Ezzell	Pender County Sheriff -911	jackie.ezzell@pendersheriff.com	APCO
Janet King	Randolph Co 9-1-1	Janet.king@randolphcountync.gov	APCO
Jason Compton	Wake County Sheriff's Office	jason.compton@wakegov.com	APCO
Jeffrey Mccallister	Jacksonville Police Dept	jmccallister@jacksonvillenc.gov	Both APCO / NENA
Jeryl Anderson	Orange County Emergency Services	janderson@orangecountync.gov	Both APCO / NENA
Jeryl Anderson	Orange County Emergency Services	janderson@orangecountync.gov	Both APCO / NENA
Jimmy Hodges	Pitt County 911	jimmy.hodges@pittcountync.gov	NENA
Jimmy Hodges	Pitt County 911	jimmy.hodges@pittcountync.gov	NENA
Judy Capparelli	Raleigh-Wake 911	judy.capparelli@raleighnc.gov	Both APCO / NENA
Kelly Palmer	Retired Raleigh-Wake	kelpalm911@gmail.com	Both APCO / NENA
Kevin Wattenbarger	Carolina Recording Systems	kevin.wattenbarger@crsnc.com	Both APCO / NENA
Kylie Felton	Pasquotank- Camden Central Communications	feltonk@co.pasquotank.nc.us	Both APCO / NENA
Lisa Reid	Fayetteville 911	lreid@ci.fay.nc.us	Both APCO / NENA
Lori Laughlin	High Point 911	lori.laughlin@highpointnc.gov	APCO
Melanie Neal	Guilford Metro 911	melanie.neal@greensboro-nc.gov	Both APCO / NENA

Melissa Ezzell	UNCW Police Department Iredell County Emergency Communications Center	ezzellm@uncw.edu	APCO
Nikki Carswell	Pasquotank County	nikki.carswell@co.iredell.nc.us	Both APCO / NENA
Pam Collins	Rowan co 911	collinsp@co.pasquotank.nc.us	Both APCO / NENA
Phil York	NC DIT/NC 911	phil.york@rowancountync.gov	NENA
Pokey Harris	Wake County	pokey.harris@nc.gov	Both APCO / NENA
Rachel Bello	High Point 911- Retired	rachel.bello@wakegov.com	NENA
Randy Surratt	Onslow County	sur31255@hotmail.com	APCO
Ray Silance	Raleigh-Wake 911 (retired)	Ray_Silance@onslowcountync.gov	Both APCO / NENA
Richard Batchelor	Retired	batchelor.me@gmail.com	Both APCO / NENA
Ronnie Barefoot	Johnston County 911	rbarefootnena@gmail.com	NENA
Scott Beasley	Pender co Sheriffs office E911	scottbeasley3@gmail.com	NENA
Sharon rowell	DECC/Retired	sharon.rowell@pendersheriff.com	APCO
Simone Perry	Beaufort County Sheriff's Office	smpproductions@aol.com	NENA
Summer Hopkins	Northampton	shopkins@co.beaufort.nc.us	Both APCO / NENA
Tammie Piland	Pineville Police Department	tammie.piland@nhcnc.net	NENA
Tammy Watson	Public Safety Group	twatson@pinevillenc.gov	Both APCO / NENA
Tony Harrison	Fayetteville 911	tony@publicsafetygroup.com	Both APCO / NENA
Tracy Trogdon	BCSO 911	ttrogdon@ci.fay.nc.us	Both APCO / NENA
Victor Williams	Beaufort County Sheriff's Office	vwilliams@co.beaufort.nc.us	Both APCO / NENA
Victoria Ramsey	Beaufort County Sheriffs Office	vramsey@co.beaufort.nc.us	Both APCO / NENA
Will Caputo	Beaufort County Sheriffs Office	wcaputo@co.beaufort.nc.us	Both APCO / NENA