



North Carolina 911 Board
Education Committee Meeting Agenda
Via Simultaneous Communication
Microsoft Teams Meeting
Thursday, May 27, 2021
10:00am to 11:00am

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Chuck Greene
2.	Roll Call	Angie Turbeville
3.	Welcome	Pokey Harris
4.	Approval of April Minutes – <i>Roll Call Vote</i>	Angie Turbeville
5.	Legislative Review	Richard Bradford
6.	Technology Update	Gerry Means
7.	Training Eligibility <ul style="list-style-type: none">• Martin County – NENA Course <i>“Serving Equally: Removing Bias-based Inequities from 9-1-1”</i> – <i>Roll Call Vote</i>	Angie Turbeville
8.	Recruitment Public Service Announcement	Chuck Greene
9.	NMAC – Public Relations Materials	Angie Turbeville
10.	Adjourn	Chuck Greene

Next Meeting - Thursday, June 24 at 10:00AM



North Carolina 911 Board
Education Committee Meeting
DRAFT- Minutes

April 22, 2021 10:00am to 12:00pm

Virtual – Meeting was conducted using simultaneous communication.

Meeting Attendees:

Committee Members	Phone	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson		X	Doug Workman (Cary Police)	X	
Chuck Greene	X		Roger Smock (DOT – Be Rail Safe)	X	
Grayson Gusa		X	Ike Avery (DOT – Be Rail Safe)	X	
J.D. Hartman		X			
Heather Joyner	X				
Hope Downs	X (joined at 10:27am)				
Brian Short	X				
Jimmy Stewart	X				
Donna Wright	X (left meeting at 10:40am)				
Staff	Phone	Not in Attendance			
Richard Bradford	X				
Stephanie Conner	X				
Kristen Falco	X				
Tina Gardner	X				
Pokey Harris	X				
Gerry Means	X				
Stanley Meeks	X (joined at 10:21am)				
David Newberry	X				
Marsha Tapler	X				
Sarah Templeton	X				
Angie Turbeville	X				

Agenda

1. **Chair Opening Remarks** – Mr. Greene kicked off the meeting by welcoming the committee and guests.
2. **Roll Call** – Mr. Greene asked Ms. Turbeville to conduct the roll call.
3. **Executive Director Opening Remarks** – Ms. Harris welcomed committee members and guests. Ms. Harris expressed her excitement about the PSA Recruitment Project and further exploration of the community college system partnership.

4. **Approval of March Minutes** – Mr. Greene asked committee members if they had reviewed the minutes and if anyone had any suggested edits or needed changes, if not he asked for a motion to approve the minutes. Ms. Joyner made a motion to approve and Ms. Wright seconded the motion. The motion was approved unanimously.

Committee Members	Yes	No
Chuck Greene	X	
Heather Joyner	X	
Brian Short	X	
Jimmy Stewart	X	
Donna Wright	X	

5. **NG911 and NMAC Infographic** – Mr. Greene presented the final drafts of both information aids. Committee members gave favorable comments. Ms. Wright made the motion to approve, and Ms. Joyner seconded the motion. The motion was approved unanimously.

Committee Members	Yes	No
Chuck Greene	X	
Heather Joyner	X	
Brian Short	X	
Jimmy Stewart	X	
Donna Wright	X	

6. **Legislative Review** – Mr. Bradford provided committee members with a legislative update regarding various NC bills that have been introduced in this legislative session and the Consolidated Appropriations Act, 2021, HR 133, (“Cares Act II”) text of 47 USC 615a-1. See agenda packet for handout. The FCC released an abstract FCC 21-47 FNPRM 988: Implementation of the National Suicide Hotline Improvement Act of 2018. Draft rules presented would require CRMS providers to absorb the cost of 988. Mr. Bradford will be reporting out as more information is available. Mr. Greene commented that due to 988 implementation locations in the state with 910 area code will now require 10-digit dialing. Ms. Harris commented Mr. Bradford and Ms. Turbeville will sit on a committee for the NC Coalition for 988 implementation; more information will be provided to committee in the future.
7. **Technology Update** – Mr. Means reported 78 PSAPs are now live on the ESInet with the latest migration on April 7 for Ashe County 911. There are several planned migrations, for the months of May and June. The team is working toward the milestone of 100 PSAPs migrated, scheduled to occur in August. The State Highway Patrol will begin migrating to the ESInet in May. The Technology Committee started meetings for the CAD database interfaces for the purpose of alt routing. Statewide GIS project is looking good; 80 PSAPs have migrated their data. Cybersecurity assessments are almost done; closing in on 100 reports being delivered to the PSAPs. Mr. Means suggested a committee crossover for education on cybersecurity for the PSAP. He stressed the importance of good cybersecurity health in the PSAP. The NMAC’s ticket volume is picking up and will be adding staff later this year. Ms. Joyner asked what should the PSAP be focusing on for good cybersecurity health. Mr. Means stated that due to being on a statewide network, telecommunicator’s actions can impact all the state; good practices must be encouraged. Mr. Greene suggested a cybersecurity information aid to give to the PSAP. Gerry suggested this could be a campaign to include NMAC swag. Ms. Gardner shared there is much

information on cybersecurity in the PSAP Managers class. Richmond Community College will be offering a cybersecurity training for telecommunicators soon.

8. **Website** – Ms. Gardner provided committee with an overview of the changes to the Board’s website. Mr. Greene asked committee members to email staff for any suggestions or edits.
9. **PSA Recruitment** – Mr. Greene reviewed a meeting held with Spectrum and the costs for the recruitment PSA. The markets for the PSA would need refinement based on need and costs; further decisions would need to be made regarding the content and messaging. More information to the committee will be presented at a later meeting.

10. Community College –

- a) **Partnerships** – Ms. Turbeville reviewed a meeting that she and Mr. Greene had with Tracy McPherson, Public Safety Director, NC Community College System. Many possibilities of how the board could possibly collaborate with the community college system was shared. Currently, the NC Community College System is offering a Public Safety Administration Associates Degree. Telecommunicators could possibly be included in this program. Other discussion centered around the possibilities of an “Advanced Telecommunicator Certificate” program. Committee members encouraged continued conversations.
- b) **Cape Fear Community College Telecommunicator Training** – Ms. Turbeville shared with committee Cape Fear Community College is offering free NENA and APCO training. The Public Safety Director at Cape Fear has offered to partner with the Board to sponsor any of the training. Mr. Greene stated this would be tabled for now pending further discussion.
- c) **Be Rail Safe Training for Telecommunicators**- Ms. Turbeville welcomed guests Roger Smock and Ike Avery with NC DOT Be Rail Safe Program. Last year, a short presentation was shared with committee about the Be Rail Safe Program. The Be Rail Safe Program is interested in partnering with the board to bring the training to all the PSAPs in the state. Committee members were in favor of further exploration and look forward to more information at an upcoming meeting.

11. **Nationally Recognized Basic Telecommunicator Programs** – Ms. Turbeville shared information on the NECI Basic Telecommunicator program soon to be offered in the high school. The purpose of the program is for the student to understand the telecommunicator job not to certify them to work in a 911 Center. The program is not meant to be a hiring certificate to meet any minimum standards but to hopefully give those students a better opportunity to be considered for employment. Ms. Turbeville began discussion with committee regarding what is “nationally recognized” basic telecommunicator programs. The committee has not defined “nationally recognized”. Mr. Stewart suggested the national model *“Recommended Minimum Training Guidelines for the Telecommunicator”*. Ms. Turbeville also recommended the APCO, *Minimum Training Standards for Public Safety Telecommunicators*

Meeting was adjourned at 11:41am

Next Committee Meeting: Thursday, May 27 at 10am

Bill Tracking 2021 Session, Regulatory Tracking Items of Potential Interest

Bill, Title	Explanation	Update	Link
911 Board, and of potential interest to Board constituencies			
H203 Extend Deadline for Police Telecommunicators	This bill should not have a substantial impact on the Board but may require reconciliation with the Board's statute regarding training. Training and funding may be impacted.	3/4 referred to Judiciary 2, if fav then to Rules. 3/31 sent to the Senate, ref to Rules	H203v1.pdf (ncleg.gov)
H213 Kelsey Smith Act	<p>This bill, in substance, has been filed in prior sessions. The purpose is to allow law enforcement to obtain caller location data upon request. The bill does not directly impact the Board but should be of high interest to PSAPs (particularly those operated by law enforcement agencies) and wireless service providers. It relies upon definitions in GS 143B-1400.</p> <p>PCS deletes 15A-300.10 (c) (the 72 hour requirement that law enforcement apply for an order), changing (d) to (c) and substituting "may" for "shall" regarding providers' establishment of procedures for disclosing call location data. 15A-300.11 (a) is modified to substitute "may" for "shall" regarding application to a court for an order to disclose call location data.</p>	<p>3/4 Referred to Judiciary, if fav, then to Rules.</p> <p>Similar legislation was filed as S 173 in the 2019-20 session of US Congress, H 4889 in the 2015-16 US Congress, and passed the OK Senate on 3/4/21. S Dakota became the 26th state to adopt the law last year.</p> <p>PCS filed 4/21, fav, ref to Rules. Adds a new section permitting <i>ex parte</i> action to obtain call location data if imminent risk of death or serious physical harm exists; and requires application to a court within 72 hours of the initial request (by the authority to the wireless provider).</p> <p>PCS filed 5/10, sent to Senate 5/12 ref to Rules.</p>	<p>H213v1.pdf (ncleg.gov)</p> <p>H213v2.pdf (ncleg.gov)</p> <p>H213v3.pdf (ncleg.gov)</p>

<p>H217 Utilities Commission Tech and Add'l Changes</p>	<p>This bill does not directly impact the Board or PSAPs. It includes a technical change relevant to DIT (§2, modifying GS 62-3) and may support local government efforts for broadband.</p>	<p>S 209 is parallel 3/25 sent to Senate; ref to Rules 5/7 Ratified, presented to the Governor</p>	<p>H217v1.pdf (ncleg.gov) H217v2.pdf (ncleg.gov) S209v1.pdf (ncleg.gov)</p>
<p>H289 DIT/Broadband Mapping</p>	<p>Expands DIT's powers and duties to include broadband maps and establish DIT as the sole provider of such for State agencies. Also establishes DIT as the State's recipient for all grants and gifts for broadband mapping. Appropriates \$1M in nonrecurring funds for FY 20-21 for broadband mapping.</p>	<p>3/15 ref to Energy and Public Utilities, then Appropriations, then Rules. 3/23 committee substitute, fav. See H384, filed 3/24, regarding local government broadband and reliance upon information available from DIT. 4/5 sent to Senate; ref to Rules</p>	<p>H289v1.pdf (ncleg.gov) H289-PCS30197-RIa-4 (ncleg.gov) H289v2.pdf (ncleg.gov)</p>
<p>H304 Protect Personal Info/LEOs, Judges, DAs.</p>	<p>Allows individuals to request redaction of names, addresses and other personal information from public databases and publications of local governments.</p>	<p>Filed 3/15, ref to State Gov, then to Judiciary 1, then to Rules 5/7, sent to Senate, 5/10 ref to Rules</p>	<p>H304v1.pdf (ncleg.gov) H304v3.pdf (ncleg.gov)</p>
<p>H356 Speaker's Appointments Bill</p>	<p>Appoints Chief John T Cole of Alamance Co to fill Buddy Martinette's term: term expires 12/31/22.</p>	<p>Filed 3/22, calendared for 3/24 Passed, SL 2021-6</p>	<p>H356v1.pdf (ncleg.gov) H356v4.pdf (ncleg.gov)</p>

<p>H404 Immunity for 911 Dispatchers</p>	<p>It removes the immunity for communication service providers. It intends to provide immunity for simple negligence (not willful, wanton conduct) claims filed against PSAPs or PSAP employees.</p> <p>Removing immunity for service providers may be an error of interpretation because immunity for 911 system providers was retained. Service providers have immunity under federal law and the current statute was intended to implement such immunity for claims arising under State law, i.e., the Tort Claims Act.</p>	<p>Filed 3/24. Sponsors are Zachary, Warren and Cleveland.</p> <p>3/25 ref to Rules</p> <p>4/28 PCS adds language affording a liability shield for 911 system providers reversing the original bill. Re-ref to Rules.</p> <p>5/6 sent to the Senate, ref to Rules</p>	<p>DRH10176-LM-42 (ncleg.gov)</p> <p>H404v2.pdf (ncleg.gov)</p>
<p>H492</p>	<p>WC/Psych Trauma Related Injuries</p> <p>Identifies first responders including 911 dispatchers as eligible for workers compensation if PTSD arises out of employment. See the bill for more detail.</p>	<p>Filed 4/5/2021, 4/8 ref to Health, then Judiciary 1, then Rules</p> <p>5/5 PCS filed</p> <p>5/10 sent to Senate, ref to Rules</p>	<p>DRH40306-LR-26A (ncleg.gov)</p> <p>H492v2.pdf (ncleg.gov)</p>
<p>H741</p>	<p>Line of Duty Death Benefits for 911 Operators. Amends GS 143-166.2 to provide that telecommunicators who die from heart attack or stroke during the course of employment qualify for death benefits.</p> <p>See the actuarial report estimating qualifying deaths as < .04% of 3,750 and the fiscal impact as < \$150,000 annually and therefore supporting a recurring appropriation of \$40K.</p>	<p>Filed 4/28/2021</p> <p>5/11 sent to Senate, 5/12 ref to Rules</p>	<p>DRH10335-MGp-133 (ncleg.gov)</p>

H786	Enhance Local Response/Mental Health Crisis. Provides \$500K for 5 grants to local law enforcement agencies to increase the number of officers and 911 telecommunicators that have received crisis intervention training.	Filed 5/3/2021, ref to Health, then to Rules Failed to make crossover	H786v1.pdf (ncleg.gov)
S20 Hands Free NC	This bill repeals prior legislation relating to unlawful operation of a mobile phone while driving and replaces such legislation with unlawful operation of a wireless communication device. The bill does not expressly address 911 calls, or texts, but the language of the bill broadly includes calls and texts in emergency situations. Exceptions to the prohibition (e.g., for emergency response agencies and others) includes first responders but does not expressly include communications with PSAPs or telecommunicators.	1/28 ref to Rules Failed to make crossover	S20v1.pdf (ncleg.gov)
S 134 H 48	Concealed Carry/Emergency Medical Personnel Allows EMS personnel to carry a concealed weapon while on duty providing “tactical medical assistance to law enforcement” in an emergency situation.	S 134 Filed 2/24, ref to Rules: failed to make crossover H48 sent to Senate 3/11, ref to Rules	S134v1.pdf (ncleg.gov) H48v3.pdf (ncleg.gov)
S 208 Labor Law Changes	Amends GS 95-133(b) to allow the Commissioner of Labor access to medical records including dispatch and transport of	Introduced 3/10 5/6 amendment 1 adopted 5/7 sent to House, 5/10 ref to Rules	S208v1.pdf (ncleg.gov) S208v3.pdf (ncleg.gov)

	individuals. The data should be accessed through DHHS.		
Federal legislation, regulation			
H.R. 1848 The “LIFT America Act”. See NG911 in Subtitle E, section 15001	<p>Purposes include promoting NG 911, interoperability, integration with FirstNet. Increases authority of the National 911 Office, creates a National NG911 SOC, establishes a grant program for NG911 with funding of \$15B for FY 22-26 (\$24M to fund the Office and SOC).</p> <p>Seeks to replace PSAP with ‘emergency communications center’. Establishes a ‘Next Generation 9-1-1 Advisory Board’</p>	<p>Introduced 3/11, Committee on Energy and Commerce will hold a hearing on 3/22.</p>	<p>H.R.1848 - 117th Congress (2021-2022): To rebuild and modernize the Nation's infrastructure to expand access to broadband and Next Generation 9-1-1, rehabilitate drinking water infrastructure, modernize the electric grid and energy supply infrastructure, redevelop brownfields, strengthen health care infrastructure, create jobs, and protect public health and the environment, and for other purposes. Congress.gov Library of Congress</p>
FCC Second Report and Order Amends FCC Rules Concerning	Proposed rules allow state governments (and others) to have access to Network Outage Reporting System (NORS) and Disaster Information Reporting System (DIRS).		<p>Microsoft Word - NORS DIRS Info Sharing RO for Release with Fact Sheet (fcc.gov)</p>

<p>Disruptions to Communications¹</p> <p>See p 51 for Appendix A, Final Rule,</p> <p>p 75 for Appendix C, Certification Form</p>	<p>Providers’ data in these reports has been presumed confidential².</p> <p>Access is limited to agencies having a “need to know”³ and this limited to an agency having direct responsibilities for emergency management and first responder support functions. Commission declined to exclude 911 fee diverters from eligible agencies.⁴</p>		
<p>FCC Notice of Inquiry Open Ran</p> <p>Promoting deployment of 5G Open Radio Access Networks</p>	<p>The RAN is the portion of the wireless telecommunication system that connects user devices (e.g., mobile phones) with the core network that performs routing or delivery of content. RAN architectures are wide-ranging in their degree of openness.⁵ The activity and interest in Open RAN is aimed at driving historically closed solutions to become more open and interoperable.⁶</p> <p>Supply Chain Order⁷ introduced the notion of “rip and replace” by funding a reimbursement</p>		<p>GN Docket 21-63</p> <p>Open RAN NOI_DOC-370266A1.pdf</p>

¹ See ¶6 – all NORS filings include reporting of whether E911 was affected.

² 47 CFR 0.457(d)(vi)

³ ¶32, includes only agencies that have official duties that make them directly responsible for emergency management and first responder support functions. . . ¶33 expect that qualifying agencies will include state homeland security and emergency management departments, state first responder departments (including fire and law enforcement departments), and state public utility (or public service) commissions.

⁴ ¶40

⁵ ¶5

⁶ ¶10

⁷ ¶11, 12, disallowance of USF for purchase of equipment from a covered company (e.g., Huawei, ZTE, etc.), ¶13 updated R&O 12/10/2020. See 27 where the Commission notes that Germany is expected to spend 2B Euro to reduce dependency on Huawei and prioritize Open RAN. See also ¶35 requesting specific comments on American companies.

	<p>program to remove older mobile wireless networks with LTE equipment or services.⁸</p> <p>Much of the NOI focuses on collecting information about markets, products and implementation.⁹ There is a clear intent to avoid vertical markets and have open competition for network components.</p> <p>Seeks comments specifically focused on E911, NG911, ESInet.¹⁰</p>		
FCC 988 Proceeding	<p>See geolocation document: https://docs.fcc.gov/public/attachments/DOC-371709A1.pdf</p> <p>Draft NPRM: https://docs.fcc.gov/public/attachments/DOC-371279A1.pdf</p> <p>Exploring analogies between 988 and 911 for caller location, call processing, response (referral). FCC proposed rules require CMRS providers to assume costs for call routing.</p>		

⁸ ¶63

⁹ ¶30, 32

¹⁰ ¶39 “potential benefits would Open RAN provide for public safety communications and emergency communications, such as 911 or wireless emergency alerting . . . would Open RAN impact the required location accuracy of 911 calls? Open RAN facilitate interoperability for public safety communications, especially as state and local 911 systems transition to IP-based networks, such as Next Generation 911 (NG 911)?”

			LIS > Bill Tracking > SB1302 > 2021 session (virginia.gov)
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Important dates from the rules are listed below:

February 25: Bills recommended by State Agencies

March 11: Senate local bill filing deadline

March 25: House local bill filing deadline

April 6: Senate public bill filing deadline (does not apply to constitutional amendments, elections bills, or appointments)

April 20: House filing deadline for non-budget bills

April 27: House filing deadline for budget bills

May 13: Crossover deadline for both the House and Senate in which bills must have passed at least one chamber to remain eligible for consideration.

Bills eligible to be filed in 2021 with no deadlines

- (1) Redistricting bills for House, Senate, Congress, or local entities.
- (2) Ratification of amendments to the Constitution of the United States.
- (3) Resolutions pertaining to the internal affairs of the House or adjournment resolutions.
- (4) Bills introduced on the report of the House Committees on Appropriations, Finance, or Rules

Serving Equally: Removing Bias-based Inequities from 9-1-1

Course Description

Fulfilling a desire to serve is why 9-1-1 Telecommunicators take on the challenges of working in call centers. That desire to serve does not automatically relieve them from the human burden of biases. 9-1-1 Telecommunicators feel an unwavering need for professional and personal improvement. This course provides them with the opportunity for professional and personal development by helping to remove the inequities caused by biases. This one-day course provides them with the tools to self-assess their own human biases using an academically validated assessment, understand how to recognize their biases at work, and apply a mitigation model to increase service equality.

Course Objectives

1. Provide an understanding of commonly used social labels and their influence on the level of service provided.
2. Reduce the use of microaggressions both in the service provided to the public and internally with call centers.
3. Provide knowledge on how stereotypes and biases differ and the negative influence both have on service provided to the public.
4. Provide a contextually based bias self-assessment using a validated assessment tool to foster non-judgmental acceptance of biases as real, neither good nor bad, while stimulating a personal growth mindset.
5. Apply an academically validated bias mitigation model to reduce the negative influence of biases.

Course Schedule

#	Units of Instruction	Hours
1	Course and Student Introductions	.5
2	Behaviors and Deliberateness of Actions	1
3	Race & Ethnicity and the Related Moral and Ethical Standards	2
4	The Influence of Stereotypes and Reducing the Use of Microaggressions	1
5	Recognizing Bias (Implicit and Explicit, including the origins)	1
6	Self-assessing Biases	1
7	Applying a Bias Mitigation Model	1
8	Course Review and Exam	.5

Course Audience

This course is intended for all 9-1-1 Center employees from the Directors/Manager level to the brand new Telecommunicator. Students will learn that while all people have biases, they can behave intentionally and prevent biases from manifesting into discriminatory behaviors.

Serving Equally: Removing Bias-based Inequities from 9-1-1

Course Prerequisites

None

Course Materials

- Course Material Provided by NENA
- *Students must have a smart device of some type to take the self-assessment and final course exam.*

Student Expectations

All electronic devices are to be turned off before the start of class. Cheating will not be tolerated, and the student will receive a failing grade. Please be courteous to the instructors and your fellow participants.

Classroom Etiquette

The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy

NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% or 50 minutes of class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed material.

Academic Integrity

The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and certification will not be issued.

Homework and Assignments

This course certification may require participants to complete homework, assignments or group projects. Participants must complete these assignments for successful completion of the course.