



North Carolina 911 Board
Standards Committee Meeting Agenda
Teams Meeting
Thursday, June 4, 2020 10:00 a.m. – 12:00 p.m.

| <u>Tab</u> | <u>Topic</u> | <u>Presenter</u> |
|------------|--|------------------|
| 1. | Welcome | Pokey Harris |
| 2. | Chair Opening Remarks | Donna Wright |
| 3. | Roll Call | Tina Gardner |
| 4. | Approval of the April Minutes | Donna Wright |
| 5. | Peer Review | Donna Wright |
| | <ul style="list-style-type: none">• Does the Review Process Need Work?• Corrections to the Peer Review Document | |
| 6. | Peer Review Recruitment | Donna Wright |
| | <ul style="list-style-type: none">• Requirements for Peer Reviewer• Qualifications for Peer Reviewer | |
| 7. | Closing Remarks | Pokey Harris |
| 8. | Adjourn | Donna Wright |

NORTH CAROLINA 911 Standards Committee

Meeting Minutes

April 2, 2020
2:00 PM – 4:00 PM



| Committee | In Person | Via Teams | Not Present |
|--------------------------|-----------|-----------|-------------|
| Donna Wright | | | X |
| Candy Miller | | X | |
| Christine Moore | | X | |
| Christy Sherain | | | X |
| Commissioner Marty Cooke | | | X |
| Greg Coltrain | | X | |
| Greg Foster | | X | |
| Greg Hauser | | X | |
| Jason Steward | | X | |
| John Herring | | | X |
| Dominick Nutter | | | X |
| Mark Holtzman | | | X |

| Staff | In Person | Via Teams | Not Present |
|-------------------|-----------|-----------|-------------|
| Pokey Harris | | X | |
| Tina Gardner | | X | |
| Angie Turberville | | X | |
| David Newberry | | X | |
| Stephanie Conner | | X | |
| Marsha Tapler | | X | |
| Kristen Falco | | X | |
| Gerry Means | | X | |
| Stanley Meeks | | | X |
| Ronnie Cashwell | | X | |
| Richard Bradford | | X | |

1. **Welcome** – Pokey Harris welcomed committee members to the meeting. Pokey thanked everyone for their attendance and explained that the Chair of the Committee Donna Wright would not be able to attend today because of COVID planning. Tina Gardner will take her place in facilitating the meeting.
2. **Roll Call** – Stephanie Conner, Western Regional Coordinator, completed the roll call.
3. **Approval of the November Meeting Minutes** – Greg Foster asked for an approval of the meeting minutes from November. Candy Miller gave the motion to approve and Christine Moore seconded, all were in favor. The minutes passed without any corrections.
4. **100% Needs** – Tina began a discussion with the committee on what a PSAP needs to be 100%. This was held as an open discussion between all committee members.
5. **PSAP Reviews/Peer Reviewers** – Jason Steward mentioned the PSAP review process and asked about the possibility of those getting back on track. This was discussed amongst the group. The Peer Reviewer process was also discussed. Who can be a reviewer? Should the parameters of a reviewer be expanded to allow retired PSAP Managers and or Supervisors? Allow those who have completed the PSAP Manager Course?
6. **Wants vs. Needs** - Greg Coltrain mentioned the wants vs. needs of a PSAP. What are items in legislation keeping you from being able to successfully evolve with changing times? List all areas where a change in Legislation could/would help PSAP operations run smoother and more efficiently. Greg suggested creating a survey to obtain this information from the PSAP's.
7. **Update to Peer Review Document** – Tina also mentioned the need by the committee to review and update the peer review document. With changes in legislation, some changes will be needed to this document.
8. **Closing remarks** – Pokey Harris gave some closing remarks for the committee members. No additional discussion was had between committee members.
9. **Adjourn** – Greg Foster adjourned the meeting at 2:53 p.m.