



North Carolina 911 Board
Education Committee Meeting Agenda
Conference Call
Thursday, October 22, 2020
10:00AM to 12:00PM
Virtual Meeting

<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 September Minutes	Chuck Greene
5.	Training Class Eligibility	Angie Turbeville
	<ul style="list-style-type: none">Buncombe County 911 - Priority Dispatch <i>“EMD and EPD Refresher Course”</i>	
6.	Education – Standards Ad Hoc Committee Update	Stephanie Conner
7.	Infographic – Evolving to NG911	Chuck Greene
8.	Website Survey	Angie Turbeville
9.	Education Committee Goals for Upcoming Year	Chuck Greene
10.	Adjourn	



North Carolina 911 Board
Education Committee Meeting
DRAFT- Minutes
Thursday, September 17 @ 10-11:30am
Virtual – Meeting was conducted using simultaneous communication.

Meeting Attendees:

Committee Members	Phone	In Person	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson	X			Doug Workman – Cary Police	X	
Chuck Greene	X			Mike Reitz – Chatham Co. ECC	X	
Grayson Gusa			X	Ray Silance – Onslow Co. ECC	X	
J.D. Hartman			X			
Heather Joyner	X					
Hope Downs	X					
Brian Short			X			
Jimmy Stewart	X					
Donna Wright	X					
Staff	Phone	In Person	Not in Attendance			
Richard Bradford	X					
Ronnie Cashwell	X					
Stephanie Conner	X					
Kristen Falco	X					
Tina Gardner	X					
Pokey Harris	X					
Gerry Means	X					
Stanley Meeks			X			
David Newberry	X					
Marsha Tapler	X					
Angie Turbeville	X					

Agenda

1. Chair Opening Remarks – Chuck Greene kicked off the meeting welcoming the group.
2. Executive Director Opening Remarks - Pokey welcomed committee members and guests stating this was day 197 of the COVID-19 response; staff continues to check on the PSAPS weekly. Staff response will be ending at the end of the month. Pokey provided brief update on the ESInet cutovers; stating New Hanover County was number 49 and Bertie County was number 50. Pokey gave recognition to Hope Downs, Education Committee member for a successful cutover.
3. Roll Call – Chuck asked Angie Turbeville to conduct the roll call.

4. Approval of August Minutes – Chuck 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. Hope Downs asked for the minutes to be amended with her name change to Downs from Lindsay. Jeryl Anderson made the motion to approve the minutes with the noted amendment. Donna Wright seconded the motion. A roll call vote was taken by those attending committee members. Minutes were approved.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Heather Joyner	X	
Hope Downs	X	
Jimmy Stewart	X	
Donna Wright	X	

5. UNC School of Government: Fundamentals of Supervision Class – Chuck Greene stated that after legal counsel review, the class does not meet statute to be an eligible expenditure. Mr. Bradford shared that even though the class has worth, supervisor and management training must be directly related to the PSAP. Chuck stated this class will be going back to the Board at the next meeting for reconsideration with the information provided by Mr. Bradford.

6. Training Eligibility Requests –

a. *Chatham County and New Hanover County: APCO – Fundamentals of Tactical Dispatch*

Staff recommended to approve. Donna Wright made an inquiry on whether this class would be comparable to the TERT training that is held in Charlotte annually. Angie stated she knew of the class but had not taken the class, so she had no further information to share. Chuck asked for any further discussion. Jeryl Anderson made the motion to approve; seconded by Donna Wright; Hope Downs recused herself.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Heather Joyner	X	
Jimmy Stewart	X	
Donna Wright	X	

b. *Onslow County: CAI Learning and Development – Fundamentals of Supervision Certificate Program*

Staff did not recommend approving due to the class not related to direct PSAP supervision. Jeryl stated she was familiar with the vendor; the company provides excellent training, but the training was not directly related to the PSAP. Ray Silance was given an opportunity to provide comment. He echoed this was excellent training; based on the information shared earlier, the class is not directly related to PSAP

supervision. Chuck asked for further discussion. Jeryl Anderson made the motion to not approve the class; Donna Wright seconded the motion.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Heather Joyner	X	
Hope Downs	Dropped the conference call at 10:24	
Jimmy Stewart	X	
Donna Wright	X	

c. *Person County: APCO – Cybersecurity Fundamentals for the ECC*

Angie Turbeville provided a brief synopsis of the class. She also stated the class did not meet legislation even though it was timely and needed by many PSAPs. Additionally, she shared that the NENA Cybersecurity Awareness class is an approved class on the Eligibility List as of 2018. Chuck Greene asked Mr. Bradford if the class meets statute. Mr. Bradford stated that the class was relevant, and technology has changed since the creation of statute; this would be a judgement call by committee. Pokey stated this class was not related to call processing. Jeryl Anderson provided that even though her PSAP was not a victim of a cybersecurity attack; Orange County Government was. She thought cybersecurity awareness was important for telecommunicators. Gerry Means thought the training was timely due to the Board’s current cybersecurity assessment project. Heather Joyner echoed that the training would be useful to telecommunicators due the advancement of phone applications in NG911. Jeryl Anderson made a motion to approve the training class but asked for staff to review both the NENA and APCO class; Donna Wright seconded the motion.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Heather Joyner	X	
Jimmy Stewart	X	
Donna Wright	X	

- Website – Angie Turbeville gave an update to committee members. The stakeholder survey was sent out; the results will be shared with the committee at the next meeting.

8. Information Aid – Angie Turbeville provided she had received positive feedback on the first document. She will be sending out an updated version on the list serve and to board members.

Adjourn – Chuck asked if there was any new business; hearing none, the meeting was adjourned.

Meeting adjourned: 11:02am.

Next Committee Meeting: Thursday, October 22 @ 10am

DRAFT



Buncombe County 911 – December 2020 Training

4-hour training sessions designed to increase employee's understanding and comfort with using the Priority Dispatch Systems.

- 1) Introductions
- 2) Overview of ProQA functionality
 - a. Basic review of the software, navigation techniques, error correction, review of available shortcuts
 - b. Working with CAD or in Standalone Mode
- 3) Quality Improvement principles
 - a. Discussion of QA/QI standards
 - b. Pitfalls associated with freelancing and asking leading questions
 - c. Rules, axioms and laws as they apply to the QA/QI standards
- 4) Emergency Medical Dispatch
 - a. Case Entry overview
 - b. ECHO level situations
 - c. Chief Complaint Selection
 - d. Local Special Definitions
- 5) Emergency Police Dispatch
 - a. Case Entry overview
 - b. ECHO level situations
 - c. COLD CALL situations
 - d. Chief Complaint Selection
 - e. Case Exit review
 - f. Local Special Definitions
- 6) Open Discussion for other topics

Emergency Medical Dispatch (EMD)

G.S. 143B-1406. requires each primary PSAP dispatching emergency medical services to develop policies and procedures for implementing an Emergency Medical Dispatch (EMD) program approved by the North Carolina Office of Emergency Medical Services (NC OEMS). EMD instructions must be offered by a telecommunicator who has completed an emergency medical dispatch course approved by the Office of EMS, within six months of employment. The PSAP shall present EMD policies and procedures and current telecommunicator certification of one of the approved programs that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) and PowerPhone.

The PSAP will document and maintain on file either electronically or manually, the policies and procedures regarding the use of an EMD program as approved by NC OEMS. The PSAP shall present “evidenced based documents” regarding specific EMD policies and a verifying roster or telecommunicator certificate as validation in meeting requirements.

Telecommunicator Training Requirements

G.S. 143B-1406. requires persons employed as telecommunicators who are not required to be certified by the NC Sheriffs’ Education and Training Standards Commission shall successfully complete a minimum of 40 hours in a nationally recognized training course for 911 telecommunicators or a basic telecommunicator course offered by the NC Sheriffs’ Education and Training Standards Commission within one year of the date of their employment or a substantially similar minimum training acceptable to the telecommunicator’s employer. The PSAP shall present a telecommunicator certificate of course completion or roster of one of the approved courses that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) and NC Sheriffs’ Education and Training Standards Commission. For any course not listed, the course must be submitted to the Education Committee for review.

The PSAP will document and maintain on file either electronically or manually the policies and procedures regarding the telecommunicator training requirements. The PSAP shall present “evidenced based documents” regarding specific training policies and a verifying roster or telecommunicator certificate as validation in meeting requirements.

Emergency Medical Dispatch (EMD)

Authority: G.S. 143B-1406(f)(4a) requires each primary PSAP dispatching emergency medical services to develop policies and procedures for implementing an Emergency Medical Dispatch (EMD) program approved by the North Carolina Office of Emergency Medical Services (NC OEMS). EMD instructions must be offered by a ~~telecommunicator~~ Telecommunicator who has completed an emergency medical dispatch course approved by the Office of EMS, ~~within six months of employment.~~

Policy: The PSAP shall ~~present~~ EMD policies and procedures and current ~~telecommunicator~~ Telecommunicator certification of one of the NC OEMS approved programs ~~that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) and PowerPhone.~~

The PSAP will document and maintain on file either electronically or manually, the policies and procedures regarding the use of an EMD program as approved by NC OEMS. The PSAP shall present ~~"evidenced based documents"~~ regarding specific EMD policies and a verifying roster or ~~telecommunicator~~ Telecommunicator certificate as validation in meeting requirements.

Commented [BR1]: To whom, and at what time?

Commented [BR2]: This sentence was modified because NC OEMS determines which programs are approved and therefore those should not be identified here. Also, this sentence is very similar to both sentences that follow and therefore is at least partially redundant.

Commented [BR3]: This is ambiguous because it isn't defined. The sentence above is complete and this sentence doesn't provide any further clarity.

Telecommunicator Training Requirements

Authority: G.S. 143B-1406(f)(5b) requires persons employed as ~~telecommunicator~~ Telecommunicators who are not required to be certified by the NC Sheriffs' Education and Training Standards Commission ~~shall to~~ successfully complete a minimum of 40 hours in a nationally recognized training course for 911 ~~telecommunicator~~ Telecommunicators or a basic ~~telecommunicator~~ Telecommunicator course offered by the NC Sheriffs' Education and Training Standards Commission within one year of the date of their employment or a substantially similar minimum training acceptable to the ~~telecommunicator~~ Telecommunicator's employer.

Policy: The PSAP shall ~~present~~ a ~~telecommunicator~~ Telecommunicator certificate of course completion or roster of one of the approved courses that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) ~~or the~~ and NC Sheriffs' Education and Training Standards Commission. For any course not listed, the course must be submitted to the Education Committee for review.

The PSAP will document and maintain on file either electronically or manually the policies and procedures regarding the ~~telecommunicator~~ Telecommunicator training requirements. The PSAP shall present ~~"evidenced based documents"~~ regarding specific training policies and a verifying roster or ~~telecommunicator~~ Telecommunicator certificate as validation in meeting requirements.

Commented [BR4]: To whom, and at what time?

Commented [BR5]: Same comment as above regarding this phrase.

Evolving to NG9-1-1 enables NC to support the changing needs of its citizens

Removes single points of failure in localities statewide

Geo redundant call processing with redundant and diverse networking

Modernizes 911 call delivery by replacing legacy analog circuits with a digital IP statewide network

Voice or text calls are delivered over the same private IP network connections

Automatically detects and recovers from PSAP failures

ESInet can represent an active 9-1-1 call to alternate PSAPs without losing the call or its caller location information

Routes calls using geographic information and/or tabular addresses

PSAPs can define routing rules for 9-1-1 calls/text by drawing geographical boundaries on a map (requires GIS/Call Handling equipment compatible with ESInet)

Provides robust and flexible policy based call delivery functions

ESInet PSAPs can automatically failover and overflow calls based conditional call processing rules (e.g., time of day) for voice or text calls

Legacy PSAP failover requires manual intervention that takes time and special expertise

Establishes an IP network foundation for future advanced capabilities

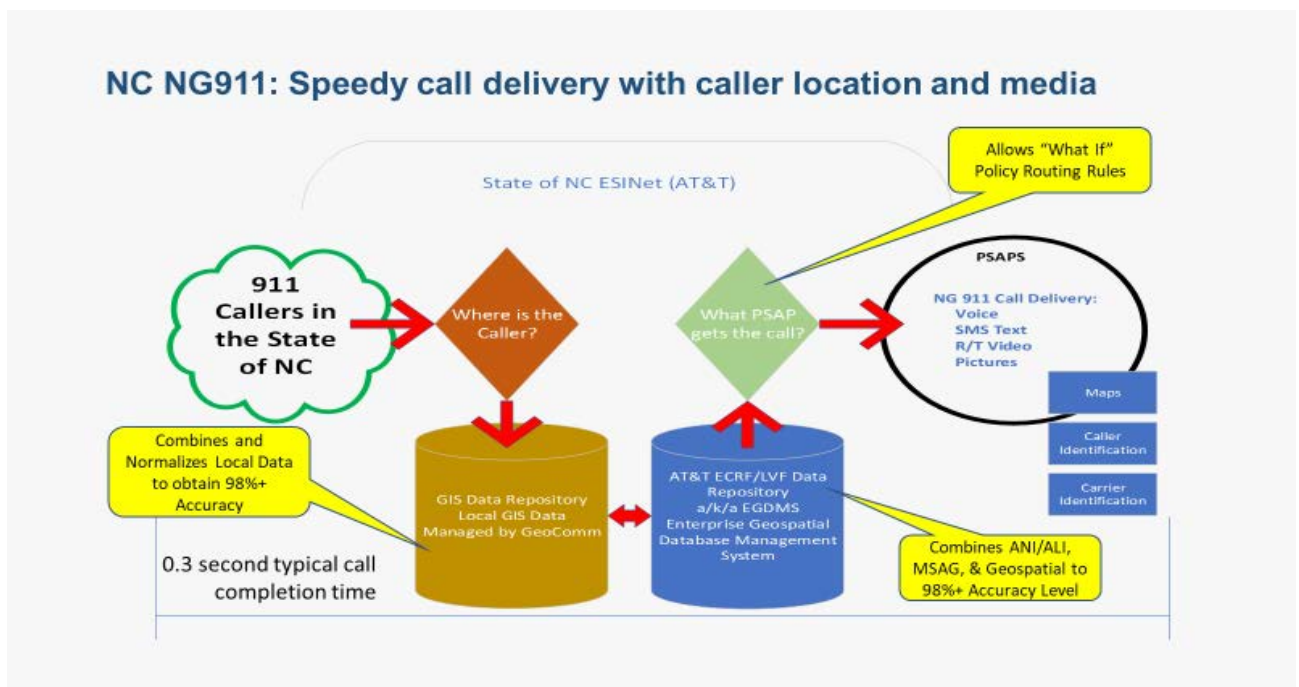
Supports receiving critical incident awareness info e.g., video transmitting to first responders

Secure access to public safety apps via state of the art cyber-security design and procedures

Major NG911 Program Areas



NG9-1-1 Call Handling Solution Architecture



What are the top 1 to 3 things that you come to the N.C. 911 Board website to do?

Response	Total Responses
Board and committee meeting information, including meeting dates, meeting minutes, agendas, meeting materials/workbooks	9
Contact information for 911 board members and staff	5
Policies and procedures, including rules/administrative code, legislation	3
Approved/eligible expenditures list	2
PSAPs list with links to each agency and contact information	2
Locate needed forms	2
Training and education	2
General information – what the board does	1
Historical data and information	1
Map of regional coordinators	1
Research pertaining to NG911	1
Seek clarification for eligible expenses	1
Statistics and other information for PSAPs	1

Pick the features/topics that are important to you.

Response	Total Responses
Contacts	13
Events/calendar	16
Forms	10
Legislation	14
NC Next Generation 911 ESInet migration	12
NC Next Generation 911 GIS data	10
Policies and procedures	10

List the one feature/topic (from the list above or anything else) that is most important to you.

Response	Total Responses
Contacts	2
Events/calendar/meeting information	4
Forms	2
Legislation	3
NC Next Generation 911 ESInet migration	0
NC Next Generation 911 GIS data	0
Policies and procedures	2
Other	6

Other Responses

- Funding Eligibility List on main page
- Forms/Approved Expenditures List
- Timely updated information.
- As a PSAP Manager, there should be an area that has all information that I would need. All policies, decisions of the board that affect my funding and information that is necessary for the PSAP should be in one place.
- Process information for the annual report.
- Showing how money is spent

As we reorganize the website, what should we focus on?

Response	Total Responses
Make information easier to understand	7
Simplify the website (shorter, more precise information)	7
Make information easier to find	14
Other	4

Other Responses

- Provide links to other important sites
- Revamp the approved equipment list to catalog style reference
- Consistently providing information in one place
- Make information easier to understand

How often do you come to this website?

Response	Total Responses
Once a year	0
Several times a year	6
Once a month	8
Weekly	5
Daily	0

What is your interest in the N.C. 911 Board?

Response	Total Responses
Board member	9
City, county or state partner	1
Committee member	5
PSAP partner	4
Vendor	0
Other	0

2020 Education Committee Goals – APPROVED 12-06-19

1. Complete development of training standards and implementation, in collaboration and consultation with the Standards Committee.
2. Develop an information sharing program to effectively communicate Board and Staff's vision, initiatives and responsibilities for NG911 and other state projects.
3. Develop processes to ensure the implementation of telecommunicator training and EMD certifications defined in statute 143B-1406 (f)(4a) and 143B-1406(f)(5b)(b) for funded PSAPs.
4. Explore the feasibility of expanding Board sponsored training in conjunction with the Community College system.

2021- *Draft* - Education Committee Goals

1. Develop an information sharing program to effectively communicate Board and Staff's vision, initiatives, and responsibilities for NG911 and other state projects.
2. Explore the feasibility of expanding Board sponsored training in conjunction with the Community College system.
3. Explore the feasibility of creating a voluntary Telecommunicator Certificate Program in collaboration with the Community College system.
4. Explore methods for public outreach with utilizing nontraditional media outlets.