



**North Carolina 911 Board
Education Committee Meeting
MINUTES
Thursday, November 7
10am – 12pm (WebEx Only)
Phillips Building | 109 E. North Street | Raleigh, NC**

	Phone	In-Person	Absent
Chuck Greene	X		
Brian Short			X
Donna Wright	X		
Grayson Gusa	X		
Jeryl Anderson	X		
Jimmy Stewart	X		
J.D. Hartman			X
Rick Thomas	X		
Pokey Harris			X
Richard Bradford	X		
Gerry Means	X		
Tina Gardner	X		
Angie Turbeville	X		
Marsha Tapler			X
Ronnie Cashwell	X		
Kristen Falco			X

1. **Welcome and Chair Opening Remarks** – Chuck Greene called the meeting to order at 10:00AM and welcomed the attendees on the phone.
2. **Roll Call** - Angie Turbeville called the roll.
3. **Approval of the October Meeting Minutes** – Chuck Greene asked for an approval of the minutes. Jimmy Stewart asked for one edit on item 4C, spelling of his name was incorrect. Donna Wright gave a motion to approve the minutes and Grayson Gusa gave a second. The minutes were approved with the noted correction.
4. **Training Eligibility List Update:** Chuck Greene asked Angie Turbeville to provide an update on the Training Eligibility List. Angie stated she had not an opportunity to complete the needed updates. Chuck asked that a note be sent out on the list serve once the list was updated.
5. **Telecommunicator Training and Standards Update:** Chuck Greene stated that a joint phone call between the Education and Standards Committee Chairs was conducted to discuss the creation of an Ad Hoc Committee made up of members from both committees. The committee will have three priorities:

1. Establish verbiage regarding the addition of basic telecommunicator certification to the current rules;
2. Establish verbiage regarding EMD requirement to rules;
3. Establish process for both, the training and EMD requirements, to be validated to ensure compliance

The committee will not meet until after the first of the year and hopefully be finished by the end of the first quarter. Donna Wright added that the Standards Committee will not only be working on legislative driven changes to the rules but also looking at other opportunities to update the existing standards in the next year.

6. GIS Training for NG911: Angie Turbeville provided an update on the GIS Training that was discussed at last meeting. Donna Wright had made an inquiry with the local community college to see what was possible. Due to time constraints with the GIS project and ESInet Implementation across the state, it was decided that the community college classes were not optimal. Additionally, there are concerns of who from the PSAP community would commit to the training. Angie made an inquiry with GEOComm to see how this was handled on other projects across the country. GEOComm stated they had the resources to manage the PSAPs becoming I3 ready but did think the need for maintaining the data was an issue. It was recommended that training be conducted regionally as PSAPs go live on the ESInet. Gerry Means provided that the GEOComm contract is for 7 years which includes the maintenance of the data. This means that the county can use GEOComm for support and a resource. Chuck Greene asked the PSAP managers on the call if they knew that GEOComm would provide support and maintenance of the data. Jimmy Stewart did not think it would hurt to let the GIS directors know this information. Angie did provide that she had been informing the GIS attendees with this information due to the apprehension she had seen at the meetings. NC GCIA had also been explaining the support the PSAPs would receive.
7. Nontraditional "training" that would be helpful to PSAP managers: Chuck Greene shared that at AT&T, they provide job aids to employees as a quick resource. Chuck stated that after he reviewed the survey especially the responses from question 4, in lieu of traditional training (in person classes) he suggested it would be helpful to create some job aids as an educational resource to reduce the travel away from PSAPs and be more cost effective. He asked the committee if they thought this would be a good idea and if so, what would this look like? Donna Wright thought any information provide to the PSAP manager in short "snip its" would be good and would also spark more conversation. Donna suggested to create a couple and see what kind of feedback is received so the committee could gauge further job aid development.

Gerry Means provided to the committee information regarding the use of an artificial intelligence (AI) client as a methodology as a website application to pull data from multiple resources. Donna stated that one of the most common complaints on the Board from the PSAP community is they are unable to find needed information on the website. Gerry stated that the AI client would direct PSAP directors to multiple websites to provide answers to the requested information. He did say this was cutting edge technology. Chuck asked if we did commit to such an application what would be the timelines and cost associated with this. Gerry stated he could not answer questions on

the cost but suggested putting together a framework for a statement of work. He thought maybe by next summer they could put together a framework to begin discussions with vendors. Chuck asked the committee if this something they would like to consider? Grayson Gusa stated he was interested but had concerns about AI client going out and touching local government servers. Gerry Means stated he thought this also was a legitimate concern. Chuck asked for Mr. Bradford's thoughts on this as far as approvals and processes to move forward. Mr. Bradford thought this would be a long list and something more like 4 years out in regards of time frame. He also stated that all the information would have to be public and public facing and 508 compliant (accessibility). There would also have to be a curator to manage the information from what is acceptable and what information would need to be removed. Additionally, there are no current contracts or vendors that he is familiar with, that are currently providing this service. Mr. Bradford stated that if the committee was interested in hearing more, they are welcome to, but the real questions is how to improve the transparency of the Board's website to assist the PSAPs. Chuck asked Gerry if could put together a one pager to provide more information to the committee.

Chuck again asked committee about putting together some short job aids to assist the PSAPs. Referring to the survey, Jimmy Stewart was curious if the questions about the finance forms are from new managers. Angie stated that there are several new PSAP managers across the state; Marsha Tapler has been traveling around the state not only assisting with the expenditure reports but providing training. Angie did think there is a need for finance job aids. Jimmy Stewart also agreed that this would be helpful to PSAP managers and suggested interoperability. Jimmy thought this could be something Greg Hauser could assist with. Donna provided that as a SWIC, he might already have a document that could be easily modified. She also stated that in the PSAP Managers Course, there is a PowerPoint that provides much information on the NC 911 Board and Staff. Chuck asked if we could take that PowerPoint to modify and make this the first job aid. Grayson asked if that portion could be opened through Richmond Community College. Donna thought the college would be amenable to opening the online class for new PSAP managers. Rick suggested having small webinars like the ENP study group formats. Donna thought we should start small with the job aids to begin to have information available. Grayson Gusa suggested an introduction to the NC 911 Board. Donna thought this would be a good base to start with and maybe next look at finance information. Chuck asked if Donna, Tina and Angie could get together and begin developing a job aid for the committee to review.

8. Closing Remarks - Chuck thanked everyone for the good discussion and asked if anyone had any further comments.

Adjourn – Meeting was adjourned at 10:47am.

Action Items:

- Gerry Means to provide a one-page summary on the artificial intelligence application to committee.
- Angie Turbeville to schedule a meeting with Donna, Tina and Chuck to discuss further the development of the first job aid.