



**North Carolina 911 Board
Education Committee Meeting
MINUTES
August 16, 2018
9:00am
Phillips Building, Raleigh, NC**

<u>Members Present</u>	<u>Members on Phone</u>	<u>Staff Present</u>
Rick Thomas	Angie Turbeville	LaDonna Bethea (DIT)
Mike Reitz	Jeff Shipp	Tina Bone (DIT)
	Jeryl Anderson	Richard Bradford (DOJ)
	Richard Bradford	Ronnie Cashwell (DIT)
	Donna Wright	Pokey Harris (DIT)
		Don Rice (DIT)

Cultural Diversity- Ripped from the Headlines. Syllabus and handouts sent to Angie last week for review. Cost is \$219 per person for a one-day class.

- Nothing as relevant and up to date available as this course.
 - It does not fall in the line of being skill based, but as we look at the telecommunicators role in taking calls, this is extremely relevant.
 - This also falls along the lines of customer service, which is on the list.
 - Course Objectives
 - define the three expectations of callers
 - identify the various cultures in the community
 - define hidden biases and discuss their role in call taking
 - Identify how to assist a person in crisis while on a 911 call
 - Identify the top killers of police officers
 - Identify what the call taker can do to deescalate a call
 - Our training should not stray from the protocols that we are encouraging the adoption within the 911 center. It should enhance their basic skills and we need to find the balance.
 - There was not a class listed on the list that is comparable to this. It is somewhat outdated and there are things that need to be added and removed. Until we can do that, we will continue to evaluate suggested classes on a one on one basis.
 - We need to look at the broader picture of what do we consider a skill, this will not always involve a piece of equipment that is tangible.
 - Mike Reitz moved to approve this class and Jeryl Anderson second the motion. Motion carried to present to the board.
 - This item will be added to the Board agenda for September 12 under the Education Committee report.
- [Notation – following a thread of e-mail communication on 09/07/18 between Jimmy Stewart, Pokey Harris, Tina Gardner, and Richard Bradford it was determined that such

classes have previously not gone to the Board for approval. Only those classes requiring direct payment by the Board have needed approval. Thus, this item did not go to the Board.]

APCO Comprehensive Quality in the Comm Center

- There is a QA class on the list but it's not under the APCO category. Should this item be moved?
- Donna Wright made a motion to approve the QA class under the APCO list of classes that's approved. Angie Turbeville second the motion. Unanimous vote to approve.
- Mike Reitz suggested that we need to revamp and revise the class list. Jeryl Anderson mentioned that this is in progress in the subcommittee. Angie Turbeville suggested placing a better definition on the category for each class. Mike Reitz suggested that the statutes be refreshed as well to change the wording to allow more classes. Pokey Harris suggested we look at how training for the PSAPs takes place and how it is funded. Possibly after the TC Cert Summit in September we will do a work session and talk about this and really look at this to see what we are doing. Pokey Harris asked Marsha Tapler for some dollar amounts spent on training for the PSAPs so that we can begin to identify what was being paid. Pokey Harris discussed the Virtual Academy that Jamison Peevyhouse spoke about at the TC Cert meeting in Greensboro. It's virtual and very affordable per person. Angie Turbeville mentioned that she was very impressed with what they are doing for education in Tennessee. Due to the changes do we need to look at a different methodology for training? Tina Bone agreed that we need to have another mechanism in place. We can't open the flood gates because we only have so much money and the 911 fund cannot pay for training for all the PSAPs across the state.

Telecommunicator Training and Standards

- a. Meeting scheduled 9/27

Curriculums and Standards

- a. Compiling information to share
- b. Waiting for confirmation on WakeTech location
- c. Comparison document discussion
- d. Donna Wright suggested referencing the location of the standard in the matrix so that the results do not seem biased when it's shown to the involved parties.

Next meeting - September 27th at Wake Tech, October 25th in Apex

Adjourn