



North Carolina 911 Board
Education Committee Meeting Agenda
Via Simultaneous Communication
Microsoft Teams Meeting
April 21, 2022
10:00 AM to 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Chuck Greene
2.	Welcome	Pokey Harris
3.	Roll Call	Angie Turbeville
4.	Approval of February Minutes – <i>Roll Call Vote</i>	Chuck Greene
5.	Technology Update	Tom Rogers
6.	NC NENA/APCO Pre Conference Sponsorship – <i>Roll Call Vote</i>	Angie Turbeville
7.	Recruitment Campaign - Public Service Announcement a. Next Steps	Chuck Greene
8.	Public Service Announcement – Text to 911	Angie Turbeville
9.	Community College Partnership a. Classes Identified for College Credit b. Cape Fear Community College Free Courses for Telecommunicators	Angie Turbeville
10.	Other	
	Adjourn	Chuck Greene

Next Meeting – May 19, 2022



North Carolina 911 Board
Education Committee Meeting
Draft- Minutes

Thursday, February 17, 2022 - 10:00am to 11:00pm
Virtual – Meeting was conducted using simultaneous communication.

Meeting Attendees:

Committee Members	Phone	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson	X				
Tommy Cole	X				
Chuck Greene	X				
Grayson Gusa	X				
J.D. Hartman	X				
Jimmy Stewart	X				
Donna Wright	X				
Staff	Phone	Not in Attendance			
Stephanie Conner	X				
Kristen Falco	X				
Tina Gardner	X				
Pokey Harris	X				
David Newberry		X			
Amanda Reeder	X				
Tom Rogers	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. **Executive Director Opening Remarks** – Ms. Harris welcomed committee members and guests.
3. **Roll Call** – Mr. Greene asked Ms. Turbeville to conduct the roll call.
4. **Approval of Minutes for September 17, 2021**– Ms. Wright made the motion to approve the minutes and Ms. Anderson made a motion to second the minutes. All attending committee members voted, and the motion carried unanimously. *The roster of roll call votes for action items for this meeting included below as part of these minutes.*

5. **Technology Update** – Mr. Rogers shared an update on the ESInet Migration Progress stating, the project will finish up for 2021 with Person and Jones-Lenoir on December 15th, which puts us to 118 PSAPs operational on the network. We plan to complete all the remaining PSAPs this year. Coming up we have: March 23 – Greene as Hosted VIPER, April 12 – Charlotte Fire, April 20 – Charlotte PD, April 27 - Charlotte MEDIC, April 27 – North Hampton as Hosted VESTA, May 18 - Currituck as Hosted Vesta, June 8 - Macon – carrier delays (frontier) – Hosted VIPER. Current Migration Demographics: Hosted Vesta: 53, Hosted Viper: 47 and ESInet Only 18. GIS Status, of the 111 jurisdictions with i3 ready uploaded data sets only 7 remain to reach 100% i3 readiness. Update on the data analytics, Rapid Deploy Eclipse product: data repository completed, and virtual Roadshows are planned for February 23, 24, 25 by region – invites going out next week. NMAC Report: Greg Dotson will be joining us on February 28th as the new NMAC Manager – Greg has over twelve years of hands-on experience in a 911 (PSAP). He started as a Telecommunicator in 1990 and has held the positions of Shift Supervisor, Training Officer, Assistant Director, Addressing Department Manager, Captain/Director. As a certified law enforcement officer (since 1992) he was honored to be the first Child Abuse Investigator for Rutherford County in the mid 90's. Lastly, we just posted a listing for a new Tier 2 Technician last week and will begin the process of interviews soon. We welcomed Evan Warner to our Team as a Tier 1 Technician on January 24 and hearing very positive feedback.
6. **PSA Recruitment** – Ms. Turbeville gave a brief presentation on the pilot program now that all information had been provided. The pilot program proved to be successful and met the goals of the project. Based on the feedback from the PSAPs there was an increase in the number of the jurisdiction's application and overall increase in awareness for the career. Most PSAPs who were actively recruiting, saw an increase in application. When the video was posted on social media platforms, again there was a positive response. During the time of the campaign, the Boards' website also saw an increase in traffic due to the PSA campaign airings. There were several positive comments made by committee members and the executive director. Mr. Greene and Ms. Harris both thanked the committee members and Cindy Morgan with Spectrum Reach for all their efforts with the project. Mr. Greene informed committee members that a meeting was held with Cindy Morgan, Pokey and Angie to discuss recommendations for taking the pilot program statewide. Ms. Harris discussed that staff will be discussing the procurement process to see how this PSA can be taken statewide, possibly as a statewide project for FY23. Ms. Wright suggested to not limit a statewide project to just the recruitment PSA, there is probably a need for other PSAs in the future. Mr. Gusa inquired what other vendors can be explored or other means of media. It was explained that when taking statewide all means of media such as television, streaming, etc. would be explored to provide the best coverage for the project.
7. **Community College Partnership** – Ms. Turbeville shared that she recently had a conversation with NC Community College to further discuss the Public Safety Administration Associates Degree program. Ms. Turbeville will be bringing to committee a listing of classes that could be considered as credit towards the degree program. Ms. Harris and Mr. Stewart both expressed their excitement for this partnership.
8. **Other** – Ms. Turbeville asked Ms. Anderson if she would give an update on the Telecommunicator Program being offered by Durham Tech that she is coordinating. Ms. Anderson stated that Durham Tech is working on a program very similar to what Wake Tech is offering. The adjunct instructors have been secured and are still working on the curriculum for the program. The plan is for a 6-to-8-week program to include Saturdays and run the program 2-4 schools a year. Ms. Wright asked the question of how are the PSAPs being engaged to learn of such programs. Ms. Harris responded that the Regional Coordinators could share with their respective regions.

Mr. Greene adjourned the meeting 10:45 AM

Next Committee Meeting: Thursday, May 19 at 10:00 AM

Approval of Minutes: Roll Call Votes for February 17, 2022

Committee Members	Yes	No
Jeryl Anderson	X	
Tommy Cole	X	
Chuck Greene	X	
Grayson Gusa	X	
J.D. Hartman	X	
Jimmy Stewart	X	
Donna Wright	X	

DRAFT

Disaster Operations and the Communications Center

COURSE DESCRIPTION

The world's first comprehensive disaster operations course designed specifically for the public safety communications professional!

This course serves to educate the public safety telecommunicator on a wide range of man-made and natural disasters, their effects on the community and its infrastructure, and the response and recovery needs of each. In addition, this course will provide telecommunicators with information on overall emergency management and homeland security and provide guidance on continuity of operations for the emergency communications center (ECC) in the face of a multitude of disaster situations.

The importance of educating today's public safety communications professional on their role and the role of the ECC in disaster operations is greater than ever before. There is a defined role for public safety communications in every element of disaster response and recovery. As public safety's ability and need to address disaster situations evolves, the telecommunicator needs to be familiar with all types of disasters – man-made and natural – and how those events can impact the communications function.

Topics include

- Homeland Security and Emergency Management
 - US Department of Homeland Security
 - Federal Emergency Management Agency
 - Emergency Management
 - Emergency Management on the State, Local and Regional Levels
- Natural Disasters
 - Hurricanes and typhoons
 - Tornadoes
 - Tsunamis
 - Severe weather and temperatures
 - Severe heat
 - Earthquakes
 - Floods
 - Wildland or forest fires
 - Volcanoes
 - Landslides
 - Pandemics
- Man-made
 - Types of man-made disasters and terrorist acts

TACTICAL DISPATCH FOR THE TELECOMMUNICATOR

Course Description

In today's communication centers, the need for Tactical Dispatchers is increasing. Agencies are sending their 9-1-1 Telecommunicators into field situations to staff communications vehicles for a variety of incidents. In this course, Telecommunicators will be given information on tactics and resources used in the field. This hands-on, interactive workshop will allow participants to learn new methods, discuss changing trends, and practice with exercises and group discussions. Topics will include: How ICS & NIMS apply to Tactical Dispatching, on scene roles and responsibilities, proper use of common field communication technology, mutual aid for Emergency Communications and continued education & training.

Course Objectives

- Understand the Federal Government ICS & NIMS structure and the TD role in them
- Learn the proper ICS & NIMS forms and practice using them
- Explore the various on-scene roles and responsibilities
- Review the wide variety of Dispatch equipment and vehicles being used
- Participants will receive direct training and hands on practice of tools and techniques used in Tactical Dispatch

Course Audience

This course is designed for Telecommunicators who are looking to perform the duties of a tactical dispatcher. It also would be beneficial for Supervisors or Managers who are looking to implement a Tactical Dispatch program at their agency.

Course Prerequisites

None

Course Materials

- National Incident Command System Forms (201,205,211,214,309)
- FEMA IS-144 Telecommunicator Emergency Response Taskforce
- <https://emilms.fema.gov/IS144/index.htm>

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 to 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 45 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 materials.

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.

Course Schedule

#	Unit of Instruction	Hours
1	Orientation & Introductions	0.5
2	ICS & NIMS Refresher	1.0
3	Incident Action Plans & FEMA Forms	1.0
4	On Scene Roles & Responsibilities	1.0
5	Tactical Dispatch Equipment	1.0
6	Field Communications & Interoperability	1.0
7	Mutual Aid for Communications	1.0
8	Review & Knowledge Assessment	0.5
	Total	7.0

Telecommunicator Training for Course Credit

Basic Telecommunicator Certification	Course Hours Earned
APCO Public Safety Telecommunicator	40 hours
NENA Telecommunicator Core Competencies	40 hours
Priority Dispatch Emergency Telecommunicator Course	40 hours
NC Sheriff's Standards Commission Telecommunicator Certification Course	48 hours
Emergency Call Taking Protocols (Police, Fire and EMS)	Course Hours Earned
APCO Emergency Medical Dispatch	32 hours
APCO Fire Service Communications	32 hours
APCO Law Enforcement Communications	32 hours
Power Phone Emergency Medical Dispatch	24 hours
Power Phone Fire Service Dispatch	16 hours
Power Phone Law Enforcement Dispatch	16 hours
Priority Dispatch Emergency Medical Dispatch	24 hours
Priority Dispatch Emergency Fire Dispatch	16 hours
Priority Dispatch Emergency Police Dispatch	16 hours
Communications Training Officer	Course Hours Earned
APCO Communications Training Officer	24 hours
NENA Center Training Officer Program	24 hours
National Emergency Communications Institute Communications Training Officer Certification	24 hours
Management/Supervision	Course Hours Earned
APCO Certified Public Safety Executive (CPE) Program	72 hours
APCO Communications Center Supervisor	24 hours
APCO Registered Public Safety Leadership (RPL) Course	128 hours
NENA 9-1-1 Center Supervisor Program	24 hours
NENA Center Manager Certification Program	40 hours
NC Sheriff's Standard Commission - First Line Supervision	40 hours
FBI LEEDA Supervisor Leadership Institute	36 hours
Crisis Intervention Team Training	Course Hours Earned
NC Community College System - Crisis Intervention Team Training for Telecommunicators	16 hours