



North Carolina 911 Board
Standards Committee Meeting Agenda

Via Simultaneous Communication

Microsoft Teams Meeting

March 3, 2022

10:00 AM to 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Donna Wright
	a. Introduction of Members	
	b. Voting Members/Non-voting Members	
2.	Welcome	Pokey Harris
3.	Roll Call	Tina Gardner
4.	Approval of November Minutes – <i>Roll Call Vote</i>	Tina Gardner
5.	Review By Laws that outlines the meeting attendance and expectations of membership/Legislative Update	Amanda Reeder
6.	Technology Update	Tom Rogers
7.	History of Standards Committee	Donna Wright
8.	Current Projects	Donna Wright
	a. Classification of PSAPs	
	b. Update Peer Review Policy	
9.	Other Discussion and Future Projects	Donna Wright
	Adjourn	Donna Wright

Next Meeting – Thursday, May 5 at 10:00AM

NORTH CAROLINA 911 Standards Committee

Attendance

November 4, 2021

10:00 AM – Noon



Committee Members	In Person	Via Teams	Not Present
Commissioner Marty Cooke		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rodney Cates		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Greg Coltrain		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brian Drew		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Perry Davis		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Greg Foster		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Len Hagaman		<input type="checkbox"/>	<input type="checkbox"/>
John Herring		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Robert Merchant		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Candy Miller		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Christine Moore		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dominick Nutter		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Christy Shearin		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Donna Wright		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Terry Young		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Staff	In Person	Via Teams	Not Present
Amy Berenson		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stephanie Conner		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kristen Falco		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tina Gardner		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pokey Harris		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gerry Means		<input checked="" type="checkbox"/>	<input type="checkbox"/>
David Newberry		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tom Rogers		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marsha Tapler		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sarah Templeton		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Angie Turbeville		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Guests	In Person	Via Teams	Not Present
Lynn Slycord – Kings Mountain		<input checked="" type="checkbox"/>	
		<input type="checkbox"/>	
		<input type="checkbox"/>	

Meeting Minutes:

Madam Chair called the meeting to order at 10:10 am.

Donna Wright and Pokey Harris gave opening remarks.

Tina Gardner conducted roll call. Pokey Harris confirmed there was a quorum.

Approval of October meeting minutes; Dominick Nutter made a motion to approve and Greg Coltrain seconded the motion. Stephanie Connor conducted roll call vote with all I's for those in attendance.

Donna Wright then moved onto the goals. Tina Gardner stated Stephanie Conner had sent the proposed goals out to the committee members and there were no corrections and/or additions suggested. Donna Wright asked again if anyone had suggestions. Donna then reviewed the goals again.

Donna Wright spoke about the staff role of peer review. Pokey Harris advised this has been discussed at board and committee level. Mrs. Harris advised the study group looking at strategic plan making this a review process and engaging a third party to get caught up, and can then move forward at looking at augmenting staff and how we want to look at either the vendor or contractor service to get caught up. This will be a big initiative for the committee, funding committee and staff. Donna Wright stated we didn't have an option we need the feedback as well and would like to develop a rotation depending on deficiencies and at this point it is unmanageable because we are so far behind. Pokey Harris advised that we are behind and she took ownership of that, COVID really put it behind and the attempt at virtual wasn't successful. Richard Bradford mentioned training for those who will be doing reviews so they know the NC ways. A job description will be written for the Peer review position and Mrs. Harris will work with HR after the holidays to secure that. Mrs. Wright stated Mr. Bradford said this would be a policy change. The committee will need to decide how to best do that in 2022 and update the policy to reflect the decision.

Donna Wright then moved to goal #2. Gerry Means made a comment about the CAD data sharing and as they are doing homework and deep dives, there is another aspect looking at need for standards framework for data sharing to give it structure. Standards touch a lot of different areas. Those who have had success have had a diverse group of the overall governance. Thought process is a strategic task for the standards committee. Mr. Means advised the newer technology being brought in through next gen, who takes the lead and how does it work. Make sure work in a cohesive manner between the two committees. Donna Wright stated what if someone from Standards worked with that data sharing committee. Pokey Harris spoke there could be more that are needed as well, depending on the needs on that committee. The committees may have to address individually. Donna Wright stated that there may be a need for a technical person on the standards committee. Gerry Means stated the momentum is building and we have a great opportunity to continue moving forward.

Donna Wright then moved to goal #3 and this goal is moving from 2021. Mrs. Wright explained this was done to classify PSAPs to determine level of capability and technologies. This will be a multiyear project. There are many levels to complete this goal.

Dominick Nutter spoke to the effect he thought the three goals that have been suggested are enough for the year. No further discussion on the goals and Donna Wright asked for a motion to

approve. Dominick Nutter made the motion to approve goals and Greg Colrain seconded the motion. Stephanie Conner completed the roll call vote with all I's from those in attendance.

Donna Wright asked to remember to bring in some more manpower. Please continue to bring people in we will need more hands to complete our goals. This committee can have nothing going on, or we can have more than we can handle.

Tina Gardner also recognized a guest for the meeting, Lynn Slycord.

Donna Wright congratulated Dominick Nutter on being part of the emerging tech forum with APCO. Christine Moore will be with Rapid SOS and giving a presentation on employee retention. NC on the move!

Meeting adjourned at 10:44

NORTH CAROLINA 911 STANDARDS MEETING
ROLL CALL VOTES
 Thursday November 4, 2021
 Via Simultaneous Communication with Microsoft Teams Meeting
 10:00 AM – 12:00 PM



Standards Committee Members	4. Approval of October Minutes	5. FY22 Goals Approval			
Commissioner Marty Cooke	NP	NP			
Rodney Cates	NP	NP			
Greg Coltrain	Y	Y			
Brian Drew	Y	Y			
Perry Davis	NP	NP			
Greg Foster	Y	Y			
Len Hagaman	NP	NP			
John Herring	NP	NP			
Robert Merchant	NP	NP			
Candy Miller	NP	NP			
Christine Moore	NP	Y			
Dominick Nutter	Y	Y			
Christy Shearin	Y	Y			
Donna Wright	Y	Y			
Terry Young	NP	NP			

Standards Committee Goals for 2022

Standards Committee
Review and update language of the policies relating to Peer Review to ensure consistent scheduling and review of the PSAPs while considering options to accomplish them during the pandemic.
Hold joint meetings, twice annually at minimum, to review technological or operational changes that may need to be addressed in Standards or Peer Review.
Continue to explore feasibility of establishing PSAP levels based on operational and technical capabilities.