



North Carolina 911 Board
Education Committee Meeting Agenda
Via Simultaneous Communication
Microsoft Teams Meeting
August 19, 2021
10:00am to 12:00pm

<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 July Minutes – <i>Roll Call Vote</i>	Angie Turbeville
5.	Technology Update	Gerry Means
6.	Recruitment Public Service Announcement - <i>Roll Call Vote</i> <ul style="list-style-type: none">• PSA Video• Website• Data Collection	Chuck Greene
7.	State 911 Plan	Pokey Harris
8.	Goals for 2022 and Calendar	Chuck Greene
9.	Adjourn	Chuck Greene

Next Meeting - Thursday, September 23 at 10:00AM



North Carolina 911 Board
Education Committee Meeting
Draft- Minutes

July 22, 10:00am to 12:00pm

Virtual – Meeting was conducted using simultaneous communication.

Meeting Attendees:

Committee Members	Phone	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson	X		Jason Compton (NC NENA)	X	
Chuck Greene	X		Monica Howard (NC NENA)	X	
Grayson Gusa		X			
J.D. Hartman	X				
Heather Joyner		X			
Hope Downs	X				
Brian Short		X			
Jimmy Stewart	X				
Donna Wright	X				
Staff	Phone	Not in Attendance			
Richard Bradford	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				
Sarah Templeton	X				
Angie Turbeville	X				

Agenda

1. **Chair Opening Remarks** – Mr. Greene kicked off the meeting by welcoming the committee and guests.
2. **Roll Call** – Mr. Greene asked Ms. Turbeville to conduct the roll call.
3. **Executive Director Opening Remarks** – Ms. Harris welcomed committee members and guests.
4. **Approval of May Minutes** – Mr. 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. Ms.

Anderson made a motion to accept the minutes, seconded by Ms. Wright. Ms. Turbeville conducted a roll call vote. All attending committee members voted and the motion carried unanimously.

5. **Legislative Review** – Mr. Bradford stated House Bill 67 which is a compilation of technical corrections to the General Statutes and Session Laws has been updated and waiting on final signing into session law by the governor. House Bill 404 is still in conference. Currently, no other legislative updates to report.
6. **Technology Update** – Mr. Means provided a brief update on status of the NC Board’s technology projects. On Wednesday, July 21, Harnett County and the State Highway Patrol Troops B and H successfully cutover to the ESInet. 911 Calls, voice and data can be transferred to any State Highway Patrol Communications Center in the state. Mr. Means announced an IFB for a data analytics solution has been posted for two weeks. The Board is hopeful to reward a contract by the end of the year. The Data Sharing Ad hoc Committee has met. Information from this group will be forthcoming.
7. **Training Eligibility Request – NENA Telecommunicators Core Competencies Program** Ms. Turbeville presented to committee NENA’s new online 40-hour basic telecommunicator course for funding eligibility. Staff’s recommendation was to approve the course for funding eligibility. Course syllabus was provided to committee for review. Mr. Greene asked for any further discussion and if anyone would like to make a motion to accept staff’s recommendation to approve the course. Mr. Stewart made the motion and Ms. Anderson seconded the motion. Ms. Turbeville conducted a roll call vote. All attending committee members voted and the motion carried unanimously. The course will go forward as a motion to the full Board at the August meeting.
8. **NC NENA/APCO Training Sponsorship Request** – Ms. Turbeville presented to committee a request from NC NENA and NC APCO for a training class sponsorship to be held at an upcoming Chapter Meeting being held in Wilmington in September. The class is Critical Incident Stress, a 3-hour class being offered by the Public Safety Group. The sponsorship request is for \$750. Space has been reserved for up to 110 attendees. Class syllabus was provided for committee review. Staff recommendation is to approve the training sponsorship. Ms. Harris added, a training sponsorship is in line with past actions of the board. Jason Compton with NC NENA was asked if he would like to make comment. Mr. Compton thanked committee and the Board for any consideration. Mr. Greene asked committee if there was a motion to approve the sponsorship, Ms. Wright made the motion and Sheriff Hartman seconded the motion. Ms. Turbeville conducted a roll call vote. Ms. Anderson abstained from the vote. All other attending committee members voted, and the motion carried unanimously. The course will go forward as a motion to the full Board at the August meeting.
9. **PSA Recruitment** – Mr. Greene provided an update on the PSA project. The selected market is the Durham area. The PSA will be used in a focused area to measure impact, so the project can be expanded to assist recruitment efforts statewide. Mr. Greene stated that due to indemnity waiver concerns with the actors in the Washington State video, a new video will be produced. Charter has secured funding for the video production costs at no cost to the Board. Mr. Greene thanked Charter for all their efforts and support. Ms. Turbeville shared the recruitment website mockup for committee comment. Mr. Greene suggested listing each PSAP per county. Ms. Wright asked if “unclassified” PSAPs could be added to the website. Mr. Bradford shared 911 Telecommunicators is for primary PSAPs. He suggested adding to the website for more information on jobs in any area, please contact the local PSAP listed. Mr. Greene asked staff to have further discussion on how to add wording to the website to be inclusive of other centers. Ms. Wright questioned what elements should be gathered for the data analytics; expressing a need for information to look at all parts of the hiring process. Mr. Bradford cautioned that hiring processes are a human resources issue so this data may not be available. Ms. Harris shared she was giddy about the pilot program, and she was excited to see the goals and objectives of the

project coming to fruition. Mr. Greene shared the date of the next committee meeting will need to be moved up a week to Thursday, August 19, due to action on the PSA that will then need to be moved forward to the Board meeting for action. The PSA recruitment project in full will be brought to committee for a vote and if approved will be moved to the Board for approval at the August meeting.

10. **Additional Items** – Ms. Turbeville shared the dates and times of the upcoming Regional PSAP Manager’s Meeting: Western Region - August 18 at 9am, North Central Region - August 25 at 9am, South Central Region- August 25 at 2pm, Eastern Region – August 26 at 1pm.

Mr. Greene adjourned the meeting 10:44am

Next Committee Meeting: Thursday, August 19 at 10am to 12pm

Action Items - Roll Call Vote Results

Minutes

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
J.D. Hartman	X	
Hope Downs	X	
Jimmy Stewart	X	
Donna Wright	X	

Training Eligibility - NENA Telecommunicator Core Essentials Online Course

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
J.D. Hartman	X	
Hope Downs	X	
Jimmy Stewart	X	
Donna Wright	X	

NC NENA/NC APCO – Training Sponsorship

Committee Members	Yes	No
Jeryl Anderson	Abstained due to conflict	
Chuck Greene	X	
J.D. Hartman	X	
Hope Downs	X	
Jimmy Stewart	X	
Donna Wright	X	

DRAFT - PSAP Analytics - DRAFT

PSAP(s) involved in the pilot program will be asked to add a question to the application on how they learned of the career opportunity. The PSAP will be encouraged to communicate the PSA recruitment project to their Human Resources to assist in the capturing the needed information.

1. How many applications do you receive on monthly basis?
2. How many applications do you receive on an annual basis?
3. Since the date of the PSA of XXXXXX to XXXXXX, how many applications have you received?
4. Since the date of the PSA of XXXXXX to XXXXXX, how many job inquires has your PSAP received?
5. Is there a percentage increase in applications from the X months prior to the date the PSA aired as of XXXXXX?
6. How many applicants were considered for the hiring process as a direct result of learning about career opportunities through the PSA?
7. How many applicants were hired as a direct result of learning about the career opportunities through the PSA?
8. Due to the PSA has the PSAP been invited to participate in job fairs?
9. From the recruitment PSA, have you had inquiries to assist with job placement from job placement services such as the Community College or Workforce Program?
10. Was the PSA shared over the PSAPs social media or website? If so, how many inquires did you receive?
11. Since the PSA aired as of this date, has there been a change in moral or any other positives that you would like to share?