North Carolina 911 Board
Education Committee Meeting Agenda
Via Simultaneous Communication
Microsoft Teams Meeting
September 23, 2021
10:00 AM to 12:00 PM

Tab	Topic	Presenter
1.	Chair Opening Remarks	Chuck Greene
2.	Welcome	Pokey Harris
3.	Roll Call	Angie Turbeville
4.	Approval of July Minutes – *Roll Call Vote*	Angie Turbeville
5.	Legislative Update	Richard Bradford
6.	Technology Update	Gerry Means
7.	Recruitment Campaign - Public Service Announcement	Chuck Greene
8.	Community College Partnership	Angie Turbeville
9.	2022 Goals and Meeting Dates	Chuck Greene
10.	Other	
	Adjourn	Chuck Greene

Next Meeting - Wednesday, October 13 at 10:00 AM

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	

Meeting Attendees:

Committee Members	Phone	Not in Attendance		Guests	Phone	In Person
Jeryl Anderson		X		Cindy Morgan (Spectrum Reach)	X	
Chuck Greene	X			Doug Workman (Cary PD)	X	
Grayson Gusa		X		Ryan Hargreaves (Cary PD)	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
Amy Berenson	X	
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. Due to several committee members unable to attend today's meeting, there is no quorum for the meeting; roll call and action items requiring roll call votes will not be taken.

2. **Roll Call** – No quorum of committee members. Roll call not taken.

3. **Executive Director Opening Remarks** – Ms. Harris welcomed committee members and guests.

4. **Technology Update** – Mr. Means provided a brief update on status of the NC Board's ESInet implementation. He gave a brief overview of the GIS project noting that all the localities have loaded their GIS into the statewide database. There are about 20 municipalities that are cleaning up their data to meet the I3 standard. Mr. Means shared that due to is impending retirement; they are conducting interviews for his replacement.

5. **PSA Recruitment** – Mr. Greene announced that the final proposal for the recruitment campaign is fully ready to be discussed. Due to lack of committee quorum, there will be no roll call vote today. Cindy Morgan with Spectrum Reach will present the proposal and answer any questions about the proposal. The video was shown to the attendees. Ms. Morgan gave the presentation explaining the proposed campaigns and the advantages and disadvantages of both (presentation included in the agenda packet). Staff recommendation was to go with Option 1 which is the Durham Television Media Market which includes several counties in the North Central region of the state. Option 1 was selected due to this being a smaller targeted region to gauge impact and collect analytics for the pilot program. Mr. Greene asked for any discussion from committee. Mr. Stewart agreed with the small footprint. Ms. Morgan shared they produced the campaign ad at no charge and secured an additional 20% of program market which is included in the total cost of $15,000. Mr. Greene advised the consensus of committee was for Option 1 and the motion will be made at Board Meeting next week. The recruitment website was reviewed for final discussion. Mr. Greene reviewed the data analytics questions asking for input. Mr. Greene suggested having some questions as required or essential and other questions as optional. Mr. Stewart offered that some centers might not be actively recruiting; consideration should be given how to gain data from those. Mr. Greene inquired if PSAPs would be able to gather data. Mr. Stewart thought the data gathering could be dependent on size of the center. There was discussion on ease of adding a question to the application on how an applicant heard about the job. Mr. Stewart thought it would be easy to add a question to the application. The discussion ended by Chuck asking Ms. Harris if she had any comments. Ms. Harris is hopeful this will be beneficial to the PSAPs and if successful can build into the budget for future campaigns.

6. **State 911 Plan –** Ms. Harris stated that currently, we are in the process of updating the State 911 Pan. Work done through committees is a major reason we can accomplish our goals. Barry Ritter with Strategic Communications will be presenting about the State 911 Plan at next week's meeting. The State Plan Study Group (13 Members) will begin meeting next week. The members align with the makeup of the board.

7. **2022 Education Committee Goals and Calendar Dates –** Ms. Harris asked committee to have their goals ready for discussion at the October meeting.

The meeting concluded at 10:56AM

Next Committee Meeting: Wednesday, October 13 at 10:00AM to 12:00PM

Curriculum Standard for Public Safety Administration			

Career Cluster: Law, Public Safety, Corrections & Security

Cluster Description: Planning, managing, and providing legal, public safety, protective services and homeland security, including professional and technical support services.

Pathway: Public Safety Technologies	**Effective Term:** Fall 2019 (2019*03)

Program Majors Under Pathway:		

Program Major / Classification of Instruction Programs (CIP) Code		**Credential Level(s) Offered**	**Program Major Code**
Public Safety Administration	CIP Code 43.9999	AAS/Diploma/Certificate	A55480

Pathway Description: The Public Safety Administration curriculum is designed to provide students, as well as practitioners, with knowledge and skills in the technical, managerial, and administrative areas necessary for entrance or advancement within various public safety and government organizations.

Course work in diverse subject areas includes public safety administration and education, interagency operations, crisis leadership, government and agency financial management, professional standards, incident management, administrative law, and supervision, while providing a streamlined pathway that recognizes the value of previously earned skillsets and credentials within the public safety sector.

Employment opportunities exist with fire or police departments, emergency management organizations, governmental agencies, industrial firms, correctional facilities, private industries, insurance organizations, educational organizations, security and protective organizations, and through self-employment opportunities.

Public Safety Administration A55480			

Recommended General Education Academic Core	**AAS**	**Diploma**	**Certificate**
Minimum General Education Hours Required:	**15 SHC**	**6 SHC**	**0 SHC**

Courses listed below are recommended general education courses for this curriculum standard. Colleges may choose to include additional or alternative general education courses to meet local curriculum needs.			
1. Communication:	**6 SHC**	**3-6 SHC**	**Optional**
ENG 111 Writing & Inquiry (UGETC) 3 SHC (UGETC)			
ENG 131 Introduction to Literature 3 SHC			
COM 231 Public Speaking 3 SHC (UGETC)			
COM 120 Intro. Interpersonal Communication 3 SHC (UGETC)			
ENG 112 Writing/Research in the Disc 3 SHC			
ENG 114 Prof Research & Reporting 3 SHC			
2.Humanities/Fine Arts:	**3 SHC**	**0-3 SHC**	**Optional**
ENG 231 American Literature I 3 SHC (UGETC)			
ENG 232 American Literature II 3 SHC (UGETC)			
HUM 110 Technology and Society 3 SHC			
HUM 115 Critical Thinking 3 SHC			
HUM 120 Cultural Studies 3 SHC			
HUM 121 The Nature of America 3 SHC			
PHI 240 Introduction to Ethics 3 SHC (UGETC)			
3.Social/Behavioral Sciences: N/A	**3 SHC**	**0-3 SHC**	**Optional**
POL 120 American Government 3 SHC (UGETC)			
PSY 150 General Psychology 3 SHC (UGETC)			
4.Natural Sciences/Mathematics: N/A	**3 SHC**	**0-3 SHC**	**Optional**
MAT 143 Quantitative Literacy 3 SHC (UGETC)			
MAT 152 Statistical Methods I 3 SHC (UGETC)			

II. **Major Hours**. AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit. Below is a description of each section under Major Hours.

   A. **Technical Core.** The technical core is comprised of specific courses which are required for all Program Majors under this Curriculum Standard. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the curriculum core courses or core subject area of the AAS program.

   B. **Program Major(s).** The Program Major must include a minimum of 12 semester hour's credit from required subjects and/or courses. The Program Major is in addition to the technical core.

   C. **Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours of credit may be selected from each prefix listed, with the exception of prefixes listed in the core.

Public Safety Administration A55480	AAS	Diploma	Certificate
Minimum Major Hours Required:	**49 SHC**	**30 SHC**	**12 SHC**
A. Technical Core:	28-33 SHC		

Required Courses:

PAD	151	Intro to Public Admin	3 SHC
PAD	252	Public Policy Analysis	3 SHC
PAD	254	Grant Writing	3 SHC
EPT	124	EM Services Law & Ethics	3 SHC *or*
FIP	152	Fire Protection Law	3 SHC *or*
PAD	152	Ethics in Government	3 SHC
FIP	228	Local Govt Finance	3 SHC *or*
PAD	251	Public Finance & Budgeting	3 SHC
CJC	170	Critical Incident Mgmt Pub Saf	3 SHC *or*
EPT	150	Incident Management	3 SHC

Select one course from the following:

CJC	240	Law Enfor Mgt. & Superv	3 SHC
EMS	235	EMS Management	2 SHC
FIP	276	Managing Fire Services	3 SHC

B. Tracks. Choose one Subject Area minimum

Correction Services:

PST	120	NCDPS Correctional Officer Training	8 SHC
		OR the following 3 courses:	
CJC	141	Corrections	3 SHC
CJC	225	Crisis Intervention	3 SHC
CJC	232	Civil Liability	3 SHC *or*
CJC	233	Correctional Law	3 SHC

Emergency and Fire Management Services: Choose 12 SHC minimum from: EMT, EPT, EMS, FIP, or PST* *

Law Enforcement Services: Choose 12 SHC Minimum from: CJC/PST** course prefixes including BLET).

Security and Loss Prevention Services: Choose from CJC/PST** courses

CJC	151	Intro to Loss Prevention	3 SHC
CJC	152	Intro to Sec/Protect Service	3 SHC
CJC	153	Private Security Operations	3 SHC
CJC	154	Private Security Business	3 SHC

**Maximum 9 SHC awarded for PST

B.	**Program Major(s): Not Applicable**

C. Other Major Hours: *To be selected from the following prefixes:*

ASL, BIO, BUS, CCT, CET, CIS, CJC, CSC, CTI, CTS, DBA, ECO, EDU, EHS, EMS, ENG, EPT, FIP, GIS, HEA, HIS, HSE, HUM, LEX, NET, OST, PAD, PED, POL, PST, PSY, SEC, SOC, SPA, and WBL

Up to two semester hour credits may be selected from ACA.

Up to three semester hour credits may be selected from the following prefixes: ARA, ASL, CHI, FRE, GER, ITA, JPN, LAT, POR, RUS and SPA

IV. Employability Competencies

Fundamental competencies that address soft skills vital to employability, personal, and professional success are listed below. Colleges are encouraged to integrate these competencies into the curriculum by embedding appropriate student learning outcomes into one or more courses or through alternative methods.

A. **Interpersonal Skills and Teamwork** – The ability to work effectively with others, especially to analyze situations, establish priorities, and apply resources for solving problems or accomplishing tasks.

B. **Communication** – The ability to effectively exchange ideas and information with others through oral, written, or visual means.

C. **Integrity and Professionalism –** Workplace behaviors that relate to ethical standards, honesty, fairness, respect, responsibility, self-control, criticism and demeanor.

D. **Problem-solving** – The ability to identify problems and potential causes while developing and implementing practical action plans for solutions.

E. **Initiative and Dependability** – Workplace behaviors that relate to seeking out new responsibilities, establishing and meeting goals, completing tasks, following directions, complying with rules, and consistent reliability.

F. **Information processing** – The ability to acquire, evaluate, organize, manage, and interpret information.

G. **Adaptability and Lifelong Learning –** The ability to learn and apply new knowledge and skills and adapt to changing technologies, methods, processes, work environments, organizational structures and management practices.

H. **Entrepreneurship –** The knowledge and skills necessary to create opportunities and develop as an employee or self-employed business owner.

An **Employability Skills Resource Toolkit has been developed by NC-NET for the competencies listed above.*
Additional information is located at: http://www.nc-net.info/employability.php

**The *North Carolina Career Clusters Guide was developed by the North Carolina Department of Public Instruction and the North Carolina Community College system to link the academic and Career and Technical Education programs at the secondary and postsecondary levels to increase student achievement. Additional information about Career Clusters is located at: http://www.nc-net.info/NC_career_clusters_guide.php or http://www.careertech.org.*

Summary of Required Semester Hour Credits (SHC) for each credential:

	AAS	Diploma	Certificate
Minimum General Education Hours	15	6	0
Minimum Major Hours	49	30	12
Other Required Hours	0-7	0-4	0-1
Total Semester Hours Credit (SHC)	**64-76**	**36-48**	**12-18**

2021 Education Committee Goals

1. Develop an information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NG911 and other state projects.
2. Explore the feasibility of expanding Board sponsored training in conjunction with the Community College system.
3. Explore the feasibility of creating a voluntary Telecommunicator training, certificate and/or certification program in collaboration with the Community College system.
4. Explore methods for public outreach utilizing nontraditional media outlets.

2022 Education Committee Goals

1. Continue the information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NG911 and other state projects.
2. Explore the feasibility of creating a voluntary Telecommunicator training certificate and/or certification in collaboration with the Community College system.
3. Expand the Recruitment Public Service Announcement initiative based on data collected during the pilot program.
4. Explore additional methods for public outreach utilizing nontraditional media outlets.

2022 Education Committee Dates

(3rd Thursday of the month 10:00AM to 12:00PM)

January 20

February 17

March 17

April 21

May 19

June 16

July 21

August 18

September 15

October 20

November 17