



North Carolina 911 Board
Education Committee Meeting Agenda
Via Simultaneous Communication
Microsoft Teams Meeting
Thursday, April 22, 2021
10:00am to 12:00pm

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Chuck Greene
2.	Roll Call	Angie Turbeville
3.	Welcome	Pokey Harris
4.	Approval of March Minutes – <i>Roll Call Vote</i>	Angie Turbeville
5.	Legislative Review	Richard Bradford
6.	Technology Update	Gerry Means
7.	Website Update	Tina Gardner & Angie Turbeville
8.	Recruitment Public Service Announcement	Chuck Greene
9.	Community College <ul style="list-style-type: none">• Partnerships• Cape Fear Community College Telecommunicator Training• Be Rail Safe Training for Telecommunicators	Angie Turbeville
10.	Nationally Recognized Basic Telecommunicator Programs	Angie Turbeville
11.	Adjourn	Chuck Greene

Next Meeting - Thursday, May 27 at 10am



North Carolina 911 Board
Education Committee Meeting
DRAFT- Minutes
Thursday, March 25 @ 2:00PM to 4:00PM
Virtual – Meeting was conducted using simultaneous communication.

Meeting Attendees:

Committee Members	Phone	In Person	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson	X			Lt. Williams (New Bern Police)	X	
Chuck Greene	X			Tom Brubaker (New Bern Police)	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	In Person	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 welcoming the group.
2. Roll Call – Mr. Greene asked Ms. Turbeville to conduct the roll call.
3. Executive Director Opening Remarks – Ms. Harris welcomed the committee members and guests. She shared Chief Tommy Cole will be joining the Board replacing Buddy Martinette for the NC State Firefighter’s Association. Chief Cole is from Alamance County. Ms. Harris expressed her excitement about the PSA Recruitment Project that will be discussed at today’s meetings.
4. Approval of March 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.

Wright made a motion to approve and Ms. Anderson seconded the motion. The minutes were approved unanimously.

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

Note: Hope Downs and Brian Short were not present for the vote. Hope Downs joined the meeting at 2:08pm. Brian Short joined the meeting at 2:10pm.

5. Legislative Review – Mr. Bradford provided committee members with a legislative update regarding various NC bills that have been introduced in this legislative session and the Consolidated Appropriations Act, 2021, HR 133, (“Cares Act II”) text of 47 USC 615a-1. See agenda packet for handout. NC HB404 Immunity for 911 Dispatchers was just introduced and did not make the agenda packet. Comments for the FCC 911 Fee Diversion NPRM closes April 2; thus far groups such as NASNA, NENA and APCO have provided comments. Ms. Harris informed committee that Mr. Bradford has been nominated to participate in the strike force that is mentioned in the FCC 911 Fee Diversion NPRM.
6. Technology Update – Mr. Means reported 77 PSAPs are now live on the ESInet with the latest migration on March 24 for Moore County 911. The team is working toward the milestone of 100 PSAPs migrated, scheduled to occur in August. The State Highway Patrol will begin migrating to the ESInet next month. A 90-day extension for the cybersecurity assessments was granted by the Board at last month’s meeting; assessments have begun for 125 of the 127 PSAPs, with 76 final reports issued. Ms. Harris added a report out to full Board will be given in August.
7. Information Aids/Fact Sheets – Mr. Means reviewed the ESInet document with the committee. Mr. Meeks reviewed the NMAC handout. Mr. Greene asked staff to prepare a final design for next month’s meeting.
8. PSA Recruitment – Ms. Turbeville shared with committee a conference call was conducted with Adam Wasserman, Washington State 911 Director to learn more about their PSA recruitment campaign. To explore and collect further information, staff enlisted John Moore, Board Member who coordinated a call with Cindy Morgan, Media Consultant with Charter. She will be working on an initial proposal with information and pricing for further discussion. Mr. Greene shared the recruitment video from Washington State and a second video for recruitment for volunteer firefighters. Committee members provided positive input and suggestions for the PSA and website.
9. New Business – Jimmy Stewart brought to committee the NECI Basic Telecommunicator Certification being taught in high schools. There was much discussion about the program. Ms. Harris suggested staff reach out to Dr. Barbour with NC Department of Public Instruction to learn more about the program.

Meeting was adjourned at 3:44PM

Next Committee Meeting: Thursday, April 22 at 10am

Bill Tracking 2021 Session, Regulatory Tracking Items of Potential Interest

Bill, Title	Explanation	Update	Link
911 Board, and of potential interest to Board constituencies			
H203 Extend Deadline for Police Telecommunicators	This bill should not have a substantial impact on the Board but may require reconciliation with the Board's statute regarding training. Training and funding may be impacted.	3/4 referred to Judiciary 2, if fav then to Rules. 3/31 sent to the Senate; ref to Rules	H203v1.pdf (ncleg.gov)
H213 Kelsey Smith Act	This bill, in substance, has been filed in prior sessions. The purpose is to allow law enforcement to obtain caller location data upon request. The bill does not directly impact the Board but should be of high interest to PSAPs (particularly those operated by law enforcement agencies) and wireless service providers. It relies upon definitions in GS 143B-1400.	¾ Referred to Judiciary, if fav, then to Rules. Similar legislation was filed as S 173 in the 2019-20 session of US Congress, H 4889 in the 2015-16 US Congress, and passed the OK Senate on 3/4/21. S Dakota became the 26 th state to adopt the law last year.	H213v1.pdf (ncleg.gov)
H217 Utilities Commission Tech and Add'l Changes	This bill does not directly impact the Board or PSAPs. It includes a technical change relevant to DIT (§2, modifying GS 62-3) and may support local government efforts for broadband.	S 209 is parallel 3/25 sent to Senate; ref to Rules	H217v1.pdf (ncleg.gov) H217v2.pdf (ncleg.gov) S209v1.pdf (ncleg.gov)
H289 DIT/Broadband Mapping	Expands DIT's powers and duties to include broadband maps and establish DIT as the sole provider of such for State agencies. Also establishes DIT as	3/15 ref to Energy and Public Utilities, then Appropriations, then Rules. 3/23 committee substitute, fav.	H289v1.pdf (ncleg.gov) H289-PCS30197-RIa-4 (ncleg.gov)

	the State's recipient for all grants and gifts for broadband mapping.	See H384, filed 3/24, regarding local government broadband and reliance upon information available from DIT. 4/5 sent to Senate; ref to Rules	H289v2.pdf (ncleg.gov)
H304 Protect Personal Info/LEOs, Judges, DAs.	Allows individuals to request redaction of names, addresses and other personal information from public databases and publications of local governments.	Filed 3/15, ref to State Gov, then to Judiciary 1, then to Rules	H304v1.pdf (ncleg.gov)
H356 Speaker's Appointments Bill	Appoints Chief John T Cole of Alamance Co to fill Buddy Martinette's term: term expires 12/31/22.	Filed 3/22, calendared for 3/24 Passed, SL 2021-6	H356v1.pdf (ncleg.gov) H356v4.pdf (ncleg.gov)
H404 Immunity for 911 Dispatchers	It removes the immunity for communication service providers. It intends to provide immunity for simple negligence (not willful, wanton conduct) claims filed against PSAPs or PSAP employees. Removing immunity for service providers may be an error of interpretation because immunity for 911 system providers was retained. Service providers have immunity under federal law and the current statute was intended to implement such immunity for claims arising under State law, i.e., the Tort Claims Act.	Filed 3/24. Sponsors are Zachary, Warren and Cleveland. 3/25 ref to Rules	DRH10176-LM-42 (ncleg.gov)

H492	<p>WC/Psych Trauma Related Injuries</p> <p>Identifies first responders including 911 dispatchers as eligible for workers compensation if PTSD arises out of employment. See the bill for more detail.</p>	<p>Filed 4/5/2021, 4/8 ref to Health, then Judiciary 1, then Rules</p>	<p>DRH40306-LR-26A (ncleg.gov)</p>
S20 Hands Free NC	<p>This bill repeals prior legislation relating to unlawful operation of a mobile phone while driving and replaces such legislation with unlawful operation of a wireless communication device. The bill does not expressly address 911 calls, or texts, but the language of the bill broadly includes calls and texts in emergency situations. Exceptions to the prohibition (e.g., for emergency response agencies and others) includes first responders but does not expressly include communications with PSAPs or telecommunicators.</p>	<p>1/28 ref to Rules</p>	<p>S20v1.pdf (ncleg.gov)</p>
S 134 H 48	<p>Concealed Carry/Emergency Medical Personnel</p> <p>Allows EMS personnel to carry a concealed weapon while on duty providing “tactical medical assistance to law enforcement” in an emergency situation.</p>	<p>Filed 2/24, ref to Rules</p>	<p>S134v1.pdf (ncleg.gov) H48v3.pdf (ncleg.gov)</p>

S 208 Labor Law Changes	Amends GS 95-133(b) to allow the Commissioner of Labor access to medical records including dispatch and transport of individuals. The data should be accessed through DHHS.	Introduced 3/10	S208v1.pdf (ncleg.gov)
Federal legislation, regulation			
H.R. 1848 The “LIFT America Act”. See NG911 in Subtitle E, section 15001	<p>Purposes include promoting NG 911, interoperability, integration with FirstNet. Increases authority of the National 911 Office, creates a National NG911 SOC, establishes a grant program for NG911 with funding of \$15B for FY 22-26 (\$24M to fund the Office and SOC).</p> <p>Seeks to replace PSAP with ‘emergency communications center’. Establishes a ‘Next Generation 9-1-1 Advisory Board’</p>	<p>Introduced 3/11, Committee on Energy and Commerce will hold a hearing on 3/22.</p>	<p>H.R.1848 - 117th Congress (2021-2022): To rebuild and modernize the Nation's infrastructure to expand access to broadband and Next Generation 9-1-1, rehabilitate drinking water infrastructure, modernize the electric grid and energy supply infrastructure, redevelop brownfields, strengthen health care infrastructure, create jobs, and protect public health and the environment, and for other purposes. Congress.gov Library of Congress</p>
FCC Second Report and Order Amends FCC Rules	Proposed rules allow state governments (and others) to have access to Network Outage Reporting System (NORS) and		Microsoft Word - NORS DIRS Info Sharing RO

<p>Concerning Disruptions to Communications¹</p> <p>See p 51 for Appendix A, Final Rule, p 75 for Appendix C, Certification Form</p>	<p>Disaster Information Reporting System (DIRS). Providers' data in these reports has been presumed confidential².</p> <p>Access is limited to agencies having a "need to know"³ and this limited to an agency having direct responsibilities for emergency management and first responder support functions. Commission declined to exclude 911 fee diverters from eligible agencies.⁴</p>		<p>for Release with Fact Sheet (fcc.gov)</p>
<p>FCC Notice of Inquiry Open Ran Promoting deployment of 5G Open Radio Access Networks</p>	<p>The RAN is the portion of the wireless telecommunication system that connects user devices (e.g., mobile phones) with the core network that performs routing or delivery of content. RAN architectures are wide-ranging in their degree of openness.⁵ The activity and interest in Open RAN is aimed at driving historically closed solutions to become more open and interoperable.⁶</p>		<p>GN Docket 21-63 Open RAN NOI DOC-370266A1.pdf</p>

¹ See ¶6 – all NORS filings include reporting of whether E911 was affected.

² 47 CFR 0.457(d)(vi)

³ ¶32, includes only agencies that have official duties that make them directly responsible for emergency management and first responder support functions. . . ¶33 expect that qualifying agencies will include state homeland security and emergency management departments, state first responder departments (including fire and law enforcement departments), and state public utility (or public service) commissions.

⁴ ¶40

⁵ ¶5

⁶ ¶10

	<p>Supply Chain Order⁷ introduced the notion of “rip and replace” by funding a reimbursement program to remove older mobile wireless networks with LTE equipment or services.⁸</p> <p>Much of the NOI focuses on collecting information about markets, products and implementation.⁹ There is a clear intent to avoid vertical markets and have open competition for network components.</p> <p>Seeks comments specifically focused on E911, NG911, ESInet.¹⁰</p>		

Important dates from the rules are listed below:

⁷ ¶11, 12, disallowance of USE for purchase of equipment from a covered company (e.g., Huawei, ZTE, etc.), ¶13 updated R&O 12/10/2020. See 27 where the Commission notes that Germany is expected to spend 2B Euro to reduce dependency on Huawei and prioritize Open RAN. See also ¶35 requesting specific comments on American companies.

⁸ ¶63

⁹ ¶30, 32

¹⁰ ¶39 “potential benefits would Open RAN provide for public safety communications and emergency communications, such as 911 or wireless emergency alerting . . . would Open RAN impact the required location accuracy of 911 calls? Open RAN facilitate interoperability for public safety communications, especially as state and local 911 systems transition to IP-based networks, such as Next Generation 911 (NG 911)?”

February 25: Bills recommended by State Agencies

March 11: Senate local bill filing deadline

March 25: House local bill filing deadline

April 6: Senate public bill filing deadline (does not apply to constitutional amendments, elections bills, or appointments)

April 20: House filing deadline for non-budget bills

April 27: House filing deadline for budget bills

May 13: Crossover deadline for both the House and Senate in which bills must have passed at least one chamber to remain eligible for consideration.

Bills eligible to be filed in 2021 with no deadlines

- (1) Redistricting bills for House, Senate, Congress, or local entities.
- (2) Ratification of amendments to the Constitution of the United States.
- (3) Resolutions pertaining to the internal affairs of the House or adjournment resolutions.
- (4) Bills introduced on the report of the House Committees on Appropriations, Finance, or Rules

Revised as of 14 April 2021

Turbeville, Angie F

From: Morgan, Cindy J <Cindy.Morgan@charter.com>
Sent: Tuesday, April 13, 2021 11:37 AM
To: Turbeville, Angie F
Cc: John.Moore1; Morgan, Cindy J
Subject: RE: [External] RE: Recruitment PSA
Attachments: NC 911 - Statewide 2021 - Scheduler (tv) - Logos.pdf

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Hello Angie,

This email follows up on creative and speculative television schedule for NC 911 Operator Recruitment Campaign. My hope is to send this for your review then we schedule a call to walk through so I can answer questions, discuss scenarios and next steps.

Creative:

We recommend using the Washington State PSA, incorporating “North Carolina” and “North Carolinians” into the script along with the NC flag. We need the video and audio tracks separated and the video (broadcast quality) without the logos to make those edits. If we are not able to receive the video without their logos then we would mask over the Washington graphics. Any North Carolina graphics you want included please provide. Those changes as outlined would come to \$350 (includes new voice over/script, music bed, update lower 3rd, end tag, insert flag overlay). \$350 is an excellent price for that amount of editing. If we are to change out video footage, shots, or other more extensive editing then it would need to be requested.

Television Proposal (spec proposal attached):

Target Demo: as discussed this is built targeting younger adults (primary demo A18-34) more able to multi-task with multiple screens.

Targeting Rationale: There are many factors to take into consideration when looking to purchase commercials such as the market cost, the stations, efficiencies, frequency, reach, programming, etcetera. Budget plays a large role as well. In this case we have a small budget yet we want to see measurable results in calls and applications for operators. Based on my experience Spectrum News would be my recommended driver for this campaign as it is a reach product, and it delivers. The flip side is the younger audience we are seeking, while they are more inclined to tune into Spectrum News with 24/7 access, Weather on the Ones and extensive sports coverage, than traditional local or world news, younger demos are not core news audiences. So keeping that in mind I am recommending a 50/50 split with 50% spend on Spectrum News and 50% across networks targeting young adults (like CMT, Comedy, Outdoor, Sci, MTV, Tru, VH1, etcetera). This is all open to discussion when we meet.

Items to note re my methodology:

1. This is a speculative schedule built to show you delivery in all 7 markets of the state and intended as a starting point for conversation around markets, networks, commercials, impressions and cost.
2. After reviewing networks, cost efficiencies and delivery across markets, if the budget was higher I would recommend a 50/50 split Spectrum News and network mix targeted to A18-34. I highly recommend either a sole budget is split about 50/50 between spectrum news and audience app. The audience app target is Adults 18-34.
3. When I started at \$15,000 I was not able to generate a viable statewide proposal, even at \$25,000 it is a very light schedule, so I recommend narrowing markets once we review.
4. To stretch this 4-6 weeks it is a light schedule in frequency and reach of message.

5. Stats as built at \$25,000 –
 - a. 3750 commercials across 7 markets
 - b. 3,707,353 Household impressions
 - c. 571,262 Adults 18-34 impressions
6. Market breakout based on \$25,000 budget is allocated based on population:
 - o Charlotte – \$7499.75
 - o Raleigh/Durham/Fayetteville – \$7499.05
 - o Greensboro/Winston Salem/High Point – \$5001.90
 - o Wilmington – \$1250.25
 - o Greenville/New Bern (Morehead/Jacksonville) – \$1249.50
 - o Outer Banks – \$1249.55
 - o Asheville Region of the Greenville/Spartanburg/Asheville DMA – \$1249.60

I realize this is a lot to digest and again it is a starting point for discussion. Please let me know times that work for you in the next week or so for us to discuss.

All my best,
Cindy Morgan



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 Regional AE & Political Specialist, Carolinas Region | P 919.654.7675 C 919.306.8720
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 Sales Support Supervisor: Adison.Lawrence@Charter.com
 Political Senior Planner: Greg.Mayer@Charter.com
 Digital Sales Mngr: James.Orban@Charter.com
 Research: Mark.Riney@Charter.com

From: Turbeville, Angie F <angie.turbeville@nc.gov>
Sent: Monday, April 5, 2021 9:46 AM
To: Morgan, Cindy J <Cindy.Morgan@charter.com>
Subject: [EXTERNAL] FW: [External] RE: Recruitment PSA

CAUTION: The e-mail below is from an external source. Please exercise caution before opening attachments, clicking links, or following guidance.

Good morning Cindy,

For the Washington PSA, I did receive the permission for creative rights. I am working on the other PSA.

Enjoy your week.

Thanks –

Angie

From: Wasserman, Adam R (MIL) <Adam.Wasserman@mil.wa.gov>
Sent: Thursday, April 1, 2021 4:04 PM
To: Turbeville, Angie F <angie.turbeville@nc.gov>

Cc: Harris, Pokey <pokey.harris@nc.gov>

Subject: [External] RE: Recruitment PSA

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Angie,

Good afternoon! Just spoke with our department media person and they said that I would be the approver; so, I therefore bequeath creative rights so that you all can do what you need.

So happy that it is working out, I look forward to hearing how the campaign goes. Let me know if you need anything else.

Take care,

Adam

From: Wasserman, Adam R (MIL)

Sent: Thursday, April 1, 2021 11:54 AM

To: 'Turbeville, Angie F' <angie.turbeville@nc.gov>

Cc: Harris, Pokey <pokey.harris@nc.gov>

Subject: RE: Recruitment PSA

Angie,

That is great!!! Let me check with the powers that be to see who can provide the 'yes' for creative rights and I will get back to you. Hopefully it is me which would make it easy.

I let you know soon.

Take care,

Adam

From: Turbeville, Angie F <angie.turbeville@nc.gov>

Sent: Thursday, April 1, 2021 11:50 AM

To: Wasserman, Adam R (MIL) <Adam.Wasserman@mil.wa.gov>

Cc: Harris, Pokey <pokey.harris@nc.gov>

Subject: Recruitment PSA

External Email

Good afternoon Adam,

Thank you so much for sharing all of this information about your recruitment efforts. Last week we had a Board meeting and a committee meeting. The recruitment PSA was well received so we are marching forward to model your project here in NC. We have began exploring the PSA with one of our news affiliates media marketing specialist. I do have one more favor to ask. Can we have creative rights to your PSA? This will assist us with some reduction in production costs and quite frankly your PSA hits the mark. I look forward to hearing back from you.

Please have a safe and happy holiday weekend - Angie

Angie Turbeville, ENP
Eastern – 911 Regional Coordinator
NC 911 Board

NC Department of Information Technology
Office 919-754-6162
Cell 919-601-8577
Angie.Turbeville@nc.gov

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TELECOMMUNICATOR

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This course is for telecommunicators who want to enhance their knowledge, skills, and abilities so they can ultimately serve as a member of a tactical/incident dispatch team. The course uses scenarios and practical exercises to explore the issues involved in working major events and responding to major incidents. Classwork focuses on sharpening the skills needed to fulfill the role and responsibilities for tactical dispatch.

Course Length:

2 Days

Course Dates:

3/13-3/14/21 Class size limited to 20. No cost to NC Telecommunicators

**APCO
INTERNATIONAL
COURSES -
FUNDAMENTALS
OF TACTICAL
DISPATCH**



**APCO
INTERNATIONAL
COURSES -
BULLYING AND
NEGATIVITY IN THE
COMMUNICATIONS
CENTER**


Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

Bullying is prevalent in the workplace including America's 9-1-1 comm centers. The number of U.S workers affected by bullying is a staggering 65.6 million. In this seminar, we will define what bullying is and provide some examples. We will also look at the people it affects in our comm centers. Finally, we will give you the tools to combat the bullying problem in your comm center.

Course Length:

1 Day

Course Dates:

6/9/2021 Class size limited to 20. No cost to NC Telecommunicators

TELECOMMUNICATOR

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

Course Length:

1 Day

Course Dates:

8/4/2021 Class size limited to 20. No cost to NC Telecommunicators

**APCO
INTERNATIONAL
COURSES - CRISIS
NEGOTIATIONS
FOR
TELECOMMUNICATORS**


Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This course is designed 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 communications center in the face of a multitude of disaster situations.

Course Length:

1 Day

Course Dates:

6/8/2021

**APCO
INTERNATIONAL
COURSES -
DISASTER
OPERATIONS AND
THE
COMMUNICATIONS
CENTER**



TELECOMMUNICATOR

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

Stress affects people of all ages, professions and life situations. However, emergency communications as a profession is inherently stressful with the various demands placed upon them by nature of the profession. This course addresses how to detect stress within yourself and co-workers and provides measures to reduce its impact.

Course Length:

1 Day

Course Dates:

7/6/2021

APCO INTERNATIONAL COURSES - SURVIVING STRESS


Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

Active shooter incidents are high-risk, high-stakes events that, without warning, can cause devastating consequences in just a few brief moments. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to active shooter incidents. Telecommunicators need to be aware of the unique challenges posed by active shooter incidents and be prepared to address them well in advance. This course looks at the role of the telecommunicator through all stages of an active shooter incident.

Course Length:

1 Day

Course Dates:

8/3/2021

APCO INTERNATIONAL COURSES - ACTIVE SHOOTER INCIDENTS



TELECOMMUNICATOR

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

Attendees will hear about the concepts underlying legal terms like "liability," "damages," and "immunity." Lessons learned from court cases will be used to provide examples of procedural violations that formed the basis of lawsuits against PSAPs. The hiring and management of personnel and dispatch center operations will be examined from the standpoint of compliance with federal and state laws that regulate these areas. Finally, the concept of privacy in the dispatch center will be evaluated from a constitutional perspective and in light of the many rules governing the confidentiality of medical information.

Course Length:

1 Day

Course Dates:

2/2/2021

**NENA COURSES -
LIABILITY ISSUES
IN THE 911 CENTER**

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.) that are responsible for hiring telecommunicators

Course Goals:

This course provides information on all aspects of personnel, from creating a strong hiring policy to building and promoting successful candidates. Students will learn best practices for each stage of the process, and will take home ideas they can implement immediately, as well as benefit from class discussion as colleagues share their successes. Participants will also take home ideas on how to retain their employees, and how to support them throughout their careers.

Course Length:

1 Day

Course Dates:

11/18/2021 No cost to NC Telecommunicators

**NENA COURSES -
RECRUIT, HIRE,
RETAIN & PROMOTE
FOR SUCCESS**


TELECOMMUNICATOR

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

In this workshop, participants identify and discuss common problem areas that our telecommunicators experience in the performance of their duties. You'll learn tips and tools that help you identify and correct problems to ensure your team members succeed.

Course Length:

1 Day

Course Dates:

11/19/2021 No cost to NC Telecommunicators

**NENA COURSES -
PREVENTING
TELECOMMUNICATOR
OR TUNNEL VISION**

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This exciting course builds upon basic standards, protocols, and policies to help you advance to the next level of 9-1-1 call taking proficiency on your journey towards professional mastery. Topics include: handling infrequent but highly critical events, improving listening skills, and developing a plan to keep your skills growing to meet new challenges.

Course Length:

1 Day

Course Dates:

5/24/2021 No cost to NC Telecommunicators

**NENA COURSES -
ENHANCED CALLER
MANAGEMENT**

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This course is a primer in disaster planning to help 9-1-1 professionals prepare for and survive calamities that can cause disruptions to PSAP systems and failures in overall PSAP operations. The class focuses on what employees of a 9-1-1 center can do before, during, and after catastrophic events to ensure they are able to provide continuous service.

Course Length:

1 Day

Course Dates:

6/4/2021 No cost to NC Telecommunicators

**NENA COURSES -
DISASTER
PLANNING FOR THE
PSAP**


TELECOMMUNICATOR

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

The morning session of lecture and exercises examines the difference between policies, procedures, and guidelines while reviewing accreditation, standards, and best practices that drive your particular agency's needs. Students will learn a seven-step process in procedure manual development and then learn the process for maintaining those manuals. The afternoon session provides for hands-on procedure development and critique.

Course Length:

1 Day

Course Dates:

8/16/2021 No cost to NC Telecommunicators

**NENA COURSES -
SOP
DEVELOPMENT:
REFINING &
ENHANCING YOUR
911 CENTER**


Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

It's not the title that one attaches to their name, but the ability to effectively manage, motivate and mediate that makes a person a leader. This course is for current or soon-to-be PSAP supervisors who wish to enhance their understanding of the tools and traits necessary for effective leadership in the communications center.

Course Length:

1 Day

Course Dates:

8/27/2021 No cost to NC Telecommunicators

**NENA COURSES -
LEADERSHIP IN THE
911 CENTER**


Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

9-1-1 Telecommunicators feel an unwavering need for professional and personal improvement. This course provides them with the opportunity for professional and personal development by helping to remove the inequities caused by biases. This course provides them with the tools to self-assess their own human biases using an academically validated assessment, understand how to recognize their biases at work, and apply a mitigation model to increase service equality.

Course Length:

1 Day

Course Dates:

9/14/2021 No cost to NC Telecommunicators

**NENA COURSES -
SERVING EQUALLY:
REMOVING BIAS-
BASED INEQUITIES
FROM 911**



TELECOMMUNICATOR

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This course provides telecommunicators with the ability to identify how workplace culture affects productivity, efficiency, and effectiveness, as well as what you can do to ensure your PSAP's culture is one that empowers everyone to do their best. You'll learn about the organizational structures and behaviors that define culture and gain the leadership, communications, and wellness strategies that can improve all aspects of employee satisfaction and performance.

Course Length:

1 Day

Course Dates:

10/15/2021 No cost to NC Telecommunicators

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This course will give new supervisors the skills they need to succeed in their positions. It will give experienced supervisors updated, refreshed skills that will further their careers. Using a combination of lecture and practical exercises, students will learn the supervisor's role in HR, tools to get organized, how to effectively make the transition from line-level to supervisor, how to build and lead a team, supervisor-specific communications, conflict resolution, performance evaluations, stress management techniques, and many other skills, and tips for their toolbox.

Course Length:

3 Days

Course Dates:

11/8-11/10/2021 No cost to NC Telecommunicators

Who Should Attend:

All telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.)

Course Goals:

This course helps experienced law enforcement dispatchers take their abilities, knowledge, and performance to the next level. Attend to learn about the dispatcher's role in specific crucial situations such as handling increased radio traffic, ICS events, SWAT/Negotiator calls, civil disturbances, and active assailant events. Through this course, you not only learn vital information about the evolution of your profession, but also learn to anticipate field unit requests, and prepare to successfully handle large- and small-scale events while maintaining public welfare and field responder safety.

Course Length:

1 Day

Course Dates:

12/3/2021 No cost to NC Telecommunicators

**NENA COURSES -
911 CENTER
CULTURE: A
STRATEGY FOR
PERSONAL &
ORGANIZATIONAL
SUCCESS**

**NENA COURSES -
911 CENTER
SUPERVISOR
PROGRAM**

**NENA COURSES -
ADVANCED POLICE
DISPATCHING**


TELECOMMUNICATOR

Who Should Attend:

This course is for all telecommunicators (sheriffs, police, emergency service centers, highway patrol, etc.) who are employed by or sponsored by an emergency service center.

Course Goals:

To present the basic standard operating procedures for telecommunicators and to develop the role and responsibilities of the emergency service telecommunicator.

Course Requirements:

Attendance is required at all class sessions. All practical exercises must be satisfactorily completed and a minimum score of 70% must be achieved on the final Commission-administered written exam. All students confirmed for this course are required to provide a completed Medical History Statement (F-1) and Medical Examination Report (F-2).

Course Length:

6 Days

Required Text:

Telecommunicator Certification Course Student Manual—Contact CFCC North Campus Bookstore.

Course Date:

- 1/24/2021-1/29/2021
- 4/11/2021—4/16/2021
- 6/13/2021—6/18/2021
- 9/12/2021—9/17/2021.
- 11/28/2021—12/3/2021

**TELECOMMUNICATOR
CERTIFICATION
COURSE**



NOTES