



**North Carolina 911 Board**  
**Education Committee Meeting**  
**Approved- Minutes**

**April 22, 2021 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	Doug Workman (Cary Police)	X	
Chuck Greene	X		Roger Smock (DOT – Be Rail Safe)	X	
Grayson Gusa		X	Ike Avery (DOT – Be Rail Safe)	X	
J.D. Hartman		X			
Heather Joyner	X				
Hope Downs	X (joined at 10:27am)				
Brian Short	X				
Jimmy Stewart	X				
Donna Wright	X (left meeting at 10:40am)				
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 (joined at 10:21am)				
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. Ms. Harris expressed her excitement about the PSA Recruitment Project and further exploration of the community college system partnership.

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. Joyner made a motion to approve and Ms. Wright seconded the motion. The motion was approved unanimously.

Committee Members	Yes	No
Chuck Greene	X	
Heather Joyner	X	
Brian Short	X	
Jimmy Stewart	X	
Donna Wright	X	

5. **NG911 and NMAC Infographic** – Mr. Greene presented the final drafts of both information aids. Committee members gave favorable comments. Ms. Wright made the motion to approve, and Ms. Joyner seconded the motion. The motion was approved unanimously.

Committee Members	Yes	No
Chuck Greene	X	
Heather Joyner	X	
Brian Short	X	
Jimmy Stewart	X	
Donna Wright	X	

6. **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. The FCC released an abstract FCC 21-47 FNPRM 988: Implementation of the National Suicide Hotline Improvement Act of 2018. Draft rules presented would require CRMS providers to absorb the cost of 988. Mr. Bradford will be reporting out as more information is available. Mr. Greene commented that due to 988 implementation locations in the state with 910 area code will now require 10-digit dialing. Ms. Harris commented Mr. Bradford and Ms. Turbeville will sit on a committee for the NC Coalition for 988 implementation; more information will be provided to committee in the future.
7. **Technology Update** – Mr. Means reported 78 PSAPs are now live on the ESInet with the latest migration on April 7 for Ashe County 911. There are several planned migrations, for the months of May and June. 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 in May. The Technology Committee started meetings for the CAD database interfaces for the purpose of alt routing. Statewide GIS project is looking good; 80 PSAPs have migrated their data. Cybersecurity assessments are almost done; closing in on 100 reports being delivered to the PSAPs. Mr. Means suggested a committee crossover for education on cybersecurity for the PSAP. He stressed the importance of good cybersecurity health in the PSAP. The NMAC’s ticket volume is picking up and will be adding staff later this year. Ms. Joyner asked what should the PSAP be focusing on for good cybersecurity health. Mr. Means stated that due to being on a statewide network, telecommunicator’s actions can impact all the state; good practices must be encouraged. Mr. Greene suggested a cybersecurity information aid to give to the PSAP. Gerry suggested this could be a campaign to include NMAC swag. Ms. Gardner shared there is much

information on cybersecurity in the PSAP Managers class. Richmond Community College will be offering a cybersecurity training for telecommunicators soon.

8. **Website** – Ms. Gardner provided committee with an overview of the changes to the Board’s website. Mr. Greene asked committee members to email staff for any suggestions or edits.
9. **PSA Recruitment** – Mr. Greene reviewed a meeting held with Spectrum and the costs for the recruitment PSA. The markets for the PSA would need refinement based on need and costs; further decisions would need to be made regarding the content and messaging. More information to the committee will be presented at a later meeting.
10. **Community College** –
  - a) **Partnerships** – Ms. Turbeville reviewed a meeting that she and Mr. Greene had with Tracy McPherson, Public Safety Director, NC Community College System. Many possibilities of how the board could possibly collaborate with the community college system was shared. Currently, the NC Community College System is offering a Public Safety Administration Associates Degree. Telecommunicators could possibly be included in this program. Other discussion centered around the possibilities of an “Advanced Telecommunicator Certificate” program. Committee members encouraged continued conversations.
  - b) **Cape Fear Community College Telecommunicator Training** – Ms. Turbeville shared with committee Cape Fear Community College is offering free NENA and APCO training. The Public Safety Director at Cape Fear has offered to partner with the Board to sponsor any of the training. Mr. Greene stated this would be tabled for now pending further discussion.
  - c) **Be Rail Safe Training for Telecommunicators**- Ms. Turbeville welcomed guests Roger Smock and Ike Avery with NC DOT Be Rail Safe Program. Last year, a short presentation was shared with committee about the Be Rail Safe Program. The Be Rail Safe Program is interested in partnering with the board to bring the training to all the PSAPs in the state. Committee members were in favor of further exploration and look forward to more information at an upcoming meeting.
11. **Nationally Recognized Basic Telecommunicator Programs** – Ms. Turbeville shared information on the NECI Basic Telecommunicator program soon to be offered in the high school. The purpose of the program is for the student to understand the telecommunicator job not to certify them to work in a 911 Center. The program is not meant to be a hiring certificate to meet any minimum standards but to hopefully give those students a better opportunity to be considered for employment. Ms. Turbeville began discussion with committee regarding what is “nationally recognized” basic telecommunicator programs. The committee has not defined “nationally recognized”. Mr. Stewart suggested the national model *“Recommended Minimum Training Guidelines for the Telecommunicator”*. Ms. Turbeville also recommended the APCO, *Minimum Training Standards for Public Safety Telecommunicators*

Meeting was adjourned at 11:41am

**Next Committee Meeting: Thursday, May 27 at 10am**