



**North Carolina 911 Board
Education Committee Meeting
MINUTES**

**September 22, 2022
1:00 PM to 3:00 PM**

Microsoft Teams, Raleigh, NC

Meeting was Conducted via the use of Simultaneous Communications

<u>Members on Phone</u>	<u>Staff on Phone</u>	<u>Others on Phone</u>
Chuck Greene	Greg Dotson	Scot Schiefelbein– Rutherford County
JD Hartman	Kristen Falco	
Jimmy Stewart	Tina Gardner	
Donna Wright	Pokey Harris	
	David Newberry	
	Amanda Reeder	
	Tom Rogers	
	Marsha Tapler	
	Sarah Templeton	
	Angie Turbeville	

1. **Chair’s Opening Remarks** – Mr. Greene called the meeting to order at 1 PM, welcoming committee members and staff.
2. **Executive Directors Opening Remarks** - Ms. Harris welcomed and thanked committee members.
3. **Roll Call** - Ms. Turbeville proceeded to call the roll.
4. **Conflict of Interest and Ethics Statement** - Mr. Greene read the statement. Ms. Wright stated that she is a contractor for Richmond Community College and would have a conflict with item 10, Associates in Applied Science in 911 Communications and Operations Program. Mr. Greene stated since no actions would be taken by the Committee during item 10, there is no conflict of interest. Ms. Reeder agreed and thanked Ms. Wright for informing the committee.
5. **Approval of September 2022 Minutes (Vote Required)** - Ms. Wright made a motion to approve the minutes of the September 2022 meeting, and Mr. Stewart seconded the motion. The motion passed unanimously.

Approval of August 2022 Education Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Chuck Greene	Y	
JD Hartman	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

6. **Technology Update - Mr. Rogers** shared that currently there are 125 PSAPs (192 physical sites) now operational on the ESInet. Wilkes County cut over Tuesday, August 30 as ESInet Only site. There are only two more PSAPs left in the State to migrate to the ESInet - Northhampton County (planned cutover November 2) and Anson County (Date TBD). Currently, there are 54 PSAPs on hosted Vesta, 49 PSAPs on hosted Viper and 22 PSAPs are ESInet Only.

All 110 jurisdictions have completed the GIS requirement for i3 call routing. AT&T will now start migrating the remainder of the RFAI PSAPs to i3. Intrado has been purchased by Stonepeak for \$2.4 billion on September 16.

The Cybersecurity Ad Hoc Committee recently met and is drafting a survey of disseminate to PSAPs to determine if there is an interest in financial assistance with multi factor authentication (MFA) implementation. The Ad Hoc Committee is planning a cybersecurity tabletop exercise for each region in the spring with CISA. Mr. Rogers reminded committee members of the N.C. Cybersecurity Awareness Symposium, October 4 – 5; this is open to all State and governments agencies.

As of September 22, 2022, all PSAPs within scope now have access to RapidDeploy Eclipse and their online training academy.

The SIP Admin Pilot Program continues with the addition of Perquimans County; all approved admin lines in the PSAP are now ported.

7. **Legal Update - Ms. Reeder** did not have any information to share during this portion and reserved her comments regarding the procurement of the PSA until discussion of that agenda item.
8. **Macon County Training Eligibility Request: Training 911 Heroes Telecommunicator Training Bundle - Online Subscription (Vote Required)** – Ms. Turbeville provided the Committee with a brief overview of the subscription service. The annual subscription service provides 2-hour online training courses that are self-paced for the telecommunicator. The courses were well developed to include a pre-test, curriculum, activities, videos, a final test, and a course completion certificate. There are a total of 45 courses in the subscription service and several training activities. Of the 45 courses, there are five courses that are not eligible for funding per legislation. The five courses that are not eligible are Bullying, Cultural Awareness, Ethics for ECPs, Implicit Bias, and Protective Orders. The staff recommendation was to approve the training at 90%. After discussion, Ms. Wright made a motion to approve the 911 4 Heroes Telecommunicator Training Bundle Online subscription at the current course list for the

subscription at 90%. The motion was seconded by Mr. Stewart. The motion passed unanimously.

Approval of the Training 911 Heroes Telecommunicator Training Bundle – Online Subscription		
Committee Member	Vote to Approve	Vote to Not Approve
Chuck Greene	Y	
JD Hartman	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

9. PSA Recruitment Campaign - Mr. Greene shared that the procurement process is not finalized. He had hoped, there would be more to share at this meeting, unfortunately, there is no new information. Staff is working diligently to move this forward to bring a recommendation to the Committee at the next meeting.

10. Associates in Applied Science in 911 Communications and Operations Program-

Ms. Turbeville shared since the last committee meeting there has been much activity. Richmond Community College (RCC) President, Dr. McInnis and Vice President Kevin Parsons announced the associate degree program to all Board members and the PSAP community that attended the Board Meeting on August 26. The program was well received. A project timeline for the program was developed by RCC. The timeline included the community college's processes for the curriculum approval which includes RCC Board of Trustees approval, Impact Assessment, Program application to the NC Community College System, and final course build-out by December 16. It is a very aggressive timeline so the course can be offered Fall of 2023. Staff was asked to provide information to assist RCC with completing all the tasks which included: list of education requirements and mandated training for a 911 telecommunicator, a list of general education requirements/skills needed for a telecommunicator advancement was also asked for. The requirements or skills noted are technical writing, cybersecurity fundamentals, business accounting, and financial planning, basics of GIS, and principles and practices of administrative and personnel management to name just a few. A list of equipment and supplies needed for a telecommunicator lab was also provided. RCC reached out asking for two support letters for the program. One letter was provided by Ms. Harris on behalf of the Board and a second was provided by Christine Moore NC Chapter President of APCO.

On Monday, September 12, Mr. Greene, Ms. Wright, and Ms. Turbeville attended a work session at RCC which also included Dr. Miriam Huntley, Janet Simms, and other faculty that will play a role in the development of the program. The goal of the meeting was to plan the overall curriculum to include a course description, and general education requirements, choose core courses and other major courses to be offered in the program. The meeting was quite a success! We walked away not only with an associate degree program but also two certificate programs and one diploma. The difference between the programs is the number of semester hours. An associate degree program is typically 64-67 semester hours, a diploma 36-48 semester hours, and a certificate program is typically 12 semester hours. The certificate programs that are included in the degree program are a Human Resources and Public Administration Certificate. Adding a certificate and diploma to the program allows the student to obtain educational certificates in the event they are unable to complete the associate degree program.

There are three (3) required core courses that will need to be developed that are directly related to a 911 telecommunicator. The other courses in the program were selected based on the requirements/skills needed to advance a telecommunicator in the profession beyond the minimal requirements. RCC reached out after the initial meeting asking for the course description and student learning objectives for the three core courses. Last week an email went out to all PSAP managers from Dr. Miriam Huntley on behalf of Kevin Parsons, Vice President of RCC asking the 911 community to complete a brief study on employment opportunities for the program graduates by September 23. This information is needed to further substantiate the need for the program. All Board members, Committee members, and the Chapter Presidents of NC NENA and NC APCO received an invitation from RCC for the "Special Announcement" Program at Richmond Community College on October 4 at 2 PM. The Associates in Applied Science in 911 Communications and Operations will be announced publicly. The Governor, local and state representatives, and other dignitaries have been invited to the event. Secretary Weaver, Board members, Ms. Harris, and staff plan to be in attendance to further promote the Board's partnership with RCC.

- 11. NENA Center Management Certification Program (CMCP) (Vote Required) - Ms. Turbeville** stated at the August Board Meeting, the Board would be hosting the CMCP course in partnership with Lumberton Emergency Communications in March 2023. The Board will pay for the registration fee for one manager or supervisor per PSAP until the class was filled. Registration opened on September 14 and the class was full in 24 hours. Currently, there is a waiting list. Due to the popularity and interest in the class, an inquiry was made to host a second class in N.C. Class registration is 23 students per class for a total of 52 students at \$1,000 per student for a total of \$52,000. For the first 30 students, with a cost of \$30,000, the funding will be from the approved FY2023 training budget, and the remaining funds from the amount not used for the PSAP Manager's Meeting Conference budget. To add the second class, staff is requesting the committee to approve the additional CMCP course to include a budget amendment of \$22,000 from the Board's Administrative Account. There are sufficient funds in the Administrative Account to cover the registration. Mr. Greene stated that he discussed this with Mr. Bone, Chair of the Funding Committee. Mr. Bone is in favor of moving forward with this budget amendment. Ms. Wright made a motion to approve a budget amendment from the Administrative Account in the amount of \$22,000 to fund the course registration for a second NENA Center Manager Certification Program (CMCP) Course. Sheriff Hartman seconded the motion. The motion passed unanimously.

Approval Budget Amendment form the Administrative Account to fund CMCP Course		
Committee Member	Vote to Approve	Vote to Not Approve
Chuck Greene	Y	
JD Hartman	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

The meeting adjourned at 2:06 PM