



**North Carolina 911 Board  
Education Committee Meeting  
MINUTES  
August 18, 2022  
10:00 AM to 12:00 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>
Jeryl Anderson	Greg Dotson	Greg Foster – Board Member
Tommy Cole	Kristen Falco	Doug Workman – Cary Police
Chuck Greene	Tina Gardner	Kyle Griffin -Stanly County
Grayson Gusa	Pokey Harris	Lynn Slycord – Kings Mountain
J D Hartman	David Newberry	Taylor Rolling
Donna Wright	Amanda Reeder	Dr. Miriam Huntley – Richmond Community College
	Tom Rogers	Kevin Parsons – Richmond Community College
	Marsha Tapler	Janet Simms – Richmond Community College
	Sarah Templeton	
	Angie Turbeville	

1. **Chair’s Opening Remarks** – The meeting was called to order at 10:00 AM by Mr. Greene by 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. Donna Wright stated that she a contractor for Richmond Community College. Mr. Greene stated that since no actions would be taken by committee today, there is no conflict of interest. Ms. Reeder agreed and thanked Ms. Wright for informing the committee.
5. **Approval of July 2022 Minutes (Vote Required)** – Ms. Wright made a motion to approve, and Ms. Anderson seconded the motion.

<b>Approval of April 2022 Education Committee Minutes</b>		
<b>Committee Member</b>	<b>Vote to Approve</b>	<b>Vote to Not Approve</b>

Jeryl Anderson	Y	
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
J D Hartman	Y	
Donna Wright	Y	

**6. Technology Update** – Mr. Rogers stated there have been no further ESInet migration changes since the last meeting; 124 PSAPs are now operational on the network. The remaining sites are Wilkes, Northhampton, and Anson counties. Currently, we sit at 54 hosted Vesta, 49 hosted VIPER, and 21 ESInet Only. The Cybersecurity Ad hoc committee is planning a tabletop exercise for each region in the spring with CISA (Cybersecurity and Infrastructure Security Agency). The committee is also working on a survey to poll PSAPs who currently utilize multi-factor authentication (MFA) and they are integrating this technology; the committee would like to assist the PSAPs with this additional layer of security. The GIS status as of today, only two jurisdictions remain Cleveland County and Onslow County. Staff was invited to participate in a GICC Outreach presentation in Wilmington about 911 and GIS. There will be four (4) additional meetings across the state over the next few months.

Mr. Rogers stated the Rapid Deploy training is ongoing until the end of September for all the PSAPs. Ms. Harris inquired from the attendees on the conference call for any feedback on the Rapid Deploy training. Mr. Workman with Cary Police provided his experiences so far.

**7. Legal Update** – Ms. Reeder wanted to bring attention of the proposed rules change being made by the Sheriff’s Education and Training Commission. This seems to be of great interest to the PSAP community because some of the proposed rules would require telecommunicators to receive training prior to acceptance of their probationary license. A letter was sent to the agencies impacted and the proposed rules were published in the July 15<sup>th</sup> Register. The comment period does not close until September 13. The Board has not taken a position on this. This is an informational item only. Ms. Wright asked what the intent of the rule change is. Sheriff Hartman provided there was a recommendation from the Attorney General’s Office from the Equity Committee that the rules should be matched with Criminal Justice Standards and there was much discussion from the Sheriff’s Association. He stated the proposed rule changes impact not only telecommunicators but also Corrections. Sheriff Hartman stated his understanding of the proposed rules change is that a telecommunicator could be hired but they could not perform any telecommunicator job duty until they had completed the required training. This will limit hiring and recruitment processes. Ms. Anderson also questioned the proposed rules asking for clarification and how this will be applied. She inquired if was this for only the training or for certification. Ms. Wright stated that she would post the information on the PSAP Manager’s List Serve. Mr. Greene confirmed the Board would not be taking a position on this matter and encouraged those who had an opinion to do so before the September 13 deadline.

- 8. Stanly County Training Eligibility Request, Denise Amber Lee Foundation Center Supervisor Online Course** – Ms. Turbeville provided the committee with a brief overview of the course. She was impressed with the 90-day application exercise with interaction with the instructor to ensure knowledge transfer. The staff recommendation is to approve the course for funding. Mr. Greene asked for any discussion. Mr. Gusa stated the course seems in line with other supervisory courses that have already been approved. Ms. Anderson asked if the 90-day application had been shared with the presented course outline. Ms. Turbeville stated there was no further information to share. Mr. Greene asked if there was a motion from the committee. Chief Cole made a motion to approve the training and was seconded by Ms. Wright.

<b>Approval of the Denise Amber Lee Foundation Center Supervisor Online Course</b>		
<b>Committee Member</b>	<b>Vote to Approve</b>	<b>Vote to Not Approve</b>
Jeryl Anderson	Y	
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
J D Hartman	Y	
Donna Wright	Y	

- 9. PSA Recruitment Campaign** – Mr. Greene provided an update to the committee on the progress of the campaign. Ms. Reeder is reviewing the procurement process and procurement rules while working with staff diligently to ensure procurement is handled correctly. Mr. Greene shared that as soon as the procurement process is finalized, staff will be working to roll out the campaign. Ms. Harris stated this PSA will be a statewide campaign. She had an inquiry from the State Director from Missouri about the campaign's effectiveness in our state.
- 10. Public Safety Administration Associates Degree** – Mr. Greene shared earlier this week, that he, Ms. Harris, Ms. Wright, and Ms. Turbeville sat down with Richmond Community College to discuss the associate degree program. This was a wonderful conversation. Mr. Greene asked Ms. Turbeville to share more information. Ms. Turbeville announced that after discussions, it was decided to create and develop a brand-new program specifically for the 911 profession with Richmond Community College, called the 911 Communications and Operations Associates Degree. This gives us the opportunity to select and create a curriculum specifically for a program to further advance the education of telecommunicators. Ms. Turbeville expressed her excitement for this partnership and shared this will be the first program of its kind in the country. She introduced the guests from Richmond Community College: Kevin Parsons, Vice President, Janet Sims, Dean of Allied Health and Human Services, and Dr. Miriam Huntley, Dean of Business Technologies and Public Services. Mr. Parsons stated this is the team who will be working on the project. He shared that after doing research it was decided the best approach would be to create a brand-new program so that exactly what was needed could be put in this program. Dr. Huntley has been finalizing the proposed project timeline. She will be working with Ms. Harris and Ms. Turbeville as far as getting the credentials completed and capturing the needed skills for a telecommunicator. She is

looking forward to working with us on the project. Ms. Simms stated she is very excited about creating new programs to meet community facilities' needs. She will be asking for us to ensure the student learning outcomes that are produced can meet industry needs. She is looking forward to a collaborative effort between Richmond Community College and the 911 Board to have a stellar program to facilitate the advancement of the profession. Mr. Greene stated that a couple of priorities of the program is for it to be applicable and advantageous for those just coming out of high school to get their basic training and those who are currently employed as a telecommunicator. Ms. Harris stated that we wanted the program to be encompassing of those who are on the career track from high school or a telecommunicator who wants to advance through education in the profession. Ms. Harris stated that the meeting with Richmond Community College was energizing, and she was anxious to get this started. Ms. Harris expressed her excitement about the partnership. Ms. Wright shared that it is great to see this and it's such a need and overdue; Richmond Community College will be visiting the local PSAP to learn more about the skills needed for a telecommunicator. Ms. Wright also shared that those students that have taken the PSAP Executive Manager's Program will receive credit hours for the degree program. Chief Cole expressed that this program is needed. Mr. Gusa asked if this course would be offered online. Ms. Harris shared the program will be offered online.

The meeting was adjourned at 11:04 AM