



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

Thursday, November 17, 2022

10:00 a.m. – 12:00 p.m.

Microsoft Teams, Raleigh, NC

Meeting was conducted via the use of Simultaneous Communications

<u>Members on Teams</u>	<u>Staff on Teams</u>	<u>Others on Teams</u>
Jeryl Anderson	Stephanie Conner	Brooke Hazlet – Buncombe County 911
Chuck Greene	Greg Dotson	Cindy Morgan – Spectrum Reach
Grayson Gusa	Kristen Falco	Dawn Westmorland – Spectrum Reach
JD Hartman	Tina Gardner	Elena Bazanos – Spectrum Reach
Donna Wright	Pokey Harris	Adison Lawrence – Spectrum Reach
	David Newberry	
	Amanda Reeder	
	Tom Rogers	
	Marsha Tapler	
	Sarah Templeton	
	Angie Turbeville	

1. **Chair’s Opening Remarks** – The meeting was called to order at 1005 a.m. by Mr. Greene by welcoming Committee members and staff.
2. **Executive Directors Opening Remarks** – Ms. Harris welcomed and thanked Committee members for their attendance and work on the Committee.
3. **Roll Call** - Ms. Turbeville proceeded to call the roll.
4. **Conflict of Interest and Ethics Statement** – Mr. Greene read the following ethics statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

If any Committee member has a known conflict of interest or potential conflict of interest with respect to any matter coming before the Committee today, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Donna Wright stated that she is a contractor for Richmond Community College. Mr. Greene stated that since no actions would be taken by the Committee today on anything affecting

Richmond Community College, 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. Anderson made a motion to approve, and Ms. Wright seconded the motion.

Approval of September 2022 Education Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

6. **Technology Update** – Mr. Rogers provided Committee members with an update on the ESInet migration. All PSAPs in the Sstate except for one PSAP have successfully migrated to the ESInet. Currently, there are 55 Hosted Vesta, 49 Hosted Viper, and 22 ESInet-only sites. The total population served is 10,566,375, which is 99% of the State’s population; the total land mass covered is 48,619.57 square miles of NC, representing 99% of the State. He also provided a report on another of the Statewide Projects, RapidDeploy Analytics Eclipse. Admin training was completed on October 27 and closes out the official soak month. The analytics tool is live for all PSAPs in the State. The SIP Admin line project is live with three of the pilot PSAPs. Mr. Rogers is hopeful to have a white paper and proof of concept in January 2023.
7. **Legal Update** – Ms. Reeder asked all members to be mindful that all discussions of the Board and its committees must be conducted as public meetings in accordance with North Carolina’s Open Meetings Law (N.C.G.S. 143C, Article 33). Committee members should not be sending “reply all” emails to discuss agenda items, as this could constitute an electronic meeting. Ms. Reeder advised members to reply only to the staff sending the email, copying the Executive Director. Ms. Reeder emphasized that nothing has triggered this reminder; it’s purely proactive, rather than reactive, as it came to her mind when the Committees were sending out the notices regarding discussions of goals.

8. Training Class Eligibility Request:

- a) **Buncombe County – RQI Telecommunicator CPR Program: Vote Required**
 Ms. Turbeville provided the Committee with a brief overview of the RQI Telecommunicator CPR program. The program provides training for certification/recertification for CPR and was created by the company RCI, which is partnered with the American Heart Association. Staff reached out to the NC Office of EMS (OEMS) to notify them of the eligibility request. The Office of EMS stated this training can be used to satisfy the CPR requirement. The staff recommendation is to approve the training. Ms. Wright made a motion to approve the training for funding. Ms. Anderson seconded the motion. The vote to approve the training was unanimous.

Approval of the Training RQI Telecommunicator CPR		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

b) Haywood County 911: RAK Academy – Dispatch Response to Active Killers (D-RAK): *Vote Required* Ms. Turbeville presented a new class for funding consideration. The class is for the training of telecommunicators to respond to active assailant incidents. The staff recommendation is to approve the training. Ms. Wright made a motion to approve the training for funding. Ms. Anderson seconded the motion. The vote to approve the training was unanimous.

Approval of the Training: Dispatch Response to Active Killers (D-RAK)		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

9. PSA Recruitment Campaign – Mr. Greene introduced Cindy Morgan with Spectrum Reach who presented the Statewide campaign to Committee members. The presented campaign will provide commercials on television, streaming, online, and social media. Ms. Morgan shared information on the science behind how the targeted audience is matched with the various media to ensure optimization and coverage for all 100 counties. The campaign will air for a total flight of 12 weeks, with a 1 to 2-week (s) pause after the first 6 weeks. During the campaign pause, Spectrum Reach will be seeking feedback from the PSAP community about the effectiveness of the campaign in their locality. Ms. Harris explained that funds for this project were included in the approved budget but if the Committee chooses to go forward with the campaign, a funding budget amendment will need to be completed. Mr. Greene stated that feedback from the PSAPs will be needed. Ms. Turbeville shared that the regional coordinators are having internal discussions to find partners in their respective regions. A webinar is also planned so this information can be presented to the PSAP community. Ms. Harris shared that DIT Comms had also been involved to make some website enhancements for the project. Ms. Wright suggested providing training for PSAP managers on best recruitment practices as part of this campaign. Sheriff Hartman inquired if there was any issue with the sole source procurement of the project. Ms. Harris stated that Ms. Reeder has been working diligently with the procurement office to ensure that all processes are legal and followed State procurement rules. Ms. Wright made the motion to approve the expansion of the pilot Recruitment PSA Statewide Campaign presented by Spectrum Reach for a total cost of \$419,900 as a sole source procurement pursuant to NC General Statute 143B-1350 and Rule 09 NCAC 06B .0901, and to approve a necessary budget amendment of \$269,900 from the PSAP Grant and Statewide Projects Account. The motion was seconded by Sheriff Hartman. The vote to approve was unanimous.

Approval of the Expansion of the Pilot Recruitment PSA Statewide Campaign by Spectrum Reach		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

10. AAS in 911 Communications and Operations – Ms. Turbeville provided a brief update on the Associate Degree program. She shared that Richmond Community College, along with Ms. Harris, will be meeting later today with N.C. Community College System to gain final approval for the program. She shared that she had been working with Donna Wright, Amanda Reeder, and Stephanie Conner to develop the three courses specific to the telecommunicator. Once the community college processes for a new program are complete, Richmond Community College will begin the advertising campaign for the program.

11. NENA Center Management Certification Program (CMCP) – Ms. Turbeville announced that a second class for the program will be held in Hendersonville, NC, March 20 – March 25, 2023. More information will be forthcoming after Thanksgiving.

12. Education Committee Goals and Meeting Dates for 2023 – Ms. Harris gave a brief review of the 2022 goals to include specific actions/activities of the adopted goals. Ms. Turbeville presented the proposed goals for committee review.

2023 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. Continue to develop the Associate in Applied Science Telecommunicator Communications and Operations Degree program with Richmond Community College and develop telecommunicator training courses or other opportunities 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.

Ms. Wright made a motion to approve the goals as discussed. Mr. Gusa seconded the motion. The vote to approve was unanimous.

Approval 2023 Education Committee Goals		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

Mr. Greene presented to the Committee the proposed meeting dates for 2023. Ms. Wright made a motion to accept the meeting dates as presented. Ms. Anderson seconded the motion. The vote to approve was unanimous.

Approval 2023 Education Committee Meeting Dates		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

13. Other – Ms. Harris expressed her appreciation to Sheriff Hartman for serving on the Education Committee. Sheriff Hartman will be rolling off the 911 Board at the end of December. He was thanked by all for his service, time, effort, and participation on the Board. Mr. Greene thanked all the Committee members for their service and a successful year. He is stated he is looking forward to working with the Committee in 2023.

The meeting was adjourned at 11:33 a.m.