

1. **Welcome** – Chair Donna Wright opened the meeting at 10:04 am and asked Pokey Harris to make some opening remarks. Pokey did make opening remarks to the committee.
2. **Roll Call** – Tina Gardner complete the roll call. Mr. Bradford confirmed there were enough present to proceed. Later in the meeting, Tina did a second roll call to capture attendees who joined later.
3. **Approval of the April Meeting Minutes** – Tina reviewed the meeting minutes from April and there were no changes or discussion on those minutes. Candy Miller made the motion to approve and Greg Coltrain gave the second. Roll call vote was conducted by Tina. Pokey reviewed the legislation SL 2020-3 referencing virtual meetings.
4. **Peer Review** – Donna Wright spoke on Peer Review. Donna was looking for suggestions on the review document. Was it still meeting the intent of the rules and was it sufficient for the review process? Candy Miller spoke some on widening the net to recruit reviewers. Donna advised that we were going to address that some more later in the meeting. Greg Coltrain spoke on his thoughts from the previous meeting on some bullet points he had made. Donna stated that we did want to enhance the review process. A brief discussion was had on best practices and Mr. Bradford spoke on best practices and the process for making rules. Greg Coltrain spoke on the idea of a progressive PSAP. Some PSAP's might be just making the minimum standards and unsure of how they can improve or advance. The desire of the board is for all PSAP's to be their best and try to provide support for that. Jason Steward spoke on what would be a "Best Practice"? How is that defined? Donna stated if this was something to be explored, it would have to go through the same process and vetted as a policy to the Board. After discussion, Jason advised that this did sound like a good idea, just wanted to ensure that the definition was clear for "Best Practices" or if what was decided was only a suggestion. He wanted to be sure this was clear. Mr. Bradford spoke about the term "Best Practice". Greg Coltrain advised that we needed to define what was important for a PSAP, equipment, technology, training, etc. We have PSAP's of all sizes and all needs would be different. Greg stated he wanted to get the PSAP's what they needed quicker. Angie Turbeville spoke with a concern about the discussion on "Best Practices". Angie's concern was that we have only reviewed around 30% of the PSAP's so we really don't have a fair representation of who is meeting the minimum standard. All reviews should be conducted first before we can move forward with a "Best Practice". This was agreed upon unanimously. Donna spoke on timelines and the rules document and she advised Greg Coltrain she would get that to him for review. Tina advised that she would also send those out to the committee. Donna spoke briefly on backup planning and COOP plans and Pokey spoke briefly on the Technology AdHoc committee for contingency planning.
5. **Peer Reviewers** – Donna spoke on how we can fix the shortage and how we can review those who have been recruited as reviewers. We have a full board staff now, so we should be able to get back out and complete the review process. Candy spoke about the initial training that was conducted for the first reviewers and Donna spoke about the reviewers who agree, then they don't follow through with the commitment. Lengthy discussion was held on how to recruit and in parallel continue with the review process. A question was asked if the committee could have a list of current reviewers. Tina advised that she would compile that and send it to the committee. Another brief discussion was held on how to validate the EMD on the review form. What it as easy a check box, or how did the reviewers validate the information? Angie is going to reach out to OEMS to see if they have some information they can share per county with those who are certified when this becomes part of the review.
6. **Peer Reviewer Recruitment** – Donna then spoke on the qualifications of a peer reviewer. The question was asked, if retired PSAP Managers can be allowed as a peer reviewer? Discussion was had on the advantages of having a retired PSAP Manager. Mr. Bradford was asked if this

could be changed he advised that it could in policy. Donna brought up the idea of bringing in other professionals from organizations such as EMS, Fire or Law Enforcement. Dominick advised that he did not agree, these reviews should remain PSAP specific with PSAP reviewers. Pokey advised they would have to have PSAP knowledge, this was just an idea to supplement reviewers. Candy stated there had been a great deal of turnover and some PSAP Managers to retire. If we pulled from that pool we might have more available reviewers with the knowledge and time to commit. With no more discussion, Donna Wright asked if there was a motion to allow retired PSAP Managers to be Peer Reviewers. Candy Miller made the motion and both Greg Coltrain and Jason Steward seconded the motion. Tina did a roll call vote for committee members on this motion. Donna did a review of the meeting and points that needed following up on; updated list of Peer Reviewers, update campaign to recruit reviewers, and PSAP reviews. Pokey spoke on a grounding and path forward to reenergize the review process. Donna spoke about a small group that might be willing to volunteer to work with the RC's to set up recruitment and help get PSAP's engaged and Candy Miller, Dominick Nutter, Christine Moore, Vic Williams and Donna Wright advised they would be willing to assist.

7. **Closing remarks** – Pokey made some closing remarks to everyone.
8. **Adjourn** – Meeting was adjourned at 11:07

Approved Oct 1, 2020

NORTH CAROLINA 911 Standards Committee

Roll Call Vote

June 4, 2020

10:00 AM – Noon



Committee Members	Minutes	Reviewer Qual.
Donna Wright	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Candy Miller	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Christine Moore	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Christy Shearin	<input type="checkbox"/>	<input type="checkbox"/>
Commissioner Marty Cooke	<input type="checkbox"/>	<input type="checkbox"/>
Greg Coltrain	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Greg Foster	<input type="checkbox"/>	<input type="checkbox"/>
Greg Hauser	<input type="checkbox"/>	<input type="checkbox"/>
Jason Steward	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
John Herring	<input type="checkbox"/>	<input type="checkbox"/>
Dominick Nutter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mark Holtzman	<input type="checkbox"/>	<input type="checkbox"/>

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Emergency Medical Dispatch (EMD)

G.S. 143B-1406. requires each primary PSAP dispatching emergency medical services to develop policies and procedures for implementing an Emergency Medical Dispatch (EMD) program approved by the North Carolina Office of Emergency Medical Services (NC OEMS). EMD instructions must be offered by a telecommunicator who has completed an emergency medical dispatch course approved by the Office of EMS, within six months of employment. The PSAP shall present EMD policies and procedures and current telecommunicator certification of one of the approved programs that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) and PowerPhone.

The PSAP will document and maintain on file either electronically or manually, the policies and procedures regarding the use of an EMD program as approved by NC OEMS. The PSAP shall present “evidenced based documents” regarding specific EMD policies and a verifying roster or telecommunicator certificate as validation in meeting requirements.

Telecommunicator Training Requirements

G.S. 143B-1406. requires persons employed as telecommunicators who are not required to be certified by the NC Sheriffs’ Education and Training Standards Commission shall successfully complete a minimum of 40 hours in a nationally recognized training course for 911 telecommunicators or a basic telecommunicator course offered by the NC Sheriffs’ Education and Training Standards Commission within one year of the date of their employment or a substantially similar minimum training acceptable to the telecommunicator’s employer. The PSAP shall present a telecommunicator certificate of course completion or roster of one of the approved courses that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) and NC Sheriffs’ Education and Training Standards Commission. For any course not listed, the course must be submitted to the Education Committee for review.

The PSAP will document and maintain on file either electronically or manually the policies and procedures regarding the telecommunicator training requirements. The PSAP shall present “evidenced based documents” regarding specific training policies and a verifying roster or telecommunicator certificate as validation in meeting requirements.