

Chair Opening Remarks

Donna Wright opened the meeting and asked Tina Gardner to begin with an introduction for all members, voting and non-voting.

Tina Gardner called the voting members first and those members gave a brief introduction of who they are. She then called on the non-voting members to give a brief introduction.

Donna Wright thanked everyone and advised this is a diverse group and she is excited for the work to come! She then turned to Pokey Harris for a welcome.

Welcome

Pokey Harris thanked Donna Wright and reviewed the agenda, and stated the committee would review the bylaws, State plan, and goals, that would give the new members and idea of the direction of the committee. Mrs. Harris advised this is a working committee and thanked everyone for their willingness to serve.

Roll Call

Tina Gardner called roll. Pokey Harris introduced Greg Dotson as the NMAC Manager for the NC 911 Board and gave a quick introduction.

Approval of November 2021 Minutes

Donna Wright moved to item number 4 on the agenda, approval of meeting minutes – Candy Miller gave motion to approve the minutes and a second was given by Christy Shearin – Donna Wright asked for further discussion, hearing none, Tina Gardner moved to the roll call vote.

Committee Member	Vote to Approve
Donna Wright	Y
Greg Coltrain	Not Present
Brian Drew	Y
Greg Foster	Y
Candy Miller	Y
Christine Moore	Not Present
Christy Shearin	Y

Review of the Bylaws and Legislative Update

Donna Wright introduced NC 911 Board legal counsel Amanda Reeder. Donna Wright advised Ms. Reeder has been asked to review the bylaws for the committee, and focus on the meetings and membership requirements. Donna Wright then turned the meeting over to Ms. Reeder

Ms. Reeder introduced herself and advised the Board has five standing committees; of those, the standards committee is her favorite as they create the rules. Mrs. Wright stated bylaws were reviewed and changed by the Board at its December 2021 meeting, and Ms. Reeder stated that the committees will be made up of a majority of Board members. Ms. Reeder discussed that this committee's membership is comprised of voting and non-voting members. She then advised no proxy voting is allowed. Terms of appointment last three years. Because it is better for the meetings to have members present, the bylaws require every committee member to attend 75% of committee meetings. A member cannot miss more than two consecutive meetings without approval from committee chair. Ms. Reeder thanked those who are a part of the committee.

Donna Wright added that staff is always involved at the subcommittee level as well. Meetings must be documented and captured before it goes to committee and then Board. To comply with open record laws, minutes will be created for each meeting.

Greg Coltrain joined at 10:27 am

Donna Wright then asked Ms. Reeder to provide give a legislative update. Ms. Reeder advised there isn't a lot going on right now beyond redistricting. Ms. Reeder advised she is keeping an eye on the legislature and will advise of any changes.

Technology Update

Tom Rogers stated for 2021, there are 118 PSAPs on ESInet. The next migration is scheduled on March 23 for Greene County. In April, the plan is for Charlotte join the ESInet, followed by Northampton. In June, Macon is expected to join. The Board and AT&T are still working on date for Wilkes and Anson. Mr. Rogers reviewed the i3 status and those served by the ESInet He then gave an update on the data analytics product, RapidDeploy Tom Rogers then spoke on the regional meetings to introduce the RapidDeploy product to the PSAPs. As soon as we the schedules have been created, they will be passed along to the PSAPs. Mr. Rogers introduced Greg Dotson again as the NMAC Manager. Mr. Rogers asked Greg Dotson to say a few words and Mr. Dotson advised he was glad to be here and very excited for this opportunity. He advised he was feeling good about coming from the PSAP and will use his Rutherford County experience to help the NMAC to help the PSAP community. He also advised they are working on hiring more Tier 2 technicians, as they have received some applications and he is going through those now. Greg Dotson gave his contact information for everyone to have. Tom Rogers then gave a quick update on the SIP Admin line project.

History of Standards Committee

Donna Wright stated with the creation of the 911 Board when the wireline and wireless boards combined, part of the goal was to allow the Board to create standards. Mrs. Wright advised rules were not approved until 2016, given the long discussions and debates that went on before they were approved. There were many meetings around the State during this process. Mrs. Wright advised the Board began the process of peer review to make sure PSAPs were following the rules and that is how this committee was created. She wanted the committee to understand how we got to where we are today and asked for any questions. There were none.

Current Projects

Mrs. Wright stated right now there are two projects; the first one is classification of PSAPs. A lot of this came from committee =goals, which are created every year based on goals created by the Board. The committee goals are perfectly aligned with the State 911 plan. The goals are what drives the committee. Tina Gardner displayed the goals for the committee. Donna Wright reviewed the three goals for the Standards Committee for 2022. Donna Wright gave some further explanation on classification of PSAPs and what the goal is. What the committee is looking at the capability of the PSAPs. It's not necessarily about size or money, but capabilities. Donna Wright advised Level A is already defined in the rules. Donna advised the goal is to move forward and try and capture function and capabilities in say, Level B and C.

Chad Deese advised he was really intrigued for other PSAPs to learn what other PSAPs do. If you have a PSAP that doesn't have an open communication line, they may not know what is going on. Mr. Deese advised during an APCO meeting, the APCO President went into the PSAP and was asking why he wasn't doing certain things, and that made him think of what he could do to make his center better. Donna Wright advised that was exactly what the thought was with the classification. Other PSAP managers could benefit from a discussion of capabilities, other tools, etc. Donna Wright asked for any other questions, there were none. Donna Wright stated Christy Shearin, Dominick Nutter and Candy Miller were the first to start this.

Mrs. Wright advised she wanted to assign Christy Shearin to be the lead on this subcommittee, with the following members: Christine Moore, Amy Snider, Dominick Nutter, Chad Deese, Gene Booth, and Greg Foster as Board liaison. Gene Booth stated he concurred, and it would be a pleasure to be a part of this group. Mrs. Harris stated she wanted to speak to the group and how there could not be a finite timeline put on this project, so long as the subcommittee is moving towards the objective. Donna Wright agreed and advised this will only be as good as the data coming through. Donna Wright stated there are a lot of moving parts and will take time. Tina Gardner reminded the subcommittee they would meet on the off months of the standards committee.

Mrs. Wright then moved to the second project for the committee, which is the peer review policy. She spoke to what needed to be updated. The policy needs to be looked at for potential changes that are coming and the peer review document needs to be updated, and the corrective action plans (CAP) need to be reviewed and formalized. Mrs. Wright spoke to the CAP that Candy Miller developed that would be a great foundation to start from. Donna Wright advised that document needs to be formalized as well. She advised peers mean those who are willing to volunteer and the Board just wasn't getting those volunteers. Then COVID happened and a virtual setting was tried for reviews, but it was determined that was not the platform to complete a peer review; these need to be done in person. The Board is dreadfully behind and those PSAPs who have been reviewed are due again. Discussion began at Board level to change from peer review to PSAP review and bring in a third-party vendor to complete peer review and get caught up while augmenting staff to have reviewers as staff on the Board, which will lead to consistency to stabilize the process. Donna Wright stated that committee members will hear about an IFB to be funded on a Statewide project and that will be something the subcommittee will need to address. Once the contract is in place, the policy will need to be changed. As staff comes on, they will become part of the vendor work as well so they can train and poised to take over. Donna Wright asked for questions or concerns; there were none.

Donna moved to members - Candy Miller leader of subcommittee, Stori McIntyre, Rodney Pierce, Kyle Thaggard. Greg Coltain and Brian Drew will be on this subcommittee for the Board. Greg Coltrain advised he would be glad to help here. Donna Wright stated this was very important. It is shaping the future of the PSAP and committee.

Other Discussion and Future Projects

Donna Wright then opened up the floor for further discussion or future projects to work on, and there was none. Donna Wright advised she would give the members time to stew and think of new ideas. She stated this was a working committee and the members would hit the ground running. Mrs. Wright stated she is excited to shape the future of the standards.

Donna Wright advised if nothing further the meeting was adjourned

Greg Coltrain did ask if dates would be sent out for the sub-committee meetings and Donna Wright advised that Tina Gardner would be working on that and would send out notices.

Meeting adjourned at 11:01 am

Approved September 1, 2022