



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

**Thursday, January 21 @ 10am-12pm**

**Virtual – Meeting was conducted using simultaneous communication.**

Meeting Attendees:

Committee Members	Phone	In Person	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson	X			Doug Workman (Cary Police)	X	
Chuck Greene	X			Mike Reitz (Chatham County 911)	X	
Grayson Gusa	X			Chad Deese (Robeson County 911)	X	
J.D. Hartman			X			
Heather Joyner	X					
Hope Downs			X			
Brian Short			X			
Jimmy Stewart	X					
Donna Wright	X					
Staff	Phone	In Person	Not in Attendance			
Richard Bradford	X					
Stephanie Conner	X					
Kristen Falco	X					
Tina Gardner	X					
Pokey Harris	X					
Gerry Means	X					
Stanley Meeks	X					
David Newberry	X					
Marsha Tapler	X					
Sarah Templeton	X					
Angie Turbeville	X					

Agenda

1. Chair Opening Remarks – Mr. Greene kicked off the meeting welcoming the group.
2. Roll Call – Mr. Greene asked Ms. Turbeville to conduct the roll call.
3. Executive Director Opening Remarks – Ms. Harris welcomed the committee members and guests by wishing everyone a Happy New Year. Ms. Harris gave a brief update on the ESInet implementation; stating Stokes County 911 went live; currently there are 65 PSAPs live on the ESInet and 100 physical PSAPs to include backup centers. She stated the Education Committee goals presented to the board at the December meeting are very much align with the over arching Board goals; she is excited to see the work that will come out of this committee in the upcoming year. Additionally, Ms. Harris shared that it was time to start the work on the 911 Board’s State Plan.

4. Approval of November Minutes – Mr. Greene asked committee members if they had reviewed the minutes and if anyone had any suggested edits or needed changes, if not he asked for a motion to approve the minutes. Ms. Wright made a motion to approve and Mr. Gusa seconded the motion. The minutes were approved.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Grayson Gusa	X	
Heather Joyner	X	
Jimmy Stewart	X	
Donna Wright	X	

5. Legislative Review – Mr. Bradford provided committee members with a legislative update regarding the Consolidated Appropriations Act, 2021, HR 133, (“Cares Act II”) text of 47 USC 615a-1. See agenda packet for handout. The Board will be making official comments soon.
6. ESInet Update – Mr. Means shared with committee a brief update on the ESInet and Statewide GIS projects. Mr. Means suggested a joint project between the Education Committee and Technology Committee to assist the PSAPs with COOP planning and training regarding alt routing, abandonment, and policy rules. Mr. Means stated that currently 40 PSAPs had completed their cybersecurity assessment and 80 projects were in process. He suggested and felt there was a need for consistent cybersecurity training for the PSAP as related to the NG911 project.
7. Information Aids/Fact Sheets – Gerry Means reviewed the ESInet document with the committee. There were several comments and suggestions for the document: Ms. Turbeville requested to define the acronyms; Mr. Bradford suggested providing reference information for readers to learn more than a one-page document could provide; Mr. Stewart asked to add the NC 911 Board logo to the document; discussed splitting the document into two handouts but with information to explain each document; Ms. Harris suggested the information should be in layman’s terms instead of a technology document. Mr. Means will work on the next draft to bring back to committee.
8. Richmond Community College: PSAP Managers Class Update – Ms. Wright shared that the PSAP Manager’s Class has been a great success. Currently they are accepting applications for the next class to start March 16. In 2020, they added a pre-requisite for the student to provide their job responsibilities to assist with registration. Prior to 2020, many of the applicants were line level telecommunicators with minimum years of service. The class level is for supervisors and managers. Ms. Gardner shared that they have had great success with adding the job responsibility pre-requisite lowering the drop out rate tremendously. Ms. Harris stated the last graduating class will be recognized at an upcoming board meeting. Ms. Joyner asked if a supervisor class could be built. Mr. Greene thought this would be an excellent topic to discuss as we move into committee goals for the next year.
9. Training Class Eligibility
1. Cumberland County – “Priority Dispatch 2- Day Refresher Class for EMD, EFD and EPD”  
Ms. Turbeville gave a brief review of the training request put forward. Staff recommendation was to approve. Mr. Greene asked for any discussion, hearing none a motion was asked for. Ms. Wright made a motion to approve and Mr. Gusa seconded the motion. The motion carried.

Committee Members	Yes	No

Jeryl Anderson	X	
Chuck Greene	X	
Grayson Gusa	X	
Heather Joyner	X	
Jimmy Stewart	X	
Donna Wright	X	

2. Hoke County – “Priority Dispatch Online Universal Telecommunications Essentials (OUTEC)”

Ms. Turbeville gave a brief review of the training request put forward. Staff recommendation was to approve. Mr. Greene asked for any discussion, hearing none a motion was asked for. Mr. Gusa made a motion to approve and Ms. Anderson seconded the motion. Mr. Stewart abstained from the vote. The motion carried.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Grayson Gusa	X	
Heather Joyner	X	
Donna Wright	X	

3. Pasquotank/Camden 911 – “FBI Basic Crisis Negotiation Course”

Ms. Turbeville gave a brief review of the training request put forward. The class registration is free. The PSAP was requesting the class to be considered so the per diem would be an eligible expense. Staff recommendation was to not approve. Mr. Greene asked for any discussion, hearing none a motion was asked for. Ms. Wright made a motion to not approve and Mr. Gusa seconded the motion. The motion carried.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Grayson Gusa	X	
Heather Joyner	X	
Jimmy Stewart	X	
Donna Wright	X	

4. Wilson County 911 – “Denise Amber Lee Foundation, CTO Best Practices”

Ms. Turbeville gave a brief review of the training request put forward. Staff recommendation was to approve. Mr. Greene asked for any discussion. There was much discussion regarding pre-requisites and amount of content in the course. Ms. Harris stated to committee the mission for committee is to decide eligibility not to critique the course. Mr. Greene asked for a motion from the committee. Ms. Wright made a motion to approve the course. Ms. Joyner seconded the motion. The motion carried.

Committee Members	Yes	No

Jeryl Anderson	X	
Chuck Greene	X	
Grayson Gusa	X	
Heather Joyner	X	
Jimmy Stewart	X	
Donna Wright	X	

10. 2021 Goals Next Steps – Mr. Greene led the discussion with committee for each goal.

Goal 1 - Develop an information sharing program to effectively communicate the Board and Staff’s vision, initiatives, and responsibilities for NG911 and other state projects.

*Committee Discussion* - Ms. Turbeville provided a brief update; the first information aid about the NC 911 Board had been updated by DIT Comms due to internal staffing changes. Ms. Harris shared with the group the need for NMAC PR campaign; staff will be creating a NMAC logo to be used for mouse pads, chip clips, sticky notes for example to assist with this.

Goal 2 - Explore the feasibility of expanding Board sponsored training in conjunction with the Community College system.

*Committee Discussion* – Ms. Joyner brought up a supervisor’s course to be facilitated through the community college system possibly Richmond Community College. Mr. Stewart is very excited and a proponent of the community college system; he would like more PSAPs to take advantage of the 3<sup>rd</sup> party contract. Ms. Wright shared with the committee that the Sandhills Center is interested in partnering with the Board regarding CIT 911 virtual training and a possibly creating a CISM program for telecommunicators. Mr. Greene asked staff to coordinate a representative to come before committee at the next meeting for further discussion.

Goal 3 - Explore the feasibility of creating a voluntary Telecommunicator training, certificate and/or certification program in collaboration with the Community College system.

*Committee Discussion* – Mr. Greene asked staff to begin conversation with the NC Community College System to discuss an advanced telecommunicator certifications or certificate program. Ms. Wright asked the committee exactly what the goal is and gave caution, we did not want to compete with the NC Sherriff’s Training and Standards programs. Ms. Harris encouraged conversation with the Community College System.

Goal 4 - Explore methods for public outreach utilizing nontraditional media outlets.

*Committee Discussion* – Ms. Harris shared she had been in contact with her colleague in Washington state. They had created a PSA that aired during a 911 TV show. Ms. Harris and Ms. Turbeville will be having a conference call with them to discuss this further. They are hopeful that the script and the video can be shared with committee at the next meeting. Ms. Harris also discussed the possibility of using public radio to assist with a PSA for recruitment.

11. Adjourn – Mr. Greene asked if there was any other business to bring before committee; hearing none the meeting was adjourned at 11:40am.

**Next Committee Meeting: Thursday, February 18, 2021**