



NC 911 Board
Education Committee

SUMMARY

January 13, 2016
NC 911 Board Office
3514 Bush St, Banner Elk Room
Raleigh, NC
2:30 PM-4:30 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Dinah Jeffries	Tina Bone	
Brian Short	Richard Bradford	
Jimmy Stewart / Chair	Dave Corn	
Donna Wright	David Dodd	
Lora Nock	Richard Taylor	
Jeff Shipp		
<u>Members Absent</u>	<u>Staff Absent</u>	
Tammy Aldridge		
Judy Jenkins		
Heather Joyner		
Crystal McDuffie		
Rick Thomas		

Welcome & Roll Call

David Dodd opened the meeting by calling the roll at 2:34.

Chair's Opening Remarks

Jimmy Stewart welcomed attendees.

Radio Advertising Update

David Dodd began with an update on the Advertising campaign. Radio advertising began on October 1 and was ended December 31 because it was costing ~\$8,000 per week and there appeared to be no way to measure the effectiveness of the program. Mr. Dodd reviewed correspondence from the vendor concerning the effectiveness of the program. Mr. Stewart asked what does the Committee think about the effectiveness of the program. Staff replied there was no

way to tell. Mr. Taylor stated that he had received no feedback from any of the PSAPs on the radio advertising.

Mr. Taylor asked where we go from here? The Committee discussed this. Mr. Stewart asked if there was any viable alternative to this? Mr. Taylor replied that there may be, but that this was excessively expensive without appropriate measure of success. Mr. Shipp motioned and Lora Mock seconded to suspend radio advertising. The vote was unanimous to do so.

Feedback from November Managers Meeting

Mr. Dodd took away from the November meeting that this Committee needs to encourage backups as well as explain the Rules and the Inspection process. Mr. Taylor suggested that staffing retention was a big issue with the PSAP Managers. There was positive feedback on Mr. Dodd's Staffing and Retention class.

Tonya Pearce suggested that NENA was also working on this problem. She asked if we could work with NENA on this. It is a "Recruit Higher and Retain for Success." She did not want to create competition between the classes and therefore have lower attendance for each.

Mr. Dodd reviewed a request for another class be funded. He stated that there are numerous classes teaching the same thing. Mr. Taylor asked what qualifies a class to be funded by the 911 Board. Mr. Dodd asked the Committee for help in qualifying classes. Mr. Taylor asked the Committee if they want to review and approve classes especially when there are so many classes teaching the same thing?

The Committee discussed a specific proposed class and since it is being taught in Virginia could a committee member go to Virginia to critique the class to determine if it had value and was worth reimbursing by the 911 Board. Mr. Taylor asked if a class is offered by the Justice Academy and NENA for \$150 why are we looking at more expensive classes that cost much more with instructors coming from out of state? Donna suggested that Community Colleges offer public safety education as well. Tonya suggested that we should be able to receive a discount.

Mr. Taylor presented the 911 Assessment relating to education. He reviewed several of the low scores and asked the Committee what they should be doing about these important areas of education. Mr. Taylor and the Committee discussed the needs of special populations in reaching 911. Mr. Taylor and the Committee discussed outreach to school age children. Donna Wright opined that in her County instructors address RN and LPNs. Lora Nock volunteered to head-up the project to develop educational materials for special needs groups, students, and others. Jeff Shipp volunteered to head up an orientation class for Board members.

Tina Bone advised the group that 79 PSAPs in NC are doing Text-to-911.

Class for New PSAP Managers Update

Mr. Dodd reviewed that the original PSAP Managers meeting requested a PSAP Managers class especially for new managers and specific to North Carolina. He stated that the Committee has not gotten too far and asked the Committee what we should do? Tonya Pearce volunteered to take the lead and reactivate the sub-committee and recommend content for this endeavor. Ms. Pearce asked for direction from the Committee. It was suggested that the Sub-Committee come back to the Committee with recommendations.

RCC Public Administration Certification Course

Donna Wright advised that Richmond Community College (RCC) is doing a 6 class Public Administration curriculum on-line. Ms. Wright suggested that the New PSAP Managers class content to be added to this curriculum and at the end of the course the PSAP Manager will receive a certification. The cost is \$72 per credit hour. The Committee discussed the problem of pre-requisites in order to take these classes. Mr. Corn suggested that the original request from the PSAP Managers meeting was for quick training for perspective new managers. Mr. Bradford suggested that the statute addresses specific training for 911 and not general education. Mr. Taylor asked if this is the best use of 911 training funds. The Committee discussed that any training we need must be specific to 911. Mr. Stewart suggested we probably need to create our own class. This request was referred back to Tonya Pearce's Sub-Committee for research and a recommendation.

PSAP Inspection/Compliance Training

Jimmy Stewart suggested there needs to be a program for the Inspectors. David Dodd suggested we keep the PSAP Managers up to date. Richard Taylor suggested they perform a couple test reviews first before creating a program for Inspectors. Mr. Stewart opined close cooperation with the Standards Committee will be necessary.

Confirm Next Meeting Date

Wednesday, February 17th at 2:30 PM

Adjourn

Jimmy Stewart adjourned the meeting at 4:27 PM