



Meeting Summary
911 Board Standards Committee
07/16/2014
N.C. ITS Building
3900 Wake Forest Rd
Raleigh, NC
10:00 AM – 12:00 PM

<u>Standards Committee</u>	<u>Staff</u>	<u>Guest</u>
Laura Sykora, Chair (Absent)		
Tommy Cole (Absent)	David Dodd	
Jimmy Stewart	Richard Bradford	
Barry Furey	Richard Taylor	
Wayne Cyrus-by phone	Tina Bone	
Christy Shearin (Absent)	Dave Corn	
Margie Frye		
Donna Wright (Absent)		
<u>Enforcement Committee</u>		
Carson Smith		
Jeff Dulin- by phone		
John Lettney (Absent)		
Greg Foster		
Judy Jenkins		
Jim Soukup		

Richard Taylor called the meeting to order at 10:09 AM. He welcomed everyone and called the roll.

Margie Fry welcomed everyone, and made opening remarks. Margie indicated one of the most important things to discuss today would be the enforcement process. She then asked Richard Bradford to discuss the PSAP Fund Distribution to PSAPs as it changed in Senate Bill 797. The new law allows a PSAP's funding to be reduced, suspended, or terminated, when before terminating funding was the Board's only option. Margie asked if there were any PSAPs that could be bordering on non-compliance? Dave Corn said while there were no standards/rules in place yet, there are some PSAPs who may be on the verge of non-compliance, especially from a performance standpoint.

Margie then recognized Dave Corn who discussed Senate Bill 797, and how it pertains to a backup PSAP plan. Jeff Dulin said the City of Charlotte has been discussing a backup partnership with the City of Charleston, SC. Margie asked if interviews could be done/recorded with some managers who have a backup plan, so those that didn't have plans would know where to start.

Barry Furey noted that he has a concern in they have a working backup center, but do not have an approved written backup plan. Barry had a plan, and gave David Dodd a copy to review. David also gave a brief overview of the criteria needed to have an approved plan.

Margie then asked the Committee for thoughts on enforcement/compliance methods. Sheriff Smith reviewed from the last meeting the idea of an inspection process, and if the PSAP was in compliance, they could go up to 3 years before being inspected again. Incidents of non-compliance or non-response would result in letters being sent to the Standards Committee. Second or third incidents of non-compliance should be sent to the 911 Board and County Managers/Commissioners for discussion. Richard Bradford said following this process would eventually result in a hearing, where a definite course of action would be set.

An unanswered question is who will do the inspections and what a checklist for compliance would include? This would result in consistent enforcement across the State. The checklist will be related to the rules, so it has not been developed yet. There was agreement there should be a mid-level resolution process, probably involving the Standards Committee, to resolve non-compliance issues before the matter goes to the Board. The question was asked, could a non-compliant PSAP be restricted for applying for a grant, unless the grant is related to fixing the problem, and everyone seemed ok with this. Barry noted the grant process is a difficult process to win, so is it much of an enforcement "stick."

Richard Bradford reminded the Committee the Board looks for Committees to provide specific policy recommendations in areas they are working on. Also, if a PSAP cannot get into compliance because there is not sufficient grant monies available, what are the repercussions to the Board? If the PSAPs don't know what to expect from the process, then how can they be expected to comply? How the decision is made is what has to be conveyed to the local governments. Moving ahead with the enforcement process may have an effect on the rules process. The policy must drive toward what the Statute allows.

Action items:

PSAPs need to know what is on the check list? What do they have to do to be compliant?

What are the consequences/penalties if they are unable or unwilling to comply?

Create checklist and classify non-compliance situations.

Dave Corn will put together a list of possible non-compliance issues and get to Committee members before next meeting. The Committee agreed that if a PSAP is good on an initial inspection, they would be exempt from additional inspections for a 3 year period. Sheriff Smith also wanted to clear up whether staff was going to do inspections, or if it would be more prudent to use peer inspectors. Richard Taylor will ponder the pros and cons of using staff versus peer groups, and report back to the Committee.

Margie asked if there were any other issues. Wayne Cyrus noted he will be retiring in September, and the Police Chiefs will be looking for a replacement for the Standards Committee.

The next meeting date will be August 27th at 10:00 AM. Meeting will be in Raleigh at a location to be determined.

Margie adjourned the meeting at 12:10 PM.