

Telecommunicator Certification Course Advisory Group

North Carolina Justice Academy

Salemburg, NC

Jones Auditorium, Classroom 3

November 30, 2022 @ 10:00 a.m.

Ms. Susan Gillis called the meeting to order at 10:06 a.m. and welcomed members.

Ms. Desiree Malmgren conducted a formal roll call.

Members Present

Joshua Legan, North Carolina Highway Patrol

Ellis Frazier, High Point Police Department

Lisa Reid, Fayetteville Police Department, 9-1-1 Center

Staff Present

Autumn Hanna, Sheriffs' Standards Division

Susan Gillis, NC Justice Academy

Jennifer Fisher, NC Justice Academy

Stacy Holloman, NC Justice Academy

Desiree Malmgren, NC Justice Academy

Guests Present

Roger D. Smock, NC Department of Transportation BeRailSafe

Approval of Previous Meeting Minutes

Members were allowed to review corrections to the previous meeting minutes held on November 30, 2021, at 10:00 a.m.

New Business

a. Roger Smock – NCDOT BeRailSafe

Mr. Roger Smock, with the NCDOT Rail Safety, presented the importance of a baseline education for rail safety in North Carolina. Mr. Smock stated that there are approximately twenty-five rail companies in North Carolina, and they have their own 9-1-1 communications systems. It takes a ten-digit phone number to call and then the issuance of a radio call to get the train to stop in emergency railroad situations, which can be very time-consuming. Important to note that calls received regarding a car stuck on the railroad tracks should not be considered a "Stranded Motorist." It's everything but that. Mr. Smock continued to state the importance of using the Railroad posted emergency and then identify that railroad crossings equivalent known address.

Mr. Smock said due to the many safety issues/concerns with railroads in North Carolina, and he has partnered with the 9-1-1 Commission to make all railroad information through the GIS system available for all PSAPS. NCDOT maintains and updates the GIS system, and it is free. Every railroad crossing in the United States has a unique address that identifies a six-digit, one-letter identifier known as your crossing identification number. Importance of understanding how the GIS system operates in our communities is very important. This offers Telecommunicators the map with those emergency numbers so that we can get a message to the railroad engineer and get any oncoming trains stopped for the blocked railroad location.

Ms. Gillis reiterated that the GIS layering system is available on the 9-1-1 website. The IT or GIS personnel within the agency would need to download from that website and then upload it into the CAD system. It is then available with a click. This information offers the railroad address, the crossing identification number, the Railroad, and the company that owns it.

Mr. Smock discussed the importance of implementing new materials into TCC certification and In-Service training programs.

Mrs. Fisher stated that as the BLET Training Coordinator, they have Rail Safety awareness which was added three or four years ago.

Ms. Gillis stated that there is a need to extend it toward the Telecommunicator program. She explained that the next update is scheduled for 2024. Mr. Smock noted that they are the subject matter experts and would be available to meet and discuss the railroad subject matter with the TCC Advisory Group. He stated that they already have an outline and are here to offer support and assist with any annual updates and In-Service training.

b. Ms. Hanna – Task Analysis Update

No new business regarding the Task Analysis

c. Ms. Gillis – Overview of Task Analysis

Task Analysis overview. Committee members were asked to refer to page 28 of the Final Report on the Job Task Analysis Study of Entry-Level Telecommunicator, and their Training Needs Notebook.

She stated that those things that are highlighted are NOT included in the Telecommunicator Training and are now something that needs to be added.

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#49 - Testifies at Civil Cases – We have had previous in-service training but not in the TCC training (not in the basic course). **(ADD TO)**

#50 - Testifies in Criminal Cases – This is discussed briefly in the civil liability; however, it is not addressed specifically. **(ADD TO)**

#53 Provides Testimony in Administrative Hearings – Add to anything not highlighted is already in the curriculum.

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#162 – Recognizes events that require initiation of ICS and begin the process. This is discussed in the overview of Emergency Services but not in detail about beginning the process.

#172 – Comprehends and responds to location "red flags" in call and relay to responding units. **(ADD TO)**

This is discussed in the overview of Emergency Services, but the objective is not there. As new material is added, we need to ensure that we have an objective that matches the new material about specific blocks. Need suggestions/input from the committee on this.

Mr. Frazier and Ms. Reid both stated that they had difficulty hearing Ms. Gillis in the meeting. After working on making adjustments, they noted that it was a little better but still had hearing Ms. Gillis in the meeting.

#236 – Recognize situations where "Safe Surrender Law" may apply and act accordingly. **(ADD TO)**

There are only six tasks that need to be added that are not currently in there. Susan asks for the committee's input in these areas.

Ms. Gillis opened up to discussion regarding #49 - Testifies in Civil Cases, #50 - Testifies in Criminal Cases, and #53 - Provides Testimony in Administrative Hearing, asking the Advisory Group if they feel this should be added into the Civil Liability block of instruction.

Mr. Legan asked if it would be over the top to add a practical exercise (Mock Hearing) to the telecommunicator. Ms. Gillis was in agreement but concerned about the time it would add due to the Civil block already being four hours. Ms. Gillis said if it were added, it would need to be a short one.

Ms. Gillis said that due to this possibly requiring an administrative code change, we will put this on the radar for now.

Ms. Gillis asked if everyone agreed that #49, #50, and #53 should all be added into the Civil Liability block of instruction, and everyone said yes.

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#162 – Recognizes events that require initiation of ICS and begin the process. Susan stated she needs assistance with what your agency thinks this should look like. We have various agencies represented here. What does the ICS training look like at your agencies? We are looking for someone who will help with the development or at least part of the research for that. We need your ideas of what

you feel needs to go in there. We will do the formatting, but we want to make sure that the Advisory Group has input in addition to the other research content. Ms. Gillis asked if anyone would be willing to assist with the research in this area for the curriculum.

Mr. Frazier said that this is generally an agency-directed event. We need to make sure that this goes into how we support the incident commander after they notify us of the process.

Ms. Gillis clarified with Mr. Frazier's comment and then asked if the Advisory Group agrees with leaving this in the "Call Reception" block of instruction? Josh, Lisa, and Ellis were all in agreement. They were all in agreement by saying "yes."

#172 – Comprehends and responds to location "red flags" in call and relay to responding units.

Ms. Gillis said that this is currently addressed in the overview of Emergency Services and that this was done a few years ago when she was asked to brush it up. Ms. Gillis reiterated that anything that has to be "ADDED TO" will require a new objective.

Ms. Gillis asked if the Advisory Group is in agreement with leaving this in the "Call Reception" block of instruction? Mr. Frazier restated Ms. Gillis comment to the other group members and said that in his opinion, he felt that this was a basic function of dispatch and that they relay all non-hazards and red flags should be included in the basic telecommunicator, and that it should remain in the "Call Reception" block. Mr. Legan and Ms. Reid were both in agreement with Mr. Frazier.

#236 – Recognize situations where "Safe Surrender Law" may apply and act accordingly.

Ms. Gillis explained to the Advisory Group that this is new and not in the TCC curriculum. We are going to add to the curriculum based on the Job Task Analysis.

Ms. Gillis asked the Advisory Group where do they think this fits? Mr. Frazier restated Ms. Gillis' question to the other group members. Mr. Legan stated that this should also be included in the "Call Reception" block. Ms. Gillis said that she agreed. Mr. Frazier stated that he agrees that it should be placed in the "Call Reception" Ms. Reid was trying to respond; however, we lost reception to her.

Ms. Gillis discussed that Laurie Austen would be writing the objectives. She asked the group to refer to the Task Analysis handout, go over the next TCC AG Meeting, and review the remaining job tasks analysis and the expected timeline.

Ms. Gillis asked if anyone had any questions or concerns regarding the job task analysis. Ms. Gillis asked if anyone had any questions or concerns regarding the – Task Analysis overview involving our previous discussion on Pages 28 and 29 of the Job Task Analysis Study of Entry-Level Telecommunicator and their Training Needs Notebook. There were no questions or concerns.

d. Advisory Group Vacancies

Ms. Gillis stated that she needs input from the Advisory Group regarding two available openings on the Advisory Group Committee. Ms. Gillis said that she would be bringing on board Ms. Melinda McClenny who is part of the NCJA. Melinda was the 9-1-1 Director of Sampson Co. before coming to NCJA, and she will be helping teach the curriculum here at NCJA. Ms. Gillis looks forward to introducing Ms. McClenny to everyone when we can meet in person again.

Ms. Gillis asked for input for replacements in the opening seats. I would like representation from Sheriff's Offices and/or Community Colleges. Mr. Legan recommended Crystal with Beaufort County Sheriff's Office as a replacement on the TCC Advisory Group. Ms. Gillis asked Mr. Legan to send Crystal's contact information, and she will reach out to her. Mr. Frazier suggested Lisha Corn Stanly with Henderson Co. 9-1-1 Director as a possible replacement for a TCC Advisory Group Committee seat. Mr. Frazier said that he could give Ms. Gillis her contact information. Mr. Legan suggested that we consider bringing on current Senior Telecommunicators that could bring a level of knowledge and experience to the table that would be very beneficial to the TCC Advisory Group—keeping us up on the 21st century 9-1-1 Center. They would offer relevance to today's callers. Everyone was very much in agreement on this idea. The issue will be the current shortages in the 9-1-1 centers.

Ms. Gillis has a few people who also come to mind and will reach out to those. One in particular in Dare Co., Jessica LeWatts, has been a telecommunicator in NC for 6 yrs. she came from a busy 9-1-1 center in Norfolk, Virginia. She is currently a shift supervisor for Dare Co. 9-1-1.

Ms. Gillis will run the recommendations by the NCJA administration and will keep the TCC Advisory Group informed on the progress.

Ms. Gillis asked the group if they had anything they would like to discuss.

Ms. Reid mentioned concern with the "Resources" block. Concern about several things being outdated within the block. Ms. Gillis advised that it would take approximately 18 months due to a major change/revision. It would require a change to the administrative code. Ms. Gillis asked Ms. Reid to offer any research that she feels needs to be added to that particular block of instruction.

Ms. Gillis advised that she will mail out copies of the TCC curriculum disc to Mr. Frazier and Ms. Reid and be open to any recommendations that they may have.

Mr. Frazier wanted to know if this would need to be due by? Ms. Gillis asked if February 3, 2022, would work for them both? Mr. Frazier and Ms. Reid agreed on the due date of February 3, 2022, the next TCC Advisory Group meeting date.

Mr. Frazier mentioned stress management and psychological and mental health classes. He has a tremendous concern by watching his 9-1-1 folks and them understanding the importance of their emotional intelligence and labeling what they are feeling. He stated that he is seeing a tremendous amount of anxiety across all three generations of telecommunicators right now.

Ms. Gillis stated that these are two new mandatory in-service topics for 2022. Ms. Gillis noted the comments that students have shared about their desire to take these courses in-person versus online. Ms. Gillis also commented on the importance and effectiveness of taking these types of courses in-person versus online.

Ms. Gillis wanted input on how this could be addressed for telecommunicators across the state. She said she would discuss it with Ms. Austen and Director Allen and get back to the group.

Ms. Gillis advised of the next TCC Advisory Group meeting, February 3, 2022.

Stacy said that he appreciates everyone's time and input on the Advisory Group and stressed the importance of the work that they are doing with this project.

The meeting was adjourned at 11:43 a.m.