

Regional Advisory Council Meeting
June 21, 2016 10:00AM CESC

Members Present

Nicki Tidey Jason Malloy Allan Weese, Tony Castillo John Powers
Charlie Udriet Jolena Young Michele Surdam

Staff Present

Lewis Cassada Dorothy Spears-Dean Steve Marzolf Lisa Nicholson

1) Call Meeting to Order

Mr. Jason Malloy called the meeting to order at 10:00AM

2) Approval of the Minutes from May 24th

Ms. Dorothy Spears-Dean asked for the approval of the minutes from the May 24th meeting. There was a motion, and a second. The motion passed 8-0-0.

3) Best Practices

Ms. Stefanie McGuffin presented the current developments with the Best Practices effort. The RAC was shown the Best Practices template. Ms. Nicola Tidey asked about who has reviewed the document, and Ms. McGuffin stated that the document had been reviewed by the Office of the Attorney General. Ms. McGuffin continued to review the Forward of the document. Mr. John Powers asked about the listing of citations. Ms. McGuffin said an Appendix could be added if the footnotes and citations became too large. Mr. Charlie Udriet asked who would be responsible for reviewing the document annually. Ms. McGuffin said the review would begin with the RAC. Mr. Malloy commented on the vetting process. Ms. McGuffin would add to the document that the review would be at least annually. There was additional Council discussion. Ms. McGuffin said later on in the presentation, the Draft Process flow would be discussed. Ms. Tidey discussed the APCO/NENA master glossaries, and suggested using those documents. There was

Council discussion. Ms. McGuffin said staff would provide links to the APCO/NENA glossaries, keep the terms and meanings within the Best Practice document, will follow national definitions, and if there are other things specific to a document that need to be defined, then they would be defined in the document. Ms. McGuffin continued her review of the template. Mr. Alan Weese suggested that section 1.3 was redundant, and could be removed. Ms. McGuffin agreed. There were no other comments on the template.

Ms. McGuffin presented the workflow diagram, which is the process for developing the processes. Ms. Tidey continued the presentation. Ms. Jolena Young recommended reaching a balance, and not making the review process take too long. Mr. Powers commented on reviewing the prioritization list, and how those priorities could be updated as tasks are completed. There was Council discussion. Ms. Tidey continued the discussion. She asked the Council's opinion on the review period length, and how the review process would be handled. There was Council discussion. Ms. Tidey covered the receiving input and creation of the final draft of a Best Practice. There was council discussion on how to handle substantial changes vs. small changes. Ms. Tidey continued the review of how to incorporate comments into a Best Practice. There was continued Staff/Council discussion, primarily on the review time frame. The consensus of the Council was that the overall structure of the process is good, but the process shouldn't delay decisions but help move things along.

4) Project Plan Updates for Priority Tasks

- A) Mr. Tony Castillo had no updates for Priority #1, Create a baseline level of service document.
- B) Mr. Alan Weese presented an update for Priority #2, Stakeholder communications plan. An example used was the 9-1-1 website from the state of Colorado. The vision would be a separate website for the RAC. There was Council discussion. The possible

ownership/approval of the site was discussed. Various options were discussed with Staff. Staff and Council also discussed public outreach.

- C) Ms. Jolena Young presented and update for Priority #3, NG9-1-1 deployment and sustainment funding. Their workgroup has documented the two main 9-1-1 revenue streams from the state, and the history of 9-1-1 funding. They have also looked at Compensation Board funding, ESInet funding models, and NG9-1-1 funding models.
- D) Ms. Shannon Houston provided an update for Priority #1 on behalf of Mr. Terry Hall. They have been gathering information and recruiting additional participants.
- E) Ms. Spears-Dean gave the update for Priority #4, Baseline level of service and capabilities. Their group has participated in several conference calls.
- F) Mr. John Powers said that they are still gathering information from PSAPs regarding Priority #5, 9-1-1 clearinghouse. They may be looking to combine efforts with Priority #2. It appears the end product may turn out to be the same product as Priority #2.
- G) Mr. Jason Malloy said the workgroup for Priority #6, Staffing analyses, is working on their first milestone and have identified the categories of positions in a PSAP.

5) Meeting with Finance/Policy Committees

A combined meeting of the Finance Committee, Policy Committee, and the Regional Advisory council will be sent. More information will be sent at a later time.

6) Public Comment

Ms. Spears-Dean asked for public comments. There were none.

7) Wrap Up

Ms. Spears-Dean summarized the action items created during this meeting, and announced upcoming events. For Best Practices, ISP staff

will take Council's feedback and revise documents. On July 12th, there will be a RAC conference call. The workgroup Chairs are asked to include Ms. Spears-Dean in the distribution for calls and meetings. This is so that as things come together, ISP Staff has the information they need to provide an overview of the efforts, and to link them up with Board and Committee initiatives. Additional information about combined meeting with the Finance and Policy committees will be sent out, along with a meeting maker. On June 22nd there is a 9-1-1 Board meeting and there will be a RAC update under new business.

8) Adjourn

The meeting of the Regional Advisory Council ended at 12:15PM.