

## **Regional Advisory Council Meeting Tuesday, October 11th, 2016**

### **Council Members on Audio Bridge**

Allen Weese	Charlie Udriet	Joell Kight	Melissa Foster	Jolena Young
Randy Davis	Tony Castillo	John Powers	Michele Surdam	
Jason Malloy	Kurt Plowman	Jeff Shupe	Virginia Fowler	Carl Levandoski

### **Staff Members on Audio Bridge**

Dorothy Spears-Dean                      Steve Marzolf

### **Call the Meeting to Order**

Mr. Terry Hall called the meeting of the Regional Advisory Council to order at 2:00PM. In order to increase participation, Mr. Hall asked that the members of the RAC send out meeting materials to other PSAPs in their regions after each RAC or subcommittee meeting. The hope would be to receive additional input/questions/comment about RAC activities from more PSAPs. Mr. Jason Malloy added that the RAC members needed to pass information back to the PSAPs in their regions.

### **Approve the Meeting Minutes from September 27<sup>th</sup>**

Mr. Terry Hall called for a motion to approve the meeting minutes from September 27<sup>th</sup>. Mr. Jason Malloy made the motion and Ms. Joell Kight seconded it. The motion was approved without objection. Ms. Dorothy-Spears Dean made a roll call of the members dialed in to the audio bridge.

### **PSAP Staffing Needs Analysis**

Mr. Jason Malloy reviewed the current progress of the PSAP Staffing Needs Analysis work group. Their goals are to increase the professional competency for the positions in a PSAP, promote standard KSA's among PSAP personnel, and provide consistent service levels and improve service deliver across all PSAPs. The work group focused on the training of the personnel, not the staffing levels of a PSAP. They provided insight towards critical training needs to develop operational and technical skills of PSAP personnel. The positions they have identified are Operational are Public Safety Telecommunicator, Public Safety Communications Training Officers and Public Safety Communications Supervisor. The positions identified as Administrative are Public Safety Communications Instructor, Public Safety Communications Training Coordinator, Public Safety Communications Quality Assurance Evaluator, and Public Safety Communications Manager/Director. The positions identified as Technical are Public Safety Communications Technician (Radio & CAD), Public Safety Radio System Manager, and Public Safety GIS Technician. The workgroup will be performing an occupational analysis for the

Radio System Manager and GIS Technician position. Mr. Jason Malloy stated that their document/project could likely develop into a best practice. There was discussion about “Where do we go from here?” Ms. Nicola Tidey discussed standards and certifications. Ms. Dorothy Spears-Dean discussed the NG9-1-1 cost model, and asked the group what were the immediate needs/issues that this document could address. There was council discussion. Mr. Malloy asked that all comments or suggestions made during the discussion be emailed to Mr. Malloy, Ms. Tidey, and Ms. Kight.

### **Regional Participation**

Ms. Dorothy Spears-Dean addressed the group about regional participation. The meetings scheduled during November will be important. There will be three RAC calls that month, in order to break up the Funding Analysis work product into separate sections. The goal is to have a public document for the Funding Analysis by December 1<sup>st</sup>.

### **ISP Satisfaction Survey**

Mr. Marzolf reviewed the results of the annual ISP satisfaction survey. Mr. Marzolf asked for comments or suggestions; there were none. He stated that there will be another outreach effort from ISP.

### **Project Plan Updates for Priority Tasks**

The following RAC members gave updates on their Priority Tasks:

- Baseline level of services - Ms. Shannon.
- Stakeholder communications plan – Mr. Alan Weese.
- Sustainment funding strategy – Ms. Jolena Young.
- Service and capabilities budgets – Ms. Melissa Foster.
- 9-1-1 Clearing House – Mr. John Powers
- Staffing Analyses – none, covered in presentation earlier.

### **Public Comments**

Ms. Spears-Dean said that there will be no call on October 25<sup>th</sup>; it has been rescheduled to November 1<sup>st</sup>. There were no additional comments.