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COMMONWEALTH of VIRGINIA

Virginia 9-1-1 Services Board

Regional Advisory Committee (RAC) Meeting Agenda Thursday April 21, 2022 1:00pm – 3:00 pm In-Person (Business) Meeting Four Points Sheraton - 9901 Midlothian Tpke North Chesterfield, VA 23235

**Call-in number: 1-866-692-4530,
Access Code: 2438 979 0869, (WebEx Link)**

1. Call Meeting of the Committee to OrderChairperson
2. National Public Safety Telecommunicators WeekMelissa Parsons - NGS RC
3. 9-1-1 Stakeholder SummitMichael Gobble - NGS RC
4. Legislative Update.....Chairperson
5. Regional Advisory Committee Workgroups Chairperson
6. Old Business Chairperson
7. New Business Chairperson
8. Public Comment..... Chairperson
9. Adjourn Meeting of the Regional Advisory Committee..... Chairperson

Upcoming Committee Meetings:

May 2022 (TBD - Virtual)



Virginia Department of
Emergency Management

Regional Advisory Committee (RAC) Meeting

Date: April 21, 2022

Agenda

- Call Meeting to Order
- National Public Safety Telecommunicators Week
- 9-1-1 Stakeholder Summit
- Legislative Update
- RAC Workgroups
- Old Business
- New Business
- Public Comment
- Adjourn Meeting





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Call Meeting of the Committee to Order

Update on RAC Vacancies

Note: 6 of 19 RAC positions are currently vacant

- Board Member Position (Gubernatorial appointment to the Board, assigned to RAC Committee by the chair of the 9-1-1 Services Board)

Note: As the ranking Board member assigned to the RAC, Tamara Perez is the new the Chair of the RAC

- Region 4 Representative
- Emergency Manager (East Division) Representative
- Virginia Emergency Management Association (VEMA) Representative
- Virginia Department of Behavioral Health and Developmental Services (DBHDS) Representative
- Private Citizen Representative (At Large)



National Public Safety Telecommunicators Week - Review

- NGS Activities / Webinars
- Feedback from RAC Members on local, regional, statewide, and national activities
- Looking ahead to next year – opportunities?



9-1-1 Stakeholder Summit

- Location: Four Points Sheraton Richmond (Midlothian)
- Date/Time: Wednesday May 11, 2022 9am - 4pm
- Followup on key topics from the November 2021 summit in Charlottesville
- Communication and engagement needs and opportunities
- Thinking past the strategic plan
- Committee updates
- Setting the tone for the next six months



Legislative Updates – HB444

- 04/11/22 - HB 444 was signed by the Governor
- 05/01/22 - Deadline for FOIA Council workgroup to be formed. Workgroup to "develop best practices for public bodies holding all-virtual public meetings including but not limited to how to take public comment virtually and the proper use of video by public body members." Workgroups includes representatives from VACO, VML, VA Coalition for Open Government, Virginia Press Association and other such stakeholders the Council deem appropriate
- 08/01/22 - Workgroup recommendations must be completed
- 09/01/22 - Law goes into effect
- TBD - Possible Board review of a policy for all-virtual meetings





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RAC Workgroups

RAC Workgroups - Leads

- Recruitment & Retention – Flournoy
- Training – Perez
- PSAP Outage – Surdam
- NG9-1-1 Phase II – Hall
- Accessibility – Herzing
- Marcus Alert – Reyes*
- Data Collection & Analysis – Young*

New workgroup lead needed



Recruitment & Retention Workgroup Report

Workgroup Leads:

Jeff Flournoy (jflournoy@co.northampton.va.us)

Cheryl Buchanan (cfbuchanan@hanovercounty.gov)



Initial Plan of Action

- Establish a committee of 5
 - 2 RAC Co-Leads
 - 3 Non-RAC membersConsider other community representation down the road should it be determined that we need input outside of 9-1-1 field, ex. HR Specialists
- Meetings will be held every other Friday beginning @ 0900 starting 04/22/22 (as needed, based on the workgroup members needs/conflicts these meeting may be canceled/rescheduled)
- Meetings are expected to initially center around the overall Workgroup Questions presented in previous RAC Meetings



Objectives

- Initial determination of how to separate (when needed) and keep together (when needed) the two topics of recruitment and retention; while in the same ballpark, are two different focuses.
- Discuss and establish potential thoughts to broad questions in the 9-1-1/dispatch community related to recruitment and retention (included in later slide) under potential broad discussion questions).
- Explore examples of successful and unsuccessful recruitment and retention efforts (at 9-1-1/dispatch centers) in our state.
- Reviewing existing documents/resources available in state/nation related to 9-1-1/dispatch recruitment and retention topics; to include APCO & NENA best practices should they exist.
- Communicate/collaboration with others (agencies, individuals, other) as needed to gather needed information on 9-1-1/dispatch recruitment topics.



Timeline (Subject to Change)

- Initial workgroup establishment/setting of work expectations/timelines – 1-2 Months
- Efforts devoted to completing work to accomplish goals (deliverables) – 6-8 months
- Finalization and presentation of workgroup work deliverables – 1-2 Months
- Updates provided at each RAC meeting (from one of co-leads of Recruitment/Retention RAC workgroup)



RAC's Expectations / Finished Product

- Develop various plans/options/considerations for efforts (for 9-1-1/dispatch) related to:
 - Recruitment
 - Retention
- Develop additional resources to be available to 9-1-1 / dispatch centers related to:
 1. Recruitment
 2. Retention (including an accessible platform/medium - that is updated regularly)



Broad Discussion Points

1. What is considered successful retention? Someone being successfully trained and retiring, staying 20 years, staying 10 years, staying 5 years, staying 3 years, other?
2. What are the barriers to retention? Why do individuals leave 9-1-1 / dispatch? The normal responses always come up (money/salary, hours, recognition, stress/mental health impacts, and others) and are valid; are there others to be explored/considered?
3. With recruitment and retention both, ultimately, there is a competition with 9-1-1 / dispatch centers and localities (for the same people that can do this work). How do you manage the reality we (with-in the same area) are completing against each other in some degree?
4. How does the 9-1-1 / dispatch community compete (for trainable individuals) not just with each other, but with the private industry (often compensation is the same or better and with non 24/7/265 hours) ?
5. Regarding recruitment, knowing there are differences in how agencies/localities have to approach the recruitment and hiring, what should the recruitment and then hiring process look like?



Broad Discussion Points (contd.)

1. A reality is the percentage of individuals hired as telecommunicators at many agencies, failing to successfully complete initial training and become released/cleared is high (in other words, many hired are not successful (do not complete training) – Why is this occurring ?
2. 9-1-1/dispatch has, in some capacity, been competing with other public safety disciplines for years; there are numerous examples of 9-1-1/dispatch personnel, after a short time on the dispatch floor, leaving to become a firefighter/medic or law enforcement officer – Why is this occurring? Is there an opportunity to change this?
3. There is a saying, that individuals that do leave organizations, rather leave managers/supervisors at organizations. How relevant is this to 9-1-1/dispatch? With so many differences in 9-1-1/dispatch organizations throughout our state, how can we do our best to make sure those we hire are being managed/treated properly?
4. The reality is the other public safety disciplines (fire/medical/law) are known by society as professions (that people are drawn to); how can 9-1-1 / dispatch achieve this to some degree?
5. Are the other public safety disciplines (fire/medical/law) approaching recruitment and retention from a broader focus (throughout the state as we are attempting to do) or not. If so, how are they approaching? If not, why not? Should this topic be a focus from this broad approach (statewide, with over a hundred different 9-1-1 / dispatch agencies)?



Training

- Workgroup Lead:

Tamara Perez (tamara.perez@fcva.us)



Accessibility

- Workgroup Lead:

Sherry Herzing (SherryHerzing@gmail.com)



PSAP Outages

- Workgroup Lead:
Michele Surdam (msurdam@pwcgov.org)



NG9-1-1 Phase II

- Workgroup Lead:

Terry Hall (hallt@yorkcounty.gov)



Marcus Alert

- Previous Workgroup Lead: Eddie Reyes
- Future Workgroup Lead - TBD

Note: This will be a good touchpoint for the DHBDS RAC member once appointed to the RAC.



Data Collection & Analysis

- Previous Workgroup Lead: Jolena Young
- Future Workgroup Lead: TBD





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Old Business





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New Business





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Public Comment

Upcoming Meetings / Dates

04/28/22 Legislative Committee (1pm) - Virtual

05/05/22 PSAP Grant Committee (1pm) - Chesterfield

05/11/22 9-1-1 Summit – Chesterfield

05/12/22 9-1-1 Services Board – Chesterfield

May RAC Meeting - TBD





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Adjourn Meeting