



# Regional Advisory Council Meeting

October 11, 2016  

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Virtual Exchange





# Agenda

1. Call meeting to Order
2. Approve Minutes from Sept 27<sup>th</sup> Meeting
3. PSAP Staffing Needs Analysis
4. Regional Participation
5. ISP Satisfaction Survey
6. Project Plan Updates for Priority Tasks
7. Public Comment



# PSAP Staffing Needs Analysis





## Scope of Analysis

- Support and/or strengthen individual levels of professional competency for the following PSAP position groups:
  - Operational
  - Administrative
  - Technical
- Promote standardization of knowledge, skills and professional competencies among Virginia PSAP personnel
- Provide consistency in service levels and improve service delivery



## Purpose of Analysis

- Focus on staffing training levels, independent of approved staffing (personnel) levels at Virginia PSAPs
- Provide insight towards the critical training necessary to develop the operational and technical skill sets for 9-1-1 and technical personnel.



## Operational Personnel

- Public Safety Telecommunicator
  - Public Safety Calltaker
  - Law Enforcement Dispatcher
  - Fire Service Dispatcher
  - Emergency Medical Services Dispatcher
- Public Safety Communications Training Officer
- Public Safety Communications Supervisor



## Administrative Personnel

- Public Safety Communications Instructor
- Public Safety Communications Training Coordinator
- Public Safety Communications Quality Assurance Evaluators
- Public Safety Communications Manager/Director



## Technical Personnel

- Public Safety Communications Technicians
  - Public Safety Radio System Specialist
  - Public Safety Computer Aided Dispatch (CAD) System Specialist
- Public Safety Radio System Manager
- Public Safety Graphical Information Systems (GIS) Technician



## Next Steps

- Additional work on the analysis
- Relationship to other RAC work groups:
  - Develop PSAP baseline level of service and capabilities budgets
  - Create a 9-1-1 clearinghouse



# Regional Participation





*Virginia Information Technologies Agency*

# ISP Satisfaction Survey





# Project Plan Updates





## Priority 1 – Project Plan

- Create a baseline level of service and capabilities document
- Terry Hall, chair (Region 5)



## Priority 2 – Project Plan

- Create a 9-1-1 stakeholder communications plan
- Allan Weese, chair (Region 1)



## Priority 3 – Project Plan

- Create NG9-1-1 deployment and sustainment funding strategy
- Steve McMurrer, co-chair (Region 7) and Jolena Young, co-chair (Region 4)



## Priority 4 – Project Plan

- Develop PSAP baseline level of service and capabilities budgets
- Melissa Foster, chair (Region 3)



## Priority 5 – Project Plan

- Create a 9-1-1 clearinghouse
- John Powers, chair (Region 6)



## Priority 6 – Project Plan

- Conduct staffing analyses
- Joell Kight, co-chair (Region 2)
- Jason Malloy, co-chair (VA NENA)
- Nicki Tidey, co-chair (VA APCO)



# Public Comment





## Wrap -Up

- Next RAC conference call is on October 25<sup>th</sup> at 2 pm
  - Reschedule to November 1<sup>st</sup> because of VA APCO/NENA/Interoperability conference
- Anything else for the good of the order?