
Task Title:	Conduct Staffing Analyses
Region:	Region II
Committee Chair:	Jason Malloy (Nicki Tidey Co-Chair)
Committee Participants:	Joelle Kight, Rebekah Craft, Other SMEs and ISP Staff as needed

Task Business Case

Overview

These analyses should focus on staff training levels, independent of approved staffing (personnel) numbers for each PSAP. The outcome of these analyses should be insight towards the critical training necessary to develop the operational and technical skill sets for 9-1-1 and technical personnel. Two priority categories identified for NG9-1-1 are cybersecurity and disaster recovery. Staffing methodologies and professional development guidance developed in conjunction with the analyses should be included in a research library within the Clearinghouse.

Benefit/Jeopardy

Benefits:

- Standardized training levels across the Commonwealth for each category of functional position within a PSAP (including staff such as GIS, IT, etc.):
 - This is including PSAPs that currently do not fall under the purview of DCJS.
- Higher/standardized level of service provided to the citizens of and visitors to the Commonwealth;
- Allows for better staffing levels (relative to training levels of personnel on duty) within each center based on size/call volume;
- Allows for better alignment of agency training programs across the Commonwealth, which enables quicker transition of employees between agencies;
- Allows for professional growth within an industry that is ever changing, where growth is not currently mandated by the Commonwealth.

Jeopardies:

- Continued disparity between knowledge and skills covered during in-house training programs across the Commonwealth;
- Continued disparity between service levels delivered across the Commonwealth (i.e. Emergency Medical Dispatch, Emergency Police Dispatch, etc.);
- Continued lack of consistent in-service training to keep up in a field which is changing with every passing year.
- Continued lack of professional development to enable personnel to progress through the rank structure within their respective organization.

Goal/Objective

- Development of suggested operational personnel levels of training/standards.
- Development of suggested technical personnel levels of training/standards.
- Development of suggested annual/bi-annual in-service training for operational and technical personnel.
- Development of suggested professional development tracks to enable personnel to progress through the rank structure within their respective organizations.

Deliverables**Milestone 1**

- Development of position hierarchy (i.e. Telecommunicator, Supervisor, Manager, etc.) of operational personnel to facilitate creation of suggested levels of training.
- Development of position listing of administrative/technical personnel (i.e. CAD Administrator, GIS Technician, etc.) to facilitate creation of suggested levels of training.

Milestone 2

- Develop/identify the minimum level of training for Telecommunicators, Training Officers, First-Line Supervisors, Management (identified hierarchy).
- Develop/identify the minimum level of training for CAD Administrator, GIS Technicians, Radio Managers, etc. (identified hierarchy).
- Develop/identify annual/bi-annual in-service training requirements for Telecommunicators, Training Officers, First-Line Supervisors, Management (identified hierarchy).
- Develop/identify annual/bi-annual in-service training requirements for CAD Administrator, GIS Technicians, Radio Managers, etc. (identified positions).

Milestone 3

- Develop/identify professional development tracks telecommunicator, training officer, supervisor, managers (identified hierarchy)
- Develop/identify annual/bi-annual in-service training requirements for CAD administrator, radio manager, GIS (identified hierarchy)

Initiatives Resources and Dependencies**Resources Required**

- Commonwealth Statistics (available from ISP Staff)
- VITA conference bridge for calls
- Various APCO, NENA, DCJS, etc. training and other standards
- High-level overviews of training from various other states
- Common list of training available within the Commonwealth and/or that which can be hosted within the Commonwealth

Dependencies

This task partially depends on the task "Create a baseline level of service and capabilities document". The standards that are identified may include training and in-service standards for both PSAP and Technical personnel. Other standards, such as Quality Assurance, Call Answering and other standards identified, and/or developed may affect training levels/KSAs for PSAP Operational and Technical personnel.

Risks

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- A delay in identifying standards, certification levels needed, etc. may delay the completion of the project.
 - Other risks may be identified throughout the course of the project.

Schedule

Overall Schedule

Once approved, the Working Group shall meet via conference call no less than every two to three weeks, schedule depending. The final schedule is TBD, based on final project submission deadline.