



## PSAP Supervisor Meeting August 16, 2017 Meeting Minutes

The quarterly meeting of the PSAP Supervisors commenced at NCTCOG Offices on Wednesday, August 16, 2017, at 10:00 a.m.

### **Members Present:**

Christine Dykes (Seagoville PD)	Steven Gorena (NCTCOG)
Christine Thompson (Midlothian PD)	Sherry Decker (NCTCOG)
Jennifer Humphries (Allen PD)	Kelly Williams (NCTCOG)
Sha King (Stephenville PD)	Brittney Burross (NCTCOG)
Jason Smith (NCTCOG)	Steven Raucher (RapidDeploy)
Rodger Mann (NCTCOG)	Michael Katz (RapidDeploy)

Christine Dykes presided, and Jennifer Humphries volunteered as Special Secretary.

### **PSAP Supervisor Committee (PSC) Updates**

- I. Christine Dykes presented on the upcoming October PSAP Outreach & Networking Meeting.
- II. Jennifer Humphries presented on the 2017 Wellness Challenge that starts September 9, 2017.
- III. Christine Dykes presented on NCTCOG 9-1-1 award nominations. Contact Jason Smith for additional information.

### **NCTCOG Updates**

- I. Rodger Mann presented GIS Team updates: Introduction of new employees, GeoLynx Server updates, and enhancements. Ops Team will create a training document for PSAP utilization.
- II. Sherry Decker presented on the Regional Telecommunicator Academy Class #004, the NextGen Call Center, and announced NCTCOG's new Training Coordinator Kelly Williams.
- III. Kelly Williams presented on TAG Team Updates, Public Education Academy, and upcoming Mission Continuity training.
- IV. Jason Smith presented on notifications for PSAP moves/add/changes, responder changes, and results of the PSAP Efficiency Study.

- v. Steven presented the Technology Team updated: Introduction of new Tech Team members, the Microwave project, and current status of the Customer Premise Equipment (CPE) project.

**Guest Speaker**

- I. Steven Raucher and Michael Katz with RapidDeploy gave a presentation on a Computer Aided Dispatch (CAD) system.

Christine Dykes then adjourned the meeting.

*Jennifer Humphries*

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Jennifer Humphries  
PSAP Supervisor Committee Secretary

*Jason Smith*

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Jason Smith  
NCTCOG 9-1-1 Quality Assurance Coordinator