



PSAP Supervisor Meeting November 8, 2017 Meeting Minutes

The tri-yearly meeting of the PSAP Supervisor Meeting commenced at NCTCOG offices on Wednesday, November 8, 2017, at 10:00 a.m.

Members Present:

Christine Dykes (Seagoville PD)	Jason Smith (NCTCOG)
Christine Thompson (Midlothian PD)	Kelly Williams (NCTCOG)
Jennifer Humphries (Allen PD)	Rodger Mann (NCTCOG)
Christy Williams (NCTCOG)	Steven Gorena (NCTCOG)
Sherry Decker (NCTCOG)	

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

General Announcements

- I. Rodger Mann presented GIS Team updates: RapidSOS integration in GeoLynx and building footprint datasets.
- II. Kelly Williams presented on Regional Telecommunicator Academy #5.
- III. Steven Gorena presented Technical Team updates: Customer Premise Equipment selection, Genovation keypad project, and introduced the newest Tech Team members.

Presentation of Awards

- I. 9-1-1 Professional awards
 - Sarah Hogue (Allen PD)
 - Aidan Daily (Collin Co)
 - Celia Roman (Corsicana)
 - Jennifer Hampton (Ellis Co)
 - Samantha Peck (Hood Co)
 - Karen Gioeli (Johnson Co)
 - Wendy Harrison (Johnson Co)
 - Lori Lesnett (Stephenville PD)
 - Erica Bartholomew (Wise Co)

- II. TDD/TTY Above and Beyond award
 - Allen Police Department with a yearly total of 2166
- III. Supervisor of the Year award
 - Kristi Metsgar with Stephenville Police Department
- IV. Telecommunications Team of the Year award
 - Collin County Sheriff's Office
- V. Telecommunicator of the Year award
 - Emily Williams with Dublin Police Department
- VI. Agency of the Year award
 - Parker County Sheriff's Office
- VII. 2017 Wellness Challenge results
 - 1st place: Amy Radcliffe with Frisco Police Department
 - 2nd place: Shonda Robertson with Frisco Police Department
 - 3rd place: Tammy Sloan with Navarro County Sheriff's Office

Open Discussion

- I. Sherry Decker presented on the Texas Commission on Law Enforcement (TCOLE) conference: The Basic Telecommunicator Certification Course will become a licensing course, units increasing from eight to 14, and will exceed the national training standards for Telecommunicators.
- II. Sherry Decker presented on the TDD/TTY six-month refresher training course: TCOLE now handles the refresher courses instead of NCTCOG, and eight units will eventually become available on the MyTCOLE website.
- III. Christy Williams presented on the Hurricane Harvey relief efforts: Nine teams deployed to five cities, three 9-1-1 recovery storefronts were created to help those in public safety that were affected by the hurricane rebuild, \$50,000 raised for financial assistance, and over 70 Public Safety Answering Points (PSAPs) were included in an Adopt a PSAP program.

Christine Dykes then adjourned the meeting.

Jennifer Humphries

Jennifer Humphries
PSAP Supervisor Committee Secretary

Jason Smith

Jason Smith
NCTCOG 9-1-1 Quality Assurance Coordinator