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