



COUNTY OF PRINCE WILLIAM

3 County Complex Court, Prince William, Virginia 22192-9201
(703) 792-6500 Metro 631-1703 Fax (703) 792-7017

OFFICE OF
PUBLIC SAFETY
COMMUNICATIONS

Stephan M. Hudson
Chief of Police

Kevin J. McGee
Fire and Rescue Chief

August 26, 2015

Dorothy A. Spears-Dean, Ph.D.
Public Safety Communications Coordinator,
Service Management and Delivery
Virginia Information Technologies Agency

Dear Ms. Spears-Dean,

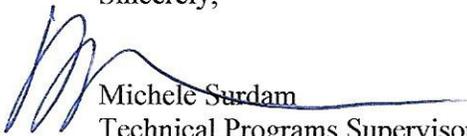
I am writing in response to the call for volunteers for the Regional Advisory Council for the Virginia Information Technology Agency's Public Safety Communications Division. If selected as the Region 7 representative, I will bring 26 years of experience from all areas of a Public Safety Communications Center. I will use those experiences as a basis for making informed decisions as they relate to the operations of a Public Safety Communications Center, and will speak from a user's perspective. I look forward to working with representatives from the other VITA Regions to effect positive change in the industry.

During these changing times, as discussions turn to action specific to the transition to NG9-1-1, I look forward to being an active participant in helping to determine the direction that we in Virginia take in the Public Safety arena. I believe that my tenure at the Public Safety Communications Center in Prince William County, as well as my participation on various committees has offered me insight that could benefit the Council as a whole.

This is a very busy time for all of us committed to Public Safety, and I realize that there is a time commitment associated with this appointment, but I am prepared to be fully engaged in the process.

I want to thank you for your consideration of my application. I look forward to hearing from you.

Sincerely,



Michele Surdam
Technical Programs Supervisor
Prince William County Public Safety Communications
703-209-3111



Michele A. Surdam
Technical Programs Supervisor
msurdam@pwcgov.org
W: 703-792-7147
C: 703-209-3111

Education:

1983-1984	Northern Virginia Community College, Woodbridge, VA
1984-1985	Thomas Nelson Community College, Hampton, VA
1985-1989	Old Dominion University, Norfolk, VA, Bachelor of Science

Work Experience:

Prince William County Public Safety Communications Center, Woodbridge, VA
June 2009-Present Technical Programs Supervisor

As the Technical Programs Supervisor, I am responsible for all technical and technology-related fiscal issues within the Office. The duties associated with this position include, but are not limited to: Assisting the Director in the discharge of the Director's official responsibilities and accountabilities as necessary, management of the Computer Aided Dispatch System, management of the E-911 and non-emergency telephone system, management of the Public Safety Communications radio system. Assisting in developing policies and procedures for properly receiving and processing citizens calls for service, for properly dispatching and monitoring of Police and Fire and Rescue field units and developing and implementing standard operating procedures based on county, state, and federal mandates.

During my time in the this position, I have been involved in the selection of, and negotiations for our P25 800 megahertz radio system. I was also involved in the development of our Computer Aided Dispatch requirements, RFP, selection, and successful contract negotiation for our new system, serving as the Project Manager for the C.A.D./Public Safety Communications portion of the project.

Prince William County Public Safety Communications Center, Woodbridge, VA
January 2001-June 2009 Computer Aided Dispatch (C.A.D.) System Administrator

Responsible to the Technical Programs Supervisor for all CAD related issues to include the maintenance and upkeep of the Computer-Aided Dispatch (CAD) and CAD related systems in the OPSC and remote locations. Maintained the MSAG for the County, and worked closely with other agencies, to include GIS, the Police Department and the Department of Fire and Rescue.

Prince William County Public Safety Communications Center, Woodbridge, VA
May 1997- June 2009 Assistant Shift Supervisor (Telecommunicator IV)

As an Assistant Shift Supervisor, I was directly responsible to the Shift Supervisor of the squad to which I was assigned. I was in charge of employees assigned to my shift,

and strictly responsible during the tour of duty for my subordinates' efficiency, discipline, appearance and conduct. In my supervisor's absence, I performed the shift supervisor duties.

My responsibilities included coordination and documentation of squad training and career progression. I assisted in supervision of computer assisted police and fire and rescue dispatching on a designated shift by guiding subordinates in overcoming difficulties encountered; providing on-the-job training in conjunction with the training coordinator.

Prince William County Public Safety Communications Center, Woodbridge, VA

June 1996-May 1997 Cross Trained Dispatcher (Telecommunicator III)

After the consolidation of the Department of Fire and Rescue Communications Center with the Police Department Communications Center, I was promoted to a Telecommunicator III. In this role, I was cross trained to dispatch for both the Police Department, as well as the Department of Fire and Rescue, which involved prioritizing, initiating, and coordinating the response of public safety agencies. These duties included, but were not limited to; acquiring information from multiple sources requiring public safety services or assistance. These sources could include other Telecommunicators, field units, or electronic devices. Monitored public safety radio systems, electronic data systems, and alarm systems, given equipment used by the agency, so that information requiring action by the Telecommunicator was identified.

I was the main Fire and Rescue Dispatch trainer during the early implementation of the consolidation, training dispatchers that had previously worked for the Police Department, as they became cross trained for Fire and Rescue dispatching. I was one of the main authors of the Fire and Rescue Training Manual that was developed out of this training.

Prince William County Public Safety Communications Center, Woodbridge, VA

January 1995 – June 2010 Emergency Medical Dispatch Instructor

I was involved the development, implementation, and training for the APCO Emergency Medical Dispatch program, from the ground up. As one of the founding Communications' instructors, I assisted the field instructors with guide card development and the instructional program. Following the consolidation of the Fire and Rescue Communications Center and the Police Communications Center, we were responsible for certifying all of the staff and getting them ready for EMD call taking. Following the first year, I was involved in the development of a bi-annual recertification class that had to be updated every two years.

Prince William County Department of Fire and Rescue, Woodbridge, VA

July 1992-June 1996 Fire and Rescue Dispatcher

As a Fire and Rescue Dispatcher, my duties included prioritizing, initiating, and coordinating the response of Fire and Rescue apparatus and personnel. This also involved managing the flow of incident related information to and from field units and/or public safety resources, monitoring the status of field units and assigning additional resources as requested and/or required, monitoring public safety radio systems, electronic data systems, and alarm systems, given equipment used by the agency, so that information requiring action by the telecommunicator was identified.

**Prince William County Department of Fire and Rescue, Woodbridge, VA
May 1993-February 1995 C.A.D. Office**

While working in the Computer Aided Dispatch office, I was responsible for keeping the system updated with information utilized by staff, such as addresses, telephone numbers, response orders, new fire stations, etc. I worked closely with other agencies, to include the County GIS department, and Police Communications.

I assisted the Communications Captain with vetting applicants and participated in the interview process for new hires. I assisted with the development of a call taking training manual for use by new employees. I developed a guide card system which was utilized by staff prior to moving to the APCO EMD system.

**Prince William County Department of Fire and Rescue, Woodbridge, VA
August 1989-July 1992 E-911 Telecommunicator**

As an E-911 Telecommunicator, I was the initial contact in managing requests for services by obtaining and preparing the pertinent information for the allocation of public safety resources, making independent decisions, conveying information, and providing referrals. This included receiving information from citizens or other entities requesting public safety services or assistance via telephone, radio, written form or verbally; initiating complaint information via computer system or complaint card to the dispatcher.

Professional Affiliations:

APCO
NENA

Awards:

1990	County Executive Award
1994	Meritorious Service Award
November 1997	Employee of the Month
April 1998	Communicatons Service Award
2012	County Executive Award
July 2013	Employee of the Month Award

Committees:

MWCOG Director's NG911 Sub Committee
CAD/RMS – PSC Project Manager



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Stephan M. Hudson
Police Chief

Kevin J. McGee
Fire and Rescue Chief

September 3, 2015

Dorothy A. Spears-Dean, Ph.D.
Public Safety Communications Coordinator
Service Management and Delivery
Virginia Information Technologies Agency (VITA)

Dear Ms. Spears-Dean;

This letter is to convey my strong support of Michele Surdam as a candidate for the Region 7 representative to the Regional Advisory Council. Michele is our Technical Programs Supervisor and brings 26 years of public safety communications experience to the table. She has extensive knowledge and experience with phone and radio systems, CAD operations, and is a member of several technology related committees here in the region.

Michele Surdam holds an ENP (Emergency Number Professional) designation and she is proactive in engaging other PSAP representatives in the region to discuss best practices. Michele is familiar with the budget process and has been instrumental in assisting me to secure funding for future technology related costs. I understand the time commitment related to the RAC and support Michele's participation as the Region 7 representative.

Submitted for your consideration.

Yours Truly,

Captain Heidi B. Braun
Director, Public Safety Communications

