



PSAI Committee Reports

March 19, 2025

CERTIFICATION COMMITTEE

Dear Board,

We continue to make progress on the "Non-ServiceTech Certificate Program." Our next meeting is Monday, March 17th and our plan is to settle on the knowledge domains for this program. With these areas determined, we can then develop the learning objectives.

Jeff has had a preliminary discussion with JJN Marketing as to the feasibility of editing the existing service tech training videos to provide an overview of the route service objectives and procedures. While some areas could be significantly shortened - ie how the pump truck works - other areas could be presented exactly as they are taught to the service techs for consistency within the company - i.e. manual service process, spill procedures, and professionalism. We feel that increased knowledge of the route service technician procedures will allow for better customer service by the office, admin, and sales staff.

Respectfully submitted,

Jeff & Steve

EVENTS COMMITTEE

Dear Board,

After a very successful - and successfully attended - Nuts & Bolts in Scottsdale, we have now turned our attention to both the Convention and Trade Show in Daytona Beach in November and the International Nuts & Bolts in Mexico next March.

Committee Structure

We are in the process of deciding on criteria for membership - and continued membership - of our rather large committee. Emails are sent to some 25-27 people and average attendance numbers at our meetings are around 12-14. Jeff created a 9-month attendance worksheet for the Events Committee and it proved to be effective in analyzing participation - and lack thereof - for our committee. We are discussing standards for membership and a possible cap on the number of members.

Convention and Trade Show

The Events Committee is in the process of finalizing the schedule for the Convention. We will decide on the Keynote at the next meeting. We will be sharing our list of HOLLway (Hands On Learning) Topics with the Supplier Committee for their feedback and suggestions. We are also inquiring as to the possibility if HOLLways on both days of the Convention to maintain higher

numbers of people on the Convention Floor - especially on the afternoon of the last day. We will also ask for their input on the continuation - or elimination - of the "Innovation Forum."

International Nuts & Bolts - Mexico

Veronica, Houa and Michelle will be conducting a site visit to locations in both Cancun and Playa Del Carmen at the end of this month. We are asking for those with knowledge of operators in this area of Mexico to share contact information with the Events Committee so that we can reach out and involve them in this meeting.

Respectfully submitted,
Jeff & Michelle

LEADERSHIP DEVELOPMENT COMMITTEE

The LDC has approved the candidate applications for the 2025 election cycle. The committee has also reviewed new tools to guide the candidate interview process. Finally, the committee developed the timeline for the election cycle. Nominations/applications may be submitted starting April 14th.

MEMBERS BUSINESS SUCCESS COMMITTEE

The MBS Committee brainstormed a list of Virtual Roundtable topics to help PSAI staff plan events for the rest of 2025. The next step will be committee members taking ownership of finding moderators/presenters for each topic. The committee reviewed what next steps are needed to write a proposal regarding potential regional gatherings.

STANDARDS & GUIDANCE COMMITTEE

PSAI STANDARDS Z4.3 AND Z4.4 HAVE BEEN APPROVED BY ANSI!

The committee now works on approaching a new standard on restroom trailers while staff work on updating references to the old ANSI standards on PSAI materials.

SUPPLIER COMMITTEE

No updates. Next meeting is March 26th.

TRAINING COMMITTEE

Training Program Updates

- The 2025 intermediate-level training calendar is finalized, covering Special Events, Work Sites, and Extreme Weather (Hot & Cold). Virtual courses are scheduled from March through September with multiple instructor-led sessions.
- The recent Scottsdale training session received positive feedback, though time management and access to materials were identified as areas for improvement.

- To streamline future sessions, PSAI staff will manage materials and technology, with a standardized checklist being developed to ensure trainers have necessary resources in advance.

LMS (Learning Management System) Progress

- Final internal testing was completed successfully with Path and Examroom.ai.
- A beta-testing phase is launching, and volunteers are encouraged to participate in the next two weeks to ensure a smooth rollout.
- Efforts continue to ensure a seamless user experience before the official relaunch.

Operational Challenges & Improvements

- Time management and technology access remain areas of focus for live training. Refinements are being made to streamline material distribution and improve trainer support.
- The development of an essential materials checklist aims to reduce logistical issues and ensure consistency across training sessions.

Translation & Accessibility Updates

- Work continues on Spanish translations, with additional support now contributing to the effort. Formatting and finalization remain ongoing to ensure accessibility across training materials.

Strategic Considerations for the Board - (optional)

- The committee encourages Board members to participate in LMS beta-testing to provide feedback ahead of the full launch.
- Personal growth materials on storytelling have been shared with the committee—additional recommendations are welcome