



PSAI Committee Reports
October 15, 2025

CERTIFICATION COMMITTEE

Dear Board,

The Certification Commission continues to make progress on the Non-Route Service Technician Certificate Program. We are completing our initial drafts of all detailed objectives for each of the Knowledge Domains.

MAJOR NEED: With this Certificate being an overview of the operator business, we are in urgent need of the Training Committee to discuss with us the work needed to edit the existing Route Service Technician Training videos to only include the highlights/overview of the Route Service Drivers' processes and procedures. This will cover 5 of the 7 Knowledge Domains that we will be creating. We will be creating (1) History and Background of the Industry and (2) Sales Practices and Procedures training materials.

Respectfully submitted,
Jeff & Steve

EVENTS COMMITTEE

Dear Board,

Convention and Trade Show - Daytona - November 4-6, 2025

As of October 7, we are at 325 registrants and new registrations are being made on a daily basis. We are in the "follow-up mode" of our planning process:

- Reminder emails have been sent to all Roundtable Volunteers and Backup Volunteers
- HOLLway Teams are being contacted this week for follow-up. The Convention Floor Map has been completed and the location of the HOLLway Stations have been assigned.
- We will be following up with our Speakers and Breakout Session Leaders as well

EDGE Summit - Playa del Carmen, Mexico - March 2-6, 2026

We had a successful registration launch on September 15th. We are continuing to analyze the Topic Survey and are working with the International Task Force to also suggest topics of interest from the Central, Latin, and South American segments of our industry.

We are going to publicize the need for as many bilingual PSAI operator and supplier volunteers to serve as needed at this event.

Jeff will be writing an article on the history of the industry in Mexico for release after the Daytona Convention to begin to further highlight this event.

The next Events Committee Meeting is Tuesday, October 14th and more scheduling details will be discussed.

Respectfully submitted,
Jeff & Michelle

INTERNATIONAL TASK FORCE

The task force discussed strategies to increase participation in the Spanish training courses and coordinated a discount as approved by the training committee and staff. The task force is also looking at ways to improve international member value overall. One question we will work to have a solid answer to is, “what are three ways PSAI benefits international members?”

MEMBERS BUSINESS SUCCESS COMMITTEE

The MBS Committee has planned virtual roundtables with topics and lead speakers all the way through February. November – women in the industry; December – collections; January – Forecasting; February – going into business/running a business with your significant other.

SCHOLARSHIP COMMISSION

The commission encourages companies to donate an item to silent auction at the tradeshow! All proceeds go directly to the Scholarship Fund. Currently, one item has been donated. Please contact Blake Finger, blakef@ewald.com to donate. October meeting was postponed.

STANDARDS & GUIDANCE COMMITTEE

Work continues on the new trailer draft standard. The committee aims to formally submit their PINS (Project Initiation Notification) to ANSI by the end of the year.

SUPPLIER COMMITTEE

Work continues on a new award proposal. October’s meeting was postponed.

TRAINING COMMITTEE

Overview

The Training Committee met to review document management procedures, finalize preparations for upcoming events, and begin planning the 2026 virtual training calendar. The meeting focused on improving process consistency, updating course materials, and enhancing accessibility across PSAI training programs.

Key Highlights

Document Collaboration and Version Control

A new Google Drive structure and collaboration policy were introduced to ensure consistent

version control and easier document access. All current materials in progress will be uploaded by October 22, with each file having a single designated owner/editor. An archive will hold older versions, and effective dates will replace version numbers for clarity.

2026 Training Calendar Planning

Discussions began around updating Advanced level Courses content and scheduling. The committee will take a high-level review of all materials. The first three 2026 Intermediate-Level courses will be scheduled before year-end, with adjustments to the day and frequency under consideration to improve attendance. Expansion of on-demand offerings remains a long-term goal.

Course Updates and Events

The Spanish translation of Best Practices is just about complete and ready for delivery at the Convention and Trade Show in Daytona. The Professionalism Course is nearing completion; committee review will close by October 22. Preparations for the Daytona Convention & Trade Show (Nov 4–6) are finalized, including all trainer assignments and onsite logistics. Session times for the WWETT Show (Feb 2026) have been confirmed, and the Disaster Preparedness subcommittee continues developing its presentation. Looking ahead, the committee will also deliver the BSTT-Universal – Spanish module at the Edge Summit in March 2026; considering additional room time for Advanced Courses.

New Business and Future Focus

The team reviewed the course-development process and explored expanding PSAI's virtual presence through micro-learning videos and short "Office Hours" sessions. In addition, the committee began early discussions on new certificate-level programs for non-service personnel in coordination with the Certification Commission.

Board Attention / Requested Action

No Board approval is required at this time; perhaps a discussion on whether a 2nd room can be available for Advanced Course Training at EDGE Summit. Future updates may include a request for support or funding to expand on-demand and virtual learning initiatives in 2026.