

**Public Service Enhancement Working Group
Report to the ARRL Board of Directors
January 2020**

As of January 10, 2020, the Public Service Enhancement Working Group (PSEWG) consists of:

- Steve Ewald, WV1X (HQ)
- Ken Bailey, K1FUG (HQ)
- David Isgur, N1RSN (HQ)
- Norm Fusaro, W3IZ (HQ)
- Mark Tharp, KB7HDX (Pacific Northwest Vice Director)
- Lee Cooper, W5LHC (West Gulf Vice Director)
- Bud Hippisley, W2RU (Roanoke Director, Chair)

In addition, both Dale Williams, WA8EFK (Great Lakes Director, PSC Chair), and Jim Tiemstra, K6JAT (Pacific Director, former PSEWG member), have been providing transition period assistance to the Working Group.

Current topics include:

- 1-year review of ARES 2.0
 - HQ compiling 2019 statistics (Mark, Ken, Steve)
 - Field volunteer survey design (Mark, Lee, Bud)
- ARESconnect
 - Monitoring and analyzing field comments & adoption rates
 - Incorporating NTS, non-ARES, and club member hours
 - Listing and prioritizing updates for the software vendor
 - Identifying and providing additional field adoption assistance
 - Will continue to evaluate in 2020
- NTS/RRI
 - Discussions underway with RRI leadership
 - Field surveys of NTS participants have identified key topics:
 - “Ageing out” trends
 - Radiogram vs. ICS-213 and other messaging formats
 - Greater publicizing of system capabilities, recruiting
 - Interaction with local and national EmComm organizations
 - Inclusion of newer modes
- Rapid Response Kits
 - Review & possible modification of existing procedures
 - Review of additional hardware requirements
 - Consideration of possible “elite response team”, its training, and credentialing

Respectfully submitted,
Bud Hippisley, W2RU
January 10, 2020