

# IDAHO PSAP STANDARDS & TRAINING COMMITTEE

## OFFICIAL MINUTES

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A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on May 5, 2021. The committee members were given the option to meet in person at the Ada County 911 Center in Meridian, Idaho or to join the meeting virtually due to the COVID-19 restrictions.

### **Commencement**

Chair Kevin Haight called the meeting to order at 10:11 a.m. MST. A quorum was present.

### **Members Present:**

- Kevin Haight, Idaho State Police
- Cullin Sherman, Madison County SO
- Carmen Boeger, Nampa PD
- Lynn Parker, Jefferson County SO
- Roxanne Wade, Canyon County SO
- Cindy Felton, Lewiston PD (via tele-conference)
- Wendy Berrett, Whitcom (via tele-conference)
- DeAnn Taylor, Cassia County SO (via tele-conference)
- Kelly Copperi, Valley County SO (via tele-conference)
- Charlene Holbrook, Post Falls PD (via tele-conference)
- Stephanie Harris, Pocatello PD (via tele-conference)

### **Members Absent:**

- Erin Hidalgo, Bingham County SO
- Trisha Marosi, Idaho State Police

### **Others Present:**

- Cassie Owens, Ada County 911, Idaho APCO/NENA President
- Craig Logan, State of Idaho 911 Coordinator, (via tele-conference)
- Michele Carreras, Idaho State Communications (via tele-conference)
- Jathan Nalls, Idaho State EMS Bureau (via tele-conference)
- Bill Guiberson, Chief Chubbuck PD (via tele-conference)
- Shane Wright, Idaho State Communications (via tele-conference)
- John Joseph, IPSCC LMR Committee (via tele-conference)
- Bill Behar, Industry Partner (via tele-conference)
- Dave Taylor, City of Lewiston/Nez Perce County 911 Coordinator (via tele-conference)
- Dana Hanford, Industry Partner (via tele-conference)

## Consent Agenda

*Committee Financial Report – Wendy Berrett gave the Committee Financial Report through April 30, 2021 – Travel and Training - \$22,455.80.*

## Information Agenda

### Idaho EMD Standards/Requirement Initiative

Michele Carreras thanked the committee for moving forward with this endeavor. She shared that Dr. Sandy from the Pocatello area is a champion for this initiative and has volunteered to assist with the effort. She has requested Jathan Nalls from the Idaho State EMS Bureau and Shane Wright with Idaho State Communications assist with the project.

Carmen Boeger suggested that we include the entire PSAP committee to work on this instead of creating a sub-committee to work on it as it is a large endeavor.

Kevin Haight shared that 23 states have already mandated the use of an EMD protocol and suggested that we model our initiative after one that has already been done. He expects some pushback due to it being a mandate and that there is an associated cost with implementing an EMD protocol. Michele Carreras shared that she doesn't feel that there will be much pushback as according to the survey sent out by the Statewide 911 Coordinator Craig Logan there are only 6 PSAP's throughout the state that do not currently have an EMD protocol in place.

Jathan Nalls shared that he's 90% sure this initiative would need to be recognized in Idaho Code and then need to be added to IDAPA rules.

Michele Carreras reminded the committee that we will need to develop the minimum standards for the use of an EMD protocol.

Kevin Haight and Michele Carreras both shared that there are grants available for the initial implementation of an EMD protocol. Neither were positive if the continuing maintenance costs could be covered with grant monies.

Roxanne Wade asked what small agencies will do when they only have one person working and need to answer multiple incoming 911 calls while attempting to follow EMD protocol. Shane Wright said the emergency rule will need to be written into the agencies policy.

Chief Guiberson shared that in Bannock county there will be some challenges due to how EMS calls are handled currently; however, he is in favor of any endeavor that will improve the response time of someone getting help.

Lynn Parker asked if there was a time line with getting this project completed and Kevin Haight shared that it will take time to build the proposal, educate others, and get the needed support from multiple organizations.

## **ECO Academy Curriculum Revisions – Status Update**

Cassie Owens shared that she is currently working on updating curriculum for the POST academy and met with Mobile Crisis who provided her with information she will use in the curriculum. Stephanie Harris recommended that all PSAP committee members could provide resource information to add to the curriculum and posted on the website.

## **Idaho ECO-ERT Initiative – Status Update**

*Emergency Communications Officer – Emergency Response Team*

Kevin Haight thanked those committee members who sent back feedback on the Idaho ECO-ERT Initiative documentation he had previously emailed. He shared his appreciation for DeAnn Tyler and her exceptional proof-reading skills. He said that the documents were modeled after the TERT program in Texas.

Kevin Haight shared an overview of what an Emergency Communications Officer – Emergency Response Team does. In the aftermath of a man-made or natural disaster that devastates a particular area, emergency communications centers face tremendous challenges. One of the greatest challenges is maintaining adequate staffing levels. ECO-ERT teams will respond to assist those emergency communications center in need. He provided an example of when an emergency communications center in the Virgin Islands was shut down due to all of their ECO's getting COVID, a TERT/ECO-ERT team of 10 dispatchers from Louisiana was deployed and sent to the Virgin Islands communications center for 14 days.

Kevin Haight said that they will be sending the Idaho ECO-ERT Initiative documentation to legal and the Idaho Office of Emergency Management for review.

## **Action Agenda**

### **Regional Quarterly Trainings**

Q4 (2020) & Q1 (2021) – Leadership Training – Motivations (virtual training)

- Stephanie Harris shared there were 13 different classes available and a total of 245 attendees. From the class reviews received it was a huge success.

Q1 – Trauma, Burnout and Resilience – Christen Kishel, Psychologist, PhD (virtual training)

- Kevin Haight shared that this training has been completed and was very well received.

End of Q2 & Q3

- Cassie Owens shared that Captain Cameo Akins from the Ada County Paramedics agency teaches a First Responder Resiliency class and would be available to teach it for quarterly training. Cassie Owens will reach out to Cameo Akins and get dates that she is available to teach the class regionally.

**MOTION: Carmen Boeger moved, and Roxanne Wade seconded that Cameo Akins teach the First Responder Resiliency class for the Quarter 2 and Quarter 3 training. The motion passed.**

**2021 Conference – Boise Riverside Hotel – October 18-20, 2021**

- *Committee Members will meet at 11:00 a.m. on Sunday, October 17, 2021.*

**Keynotes**

- Day 1 – Michelle Lilly, PhD. – Current Research Evidence on Health in 9-1-1
- Day 2 – Kyle Plush Foundation (Ron & Jill Plush) – Be Your Best Self

**Proposed Breakouts**

- **Long Breakouts**
  - Day 1 – Michelle Lilly, PhD. – Individual & Organizational Interventions for 9-1-1
  - Day 2 – Pam Thompson – Leadership
- **Short Breakouts**
  - Customer Service Round Table – PSAP Committee Members
  - Beth English – Leading the Toxic Employee or Cover Your Agency with Documentation – Bill Behar (Tentative)
  - Court Testimony Class – Attorney Jared Olson – Stephanie Harris (Tentative)
  - Over vs Under Functioning Trainees – Nicole Whittaker – Cassie Owens (Tentative)
- **Other Short Breakouts – Proposed**
  - Leadership Class – Retired Captain/Chief Longo – Trisha Marosi
  - PERSI presentation – Kevin Haight
  - ICRMP presentation – Kevin Haight
  - Ethics – Kevin Haight
  - Financial Well Being – Stephanie Harris
  - Chris Way – Lesson Learned from MCI (Mass Casualty Incidents)
  - Combat Negative Conversations in ECC
  - Recruiting in Communications
  - Denise Amber Lee – Amber Alert Training
  - Liability
  - Tactical Related
  - Workplace Bullying and Negativity
  - CPI Tips and Tricks
  - Emergency Alerting System
  - Suicidal Callers
  - How to Deal with Verbal Assaults from Callers
  - Active Shooter
  - Mass Casualty Situations

**Conference Fundraising Goal - \$35,000**

Kevin Haight shared that there is \$9,700.00 committed funds with \$7,301.78 received thus far.

## Technical Tracks – John Joseph/IPSCC LMR Committee

Bill Behar, Dave Taylor and Dana Hanford all shared that proposals have been submitted for the training tracks.

## Assignments

- **Sponsor/Vendors & Fees** – Trisha Marosi

Carmen Boeger shared that she is working with the new Amazon facility loss prevention folks and shared information with them about the annual PSAP conference and is hopeful that they will sponsor funding for the event.

- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade

Nothing at this time.

- **Facility/Food/AV Equipment/Scrutiny of Contract & Billing** – Charlene Holbrook/Cassie Owens

Nothing at this time.

- **Welcome Reception - October 18, 2021 / 1800-2000 hours** – Kelly Copperi

Nothing at this time.

- **Tuesday Night Event** – Carmen Boeger/Roxanne Wade

- Carmen Boeger shared that the BSU Stueckle Sky Center is not available.
- Kevin Haight said that JUMP – Jack’s Urban Meeting Place is not available.
- Roxanne Wade shared that Kill-A-Brew band is available.
- Kevin Haight obtained the listed options and fees for 125 attendees for an event at the Wahooz Family Fun zone in Meridian, Idaho.
  - **Picnic in the Park Buffet** (BBQ chicken legs and thighs, hamburgers, hotdogs, potato chips, salad, and sodas. Also includes access to Clip ‘n Climb, Twister Ride, Frog Hopper Ride, Bumper Cars, Laser Maze, XD Dark Ride, Go-Karts, Mini-Golf, Bumper Boats, Laser Tag, Bowling and \$5 game card). - **\$5,485.82**
  - **Pizza Buffet** (Variety of fresh baked pizzas made from scratch, parmesan garlic bread sticks, salad and dressings. Also includes access to Clip ‘n Climb, Twister Ride, Frog Hopper Ride, Bumper Cars, Laser Maze, XD Dark Ride, Go-Karts, Mini-Golf, Bumper Boats, Laser Tag, Bowling and \$5 game card). - **\$5,175.82**

**POST Rosters/Sweatshirts/T-Shirts Research** – Kelly Copperi

Nothing at this time.

- **Eventbrite/Registration/Attendee Name/Email List/Evaluations** – Kelly Copperi/Cullin Sherman

Nothing at this time.

- **Notebooks/Posters/Promotional Materials** – DeAnn Taylor

Nothing at this time.

- **Swag Bags (250)/Swag Bag Contents / Raffle** – John Joseph/Trisha Marosi

Nothing at this time.

- **Certificates/Photos/Newsletter** – Cindy Felton/Erin Hidalgo

Nothing at this time.

- **Registration Table/Schedule Cards** – Cullin Sherman/Erin Hidalgo

Nothing at this time.

- **Honor Guard/Singers/Bagpipes** – Kevin Haight/Wendy Berrett/Carmen Boeger

*Pipes & Drums*

- Day 1 – TBA
- Day 2 – TBA

*Honor Guard*

- Day 1 – TBA
- Day 2 – TBA

*Singers*

- Day 1 – Tiffany Knehr, Canyon County SO ECO
- Day 2 – Tiffany Knehr, Canyon County SO ECO

- **Photo Booth** – Roxanne Wade/Stephanie Harris

Nothing at this time.

- **Governor Welcome Letter** – Kevin Haight

Nothing at this time.

- **Idaho APCO/NENA Meeting** – Cassie Owens  
*During lunch of 2<sup>nd</sup> day of the conference.*

Kevin Haight shared that he feels that there needs to be an educational component on the reasons why an ECO needs to join the APCO and/or NENA organizations.

- **Travel Coordinator** – Lynn Parker

Nothing at this time.

- **Instructor Gifts**

Nothing at this time.

- **Poster Boards** – Trisha Marosi

Nothing at this time.

#### **10<sup>th</sup> Anniversary Challenge Coin (2022)** – Carmen Boeger

Nothing at this time.

#### **2022 Conference – Coeur d’Alene – October 16-20, 2022 @ CDA Best Western**

Charlene Holbrook shared that the CDA Best Western has been booked for the 2022 conference.

#### **Future Meetings**

- June 2, 2021 – Valley County/Cascade
- July 7, 2021 – Eastern Idaho

### **Open Forum/Discussion**

**DALF Videos:** (Pocatello Police Department and Canyon County S.O.) Contact Kevin Haight if anyone would like to borrow the Denise Amber Lee Foundation videos.

**FaceBook Page:** As a reminder, if anyone has information to be posted on the Idaho PSAP Committee FaceBook page send the information to either Carmen Boeger or Erin Hidalgo.

**Western Regional APCO Conference:** Cassie Owens shared that the Western Regional ACPO Conference will be held in Boise in the spring of 2024.

## Adjourn

**MOTION: Carmen Boeger moved, and Stephanie Harris seconded that the meeting adjourn. The motion passed.**

The meeting adjourned at 3:17 p.m. MST

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Kevin Haight  
Committee Chair

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Cindy Felton  
Committee Secretary