

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on April 8, 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 10:04 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
- Cindy Felton, Lewiston PD (via tele-conference)
- Wendy Berrett, Whitcom (via tele-conference)
- DeAnn Taylor, Cassia County SO
- Kelly Copperi, Valley County SO
- Roxanne Wade, Canyon County SO
- Erin Hidalgo, Bingham County SO (via tele-conference)
- Trisha Marosi, Idaho State Police (via tele-conference)
- Charlene Holbrook, Post Falls PD

Members Absent:

- Stephanie Harris, Pocatello PD

Others Present:

- Cassie Owens, Ada County 911, Idaho APCO/NENA President
- Len Humphries, Sheriff of Fremont County SO
- Dana Hanford, Industry Partner
- Craig Logan, State of Idaho 911 Coordinator
- John Joseph, IPSCC LMR Committee
- Sherry Glick, Idaho Falls PD
- Robin Stellers, Blaine County 911

Consent Agenda

Committee Financial Report – Wendy Berrett gave the Committee Financial Report through March 31, 2021 – Travel and Training - \$22,799.80.

Kevin Haight shared that when a committee member needs to submit travel expenses he/she needs to send the request utilizing the state travel program to Andrew Craig Logan for approval.

Information Agenda

PSAP Committee Officer Elections

MOTION: Kelly Copperi moved, Roxanne Wade seconded, the nomination of Carmen Boeger for the Vice Chair position. The motion passed.

MOTION: Carmen Boeger moved, DeAnn Taylor seconded, the nomination of Cindy Felton for the Secretary position. The motion passed.

MOTION: Roxanne Wade moved, Cullin Sherman seconded, the nomination of Wendy Berrett for the Treasurer position. The motion passed.

ECO Academy Curriculum Revisions – Status Update

Kevin Haight shared that there were multiple individuals working on making necessary changes to the curriculum. POST is moving forward with the approval process. Once approved the online version will need to be updated.

Kelly Copperi shared that Cassie Owens is working on suicide and health care information for the curriculum.

Kevin Haight and Craig Logan feel that there needs to be more curriculum information on NG-911, i.e. processing text to 911 calls, receiving images, receiving videos, etc. Each agency will need to define what information the dispatcher will be able to view. Robin Stellers shared information about 911 At Ease International (<https://911aei.org>). It is an organization that provides first responders access to free and confidential trauma-informed counseling. Craig Logan added this information as a link to the PSAP Committee website under resources.

Action Agenda

Regional Quarterly Trainings

Q1 – Leadership Training – Motivations (virtual training) – Kevin Haight shared we had approximately 200 attendees.

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.

Q2 – Charlene Holbrook suggested that we send out a request asking for ideas for quarterly training topics and available trainers and then re-visit the quarterly training topics once we receive feedback. Carmen Boeger will be sending out the information via social media and Erin Hidalgo will send out an email to the emergency communications centers statewide.

Q3 – TBA

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
 - TBA
 - TBA
 - TBA
- **Short Breakouts – Proposed**
 - Testimony Class – Attorney teaching at POST – Stephanie Harris
 - 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)
 - Over vs Under Functioning Trainees – Nicole Whittaker

Conference Fundraising Goal - \$35,000

Nothing at this time.

Technical Tracks – John Joseph/IPSCC LMR Committee

Kevin Haight shared that John Joseph is close to having the technical tracks finalized.

Assignments

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

Nothing at this time.

- **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 will contact the BSU Stueckle Sky Center to see if they are available. Roxanne Wade will be contact Kill-A-Brew band to see if they are available.

- **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

DeAnn Taylor asked if the 2021 conference is considered the 9th Annual PSAP Conference (as the conference in 2020 was cancelled due to COVID-19 restrictions) and it was confirmed that it will be the 9th annual conference.

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

Dana Hanford will be reaching out to industry partners to obtain swag bags. Kevin Haight shared that he has sufficient lanyards. Trisha Marosi has been mentioning to the industry partners during the registration process that swag bag items are needed.

- **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 – TBA
- Day 2 – TBA

- **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 2nd day of the conference.

Nothing at this time.

- **Travel Coordinator** – Lynn Parker

Nothing at this time.

- **Instructor Gifts**

Kevin Haight shared that the Kyle Plush Answer the Call Foundation (KPATC) is not requesting any funds to teach the class. Once the conference finances have been balanced Kevin Haight is recommending that we make a donation to the KPATC Foundation. The committee members agreed that this would be a nice gesture.

- **Poster Boards** – Trisha Marosi

Nothing at this time.

10th Anniversary Challenge Coin (2022) – Carmen Boeger

Carmen Boeger shared that we are going to ask for ideas for the 10th Anniversary PSAP Conference coin design and suggested launching it at the 2021 conference. It was suggested possibly putting a submittal page in the notebook for attendees to draw their coin design ideas.

2022 Conference – Coeur d’Alene – Dates Discussion

Charlene Holbrook will contact hotels in Coeur d'Alene for availability in 2022.

Future Meetings

- May 5, 2021 – Ada County 911 Center
- June 2, 2021 – Valley County
- July 7, 2021 – Pocatello

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.

TERT Initiative: Kevin Haight shared a draft of the Idaho initiative documentation with committee members, the Attorney General and Idaho Office of Emergency Management for the development of an Idaho TERT (Telecommunicator Emergency Response Team). Erin Hidalgo has volunteered to be on the TERT Advisory Board.

EMD: Kevin Haight shared that the committee will begin working on mandating the use of EMD (Emergency Medical Dispatch) protocols in emergency communications centers (ECC) across Idaho. The state will not mandate which protocol an ECC will need to use. Kevin Haight stated that there are a number of states that already have a mandate in place currently.

Life Saving Incident: Carmen Boeger shared that a Nampa PD dispatcher handled an EMS call where a 15 year old called in to report a medical issue with his mother. Due to the dispatcher providing exceptional telephone CPR to the 15 year old son, who relayed the information to his father who performed CPR on his mother/wife, she survived. This occurred one year ago and on April 8, 2021 there will be a gathering so the family could meet the dispatcher who assisted in saving her life.

Adjourn

MOTION: DeAnn Taylor moved, and Roxanne Wade seconded that the meeting adjourn. The motion passed.

The meeting adjourned at 3:13 p.m. MST

Kevin Haight
Committee Chair

Cindy Felton
Committee Secretary