

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A meeting of the Idaho PSAP Standards & Training Committee was held on June 2, 2021, at the Valley County EOC, Cascade, Idaho

Commencement

Chair Kevin Haight called the meeting to order at 10:17 a.m. A quorum was present.

Members Present:

In person:

- Kevin Haight, Idaho State Police
- Cullin Sherman, Madison County SO
- Kelly Copperi, Valley County SO
- Carmen Boeger, Nampa PD
- Roxanne Wade, Canyon County SO (via Phone/online)
- DeAnn Taylor, Cassia County SO (via Phone/online)
- Lynn Parker, Jefferson County SO (via Phone/online)
- Wendy Berrett, Whitcom (via Phone/online)
- Trisha Marosi, Idaho State Police (via Phone/online)

Members Absent:

- Erin Hidalgo, Bingham County SO
- Stephanie Harris, Pocatello PD
- Cindy Felton, Lewiston PD
- Charlene Holbrook, Post Falls PD

Others Present:

- Cassie Owens, Ada County SO
- Nicole Whittaker, Ada County SO
- John Joseph, Idaho APCO/NENA Commercial Partner (via Phone/online)
- Michele Carreras, State Comm (via Phone/online)
- Jathan Nalls, Idaho State EMS Bureau (via Phone/online)
- Bill Behar, Industry Partner (via Phone/online)
- Dana Hanford, Industry Partner (via Phone/online)
- Shane Wright, State Comm (via Phone/online)

Treasurers Report

Balance: \$22,238.48

MOTION: Carmen, Lynn seconded, that the Committee Financial Report be approved. The motion passed.

Idaho EMD Standards/Requirement Initiative

Approx. 28 states have an EMD requirement

The committee is not wanting to steer this initiative toward a certain vendor

What model do we think is most amiable to Idaho? Several were provided for review.

Quality assurance needs to be a component

This cannot be 'watered down' so much that it can be circumvented.

Maine's example indicates "licensed" in several sections. What would Idaho use? "Certified"?

Will there be teeth in the legislation? What if a PSAP can't/won't comply?

-teeth will come with mandated protocol in statute and that it will be a huge liability

Three attending the meeting liked the Maine example, Kevin also liked the Ohio model and Shane additionally liked Maryland's, but thought it was too defined.

Jathan talked about the population and remote-ness of Idaho and examples from more populous states might be a hindrance.

The focus of the committee/helpers focus will be on the Main, Ohio and NAEMD examples presented by Kevin.

Jathan is willing to go through them to mark highlights and draft what our proposed Idaho's legislation will look like. He will work on refinement and revision and he will give the info to Kevin who will help format it the way Idaho needs it, if Jathan needs that help.

Jathan will have a rough draft of development for the next PSAP Committee meeting, July 7.

ECO Academy Curriculum revision – Status Update

Cassie - working with Belinda on Suicidal Callers and Personal Care class, replacement of Stress management class.

Kelly reported we need to work on **effective communications** and make it more along the lines of **critical thinking**. Kelly wants to review the upcoming quarterly "Resiliency" training and consider some of that content.

Discussion Points:

*Call taking class, radio classes, more hands on, less FCC type details,

*Legal class - feedback says it sounds like it's a patrol class that was adjusted a little bit to fit dispatch.

*Does the 2-week dispatch academy need so much information on the different branches of courts?

*discussion about a negotiation's component

*almost all audios from the POST server are no longer there, no one has access or can find them.

*revision of Fire Dispatch - it's mostly about apparatus, actions of a fire and the Glossary is too much

*EMD - obviously will change with statewide changes

These classes will always be in a state of revision with the career changes that happen as time goes on.

If objectives are changed or if a class is modified on a high level, we need to make sure POST is aware and on board with the proposals

Idaho ECO-ERT (Emergency Communications Officer Emergency Response Team) Initiative - Status Update

from feedback Kevin received, this document is good

The document is now with Brian Shields, Statewide Interoperability Coordinator and Craig Logan sending to IPSCC legal, Adam Warr.

Discussion on instances when ECO-ERT would have been used in Idaho.

PSAP Conference

Tech Tracks needed for Registration sign-up to open

John reported 16 submissions for tech track consideration

looking at timelines - potentially extending sessions

-conversation about afternoon tech tracks having light attendance in the past

-looking at extending afternoon and maybe adding an additional session

-Beth English has confirmed she will speak at the conference

-POST hours for those signing up/needng POST hours are required to attend that number of hours

Registration opens July 1, tech track info needs to be to Kelly beforehand. John plans to have it to her soon.

Breakout sessions confirmed with some details needing to be ironed out.

*Over vs Under Functioning, Nicole Whitaker and Cassie Owens

*Leading the Toxic Employee, Beth English

*Court Room Testimony, Jared Olsen

*Be Your Best Self, Pam Thompson

*PSAP Committee Roundtable Discussion, PSAP Committee led by Kelly

*Keynote, Individual & Organizational Interventions for 911, Dr. Lilly

*Keynote, Be Your Best Self, Ron & Jill Plush

Erin – please put on schedule format from years past. No preference on which break out goes where.

Fund Raising -

\$8,000+ already paid

2 Platinum Sponsors - WesTek and NGA911

discussion about limited number of Platinum Sponsors

is there something of value that can extend it from 2 if others are interested?

how much recognition will they get?

should it remain limited?

there is value for those with big budgets.

Treasure Valley Honor Guard both days

day 1 Boise fire pipes and drums

day 2 Treasure Valley Law Enforcement pipes and drums

Tiffany, Canyon Dispatcher and her daughter will sing the National Anthem both days

Roxanne sent a preview video of Tiffany from CCSO dispatch and her daughter singing the National Anthem. The Committee would like them to perform on both mornings.

Event Night - struck out with initial venue ideas.

Wahooz was an idea Kevin came up with that has since been toured with a quote.

125 people

\$5,200

per guest, \$42

in the past we've charged attendees \$25 and asked Industry Partners to help sponsor.

Trishia suggested a dinner/entertainment at the Basque Center in downtown Boise.

Processes were started to get cost info for venue, catering and entertainment (Oinkari Basque Dancers).

next meeting

July 7 in Eastern Idaho, Pocatello/Bonneville County (??)

Kevin will coordinate with Craig Logan on location of meeting. He will try to have it at the same location as the IPSCC Meeting

Discussion about response to school shooting in Rigby.

Future discussion with Lynn about lessons learned.

quarterly training is a go. Waiting on 1 venue location. Flyer to be approved by instructor and new info added then it will be launched.

First Responder Resiliency by Cameo Akins, Ada County Paramedic Captain

potential future discussion topics:

events in communities, what impacts/events have on different dispatch centers and lessons learned

Motion to adjourn Kelly, Cullin 2nd

unanimous

Facebook Page

Carmen Boeger asked us to share information related to the public safety communications profession for the Facebook page.

Kevin Haight
Committee Chair

Cindy Felton
Committee Secretary

Notes completed by Carmen Boeger