

IDAHO PUBLIC SAFETY
COMMUNICATIONS COMMISSION

2023 ANNUAL REPORT

FOR THE IDAHO LEGISLATURE



Idaho Public Safety Communication One Page Commission One Page Executive Brief

The Idaho Public Safety Communication Commission (IPSCC) is comprised of stakeholders appointed by the Governor. IOEM coordinates the activities of the commission and helps to establish best practices and standardization as it relates to interoperability among public safety communications professionals and entities that serve communities throughout Idaho.

- **FY 2022 Grants: Released \$2,324,987.51 for grant funding and \$53,121.80 for IPSCC funding. We have paid out \$1,153,457.43, and \$1,171,530.08 remains in the FY2022 fund.**
- **FY 2023 Grants: Released \$2,267,907.24 for grant funding and \$57,000.00 for IPSCC funding. We have paid out \$386,687.02, and \$1,824,220.22 remains in the fund.**
- **A statewide GIS mapping project is underway headed by ITS. A firm has been contracted to provide consulting and Software as a Service (SaaS) to assist in the project.**
- **District Interoperability Governance Boards (DIGBs) are working on behalf of their districts to move interoperability, redundancy, and NG9-1-1 forward.**
 - Provided mapping data to ITS for statewide project
 - Hosted training sessions for ECOs
 - Increased redundancy by coordinating with INL to have NIFOG repeaters installed by Summer 2022
- **The Commission is researching funding methods for NG9-1-1 and funding of NGCS**

IPSCC

2023 Strategic Goals:

- Complete statewide aggregation of local GIS data into seamless GIS dataset
- Investigate funding sources for NG9-1-1 Core Services
- Support regional projects and data sharing between jurisdictions
- Support and promote IP continuity of operations planning between ECCs

Forty-eight (48) ECCs in Idaho
Thirty-nine (39) are operated by county sheriff's offices

One (1) operated by the County contracting with various cities and entities in the County (Blaine County)

Seven (7) by cities through their police departments or by contract with another city (City of Moscow)

One (1) regional ECC known as SIRCOMM, serves four (4) counties (Twin Falls, Jerome, Lincoln and Gooding)

ECCs



2023 PSAP Standards & Training Committee Goals

- Prepare and implement the 10th annual PSAP Conference
- Provide quarterly training opportunities for ECOs
- Continue collaboration with POST and IPSCC for minimum hiring and training standards
- Work with stakeholders to adopt EMD dispatching protocols for the state
- Continue to collaborate with stakeholders in the implementation of the TERT (Telecommunicator Emergency Response Team) initiative

TABLE OF CONTENTS

4... HIGHLIGHTS OF 2022

5... GRANTS

6.. COMMISSION REPRESENTATION

7... IPSCC 2023 STRATEGIC GOALS

8... IDAHO PSAP STANDARDS & TRAINING COMMITTEE MEMBERSHIP

9... 2022 PSAP STANDARDS & TRAINING COMMITTEE GOALS & ACCOMPLISHMENTS

10... 2023 PSAP STANDARDS & TRAINING COMMITTEE GOALS

11... BACKGROUND

15... APPENDICES

HIGHLIGHTS OF 2022

Next Generation 9-1-1 (NG9-1-1) in Idaho

NG9-1-1 is a system comprised of managed IP-based networks and elements that augment and replace present analog E9-1-1 features and functions. It is designed to provide access to emergency services from all sources and to provide multimedia data capabilities for Emergency Communication Centers (ECCs). Call routing will be accomplished by geospatial coordinates; consequently, a higher degree of granularity in GIS data will be required.

Towards that end a consultant was selected to assist with planning, governance, legislative changes (funding), federal grant services, and RFP writing for NG9-1-1 in Idaho. At the recommendation of the consultant, the Office of Information Technology (ITS) began a statewide GIS mapping project with funding appropriated by HB679. In addition to the work in progress by ITS, an RFP was issued in 2022 to acquire software and consulting services to support those efforts towards the statewide GIS datasets and processes required for Next Generation 9-1-1. DataMark was chosen to provide those services.

NASNA

A team from Idaho attended the National Association of State 9-1-1 Administrators (NASNA) interoperability workshop in Salt Lake City, UT. The team, in cooperation with SMAs from NASNA, discussed common goals for public safety interoperable communications across the disciplines in Idaho. They worked to develop a plan for meeting the thirteen objectives in the Statewide Communications Interoperability Plan and to prioritize the steps identified for moving forward.

DIGBs

The District Interoperability Governance Boards (DIGBs) have been working on behalf of their districts to move interoperability, redundancy, and NG9-1-1 forward in the State. Some of their accomplishments include:

- Providing mapping data to ITS for inclusion in statewide mapping project.
- Increased redundancy for one area by coordinating with INL to have National Interoperability Field Operations Guide (NIFOG) repeaters installed and operational before summer 2022.

GRANTS

Grants

Grant funds were distributed to eighteen entities, some of which were for multiple agency projects, to prepare for NG9-1-1. Multiple agency projects that were included in the grant approvals include:

- New consolidated 9-1-1 systems for Benewah and Boundary Counties to join Bonner County, Post Falls, and Shoshone County
- Upgrade to Caribou County for consolidation with Bannock County
- Funds for Custer County to consolidate with Lemhi County
- Funds for GIS projects for Clark County, Latah County joint project, and Payette County DIGB3 joint project

Enhanced Grant Fee Fund Awards to Provide Funding for 911 Center Upgrades in 2023

COUNTY/CITY PROJECTS

AWARDS

BANNOCK COUNTY (joint w/3 PSAPs)	\$172,286.96
BENEWAH COUNTY	\$57,452.76
BOUNDARY COUNTY	\$21,765.98
BUTTE COUNTY	\$16,270.43
CANYON COUNTY	\$48,317.01
CAMAS COUNTY	\$12,384.64
CUSTER COUNTY	\$60,056.88
ELMORE COUNTY (joint w/6 counties)	\$633,294.65
FREMONT COUNTY	\$13,773.50
KOOTENAI COUNTY	\$120,000.00
LEMHI COUNTY	\$43,389.47
LEWIS COUNTY (joint w/7 counties)	\$496,226.56
ONEIDA COUNTY	\$29,803.92
OWYHEE COUNTY	\$75,698.27
POWER COUNTY	\$57,468.42
SIRCOMM	\$54,193.98
SHOSHONE COUNTY	\$20,799.68
PAYETTE/WASHINGTON/ADAMS (joint)	\$271,211.65
VALLEY COUNTY	\$6,512.48
IPSCC	\$57,000

Total

\$2,267,907.24

Total Grants Thru FY 2023

\$24,525,638.32

COMMISSION REPRESENTATION

The Commission is comprised of eighteen members. As indicated below, the majority of the members represent various local statewide governmental associations, regional breakouts of the state (DIGBs) and the public at large from all regions of the State of Idaho. The Governor appoints all of the members. Two are members by virtue of their position -Director of the Idaho State Police or designee and the Director of the Idaho Office of Emergency Management (IOEM) or designee.

Garret Nancolas- Chair

Association of Idaho Cities

Michele Carreras- Vice Chair

Idaho State Emergency Medical
Services Communications Center

Vacant

Idaho Chiefs of Police Association

Commissioner Kent Searle

Idaho Association of Counties
Cassia County

Vacant

Idaho Fire Chiefs Association

Brad Richy

Director
Office of Emergency Management

Dave Taylor

DIGB 2
Nez Perce County 9-1-1

Vacant

DIGB 4

Sheriff Sam Hulse

DIGB 6
Bonneville County Sheriffs Office

Vacant

Legislature
Idaho House of Representatives/Senate

Vacant

Chair
Idaho Technology Authority

Capt. Jens Pattis

Designee for Director
Idaho State Police

Sheriff Len Humphries

Idaho Sheriffs Association
Fremont County

Sheriff Andy Creech

Idaho Sheriffs Association

Vacant

DIGB 1

Vacant

DIGB 3

Chief Bill Guiberson

DIGB 5
Chubbuck Police Department

Vacant

Idaho Tribal Representative

The Commission conducted bi-monthly meetings throughout 2022. With the lifting of Covid 19 restrictions, meetings were held both in person and virtually.

2023 IPSCC STRATEGIC GOALS

IPSCC Strategic Goals

The Commission has set goals to ensure that all citizens in the State of Idaho are able to benefit from widely available technology.

- Complete statewide aggregation of local GIS data into a seamless statewide GIS dataset to be maintained and continuously updated for provisioning in the State of Idaho future NG9-1-1 system.
- Investigate funding sources and statewide purchasing agreements for Next Generation Core Services and Call Handling Equipment for each regional ESInet.
- Support regional projects and sharing of data between jurisdictions and ECCs to move closer to NG911 systems in Idaho.
- Support and promote IP continuity of operations planning (COOP) between ECCs.
- Investigate, educate, promote, and support cyber security for ECCs.

The priority is equipment consolidation and sharing between ECCs to help decrease costs and duplication of equipment.

2022 PSAP STANDARDS & TRAINING COMMITTEE MEMBERSHIP

Andy Creech- Chair

Payette County Sheriff's Office

Roxanne Wade

Canyon County Sheriff's Office

Lynn Parker- Vice Chair

Jefferson County Sheriff's Office

Trisha Marosi

Idaho State Police

Cindy Felton- Secretary

City of Lewiston Police Department

Cullin Sherman

Madison County Sheriff's Office

Wendy Berrett- Treasurer

*Whitcom 9-1-1

Charlene Holbrook

City of Post Falls Police Department

Erin Hidalgo

Bingham County Sheriff's Office

Stephanie Harris

City of Pocatello Police Department

Carmen Boeger

Nampa Police Department

Kelly Copperi

Valley County Sheriff's Office

DeAnn Taylor

Cassia County Sheriff's Office

Capt. Jens Pattis

Idaho State Police

* Whitcom 9-1-1 serves the city of Moscow, in Idaho, as well as the city of Pullman, Washington State University, Whitman County, and Asotin County, in Washington.

Below reflects the approximate training hours earned by attendees during the 2022 Quarterly Regional Trainings:

First Responder Resiliency	85 Students	340 training hours
Customer Service	99 Students	396 training hours
Ethics	57 Students	228 training hours
PSAP Conference	117 Students	

2022 PSAP STANDARDS & TRAINING COMMITTEE GOALS & ACCOMPLISHMENTS

1. Prepare and implement the 9th Annual PSAP Conference. The 9th Annual PSAP Conference was held in Coeur d'Alene, Idaho, October 17-19, 2022. There were 117 attendees to the 2022 PSAP Conference. Dr. Michelle Lilly kicked off the conference with her keynote, "Individual & Organizational Interventions for 911". Doug Showalters presented on "The Business of Leadership". There were multiple professional development sessions with a variety of topics.
2. Provide quarterly training opportunities for ECOs in various areas of the state.
 - First Responder Resiliency taught by Captain Cameo Akins, Ada County Paramedics
 - Customer Service taught by Stephen Thompson, Mark Wise, Stephanie Harris, Roxanne Wade
 - Ethics taught by Captain Jens Pattis, Idaho State Police
3. Continue collaboration with POST, stakeholders, and the IPSCC in the implementation and maintenance of mandatory minimum dispatch hiring and training standards, both for the online training academy and for classroom-based academies. Work with POST on ECO Job Task Analysis. This job task analysis will review and update the dispatch curriculum.
4. The PSAP Standards & Training Committee started working towards a state-required use of emergency medical dispatching protocols. Draft legislation ideas have been developed and the committee will continue to work with stakeholders.
5. The PSAP Committee worked on the Idaho ECO-ERT Initiative which is an Emergency Communication Officer – Emergency Response Team. This initiative was pushed out to Emergency Communication Officers across the state.

2023 PSAP STANDARDS & TRAINING COMMITTEE GOALS

1. Prepare and implement the 10th Annual PSAP Conference in Boise.
2. Provide quarterly training opportunities for ECOs, to be presented in various areas of the state.
3. Continue collaboration with POST, stakeholders, and the IPSCC in the implementation and maintenance of mandatory minimum dispatch hiring and training standards, both for the online training academy and for classroom-based academies. Work with POST on ECO Job Task Analysis.
4. The committee will continue to collaborate with the IPSCC, DHW, and all other stakeholders in seeing Idaho adopt and mandate the use of an EMD dispatching protocol for emergency dispatching services by its ECCs and their ECOs. This is also in keeping with national initiatives and trends to ensure standardization, professionalism, and best-practice pre-arrival medical instructions are provided to emergency callers until first responders arrive at an incident.
5. The committee will continue to collaborate with stakeholders in the implementation of the ECO-ERT (Emergency Communications Officers - Emergency Response Team initiative).

BACKGROUND

In 2016, the Idaho Public Safety Communications Commission (IPSCC) was formed from the Idaho Emergency Communications Commission (IECC-2004) with new legislation that expanded IPSCC responsibilities to include those once held by the State Interoperability Executive Committee (SIEC). The IPSCC continues the work started by the IECC (established 2004) to address the needs and improve the 9-1-1 telephone systems operated by Idaho counties and cities throughout the state.

The Commission includes Consolidated Emergency Communications System Centers that are referred to as dispatch centers, Public Safety Answering Points (PSAP), or Emergency Communication Centers (ECC). The process is considered a “system” from call initiation to resolution of the call. Telephone, radio, and data are included in the responsibilities of the IPSCC where the IECC only addressed 911 telephony. Radio had been included in the SIEC without a long-term funding source like 911 telephony. Data was also included due to the changes in technology that have outpaced the original formation of either commission or committee. The ECCs are termed consolidated under Idaho law as all vital public safety agencies are dispatched out of the center, and the ECCs then send the necessary assistance whether it is law enforcement, fire, or emergency medical services without the caller needing to dial separate numbers.





The IPSCC has the duty to:

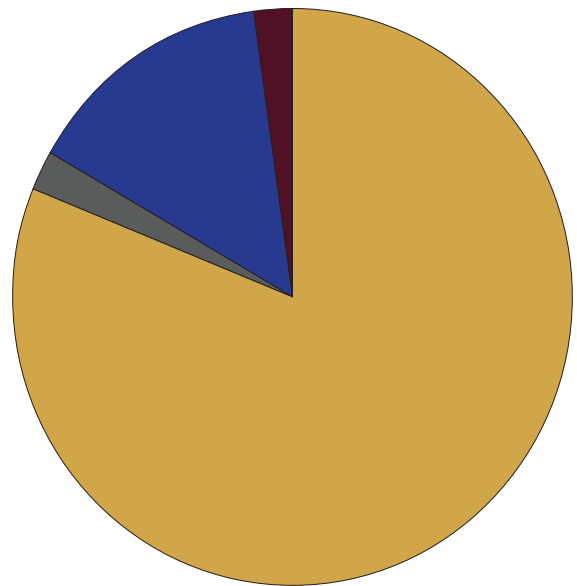
- Provide the governance structure through which public safety communications stakeholders can collaborate to advance consistency and common objectives,
- To provide integrated facilitation and coordination for cross-jurisdictional consensus building,
- To assist in the standardization of agreements for sharing resources among jurisdictions with emergency response communications infrastructure,
- To suggest best practices, performance measures and performance evaluation in the integrated statewide strategic planning and implementation of interoperability among public safety communications professionals and entities that serve people in Idaho regardless of jurisdiction,
- To manage the Idaho public safety interoperable communications and data systems fund as established by section §31-4820, Idaho Code,
- To pursue budget authorizations as set forth in this chapter.

The Mission of the Idaho Public Safety Communications Commission:

Enhance Idaho's public health, safety, and welfare by assisting emergency communications and response professionals in the establishment, management, operations, standardization, planning and development of a coordinated statewide policy/program, to ensure enhanced 911 services, NG 911 services, and future/emerging public safety technologies are available to everyone in all areas of the state. Find emergency communications solutions and keep up with technological advances in areas of 9-1-1, radio, data and emergency communications for public safety purposes.

There are forty-eight (48) ECCs in Idaho

-  Thirty-nine (39) are operated by county sheriff's offices,
-  One (1) operated by the County contracting with various cities and entities in the County (Blaine County),
-  Seven (7) by cities through their police departments or by contract with another city (City of Moscow),
-  One (1) regional ECC known as SIRCOMM, serves four (4) counties (Twin Falls, Jerome, Lincoln and Gooding).



There are currently four (4) Secondary ECCs in Idaho operated by the Idaho State Police (North and South), State Comm and the INL. There are also two (2) federally funded ECCs in Idaho (MHAFFB and Gowen Field ANGB). The INL is a secondary ECC for Idaho (approved in 2018). They are federally funded and do not receive any State 911 fees for operations.

OPERATIONS AND FUNDING

The funding for the operation of the Commission comes from an assessment level of one percent (1%) of all emergency communications fees collected in the state. Currently, that amount is \$1.00 per line, which was set in 1988, or \$1.25, which includes \$.25 for Enhanced Grant Fee participation. The wireline and wireless phone providers collect the funds and then remit those to the governing bodies of the 9-1-1 service areas based on area code. Those governing bodies are then responsible for sending 1% of the total fee to the State for operations of the Commission. The remaining amount of the fee is kept at the local level for 9-1-1 equipment and operations.

There are currently four (4) Secondary ECCs in Idaho operated by the Idaho State Police (North and South), State Comm and the INL. There are also two (2) federally funded ECCs in Idaho (MHAFB and Gowen Field ANGB). The INL is a secondary ECC for Idaho (approved in 2018). They are federally funded and do not receive any State 911 fees for operations. Please refer to Appendix M for references to the legislative authority for the creation of the IPSCC.

PSAP STANDARDS & TRAINING COMMITTEE

Mission Statement

To promote professional development and standardization of public safety communications in the state of Idaho.

History

The Idaho Emergency Communications Commission (IECC) formed the Public Safety Answering Point (PSAP) Standards & Training Committee as an advisory committee in 2007. It is comprised of thirteen members from Emergency Communications Centers (ECCs) across the state of Idaho. The committee includes more than 300 years of combined law enforcement/Emergency Communications Officer (ECO) experience. It is comprised of representatives from each of six districts who serve with city police departments, sheriff's offices, or the Idaho State Police. They are senior ECOs, first line supervisors, managers, and directors, with a variety of backgrounds from the career ECO to commissioned/sworn officers. Additionally, the PSAP Standards & Training Committee has two representatives appointed to the Idaho Public Safety Communications Commission (IPSCC.) The PSAP Standards & Training Committee continues collaboration with each ECC agency in the state using surveys, regional trainings and regular meetings, constantly striving to support and enhance the professionalism and standardization of each of Idaho's ECCs and their ECO staff.

PSAP Standards & Training Committee Objective

The primary objective of the PSAP Standards & Training Committee is to define, create, and implement standardized training and education, as well as enhance the professional development of ECOs and dispatch centers in the state of Idaho.

APPENDICES

Appendix A	E911 FY 2022 Budget
Appendix B	Grants FY 2022 Budget
Appendix C	E911 FY 2023 Budget
Appendix D	Grants FY 2023 Budget

E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION

FY 2022 Admin Budget

	2022 BUDGET
ADMINISTRATIVE EXPENSES	
ADMINISTRATIVE RULES	\$600.00
AWARDS	\$400.00
CONSULTANT	\$0.00
FUEL	\$3,000.00
OFFICE EQUIPMENT	\$3,000.00
OFFICE SUPPLIES	\$500.00
PHOTOCOPYING	\$300.00
POSTAGE	\$50.00
PROFESSIONAL MEMBERSHIP FEES	\$1,100.00
SALARY/BENEFITS	\$123,318.00
SALARY/BENEFITS (COST SHARE FOR ADMIN)	\$10,000.00
STATEWIDE ALLOCATION COSTS	\$5,000.00
TELEPHONE	\$1,000.00
TRAVEL- IN STATE	\$5,000.00
TRAVEL- OUT OF STATE	\$8,000.00
VEHICLE PURCHASE	\$0.00
VEHICLE REPAIR AND MAINTENANCE	\$1,000.00
	\$162,268.00
COMMISSION AND MEETING EXPENSES	
MEETING EXPENSES	\$3,000.00
TRAVEL - IN STATE/TRAINING	\$9,500.00
TRAVEL- OUT OF STATE/TRAINING	\$2,000.00
	\$14,500.00
PSAP COMMITTEE EXPENSES	
PSAP COMMITTEE ALLOCATION	\$25,000
NON-STATE EMP TRAVEL/TRAINING	N/A
TRAINING SUPPLIES/SERVICES	N/A
	\$25,000.00
ADMINISTRATIVE EXPENSES TOTAL	\$201,768.00
 CONTINGENCY FUNDS	 \$10,000.00

ASSUMPTIONS:

- >Meeting expenses include room rental, refreshments and material copy expenses
- >Meeting Travel expense includes: lodging @ \$70/night x 2 nights x 18 members; per diem @ \$49/day x 2 days x 18 members;
- >Air fare @ \$150 x 1 trip x 18 members; mileage @ .58 x 3476 miles; rental car @ \$40/day x 9 days;
- >Administrative Support: comparable to quarterly meetings for Capitol Commission
- >Telephone allows \$500 for office phone, and \$500 for cell phone

E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION

FY 2022 Grant Budget

	2022 BUDGET
GRANT EXPENSES	
CONSULTANT	\$10,000.00
FUEL	\$2,500.00
OFFICE EQUIPMENT	\$3,000.00
OFFICE SUPPLIES	\$1,500.00
PROFESSIONAL MEMBERSHIP FEES	\$0.00
SALARY/BENEFITS	\$29,621.80
TELEPHONE	\$750.00
POSTAGE	\$250.00
TRAVEL - IN STATE	\$5,500.00
TRAVEL - OUT OF STATE	\$0.00
	\$53,121.80
	\$53,121.80

E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION

FY 2023 Admin Budget

	2023 BUDGET
ADMINISTRATIVE EXPENSES	
ADMINISTRATIVE RULES	\$600.00
AWARDS	\$400.00
FUEL	\$3,000.00
OFFICE EQUIPMENT	\$5,000.00
OFFICE SUPPLIES	\$500.00
PHOTOCOPYING	\$300.00
POSTAGE	\$50.00
PROFESSIONAL MEMBERSHIP FEES	\$1,100.00
SALARY/BENEFITS	\$133,318.00
STATEWIDE ALLOCATION COSTS	\$5,000.00
TELEPHONE	\$1,700.00
TRAVEL- IN STATE	\$5,000.00
TRAVEL- OUT OF STATE	\$8,000.00
VEHICLE REPAIR AND MAINTENANCE	\$1,000.00
	\$164,968.00
COMMISSION AND MEETING EXPENSES	
MEETING EXPENSES	\$3,000.00
TRAVEL - IN STATE/TRAINING	\$9,500.00
TRAVEL- OUT OF STATE/TRAINING	\$2,000.00
	\$14,500.00
PSAP COMMITTEE EXPENSES	
TRAVEL & TRAINING	\$25,000.00
	\$25,000.00
	\$204,468.00
CONTINGENCY FUNDS	\$10,000.00

**E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION
FY 2023 Grant Budget**

	2023 BUDGET
GRANT EXPENSES	
CONSULTANT	\$10,000.00
FUEL	\$4,000.00
OFFICE EQUIPMENT	\$3,000.00
OFFICE SUPPLIES	\$1,500.00
POSTAGE	\$250.00
SALARY/BENEFITS	\$30,510.45
TELEPHONE	\$1,000.00
TRAVEL - IN STATE	\$5,500.00
	\$55,760.45
	\$55,760.45