

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on January 5, 2022. The committee members were given the option to meet in person at the Idaho Sheriffs Association conference room 3100 Vista Ave, Boise, or to join the meeting virtually due to the COVID-19 restrictions.

Commencement

Vice Chair Lynn Parker called the meeting to order at 10:03 a.m. MST. A quorum was present.

Members Present:

- Jens Pattis, Idaho State Police (virtual)
- Charlene Holbrook, Post Falls PD
- Trisha Marosi, Idaho State Police (virtual)
- Casey Van Buskirk, Shoshone County SO (virtual)
- Wendy Berrett, Whitcom (virtual)
- Roxanne Wade, Canyon County SO
- Carmen Boeger, Nampa PD (Ad Hoc Member)
- DeAnn Taylor, Cassia County SO (virtual)
- Erin Hidalgo, Bingham County SO (virtual)
- Stephanie Harris, Pocatello PD (virtual)
- Lynn Parker, Jefferson County SO
- Cullin Sherman, Madison County SO
- Marci Williams, Latah County SO (virtual)
- Kelly Copperi, Valley County SO (virtual)
- Beverly Crawford, Kootenai County SO (Ad Hoc Member) (virtual)

Members Absent:

- Megan Swensen, Fremont County SO (Ad Hoc Member)

Others Present:

- Nicole Coleman, 988 (virtual)
- Michelle Carreras, State Comm, IPSCC (virtual)
- Dana Hanford, The Sales Group, Idaho APCO/NENA CCAM (virtual)
- Bill Behar, Consumer Electronics (virtual)
- Dave Taylor, Nez Perce County, IPSCC (virtual)

Consent Agenda

Committee Financial Report – Wendy Berrett gave the Committee Financial Report – Travel and Training - \$24,833.89.

MOTION: Roxanne Wade moved, and Cullin Sherman seconded that the Committee Financial Report be accepted. The motion passed.

Information Agenda

Nicole Coleman, Project Manager 988

Nicole made a presentation on the 988 new national suicide hotline number, goes live in July. All calls will be routed through the national hotline to the state partners. Predicting Idaho call volume will increase 84-165% to the Idaho Suicide Prevention line, does not take into count the crisis line.

Idaho EMD Standards/Requirement Initiative

We have the legislation rough draft that Jathan Nalls had composed. Michelle Carreras will help follow up and clarify what the next step is to move forward.

ECO Academy Curriculum Revisions – Job Task Analysis – Status Update

Job Task Analysis, Audrey McKay with POST has been coordinating with Craig Logan. It is on the agenda for tomorrow's IPSCC meeting for vote for approval to spend the money.

ECO Academy, Kelly Copperi advised they have made revisions on two classes, and Dustin with POST is working on updating the recordings for those.

Stephanie Harris expressed appreciation for everyone's help with updating the Technology class, it was used in the last ECO Academy, it was easier to teach and well received. There were 17 attendees in the last Academy. There has been discussion for the need for two in person Academy's per year, there is only one scheduled for this year in December.

Idaho ECO-ERT Initiative – Status Update

Emergency Communications Officer – Emergency Response Team

Brian Shields advised at the last IPSCC meeting that this is ready to move forward. Lynn Parker will follow up with Brian and ask him to attend the next PSAP Committee meeting.

Action Agenda

Regional Quarterly Trainings

Q1 – First Responder Resiliency, Captain Cameo Akins. Cameo has relayed concerns that her agency may require her cancel any of the scheduled classes at any time. Committee discussed having POST Instructors be prepared to teach any of the classes that she would not be able to be present. Kelly Copperi has the class file that she will share.

Sherry Glick, Idaho Falls Dispatch, confirmed dates of March 3rd & 4th, at the Idaho Falls Fire Station 1 343 E St.

DeAnn Taylor confirmed dates of January 27th & 28th, still looking for location to hold the class.

Q2 – Customer Service, DeLisa Orren, Trisha Marosi, Steven Thopmson. Trisha has been talking with DeLisa, still waiting for approval from her agency to be able to travel and teach this class. Trisha and Steven are still able to assist teaching the class as well if needed.

Q3 – Ethics, Jens Pattis. Jens confirmed he can travel and teach this class.

Eric Hetzinger, ISP Dispatcher, Technology and Social Media Class, Kelly Copperi offered to assist Trisha Marosi recommended we follow the Health Districts recommendation for in person training in each of the different Idaho Districts. Have plans in place to prevent any last-minute cancelations or class changes.

2022 Conference – Coeur d’ Alene CDA Best Western – October 17-19, 2022

- *Committee Members will meet at 11:00 a.m. on Sunday, October 16, 2022.*

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 – Be Your Best Self
- **Short Breakouts**
 - PSAP Committee Member Roundtable Discussion
 - Nicole Whittaker - Over vs Under Functioning Trainees
 - Beth English - Leading the Toxic Employee or Cover Your Agency with Documentation
 - Jared Olson - Court Room Testimony Class

Conference Fundraising Goal - \$35,000

We have \$5,900 carried over from the canceled 2021 Conference. Trisha will be sending out save the date and registration letter to Industry Partners soon.

Technical Tracks – John Joseph, Dave Taylor, Dana Hanford

Dana is working on this, will follow up with John Joseph. Dave Taylor stated most of the instructors that were scheduled for last conference are willing and able to attend this conference.

Assignments

- **Sponsor/Vendors & Fees** – Trisha Marosi
- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade
- **Facility/Food/AV Equipment/Scrutiny of Contract & Billing** – Charlene Holbrook/Cassie Owens

- **Welcome Reception - October 17, 2022 / 1800-2000 hours** – Kelly Copperi
- **Tuesday Night Event** -
Discussed looking into doing the boat tour again, without providing bus transportation this time.
- **POST Rosters/Sweatshirts/T-Shirts Research** – Kelly Copperi
- **Eventbrite/Registration/Attendee Name/Email List/Evaluations** – Kelly Copperi/Cullin Sherman
- **Notebooks/Posters/Promotional Materials** – DeAnn Taylor
- **Swag Bags (250)/Swag Bag Contents / Raffle** – John Joseph/Dana Hanford/Trisha Marosi
- **Certificates/Photos/Newsletter** – Kelly Copperi/Erin Hidalgo/Stephanie Harris
- **Registration Table/Schedule Cards** – Cullin Sherman/Erin Hidalgo
Kelly Copperi will move forward with ordering the new banners, generic with no dates.
- **Honor Guard/Singers/Bagpipes** – Roxanne Wade/Wendy Berrett/Carmen Boeger

Pipes & Drums

- Day 1 –
- Day 2 –

Honor Guard

- Day 1 –
- Day 2 –

Singers – Trisha was going to contact both singers we had scheduled for the 2020 Conference.

- Day 1 –
- Day 2 –

- **Photo Booth** – Roxanne Wade/Stephanie Harris
- **Governor Welcome Letter** – Jens Pattis
- **Idaho APCO/NENA Meeting** – Cassie Owens/Kelly Copperi
During lunch of 2nd day of the conference.
- **Travel Coordinator** – Lynn Parker
- **Instructor Gifts**
- **Poster Boards** – Trisha Marosi

10th Anniversary Challenge Coin (2023) – Carmen Boeger/Lynn Parker

The coins have already been paid for. Carmen Boeger will make a graphic of the previous coin, and we

can start promoting the design challenge for the anniversary coin late summer, Q3. Stephanie Harris offered to donate a custom cutting board from her husband's business as a prize to design winner.

2023 Conference – Boise Riverside Hotel, October 2-4, 2023

The hotel has confirmed and locked in these dates. Charlene will work on getting the contract signed for these dates.

Future Meetings

- February 2, 2022 – ICRMP building.
- March 2, 2022 (IPSCC on March 3rd)

Open Forum/Discussion

DALE Videos: (Pocatello Police Department, Canyon County SO, and Whitcom) Contact Lynn Parker if anyone would like to borrow the Denise Amber Lee Foundation videos.

Adjourn

MOTION: Charlene Holbrook moved, and Erin Hidalgo seconded that the meeting adjourn. The motion passed.

The meeting adjourned at 11:35 p.m. MST

Lynn Parker
Committee Vice Chair

Cullin Sherman
Committee Secretary

AGENDA
PSAP Standards & Training Committee
January 5, 2022 – 10:00 a.m. – 4:00 p.m. (Mountain)

In-Person: Idaho Sheriff's Association /2nd floor – Conference Room A / 3100 Vista Avenue, Boise, Idaho

Virtual: Video/Tele-Conference / Join Zoom Meeting

<https://us02web.zoom.us/j/83612085002?pwd=WkYvSmtXcUgvWUoweEQvldDNFJqZz09&from=addon>

Zoom Meeting ID: 836 1208 5002 Passcode: 192620

• **Conference Phone Number / One tap mobile** +13462487799,,83612085002#

*** Please note that the allotted times on the agenda are an approximation. ***

10:00 – 10:07	Commencement of Committee meeting, Roll call, and Introductions	Vice-Chair
10:08 – 10:10	Consent Agenda <ul style="list-style-type: none"> • Treasurer's Report – FY22 – last report – (\$25,000 / new report \$ _____) 	Vice-Chair
10:11 – 10:20	Information Agenda <ul style="list-style-type: none"> • Nicole Coleman, Project Manager 988 • Idaho EMD Standards/Requirement Initiative – Status Update • ECO Academy Curriculum revisions – Job Task Analysis -- Status Update • Idaho ECO-ERT Initiative – Status Update 	Vice-Chair
10:21 – 11:30	Action Agenda (ACTION ITEMS) <ul style="list-style-type: none"> • Regional, Quarterly Trainings <ul style="list-style-type: none"> ○ Q1 2022 First Responder Resiliency, Training Captain Cameo Akins ○ Q2 2022 ?? Customer Service – DeLisa Orren & Trisha Marosi ○ Q3 2022 ?? Ethics – Jens Pattis • PSAP Conference <ul style="list-style-type: none"> ○ 2022 Conference Venue – Coeur d'Alene – October 17-19, 2022 at CDA Best Western ○ Keynotes <ul style="list-style-type: none"> • Day 1 – Michelle Lilly, PhD. - (Current Research Evidence on Health in 9-1-1) • Day 2 – Kyle Plush Foundation (Ron & Jill Plush) – (Kyle Plush story—Be Your Best Self) ○ Breakouts – PSAP Committee Roundtable Discussion; Over vs. Under-Functioning by Nicole Whitaker; Leading the Toxic Employee by Beth English; Court Room Testimony by Esq. Jared Olsen; Dr. Lilly – Individual & Organizational Interventions for 9-1-1 (long breakout, day 1); Pam Thompson – Be Your Best Self (long breakout, day 2) ○ Conference Fundraising Goal - \$35,000 ○ Technical tracks – John Joseph, Dave Taylor, & IPSCC LMR Committee 	Vice-Chair
11:30 – 12:45	LUNCH	
1:00 – 3:45	Action Agenda (ACTION ITEMS) continued... <ul style="list-style-type: none"> • Assignments <ul style="list-style-type: none"> ○ Sponsor/Vendors & Fees; extra raffle tickets given out by vendors, provided by us – Trisha ○ Speakers/Break-Outs/POST Credit Approval – Carmen/Roxanne ○ Facility/Food/AV Equipment/Scrutiny of contract & billing – Charlene/Cassie ○ Welcome Reception – 1800 – 2000 (Welcome sign made? – Kelly) ○ Tuesday night event – ○ POST Rosters - Kelly ○ Eventbrite/Registration/Attendee Name & Email List/Evaluations – Kelly/Cullin ○ Binders / Posters / Promotional Materials – DeAnn / Kevin ○ Swag Bags (250) – pens, raffle – (John and Dana will discuss) ○ Certificates/Photos/Newsletter – Erin/Kelly ○ Registration Table/Schedule Cards – Cullin/Erin ○ Honor Guard / Singers / Bagpipes – Roxanne/Wendy/Carmen ○ Photo Booth – Roxanne & Stephanie ○ Governor welcome letter - ○ Idaho APCO/NENA Meeting during lunch on 2nd day – Cassie ○ Travel Coordinator – Lynn Parker ○ Instructor Gifts – donation to KPATC Foundation - ○ Poster Boards posted at proper times/locations - • 10th Anniversary Challenge Coin • 2023 PSAP Conference – Riverside Hotel, Boise October 2-4, 2023 • Future Meetings: <ul style="list-style-type: none"> ○ February 2, 2022 – TBD ○ March 2, 2022 (IPSCC on March 3rd) -- TBD 	Vice-Chair
3:46 – 4:00	Open Comment Period <ul style="list-style-type: none"> • DALF Videos – Pocatello Police Department; Canyon County S.O., Whitcom 911 	Vice-Chair
4:00	ADJOURNMENT	Vice-Chair