

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on February 2, 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 10:02 a.m. MST. A quorum was present.

Members Present:

- Jens Pattis, Idaho State Police
- 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 (virtual)
- Marci Williams, Latah County SO (virtual)
- Kelly Copperi, Valley County SO
- Megan Swensen, Fremont County SO (Ad Hoc Member) (virtual)

Members Absent:

- Beverly Crawford, Kootenai County SO (Ad Hoc Member)

Others Present:

- Brian Shields, Idaho SWIC (virtual)
- Audrey McKay, POST (virtual)
- Craig Logan, Idaho 911 Program Manager (virtual)
- Michelle Carreras, IPSCC, Statecomm (virtual)

Consent Agenda

Committee Financial Report – Wendy Berrett gave the Committee Financial Report – Travel and Training - \$24,833.89, same as last month, she has not received any updates.

MOTION: Stephanie Harris moved, and DeAnn Taylor seconded that the Committee Financial Report be accepted. The motion passed.

Information Agenda

Idaho ECO-ERT Initiative – Brian Shields

The proposed plan is 38 pages. Will be sending it out to the DIGB's and emergency managers. Brian will be the ESF-2 coordinator. Brian will consult with the PSAP Committee before making any major changes. The plan does not override any local or mutual aid agreements.

ECO Academy Curriculum Revisions – Job Task Analysis – Status Update

Audrey McKay gave an update on the project. Requesting assistance in forming a 10-12-person committee to review data and tasks and identify who to send the survey to. Trying to get this started in February. Kelly Copperi and Stephanie Harris volunteered to meet with Audrey and assist. Erin Hidalgo said she will send out any requests or plans statewide and assist anyway she can.

Craig Logan advised there is a current House Bill 0499 pushing for the ECO rule of 80 and reclassification and this will add to the JTA.

Idaho EMD Standards/Requirement Initiative

Discussion on combining the EMD standard with the Job Task Analysis project, and preparing the legislation piece for the 2023 session

ECO Academy Curriculum Revisions – Job Task Analysis – Status Update

Kelly Copperi advised they have submitted changes to two classes, Suicidal Callers and Resiliency, and they will be updated for the next Dispatch Academy. Everything else has been put on hold to work on the Job Task Analysis project.

Alarm text to 911

Craig Logan forwarded an email to Lynn Parker from Alice, asking to present information regarding alarm company information to PSAP electronically. Kelly Copperi advised Intrado and RapidSOS are working on solutions as well. Lynn Parker will follow up with Alice and invite her to the next PSAP Committee meeting.

PSAP Committee Vacancy

Charlene Holbrook has resigned from Post Falls PD, creating a voting member position opening. There is currently only one representative from Region 4. DeAnn Taylor, Lynn Parker, and Jens Pattis will send

out notifications to agencies in Region 4 asking for nominations.

Action Agenda

Regional Quarterly Trainings

Q1 – First Responder Resiliency, Captain Cameo Akins. Region 1 will be March 30 and 31, at ISP 615 W Wilbur Ave, Coeur d’ Alene, Trisha Marosi will be the host.

Q2 – Customer Service, DeLisa Orren, Trisha Marosi, Steven Thopmson. DeLisa is not able to teach statewide this at this time. Trisha Marosi can teach or arrange for Regions 1 & 2, Stephanie Harris can teach or arrange Regions 4, 5 & 6, Kelly Copperi, Carmen Boeger, Roxanne Wade, and Jens Pattis will arrange instructor(s) for Region 3.

Q3 – Ethics, Jens Pattis.

Possible Future Training(s)

Eric Hetzinger, ISP Dispatcher, Technology and Social Media Class, Kelly Copperi offered to assist.

Michelle Carreras suggested Jeremy Eliot, he teaches a Statecomm class for POST, possibly a combined Hazmat/Statecomm class.

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

Technical Tracks – John Joseph, Dave Taylor, Dana Hanford

Assignments

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

- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade
- **Facility/Food/AV Equipment/Scrutiny of Contract & Billing** – 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. Casey will follow up with Charlene
- **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
- **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

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

Future Meetings

- March 2, 2022 (IPSCC on March 3rd)
- April 6, 2022, ICRMP building

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.

Erin Hidalgo proposed a possible Speaker for the 2023 conference, Halcyon Frank from the Dispatch Lab.

Kelly Copperi highly recommended the Denise Amber Lee online conference “Be the Difference”. Proposed Doug Showalter to present his “Motivate the Trainer”.

Discussion on the PSAP Committee Chairman vacancy, Lynn will put this item on next month’s agenda.

Adjourn

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

The meeting adjourned at 12:33 p.m. MST

Lynn Parker
Committee Vice Chair

Cullin Sherman
Committee Secretary

AGENDA
PSAP Standards & Training Committee
February 2, 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/85002198138?pwd=Qnd6MHJzUHovNnpIU3FsblpINEdQZz09&from=addon>

Zoom Meeting ID: 850 0219 8138 Passcode: 943603

Conference Phone Number / One Tap mobile +12532158782,,85002198138#

***** 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	Vice-Chair
	<ul style="list-style-type: none"> • Treasurer's Report – FY22 – last report – (\$24,833.89 / new report \$ _____) 	
10:11 – 10:20	Information Agenda	Vice-Chair
	<ul style="list-style-type: none"> • Idaho ECO-ERT Initiative – Status Update – Brian Shields • ECO Academy Curriculum revisions – Job Task Analysis -- Status Update – Audrey McKay • Idaho EMD Standards/Requirement Initiative – Push out to stakeholders – who is taking the lead? 	
10:21 – 11:30	Action Agenda (ACTION ITEMS)	Vice-Chair
	<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 – Discussion (DeLisa Orren not available) - Trisha Marosi – Steven Thomson ○ 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 	
11:30 – 12:45	LUNCH	
1:00 – 3:45	Action Agenda (ACTION ITEMS) continued...	Vice-Chair
	<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 – start promotion late summer • 2023 PSAP Conference – Riverside Hotel, Boise October 2-4, 2023 • Future Meetings: <ul style="list-style-type: none"> ○ March 2, 2022 (IPSCC on March 3rd) – Idaho Sheriff's Association <ul style="list-style-type: none"> ▪ Discussion – move meeting to March 8th ? ○ April 6, 2022 – TBD 	Vice Chair Cassie/Charlene
3:46 – 4:00	Open Comment Period	Vice-Chair
	<ul style="list-style-type: none"> • DALF Videos – Pocatello Police Department; Canyon County S.O., Whitcom 911 	
4:00	ADJOURNMENT	Vice-Chair