

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on March 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
- 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)
- Stephanie Harris, Pocatello PD (virtual)
- Lynn Parker, Jefferson County SO
- Cullin Sherman, Madison County SO
- Marci Williams, Latah County SO (virtual)
- Megan Swensen, Fremont County SO (Ad Hoc Member) (virtual)
- Beverly Crawford, Kootenai County SO (Ad Hoc Member) (virtual)

Members Absent:

- Kelly Copperi, Valley County SO
- Trisha Marosi, Idaho State Police
- Erin Hidalgo, Bingham County SO

Others Present:

- Lisa Kelly, Intrado
- Jeff Winkleman, Lumen
- Alice Johnson, Intrado (virtual)
- Sam Bauder, Intrado (virtual)
- Kevin Newton, Lumen (virtual)
- Sherri Glick, Idaho Falls Bonneville County (virtual)

- Kim Chipman (virtual)
- Dana Hanford, The Sales Group (virtual)

Consent Agenda

Committee Financial Report – Wendy Berrett gave the Committee Financial Report – Travel and Training - \$24,110.06.

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

Information Agenda

Intrado

Alice Johnson contacted Craig Logan requesting opportunity to introduce Intrado Emergency Data Broker, alarm delivery solution.

Sam Bauder presented Intrado Emergency Data Broker. Goal is to reduce number of voice calls, increase incident detail and reduce call-handling time. Leveraging the text-to 911 network, no additional costs or buy in, offering two-way chat capabilities. Future multi-media capabilities. Leverage i3 protocols and ALI spill to transfer information into CAD. Vendor agnostic, works with any CPE. Website available for PSAP to sign up to start, it is live and available today. ADT is the first alarm central station to begin with, they plan on bringing other central stations online next year. See screenshots at bottom of the minutes.

The website to opt in is; <https://insights.intrado.com/adt-optin-internal>

Alice Johnson is scheduled to present at this year's PSAP Conference technical tract.

Lisa Kelly will be the point of contact for this project. Her phone is 406-260-6602, email lisa.kelly@intrado.com.

Rule of 80

House Bill 499 has been passed by the House, and is moving on to the Senate. There is a need to reach out to Senators across the state.

PSAP Committee Member Vacancy

Region 4 vacancy. Letters were sent to agencies in Region 4, close date is March 22nd.

PSAP Committee Chairman

IPSCC Meeting tomorrow.

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. Carmen will produce the flyer, Cullin will coordinate dates, times, and locations.

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.

Idaho ECO-TERT Initiative

Brian Shields has send it out to the DIGB’S.

ECO Job Task Analysis & ECO Academy

No new updates on the JTA.

ECO Academy, there has been discussion on getting the test available online.

Sherry Glick is exploring hosting a regional dispatch academy. Has also had discussions with CEI hosting one as well. Sherry has 5 POST instructors in her agency available assist.

Stephanie Harris discussed having ISU also hosting an academy, they already host patrol and detention academies. She will follow up with Lynn Case.

EMD Standard/Requirement

On hold for now until the Job Task Analysis is completed.

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

Dana hopes to have the completed lineup done in the next week.

Assignments

- **Sponsor/Vendors & Fees** – Trisha Marosi
Lisa Kelly & Jeff Winkleman advised Intrado & Lumen are planning on attending as Vendors.
- **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 Trisha and Jennifer Sullivan.
- **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

- April 6, 2022, ICRMP Building
- May 4, 2022, will wait to see if IPSCC will be meeting in East Idaho or just virtual again.
- June 1, 2022, ICRMP Building
- July 6, 2022, ICRMP Building

Open Forum/Discussion

DALE Videos: Pocatello Police Department and Bingham County Sheriff’s Office have a video, Canyon County SO returned their copy. Contact Lynn Parker if anyone would like to borrow the Denise Amber Lee Foundation videos.

Adjourn

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

The meeting adjourned at 11:49 a.m. MST

Lynn Parker
Committee Vice Chair

Cullin Sherman
Committee Secretary

AGENDA
PSAP Standards & Training Committee
March 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/81894179486?pwd=Vk96MIZiTnJtL1BvU111MEZWd2JSUT09&from=addon>

Zoom Meeting ID: 818 9417 9486 Passcode: 958121

Conference Phone Number / One Tap mobile +13462487799, 81894179486#

***** 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 – (\$24,833.89 / new report \$ _____) 	Vice-Chair
10:11 – 10:20	Information Agenda <ul style="list-style-type: none"> • Intrado – ADT alarm calls through Text to 911 – Alice Johnson, Alex Hamlin, Lisa Kelly • Committee vacancy Region 4 – letters sent • PSAP Chairman – waiting for direction from IPSCC 	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 – PSAP by region ○ Q3 2022 Ethics – Jens Pattis • Idaho ECO-ERT Initiative– sent to DIGB's • ECO Academy Curriculum revisions – Job Task Analysis – Kelly Copperi – Stephanie Harris • Idaho EMD Standards/Requirement Initiative – Push out to stakeholders • 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 – _____ & 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 ○ 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"> ○ April 6, 2022 – Idaho Sheriff's Association ○ May 4, 2022 (Possibly East Idaho – IPSCC on May 5th) 	Vice-Chair
3:46 – 4:00	Open Comment Period <ul style="list-style-type: none"> • DALF Videos – Pocatello Police Department; Canyon County S.O., Bingham S.O. 	Vice-Chair
4:00	ADJOURNMENT	Vice-Chair

Eliminate voice ADT alarm calls AND save critical time in your PSAPs with Intrado Emergency Data Broker!

Intrado 




- No cost to the PSAP!
- No need for technical or system changes! Leverages your current text-to-911 interface (works with any text-to-911 service provider or CPE, not just Intrado!)
- ADT sends a pre-formatted 911 Data Message directly to your PSAP (containing all the information the public safety jurisdiction required for a dispatch of public safety resources to an alarm call)
- Text interface enables two-way text chat between ADT and the PSAP

Saves time, money, AND lives with Intrado Emergency Data Broker.

Opt-in here <https://insights.intrado.com/adt-optin-internal> or scan the QR code to get started.

How Does Your PSAP Start Receiving ADT Alarm Data?

1. Opt-In	Opt-In here: https://insights.intrado.com/adt-optin-internal 
2. We'll Be In Touch	Once you've opted in, we'll send important emails containing training material, updates, & other information to help get your PSAP started
3. Enabling Service	Service is automatically enabled the first of the following month after opting in (<i>minimum 30 days from date of opt-in before service is enabled</i>). For example, if you opt-in during September, service will be enabled for November 1 st .
Things to Know	<ul style="list-style-type: none"> • You'll be able to delay the service being enabled in 1-month intervals (refer to emails from Intrado) • Note: Date of service enabled is not always the date ADT will begin to send alarm traffic to PSAP