

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on June 1, 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 10:04 a.m. MDT. A quorum was present.

Members Present:

- Casey Van Buskirk, Shoshone County SO (virtual)
- Wendy Berrett, Whitcom (virtual)
- Carmen Boeger, Nampa PD (Ad Hoc Member)
- Lynn Parker, Jefferson County SO
- Cullin Sherman, Madison County SO
- Trisha Marosi, Idaho State Police (virtual)
- DeAnn Taylor, Cassia County SO (virtual)
- Andy Creech, Payette County SO
- Megan Swensen, Fremont County SO (Ad Hoc Member) (virtual)
- Kelly Copperi, Valley County SO (virtual)

Members Absent:

- Roxanne Wade, Canyon County SO
- Jens Pattis, Idaho State Police
- Erin Hidalgo, Bingham County SO (virtual)
- Beverly Crawford, Kootenai County SO (Ad Hoc Member) (virtual)
- Marci Williams, Latah County SO (virtual)

Others Present:

- Dana Hanford, The Sales Group (virtual)
- Sherry Glick, Idaho Falls Bonneville County

Consent Agenda

Committee Financial Report – Wendy Berrett sent the Committee Financial Report to Lynn Parker – Travel and Training – \$21,288.49.

Information Agenda

PSAP Committee Chairman

Nothing new from IPSCC.

Action Agenda

Regional Quarterly Trainings

POST has issued new POST ID's to every employee now, Carmen will put a message out on the Facebook page, and Kelly will include information on Eventbrite Conference registration.

Q2 – Customer Service.

DeAnne Taylor is rescheduling for Region 4, looking at July 26th & 27th. Will reserve a room at CSI. Trisha Marosi had to cancel for Regions 2. Looking at rescheduling Region 2 for the 2nd week in July.

The POST curriculum will be the source of instruction.

Q3 – Ethics, Jens Pattis. Carmen will assist with getting the flyer made and coordinating dates and locations.

Q1 2023 – Dawn Shumway, Ada County Dispatch. Kelly will contact her for availability and commitment.

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

No new information. Lynn Parker will follow up with Brian Shields.

ECO Job Task Analysis & ECO Academy

There is a meeting tomorrow June 2nd at 2:00 pm. Stephanie Harris, Kelly Copperi, and Erin Hidalgo are on the committee.

EMD Standard/Requirement

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

Lynn Parker received an email from Shane Wright asking for any updates, and advised he is still available to assist.

Discussion on including an EMD introduction in the POST curriculum.

Kelly Copperi will take the lead on this project. She will send out the current draft for review.

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

Ron and Jill Plush are not able to attend the conference this year, to present for the day 2 keynote.

Trisha Marosi contacted Adam Tim, he is booked during this year’s conference, but would love to be involved in future events. She also received an email from Motivations saying they are available.

Kelly Copperi contacted Doug Showalter, he is available and sent a list of topics. His fee would be \$6,000.

Motion: Kelly Copperi moved, Trisha Marosi seconded, that we invite Dough Showalter and Company for Day 2 key note and Day 2 long breakout. Motion passed

Kelly Copperi sent the invite and received commitment from Dough Showalter. Kelly will send the class options out to the committee via email for virtual votes.

- Day 1 – Michelle Lilly, PhD. – Current Research Evidence on Health in 9-1-1. She has committed to attend. Lynn Parker will contact her for any additional costs.
- Day 2 – Doug Showalter and Company. Topic TBD.

Proposed Breakouts

Pam Thompson is not able to attend the conference to present for the day 2 long breakout. Doug Showalter and Company committed to present for the day 2 long breakout.

- **Long Breakouts**
 - Day 1 – Michelle Lilly, PhD. – Individual & Organizational Interventions for 9-1-1
 - Day 2 – Doug Showalter and Company – topic TBD.
- **Short Breakouts**
 - PSAP Committee Member Roundtable Discussion
 - Nicole Whittaker - Over vs Under Functioning Trainees. Confirmed.
 - Beth English - Leading the Toxic Employee or Cover Your Agency with Documentation. Lynn Parker received confirmation that she will be attending. He will follow up on any costs.
 - Jared Olson - Court Room Testimony Class. Stephanie Harris will follow up and confirm.
 - Dawn Shumay – Say this not that. Alternate / back up for this year’s conference. Kelly Copperi will contact her for availability and commitment.

Conference Fundraising Goal - \$35,000

Technical Tracks – John Joseph, Dave Taylor, Dana Hanford

Dana will get the tracks schedule completed this week and sent to Kelly for the Event Bright registration.

Assignments

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

Trisha has approximately \$12,000 committed so far, has received a lot of interest of sponsorships. We are ahead of where we usually are at this time of year. Dana Hanford is updating the vendor list. Trisha advised there is only one more gold sponsor spot left.

- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade

Carmen Boeger will begin the POST approval process. She will follow up with Erin Hidalgo and get the schedule built.

- **Facility/Food/AV Equipment/Scrutiny of Contract & Billing** – Cassie Owens, Casey Van Buskirk

Beverly Crawford will be the point of contact with the Best Western, Casey and Trisha will assist as well.

Trisha and Beverly did go and meet with the hotel coordinator. Most decisions will need to be made 15-30 days out with attendance numbers.

- **Welcome Reception - October 17, 2022 / 1800-2000 hours** – Kelly Copperi

- **Tuesday Night Event** – Casey Van Buskirk, Beverly Crawford

Boat Tour; Casey has the person of contact and will follow up with them, get options and pricing to present at the next committee meeting.

Casey will visit the boat tour office on June 7th.

- **POST Rosters/Sweatshirts/T-Shirts Research** – Kelly Copperi

- **Eventbrite/Registration/Attendee Name/Email List/Evaluations** – Kelly Copperi/Cullin Sherman

Kelly will open registration on July 1st.

- **Notebooks/Posters/Promotional Materials** – DeAnn Taylor

DeAnn has the save the date post card built and will be sending it out.

- **Swag Bags (250)/Swag Bag Contents / Raffle** – John Joseph/Dana Hanford/Trisha Marosi

Dana Hanford has made arrangements for the bags from the same vendor as before, should have them beginning of September.

- **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 – Wendy has been in contact with CDA fire, they can attend, and offered honor guard as well if needed.

- Day 1 –
- Day 2 –

Honor Guard – Jens Pattis has confirmed with the Honor Guards.

- Day 1 – ISP Honor Guard
- Day 2 – Joint Honor Guard

Singers – Trisha has confirmed Justin Scotch, Roxanne has confirmed Tiffany Knehr.

- Day 1 –
- Day 2 –

- **Photo Booth** – Roxanne Wade/Stephanie Harris

Trisha Marosi passed on a suggestion from Melissa Stroh to do 911 promoting videos. Stephanie discussed a theme of “larger than life” using big props like headsets & copy mugs.

- **Governor Welcome Letter** – Jens Pattis

Lynn Parker presented a draft letter for the Governor. Carmen will revise the draft and return it to Jens Pattis to present to the Governor.

- **Idaho APCO/NENA Meeting** – Cassie Owens/Kelly Copperi
During lunch of 2nd day of the conference.

- **Travel Coordinator** – Lynn Parker

- **Instructor Gifts**

- **Poster Boards** – DeAnn Taylor

DeAnn will submit the graphics and order to the printer in Boise. Roxanne Wade said she can pick them up from the printer and bring them to the conference.

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

Carmen has the graphic ready to release for the design contest. Stephanie’s husband will create a custom cutting board for the design winner.

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

Future Meetings

- July 6, 2022, ICRMP Building, possibly skip July's meeting. IPSCC is meeting on July 7, at Ada ECC
- August 3, 2022, ICRMP Building. Lynn Parker will be gone.
- September 7, 2022, ICRMP Building.

Open Forum/Discussion

DALF Videos: Pocatello Police Department, Bingham County Sheriff's Office, and Jefferson County Sheriff's Office have a video. Contact Lynn Parker if anyone would like to borrow the Denise Amber Lee Foundation videos.

988 – July 16th scheduled to go live with the Idaho Suicide Prevention hotline. They will also provide a Mobile Crisis Unit for district 3.

Both Pocatello PD and Madison SO have gone live with Intrado's ADT's alarm delivery through text to 911. They are delivering alarm notifications for burglary and panic alarms, still working on delivering of fire and smoke alarms.

Adjourn

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

The meeting adjourned at 12:04 p.m. MDT

Lynn Parker
Committee Vice Chair

Cullin Sherman
Committee Secretary

AGENDA
PSAP Standards & Training Committee
June 1, 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/81565462274?pwd=SEtWZkdGaHdsQkxM2ZoQXpNd0dkdz09&from=addon>

Zoom Meeting ID: 815 6546 2274 **Passcode:** 666482

Conference Phone Number / One Tap mobile +13462487799_81565462274#

*** 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 – (\$23,322.75 / new report \$ _____) 	Vice-Chair
10:11 – 10:20	Information Agenda <ul style="list-style-type: none"> • PSAP Chairman – waiting for IPSCC to appoint 	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"> ◦ Q2 2022 Customer Service – PSAP by region ◦ Q3 2022 Ethics – Jens Patis • 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 – ◦ 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); _____ (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 –Beverly & 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 - Jens ◦ Idaho APCO/NENA Meeting during lunch on 2nd day – Cassie ◦ Instructor Gifts – ◦ Poster Boards posted at proper times/locations - Trisha • 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"> ◦ July 6, 2022 – Idaho Sheriff's Association (IPSCC on July 7th) ◦ August 3, 2022 – (Move to Aug 10-11-12?) ◦ September 7, 2022 – (IPSCC on Sept. 8th) 	Vice-Chair Vice Chair Cassie/_____ Vice-Chair
3:46 – 4:00	Open Comment Period <ul style="list-style-type: none"> • DALF Videos – Pocatello Police Department / Bingham S.O. / Jefferson S.O. 	Vice-Chair
4:00	ADJOURNMENT	Vice-Chair