

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on July 6, 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 10:01 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
- Kelly Copperi, Valley County SO (virtual)
- Jens Pattis, Idaho State Police
- Erin Hidalgo, Bingham County SO
- Roxanne Wade, Canyon County SO
- Beverly Crawford, Kootenai County SO (Ad Hoc Member) (virtual)
- Stephanie Harris, Pocatello PD (virtual)

Members Absent:

- Marci Williams, Latah County SO (virtual)
- Megan Swensen, Fremont County SO (Ad Hoc Member)

Others Present:

- Michelle Carreras, Statecomm
- Brian Shields, SWIC

Consent Agenda

Committee Financial Report – Wendy Berrett sent the Committee Financial Report to Lynn Parker – Travel and Training – \$21,037.13.

MOTION: Roxanne Wade moved, Erin Hidalgo seconded that the Committee Financial Report be accepted. Motion passed

Information Agenda

PSAP Committee Chairman

Nothing new from IPSCC. Tomorrow's meeting was canceled. Michelle, Craig Logan's position closed June 30th. Waiting for applicant interviews to be scheduled. Teresa Luna and Brad Richie are handling everything IPSCC and applications. Michelle will handle all of the travel reimbursements in the interim.

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. Region 4 and Region 5 classes are scheduled for the end of the month.

The POST curriculum will be the source of instruction.

Q3 – Ethics, Jens Pattis. Jens schedule for Q3 he is available every Friday, and would prefer to do both 4-hour classes in one day. Carmen Boger will assist with getting the flyer made and coordinating dates and locations.

Q1 2023 – Dawn Shumway, Ada County Dispatch. Kelly Copperi 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

Brian Shields attended virtually. 21 attendees from across the state on the cyber security online training. Looking for any feedback from any of the attendees. TERT update, was finalized in February, and plan sent out to all the DIGB's. Brian is looking for an individual to work directly with him and the new state 911 program manager. He would like to keep this on the future PSAP Committee meetings. Erin Hidalgo will send the plan out to ECC's statewide, and it includes the application process for ECO's. Current version is 2 February 2001.

ECO Job Task Analysis & ECO Academy

In the process of setting up the committees.

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

Lynn Paker signed the agreement for Doug Showalter and Company. Kelly will follow up with Doug and get descriptions from 7 of the topics listed and send those descriptions out to the committee for email vote.

- 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

Jared Olson - Court Room Testimony Class. Stephanie Harris contacted Jared Olson, and he is not able to attend.

- **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.
 - Dawn Shumay – Say this not that. Carmen Boeger confirmed with Nicole Whitaker that Dawn is available. Kelly Copperi will follow up with Dawn.

Conference Fundraising Goal - \$35,000 – Trisha Marosi

Trisha advised we have \$17,100 committed so far. There are a lot of sponsors reaching out and interested. Trisha asked for any updated contacts for vendors everyone is using. There are 18 vendors registered so far, have room for 12 more.

Technical Tracks – John Joseph, Dave Taylor, Dana Hanford

Roxanne contacted Dave Taylor, he advised Dana Hanford has all of the information. Roxanne will follow up with Dana.

Assignments

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

- **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 contacted them, we have two options for length, two or three hours long. Several meal choices, cost ranges from \$40 - \$60 per person. We have a courtesy hold in place, just waiting for confirmation. Casey will advise them of our decision and forward the contract to Cassie.

Motion: Erin Hidalgo moved, Trisha Marosi seconded that we select the 3-hour cruise and set the attendee ticket price at \$30. Motion passed.

- **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

- **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 Sgt Justin Scotch, Roxanne has confirmed Tiffany Knehr.

- Day 1 – Sgt Justin Scotch
- Day 2 – Tiffany Knehr

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

Trisha Marosi passed on a suggestion from Melissa Stroh to do 911 promoting videos. Michelle Carreras has an ECO Ryan Harper that is a semi-pro video producer that she will ask to help with this.

Stephanie discussed a theme of “larger than life” using big props like headsets & copy mugs.

- **Governor Welcome Letter** – Jens Pattis

Jens has the completed welcome letter. DeAnn has the letter for the binder.

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

- **Travel Coordinator** – Lynn Parker

- **Instructor Gifts**

Roxanne has a dispatcher that makes infused insulated cups. She will get pricing from her.

- **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

- 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.

Adjourn

MOTION: DeAnn Taylor moved, and seconded by Erin Hidalgo that the meeting adjourn. The motion passed.

The meeting adjourned at 12:11 p.m. MDT

Lynn Parker
Committee Vice Chair

Cullin Sherman
Committee Secretary

AGENDA
PSAP Standards & Training Committee
July 6, 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/85931731954?pwd=YUJ0bXdhNUVGTGk5ZFJlYVpubGpCQT09&from=addon>

Zoom Meeting ID: 859 3173 1954 Passcode: 130662

Conference Phone Number / One Tap mobile +16699009128,,85931731954#

***** 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 – (\$21,288.49 / new report \$ _____) 	Vice-Chair
10:11 – 10:20	Information Agenda <ul style="list-style-type: none"> • PSAP Chairman – appointed by 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"> ◦ Q2 2022 Customer Service – PSAP by region ◦ Q3 2022 Ethics – Jens Pattis • Idaho ECO-ERT Initiative– sent to DIGB's – next steps • ECO Academy Curriculum revisions – Job Task Analysis – Kelly Copperi – Stephanie Harris • Idaho EMD Standards/Requirement Initiative – hold for Job Task Analysis – Kelly Copperi • 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 – Doug Showalter and Company – (Topic TBD) ◦ 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); Doug Showalter – Topic TBD (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"> ◦ IPSCC on July 7th ◦ August 3, 2022 – ICRMP Building – assign committee member to conduct mtg. ◦ 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