

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on August 3, 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

Secretary Cullin Sherman called the meeting to order at 10:04 a.m. MDT. A quorum was present.

Members Present:

- Casey Van Buskirk, Shoshone County SO (virtual)
- Carmen Boeger, Nampa PD (Ad Hoc Member)
- Cullin Sherman, Madison County SO
- Trisha Marosi, Idaho State Police (virtual)
- Kelly Copperi, Valley County SO (virtual)
- Jens Pattis, Idaho State Police
- Erin Hidalgo, Bingham County SO (virtual)
- Roxanne Wade, Canyon County SO
- Beverly Crawford, Kootenai County SO (virtual)
- Stephanie Harris, Pocatello PD (virtual)
- Marci Williams, Latah County SO (virtual)
- Megan Swensen, Fremont County SO (Ad Hoc Member) (virtual)

Members Absent:

- Wendy Berrett, Whitcom
- DeAnn Taylor, Cassia County SO
- Lynn Parker, Jefferson County SO, authorized Cullin Sherman to be his proxy.
- Andy Creech, Payette County SO

Others Present:

- Michele Carreras, Statecomm (virtual)
- Dave Taylor, Nez Perce (virtual)
- Cassie Owens, Ada Dispatch
- Sherry Glick, Idaho Falls Bonneville County (virtual)

Consent Agenda

Committee Financial Report – Wendy Berrett sent the Committee Financial Report to Cullin Sherman – Travel and Training – \$20,442.81.

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

Information Agenda

PSAP Committee Chairman

Michele looked into Sheriff Creech being appointed as chairman when appointed to the IPSCC, it was not so. Gen Richie advised the PSAP committee can appoint an acting chairman. Trisha Marosi recommended we make that appointment with the next scheduled PSAP Committee officers election.

Michelle also gave an update for the open 911 coordinator position that they have five candidates, and interviews should take place next week.

Action Agenda

Regional Quarterly Trainings

Q2 – Customer Service. Classes are completed. Total attendance was 99 students.

Q3 – Ethics, Jens Pattis. The class dates and locations have been set. Carmen Boger has completed the flyer, and it is ready to launch. First class is scheduled for 8/19 in Moscow.

Q1 2023 – Dawn Shumway, Ada County Dispatch. Cassie said she is good to teach. She is not a POST certified instructor yet, so will need to verify that as long as there is a certified instructor in the class. She can still teach the “say this not that” class, but has many other topics.

Possible Future Training(s)

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

Carmen Boeger talked to Officer Cantrell about another future active shooter training. As long as he has in scheduled far enough in advance he can teach.

Roxanne Wade mentioned the FEMA active shooter training that is available. Need for incident command structure training, for dispatch and all responders.

Stephanie Harris recommended scheduling a get together to discuss lessons learned from recent major incidents.

Idaho ECO-TERT Initiative

A question was brought up by Ada Dispatch regarding the TERT application requirements, it states that a POST Basic Dispatch Certificate is required to apply, what about the ECO’s that were grandfathered in by legislation that are not required to obtain POST Certification.

Discussion was in favor of leaving the requirement as it is written, but have questions

Stephanie Harris will invite Cassandra Thigpen from POST to attend the next PSAP meeting to answer questions regarding certifications and requirements.

ECO Job Task Analysis & ECO Academy

Erin Hidalgo emailed out the JTA spreadsheet that every PSAP needs to complete and email back to her. Erin is missing 25 PSAP's information so far. Even if they do not include the POST ID's, please send at least employee names and email addresses. Clarified that only ECO's with 5 years or less combined of ECC experience. Erin will send the list of missing agencies list for the committee members to follow up with the agencies in their region. Set a deadline for the 19th to get all responses in.

The next meeting is scheduled for the 24th.

EMD Standard/Requirement

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

Pocatello PD in July became the first accredited center of excellence in the state of Idaho. Trisha will contact Priority Dispatch and ask if they would like to make some kind of presentation at the Conference.

Legislation Updates

59-1303 – Rule of 80 for ECO's, Supervisors, Directors, and Manager omitted from the statute. Erin Hidalgo reached out to Robin Stellars with Blaine county, this has been addressed by the Associations of Counties and the Sheriffs Association, and there are plans to address this the Governor and if needed with the next legislation session. Kelly Copperi confirmed with Jeff Leavy that this has been brought to the Governors Office,

Text to 911 abuse or interference. 18-6810, 18-6711A. Stephanie Harris will follow up with Lynette and Chief Guiberson with Chubbuck Police Department.

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

Discussion on paying the fee to Doug Showalter and company now out of the 2022 budget.

Motion: Kelly Copperi moved, Roxanne Wade seconded that we pay Showalter fees out of this year's remaining budget.

Motion: Kelly Copperi moved, Erin Hidalgo seconded that we select the two topics Who moved my headset and Leading by Example, to be presented by Doug Showalter.

- 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

- **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

In July Trisha received 4 more registrations 2 of them are also sponsors. \$21,100 committed so far. There are about 10 booths left to fill, those would bring in about \$4,500 more. There is still a need for additional sponsors and donations.

Technical Tracks – John Joseph, Dave Taylor, Dana Hanford

Kelly Copperi has not received any information on the technical tracks.

Dave Taylor will follow up with Dana. Confirmed that Sean with SecuLore will be doing a presentation on cybersecurity.

Assignments

- **Sponsor/Vendors & Fees** – Trisha Marosi
- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade
Carmen has the packet almost ready to submit to POST, just waiting for Bio from Dawn Shumway.
- **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

Decision made last meeting to choose the 3-hour boat tour and set the attendee ticket price at \$30.

Casey will ask if they offer a gluten free option. If they do we can add that option with the registration. The Committee will decide on the meal, between the Hawaiian dinner or the cruise through Italy.

- **POST Rosters/Sweatshirts/T-Shirts Research** – Kelly Copperi
- **Eventbrite/Registration/Attendee Name/Email List/Evaluations** – Kelly Copperi/Cullin Sherman

Kelly has opened up registration on Eventbrite.

- **Notebooks/Posters/Promotional Materials** – DeAnn Taylor
- DeAnn asked that everyone send her updated logos or graphics for the vendors.
- **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. Michele Carreras has an ECO Ryan Harper that is a semi-pro video producer that she will ask to help with this. Michele confirmed Ryan Harper will be attending the conference.

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

- **Governor Welcome Letter** – Jens Pattis

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

- **Idaho APCO/NENA Meeting** – Cassie Owens/Kelly Copperi

During lunch of 2nd day of the conference.

There will be elections for two officer positions prior to the conference and the newly elected officer(s) will be sworn in. They will also hold the award ceremony for Idaho APCO/NENA annual awards.

- **Travel Coordinator** – Lynn Parker
- **Instructor Gifts**

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

- **Poster Boards** – DeAnn Taylor

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

Carmen Boeger has the announcement almost ready to release for the design contest, just waiting for the cutting board award info from Stephanie Harris. Kelly Copperi will add it to Eventbrite once we make the announcement.

Emcee

Discussion on assigning different Committee Members for the different times and events throughout the conference, instead of having just one emcee.

IPSCC Meeting

Scheduled to hold the meeting on October 18th. Trisha Marosi and Beverly Crawford will follow up with Carol and get a room reserved.

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

We need to look at the Tuesday night event now. Possible Stuekle center, the jump center, botanical garden, Top Golf, they are building now – Kelly will look into that.

Key note speakers. Request for Lynn Parker to follow up with Kyle Plush Foundation and Adam Timm for interest and availability.

Future Meetings

- September 7, 2022, ICRMP Building.
- October 5, 2022, ICRMP Building?

Open Forum/Discussion

DALE 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.

Idaho APCO will be hosting the Western Regional APCO conference in 2024. Utah is hosting in 2023 and we will be able to help with that and learn. Star Chapter has been contracted to help with registration and promotion.

Kelly got email retired Zetron engineer, asking if it would be ok to attend the conference.

Adjourn

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

The meeting adjourned at 12:41 p.m. MDT

Lynn Parker
Committee Vice Chair

Cullin Sherman
Committee Secretary

AGENDA
PSAP Standards & Training Committee
August 3, 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/81649025679?pwd=UIArcWF6Mk1YNC9GMEg4SnlwUHhEUT09&from=addon>

Zoom Meeting ID: 816 4902 5679 **Passcode:** 966792

Conference Phone Number / One Tap mobile +13462487799,,81649025679#

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

10:00 – 10:07	Commencement of Committee meeting, Roll call, and Introductions	Secretary
10:08 – 10:10	Consent Agenda <ul style="list-style-type: none"> • Treasurer's Report – FY22 – last report – (\$21,037.13 / new report \$ _____) 	Secretary
10:11 – 10:20	Information Agenda <ul style="list-style-type: none"> • PSAP Chairman – appointed by IPSCC 	Secretary
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 ○ Q1 2023 Dawn Shumway – Ada Dispatch • Idaho ECO-ERT Initiative – Question regarding basic TERT requirements and ECO's that are grandfathered/exempt from POST certification requirement. • ECO Academy Curriculum revisions – Job Task Analysis – Kelly Copperi – Stephanie Harris – Erin Hidalgo – Reminder that all PSAP's/ECC's need to complete the JTA spreadsheet and email back to Erin ASAP. • Idaho EMD Standards/Requirement Initiative – hold for Job Task Analysis – Kelly Copperi • Legislation updates to address ECO Supervisor Rule of 80 59-1303 and Text to 911 abuse or interfering 18-6810, 18-6711, 18-6719. • PSAP Conference <ul style="list-style-type: none"> ○ 2022 Conference Venue – Coeur d'Alene – October 17-19, 2022 at CDA Best Western ○ Keynotes • 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; Say This Not That Dawn Shumway; 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 	Secretary
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"> ○ August 3, 2022 – ICRMP Building ○ September 7, 2022 – ICRMP Building (IPSCC on Sept. 8th) ○ October 5, 2022? 	Secretary Cassie/_____ Secretary
3:46 – 4:00	Open Comment Period <ul style="list-style-type: none"> • DALF Videos – Pocatello Police Department / Bingham S.O. / Jefferson S.O. 	Secretary
4:00	ADJOURNMENT	Secretary