

PSAP Standards & Training Committee Meeting

March 4, 2015

ISP, RCCS, Building 7, Meridian Idaho

Attendance:

Kevin Haight, ISP/IECC

Cindy Felton, Lewiston PD

DeAnn Taylor, Cassia County

Carmen Boeger, Nampa PD

Donielle Whitney, Pocatello PD

Anna Pearson, Fremont County

DeLisa Orren, ISP

Joe Whilden, POST

Cortney Dennis, Ada County

Bruce Bowler, Madison County

Roxanne Wade, Canyon County

Erin Hidalgo, Bingham County

Charlene Holbrook, Post Falls PD

Wendy Berrett, Whitcom 911

Kelly Copperi, Valley County

Cullin Sherman, Madison County

Mark Enfield, WesTek

Michele Carreras, IECC

Conference call:

Trisha Marosi, ISP

Derek Dofelmire, APCO

Craig Logan, Idaho 911 Program Manager/IECC

Review of Minutes: The minutes from the last meeting have been reviewed and accepted.

Financial Report: Wendy reported that we have \$9,378.91 in the travel budget and \$3,177.53 in the training budget. These figures are through January. Wendy had a question about receipts that have been turned in from last year and wondered if they come out of this budget. Lt. Haight confirmed that they do as the budget for last year is closed. Some of the PSAP members have had problems being reimbursed and problems using the state system. Craig will speak with Nate from IECC tomorrow and have him give a tutorial for our newest members. Trisha volunteered to write step by step instructions for the use of the state reimbursement system. Bruce asked Craig if the hotel reservations could be made through the state when we attend meetings outside of Meridian. Craig advised that they already do this for those types of meetings but not for the individual travel for meetings in Meridian.

PSAP Manual Status Update: Joe Whilden advised that the manual will be on the POST website under the distance learning section. When you log in to this section you will see all the courses that are available. Joe showed us the Adobe program so that we could see what it will look like. The manual is broken up into modules. You will not be able to continue to another module until the last one is complete. The modules that are required will have a star next to them. We will also have the option to download the entry level training manual from the first slide. There will be 4 hours of POST credit given upon completion of the course after taking a fifty question test at the end. Erin and Trisha went through the test questions and selected the fifty most important questions. Carmen made a motion to accept the questions that Erin selected. DeAnn seconded the motion. The voting was unanimous. **Erin will send a digital word copy of the test questions to Joe.** Joe asked for volunteers to take the test when that portion is done. Erin and Carmen volunteered their staff.

There was much discussion about mandatory certification and requiring the manual to be a prerequisite to Dispatch POST.

Idaho Dispatcher Certification: The Idaho Dispatcher Certification Hiring Standards Summit Discussion was held last week. Carmen felt like we had 100% support from everyone in the room. We will have a lot of work ahead of us. Michele said there were a lot of good suggestions and options presented. Lt. Haight advised that Chief Marchand and Sheriff Goetz and their respective associations (The Idaho Sheriff's Association and the Idaho Chief's of Police Association) are in support of dispatcher certification. Director McCraw from POST was also supportive. There was much discussion about subject matter experts, what the minimum standards should be, and what the basic curriculum needs to look like. Everyone at the meeting views the PSAP Committee as subject matter experts. Our Committee is going to have to identify those minimum standards and put them in a document that will be presented to the Sheriff's and Chief's associations. That is our next project. Michele recommended looking at the other states and how they do this. We need to look at funding, delivery method, minimum standards, CDE, in house training, and APCO certification. APCO will help identify standards. Washington State is in this same process. 26-33 states have some sort of mandatory training whether it is just EMD or Police and Fire. There was much discussion about EMD. There are some agencies that do not dispatch EMD such as ISP. Lt. Haight said that Director McCaw proposed that this is a profession that requires ongoing training and recertification; it is not just a trade. We will need to define a dispatcher. Every state defines it differently. Donielle has a list of the states and is trying to get a copy of their state bills. We need to find out what their curriculum is. We will divide the states by ILETS regions and each one of us will call our regions for their curriculum. Kelly has region A. Anna has region B. Roxanne has region C. Trish region D. Cindy has region E. Bruce has region F. Michele has region G. Erin has region H. Erin will send an email as to which states are in each region. First, contact the states that we know are certified then if you have time contact the states that we don't know if they have a curriculum. Craig will provide a list of 911 coordinators for each state with their name, email, and phone. DeLisa and Donielle will do a spreadsheet to piece in our information and they will email it before we call so we know what to ask. Lt. Haight suggested going to the POST website for each state. That is where we will find most of the information as most of the dispatch academies are through POST academies.

4th Annual PSAP Seminar:

Sponsors/Vendors: Trisha met with Mark Enfield who gave great information. They will start working on the letters to be sent to the vendors. Some save the date cards have already been sent out to the vendors with prices so we should not change them. We will see what we get with the new venue and go from there. We will give the vendors a layout and a section so they will know in advance. We have approximately 30 vendor spaces. We have plenty of room for the vendors. DeLisa has emailed the layout for the vendor and registration space. Charlene and Trisha are working with Mark on this. Lt. Haight advised that the task of procuring sponsors falls on all of the committee members. Derek advised that APCO would be willing to donate \$400 to a giveaway if we can get attendees to visit the vendors. We need to have some way to get more interaction between the attendees and the vendors. We need to make it a fun thing. There was a suggestion for a treasure hunt with vendors.

Speakers/Breakouts: Erin has spoken with Sue Pivetta who would be willing to do a class at the seminar. If we wait until next year she could be a keynote speaker and do a breakout session. Sue is a training professional and owns 911 Professional Pride, a company that offers training management products. Lt. Haight suggested we lock her in for next year. The seminar for next year in the third week of October will be on Tuesday the 18th & Wednesday the 19th.

Trisha advised that Amy Rasmussen is interested in teaching another class that would be about understanding both sides of dispatch and patrol. She is working on getting it POST certified. She is a POST certified instructor. This is a 1 ½ - 2 hour class. Erin made a motion to add Amy Rasmussen as an instructor for the breakout sessions for this year. Anna seconded the motion. The voting was unanimous.

We have our two keynote speakers set for this year. Mike Kralicek is confirmed as a keynote speaker and Ron Price is confirmed as a keynote speaker. Lt. Haight advised that Dr. Bobby Smith would like to be a keynote speaker for us in 2016 and he is fantastic speaker. He is an ex Louisiana State Trooper. He is a police psychologist who talks to dispatchers and patrol. His fee is \$3,900 and Sue Pivetta's fee is about \$2,000. Erin makes a motion that we invite Dr. Bobby Smith as a keynote speaker for 2016. Carmen seconded the motion. The voting was unanimous.

Possible breakout sessions include: Amy Rasmussen with her patrol dispatch relationships course, Tinea Parameter as a backup for NCMEC, and Nicole Frazier with IDOC and her gang course. Long sessions to possibly include an officer safety panel, scenario based training and Bryan Taylor with a dispatch liability course. Cindy mentioned a leadership type training or attitude type class. Cindy would be willing to teach. Cindy will work with Erin and get some information to her for a leadership type course. Carmen suggested FISH training. We need four classes so keep thinking about possible courses.

Facility: DeLisa advised that hosting a vendor night on Monday night shouldn't be a problem with the hotel. We didn't have to commit to a certain number of rooms with this new facility. DeLisa asked if we want to sign a contract with the Boise Hotel for the 2016 seminar. Erin makes a motion to explore the Riverside Double Tree for 2016. Kelly seconds the motion. The motion carries.

Certificates/photos/newsletter: Cindy will help Anna with these tasks.

Binders/Posters/Promos: DeAnn and Donielle presented an idea for the save the date cards. They chose a thin gold line idea. Carmen and Erin stated that they liked the idea.

1st Quarter training: Carmen had results for the training that was held at her facility. Carmen advised that the class went really well. Erin advised that she has a sign-up sheet for those that don't need post credits. She will email it out to us. The facilitator is responsible for the certificates, POST roster and PSAP roster. Erin advised that she needs copies of the rosters sent to her after the course is complete for Idaho Prepares. Carmen advised that Jason has handouts but that the facilitators need to make copies of the handouts.

2nd Quarter training: Lt. Haight advised that he will teach Ethics for Dispatchers but can only teach in April. We need to identify locations and dates in April. He is already certified with POST and it is a POST

certified class. Erin proposed that Cindy do the 2nd quarter training and Lt. Haight teach at the seminar or that we don't have a 2nd quarter training at all as there is not much time between the March training and the proposed April training. We decided to cancel the 2nd quarter training.

PSAP Committee Officer Elections: Reminder about the upcoming Committee Officer elections in May.

Future meetings: April 1, 2015 at ISP. This will be an all-day meeting from 0900 to 1700.

Open Comment Period: National Telecommunicators Week is coming up in April and Carmen wondered what everyone is planning. Some ideas were: Dress up day – Bingo - Officer team and an Admin team decorate a window in dispatch and the Dispatchers choose the winner - DI trophies as prizes - Spirit day where they can dress in the theme and then vote each day for the best dressed – BBQ at shift change at each end of the week – Command staff came in early and cooked breakfast for them – chair massages – bring in cake or cupcakes one day with a note that says you take the cake - cinnamon bears with a note that says we need you beary much - circus cookies with a note that says we are glad you are part of our circus.