

PSAP Committee Meeting

September 13, 2017

Lewiston Police Department Training Center

Lewiston, Idaho

**In Attendance:**

Anna Pearson, Fremont County SO	Wendy Berrett, Whitcom
Carmen Boeger, Nampa PD	Cindy Felton, Lewiston PD
Cullin Sherman, Madison County SO	Trisha Marosi, Idaho State Police
Roxanne Wade, Canyon County SO	Kevin Haight, Idaho State Police
Rebecca Simpson, Blaine County SO	DeLisa Orren, Idaho State Police

**On the Phone:**

Charlene Holbrook, Post Falls PD  
DeAnn Taylor, Cassia County SO  
Kelly Copperi, Valley County SO  
Dana Hanford

**Financial Report:**

Wendy Berrett indicated the funding totals through the end of July are as follows: Travel \$10,991.43 Training: \$2,700.91. Anna Pearson made a motion to accept the financial report. Cullin Sherman seconded the motion. Motion passed unanimously.

**APCO/NENA Chapter Updates:**

Kevin Haight shared that the Idaho APCO/NENA chapter would like to host the western regional conference in Idaho in the Spring of 2021. Two possible venue locations would be Boise and Coeur d'Alene. He asked if the PSAP Committee would still have the PSAP Conference that same year if they were successful in hosting the western regional conference. Cullin Sherman said we are headed that way anyway in the future where the larger regional conference becomes more of what we need. Carmen Boeger said she thinks its two different conferences. Dana Hanford said that generally when an area is hosting the western regional conference the city will not have their smaller conference; however, for our area he would suggest we continue to have the conference. Roxanne Wade said that there is a cost to the western regional conference and our conference is free. Trisha Marosi said that you usually see the supervisors going to the western regional conferences and dispatchers attending our conference. Rebecca Simpson said it will depend on where it will be held for the additional costs for agencies. DeLisa Orren said dispatchers need the training hours from our PSAP conference for their mandatory training. The PSAP Committee recommends that if the Idaho APCO/NENA chapter is successful in getting the Idaho western regional conference located in Idaho in 2021 that we would continue to hold our conference the same year. Our PSAP committee would assist the Idaho APCO/NENA chapter if we need to, but our committee members would not coordinate the conference.

**Regional Training Update:**

### **Q3 – ISP Jennifer Sullivan – Positive Work Environment**

Trisha Marosi said that the class has been widely received. All classes are still being held. We will probably see more attendance at the regional training due to the new 40 hour mandatory certified training every two years.

### **6<sup>th</sup> Annual PSAP Seminar:**

**Location:** Riverside Hotel, Boise, Idaho

**Date:** October 16-18, 2017

#### **Keynotes:**

- Day 1: Doug Showalter – Leaving a Lasting Legacy and Surviving Toxic Personalities in Your Center
- Day 2: Adam Timm – Everyday Superheros: The Resilient Front Line and Destress & Get More Me Time

Adam Timm asked if anyone has a good 911 story and can provide a photo then send the photo and information to Erin Hidalgo and Kevin Haight.

#### **Breakouts:**

- Kelly Copperi – Health and Fitness
- Barbara Ireland – Social Media Pitfalls
- Sherri Coronado – Autism Class
- Kim Kane – Suicidal Callers

#### **Technical Track:** Dana Hanford

Dana Hanford said he only needs one room at the conference for the training. The following are the training classes being offered:

- Cyber Security for the PSAP
- FCC Licensing and Frequency Coordination for Public Safety
- Ensuring the Quality of GIS Data Now and for the Future
- Broadband Using Television White Space Spectrum
- TDM Backhaul over IP

Kelly Copperi said there are 3 registered for IT Technology and 10 registered for both type of classes so far. There are 100 people registered thus far.

#### **Assignments:**

**Sponsor / Vendors & Fee:** Trisha Marosi and Charlene Holbrook

Trisha Marosi asked if the Idaho APCO/NENA want a booth at the conference and Kevin Haight will find out.

The conference fundraising goal is \$25,000. Kevin Haight said that currently we have \$22,575.00 with \$18,535 of that already collected. Trisah Marosi said that at this point we have less vendors than last year; however the dollar amounts are comparable as the sponsorships have been better. She said there are 28 vendors so far with the capacity of 48 vendors.

Charlene Holbrook she will be getting 200 lanyards from Commercial Electronics.

Kevin Haight said that he heard repeatedly at an APCO leadership class that folks were using the terminology of Industry Partner instead of Vendor and recommended that we may want to use the same.

**Speakers / Breakouts / Post Credit Approval:** Carmen Boeger and Roxanne Wade

Carmen Boeger said everything is good to go.

**Facility / Food / AV Equipment:** DeLisa Orren

- 2018 Dates: September 30 – October 3, 2018 – Coeur d’Alene
- DeLisa Orren working with the hotel on a gluten free menu for around 5% of the attendees. She will also work with the hotel to provide the needed technical equipment for the technology tracks.

**Registration/Attendee Name & Email List:** Erin Hidalgo and Cullin Sherman

Cullin Sherman is working on the registration cards and if need be will print them off at the conference.

**Eventbrite Status:** Kelly Copperi

Kelly Copperi said there are 100 people registered thus far for the conference.

**Binders / Posters / Promotional Materials:** DeAnn Taylor, Cullin Sherman, Kelly Copperi

Kevin Haight will contact Craig Logan and order 50 more binders. He also said that we need the .jpg of logos for the posters.

**Swag Bags / Raffle Items / Evaluations:** Kelly Copperi and Wendy Berrett

Wendy Berrett said that Spillman will be sending 200 swag bags.

Kelly Copperi is working on the evaluation forms.

**Certificates / Photos / Newsletters:** Anna Pearson and Cindy Felton

No update yet.

**Registration Table / Schedule Cards:** Erin Hidalgo, Roxanne Wade and Cullin Sherman

- Cullin Sherman shared a sample of a lanyard that lights up for PSAP Committee members to wear at the conference. He will be getting a lanyard for each member.
- Dress is business casual for PSAP committee members during the conference.

**Challenge Coins:** Cindy Felton

- Challenge coins for PSAP Committee members to give to folks for appreciation.
- Cindy Felton will check to see if they can be made and received by October 14<sup>th</sup>.

**Hockey Game:** Kevin Haight

Kevin Haight shared that there is a hockey game the Wednesday evening if folks would like to go.

**Honor Guard / Singer and/or Bagpipes:** Wendy Berrett and Kevin Haight

- ISP Honor Guard – Kevin Haight will be checking to see if they are going to be at the conference on both days.

- Boise Fire Pipes and Drums – Day 1 – We need to check to see if they are providing a singer of the National Anthem too.
- Capital City Sound (Singers) – Day 2

Kelly Copperi made a motion to give \$50.00 to Capital City Sound. Carmen Boeger seconded the motion. The motion passed unanimously.

**Photo Booth:** Rebecca Simpson

Dana Hanford will be bringing a velcro white board for Rebecca Simpson to use.

Carmen Boeger said she needs 3-5 photos from the photo booth for the newsletter once the conference is over.

**Governor Welcome Letter:** Kevin Haight

Kevin Haight said the letter in the mail. Copies will be made for the binders.

**Idaho APCO/NENA Meeting:**

- Evening of first day – 1730 hours (raffle big item)

**Future Meetings:**

- November 2, 2017 – 10:00 MST/9:00 PST - PSAP Committee Conference Call meeting

**Dispatcher Certification Update:**

- **Subcommittee Report / Update** – Carmen Boeger, Roxanne Wade, Kelly Copperi, Stephanie Harris (Pocatello PD) and Rebecca Simpson is an alternate
- Carmen Boeger said the subcommittee has met and started reviewing the student objectives and looking at other entities, i.e. APCO, etc. She explained that after looking at the options available they are recommending that we update the current PSAP Committee Entry Level Emergency Communications Training Manual.
- Kevin Haight shared that Idaho POST has not proceeded with implementing the IDAPA rules as there is a misunderstanding between POST, some Sheriff's and the subcommittee over the training materials being used. The subcommittee feels that there is no reason to reinvent the wheel when the PSAP Committee Entry Level Emergency Communications Training Manual meets and exceeds the APCO online training option. POST is going to require dispatchers to take a challenge test if the dispatcher takes an online course. We will need to develop a study guide to send out to the dispatchers so they can pass the challenge test. If a dispatcher attends Idaho POST academy the dispatcher does not need to take the challenge test. PSAP committee members may become proctors of the challenge test around Idaho. A possibility would be to have ICRMP host the testing materials.
- November Dispatch Academy Volunteers: Need someone to help instruct and coordinate the POST academy. Stephanie Harris from Pocatello PD coordinates the academy now and takes vacation to teach the academy.

**Open Comment Period:**

- DALF Videos (Erin Hidalgo, Cullin Sherman and Ada County)
- Carmen Boeger asked about 1<sup>st</sup> quarter 2018 training topics. Suggestions for training are Hostage Negotiations, Multi Culture/Diversity, Tactical Dispatch, Response to Natural Disasters, Active Shooter/Critical Incident

- DeLisa Orren and Kevin Haight announced that DeLisa Orren will be stepping down from the PSAP Committee. Her time has been significant and outstanding on the committee.

Carmen Boeger made a motion to adjourn the meeting. Rebeca Simpson seconded the motion. The motion passed unanimously.