

PSAP Committee Meeting  
March 8, 2018  
Idaho Sheriff's Association  
3100 Vista Avenue, Boise, ID

**In Attendance**

Erin Hidalgo, Bingham County SO  
Cullin Sherman, Madison County SO  
Kevin Haight, Idaho State Police  
Charlene Holbrook, Post Falls PD  
Carmen Boeger, Nampa PD  
Jennifer Sullivan, Idaho State Police  
Rebecca Simpson, Blaine County Emergency Communications  
Roxanne Wade, Canyon County SO  
Andy Creech, Payette County SO

**On the Phone:**

Anna Pearson, Fremont County SO  
Cindy Felton, Lewiston PD  
Trisha Marosi, Idaho State Police  
Wendy Berrett, Whitcom

**Presentation**

Jay Breidenbach, National Weather Service  
Products for PSAPs to receive/give advance warning of weather events  
Proposed doing presentation at PSAP Conference, today's presentation is what that would look like so the committee is more informed to consider this for a breakout.  
Wants to explore partnership with PSAPs  
Communication most important thing  
System also has involvement with AMBER Alert using FEMA services, relayed on NOAA radio system  
"If prepared, outcome is going to be a lot better. Dispatchers can play a big role in helping with that communication"  
Building progress in this weather ready nation.  
Wildfires, flooding are big issues here in Idaho. Wind storms, flash floods too. Not too many tornados in Idaho.  
How do we serve you?  
NOAA is there 24/7. We want to help communicate the weather to the responders.  
Core partners are Emergency Managers.

If there is a HazMat incident, NOAA can help give weather briefings so they are aware of possible shifts in the weather.

Social media is also an option from NOAA. We want to have the same message as SOs on an event.

Key contact numbers listed on hand out. 24-hour emergency only (not public number) also included in that packet with many other weather related resources.

[www.weather.gov](http://www.weather.gov)

-local forecast office

-county with any sort of active hazard will be colored on the map

-click on the map, you can get a very detailed weather report

-this is public accessible

-radar, satellite, lots of resources

There is also a mobile app. [Mobile.weather.gov](http://Mobile.weather.gov)

-You can enter a zip code and track weather that way too

-alerts (customizable)

“In route or at the scene, accurate weather information can help keep responders safe and positively impact the outcome of the response.”

Some additional resources handed out:

<http://www.weather.gov/spot/request/>

<http://www.weather.gov/Radar>

<http://water.weather.gov/apps/>

<http://inks.ncep.noaa.gov/>

<https://nwschat.weather.gov/>

<http://www.nws.noaa.gov/nwr/>

<http://weather.gov/safety>

<http://www.nws.noaa.gov/om/brochures.shtml>

<http://www.nws.noaa.gov/training/wxspot.php>

<http://www.srh.noaa.gov/srh/jet> stream/

<http://www.nws.noaa.gov/weatherreadynation/>

<http://www.nws.noaa.gov/com/weatherreadynation/ambassadors.html>

### **Financial Report:** Wendy Berrett

Travel Fund: \$10,970.12

Training Fund: \$5,711.76

Erin Hidalgo made a motion to accept the financial report. Rebecca Simpson seconded the motion. The motion passed unanimously.

### **APCO/NENA Chapter Updates:**

\*Jennifer Sullivan confirmed there will be two full days for the Crisis Negotiation class for May 22 OR 23 at POST (students attend 1 day or the other).

Rally growing with additional training more for technical side, to include FEMA training.

\*When reviewing the PSAP balance sheet, 2 payments were in PayPal that hadn't been transferred over, so the conference brought in \$127.20, didn't have a deficit PSAP Conference Balance \$7254.79

\$1,000 was taken from this account (this is reflected in the current balance above) to place a hold on the boat tour for the conference

\*APCO/NENA board talked about selling the PSAP challenge coins. APCO/NENA chapter has to get a sellers permit, there will have to be sales tax collected. If the coins are sold, proposal is for the profit to be shared 50/50 between APCO/NENA and PSAP Committee and 6% will go to the state.

Jennifer will meet with attorney next week for sales tax and non-profit questions.

\*Jennifer met with Oregon's chapter of APCO/NENA yesterday in Portland to garner their support for Idaho's bid to Western Regional 2021 (April 12-15, 2021). Because Idaho has been so quiet, their backing would be beneficial because their event was so successful. Oregon came on board to support Idaho "gung-ho". They are going to fiscally help and help mentor Idaho too. (Advertising, promote the Boise conference). The money will need to be repaid along with any travel expenses for their mentors. They are supportive of what Idaho is doing with reinvigorating our chapter. Contract will be signed with Oregon for this assistance with the help of attorney. Jennifer sang the praises of Oregon's support and their chapter. The only other state hoping to hold this event in 2021 is California.

Idaho APCO/NENA is already working with the Boise Center on the Grove for the venue. This is being done in conjunction with Oregon helping with their experience from their conference.

Next states for NW Conferences - Arizona 2019, Utah 2020

Don't forget about APCO and NENA scholarships. If you want info on this, contact an APCO/NENA Idaho board member.

Note from Capt. Haight during this report:

Idaho Fire Chief Association IPSCC representative, Chief Dave Gates, Pocatello FD, asked Capt. Kevin Haight at the last IPSCC meeting why dispatchers didn't seek Rule of 80 this year. He told Capt. Haight that his association would support the effort next time it's taken up. Haight is seeking a meeting with the Idaho Sheriff's Association representative, Vaughn Killeen, to see what the future of this would look like.

### **Regional Training Update:**

**Q1 – Suicide Prevention – Kim Kane of DHW**

**Q2 – Critical Incidents / Stress Management – Shelly Renner of Kootenai County**

**911**

- Dates are final, facilitators, and Trisha has this set  
**Q3 – Domestic Violence from Call to Prosecution – Angela Weeks of Nampa PD**
- Carmen Boeger – she will get with Angela Weeks to start scheduling soon.  
 For the anticipated facilitators, Carmen will try to use [www.doodle.com](http://www.doodle.com) to assist with the scheduling on these classes.

**7<sup>th</sup> Annual PSAP Conference:**

**Location:** Coeur d’Alene Inn (Best Western Plus)

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- Date:** October 1-3, 2018 (Welcome Reception 10/1 and Conference 10/2 and 10/3)

**Keynotes:**

- Day 1: Chief Rick Lasky – confirmed (key note and afternoon long session)
- Day 2: Pam Thompson – confirmed (morning) (all of her paperwork/photo have been received)
- Day 2: Tammy Smith – confirmed (afternoon long session)

**Breakouts:**

- Life Flight - confirmed
- Community Outreach – Melissa Stroh and Carmen - confirmed
- Purpose over Preference – Andrea Dearden - confirmed  
 class focused on helping dispatchers see the bigger picture
- Natural Disasters / Critical Incidents – Beth English - confirmed (all of her paperwork/photo have been received)

**Seminar Fundraising Goal - \$26,500**

- Conference account: \$7254.79 updated from Jennifer Sullivan

**Assignments:**

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

Increased industry partner booth price at a previous meeting to \$350 for standard booth fee. Letter being prepared to invite industry partners by Trisha

**Facility / Food / AV Equipment:** Charlene Holbrook and Jennifer Sullivan

Lunch is \$20.95 per plate 1 day and \$22.95 per plate 1 day

Break \$9.95 per person - cookie, tea, soft drinks 1 day. ‘Movie’ break snacks, drinks

Breakfast included for those staying at hotel

Carmen made a motion to increase amount of sponsorship for breaks/meals/keynotes/cruise so that the industry partner covers the actual fee, which multiple industry partners can share that cost, and both will be equally advertised. Roxanne Wade seconded the motion. Passed unanimously.

Discussion from Kevin Haight about likelihood of the attendance being down and what headcount number should be given for food.

Lots of food not eaten in years past, also fear of not enough food, and many lunch options within walking distance.

**Speakers / Breakouts / Post Credit Approval:** Carmen Boeger

Presented revised schedule rough draft (close to final draft except for course names)

Two presenters have all of their items already submitted through Charlene and Kevin Haight

Change the schedule colors, they make people nauseated. Schedule will be forwarded to Erin so she can propose adjusted color scheme that is more appealing.

**Technical Tracks:** Dana Hanford, Colin McRoy, Dave Taylor

Erin requested they provide info on instructors, bios, class details and that the paperwork have hole punched so they can be given to attendees for binders.

**Opening Reception – Boats:** Jennifer Sullivan and Charlene Holbrook

Jennifer has reserved the cruise with a \$1,000 deposit

2nd payment of \$1,000 due July 2

Jennifer said the food from the Best Western Inn is different from the boat. Since it is at dinnertime, there will need to be something substantial. This will cost from \$2,000 to \$6,000. Jennifer suggested this might be the place to get vendors involved with sponsorship. People are going to want to go! She asked the committee to consider charging those attending \$10 or \$15. Even if it doesn't cover the entire tab, it would be beneficial. The event is 'extra', not part of the conference. Jennifer didn't think a fee that size would discourage people from attending the cruise AND dinner.

Much discussion about food, cruise and who is paying and how.

\*Funding overview from Kevin Haight from his tracking spreadsheet:

This year speakers - Rick, Pam, tactical dispatch, Beth' projected speaker costs and travel = \$4,800

Last year = \$4500 x 2 key notes

For all totals projected, cost of conference, including boat and DJ: \$23,200

If vendor and sponsorship fees are raised, goal is \$26,500

That would leave us with an estimated surplus of \$3,300

Erin Hidalgo made a motion to charge \$20 per person to attend the cruise with a separate registration on Eventbrite to register anyone on the boat cruise. Charlene Holbrook seconded the motion. The motion passed unanimously.

**\*\*\* KELLY \*\*\***

Cullin will talk with Kelly to help sort this since she's not in attendance today.

## **POST Rosters:**

Nothing at this time

**Eventbrite Registration/Attendee Name & Email List:** Erin Hidalgo and Kelly Copperi

Reminder from last meeting: Add things on the registration: lunch, boat, IT tracks, staying at the hotel, etc.

**\*\*\* Kelly - please add to Eventbrite a question about whether the attendee will be having lunch**

**\*\*\* Kelly - please indicate there needs to be a 2 week cut off for registration before the conference too (Erin can give more info here if you need it)**

**\*\*\* Kelly see note above regarding cruise attendance too**

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

Nothing new reported

**Swag Bags / Raffle Items / Evaluations:** Kelly Copperi and Wendy Berrett Dana Hanford texted Kevin that AVTEC will supply swag bags and lanyards for this conference. Kevin will confirm the number being provided.

**Photo Booth** - Charlene's equipment

Will need assistance with set up at venue. Jennifer will help.

**Airport runner** - Rebecca Simpson coordinator

Rebecca volunteered to help coordinate instructor pick-up and delivery from airport to hotel. She said her phone number could be given to them for direct communication for their needs

**Honor Guard** - Wendy Barrett and Charlene Holbrook

Wendy working on pipes and drums from CdA Fire

Charlene confirmed honor guard is being put together with regional law enforcement Multi-Agency Honor Guard

**APCO/NENA meeting** - Jennifer expressed concern that a lunch meeting will be difficult during because of overall visiting and industry partners/booth visits. She asked if it could be moved to another room after a lunch period (30-45 min). She also did not want the meeting imposing on industry partner time.

Trisha confirmed the industry partners should be packed up by the end of day 1 or by late morning day 2, before lunch.

Erin expressed concern that industry partners feel obligated to stay the entire time and will still be there. After some discussion, Trisha let us know the industry partner invitation says Set up time Monday, Pack up time Tuesday at 6PM or Wednesday's at 10AM.

After this conversation, Jennifer is not concerned about chaos and interruption of the meeting and that portion of the scheduling will remain the same.

Discussion about raffle items after industry partners leave that they have donated.

IPSCC voted and approved the delay of the next commission meeting by 2 weeks so it can be in conjunction with the PSAP Conference. The meeting will be held on Monday October 1 at the conference hotel. The commissioners will be encouraged to attend the Welcome Reception that evening and of course the conference. Kevin Haight will ask Craig Logan if he wants to work with committee (Charlene) to book the commissioners rooms.

### **Dispatcher Certification**

Ethics class is being re-done by POST and it will change to Ethical Decision Making. Revision actually being done by Major Bill Gardner, ISP. After that is complete, Kevin will look to see if any modifications need to be done to make it dispatch specific.

Carmen reported all of the classes have been sent out and are being reviewed currently by different individuals.

Kevin Haight reiterated the concern of trying to get this done as quick as possible so it doesn't continue to drag on. Carmen estimated end of April as a goal for review completion.

Kevin said the continuing Ed would be relatively easy for dispatchers. It is 40 hours every 2 years and does not have to be POST certified

All ECOs have to have agency confirmation they've had the training and submit it. ILETS, PSAP Conference, Quarterly Training - all examples of dispatch specific hours.

Several colleges around Idaho get a work force grant for on line training and in work force centers. They have strong interest in facilitating the on line dispatch academy to ride on the 'blackboard' platform. In a recent meeting attended by Kevin and Charlene, they agreed it won't be a competition, but a collaboration. If we go this route for the on line portion, they have people trained in on line training to build this. Roxanne asked to consider a way to show when other dispatchers are on line so those taking the class can 'chat'. Discussion about on line vs. in class. Kevin and Rebecca both taking college courses on line and discussed their experiences with 'chat' type options and the benefit.

Sounds like POST are still going to do at least one Dispatch Academy a year. Kevin talked to Director Vic McGraw (POST) and they are pleased with the concept of the colleges helping/hosting the on line.

Discussion about once certification is off the ground, public education is something we need to also address and be part of. Also discussed getting certification in place 100% and then potentially start Rule of 80 talks.

Kevin reported IDAPA rules are very close to being complete to include the modifications for dispatch (ECO) to have the same requirements as police officers and corrections.

### **Upcoming Meetings:**

Skipping April meeting - **NO APRIL MEETING**

May 2, Twin Falls County Western Complex Building, U.S. 30 on very western edge (used to be old magic valley hospital)

At the Twin Falls May second meeting - Tissue referral Center - organization that oversees tissue referral - coming to do a presentation. There is a new law that will mandate public safety agencies notify this center when there is a death or fatal crash. They have offered to do this as a working lunch where they provide lunch.

### **Open Comment:**

DALF videos (DeAnn, Cullin, Ada County)

Conference: Hotel will allow vendors to pre pay for drinks for welcome reception and they said they would do this however we want for the vendor sponsored breaks.

Attendee has always received one raffle ticket with registration. That will continue.

Trisha Marosi made a motion to give each industry partner 10 raffle tickets to give to customers at their booth as incentive and as they see fit. Cullin Sherman seconded the motion. Motion passed unanimously

Gordon Graham has been booked for keynote for PSAP Conference 2019 day 1. That conference is October 7-9, 2019, Riverside Hotel

What are you doing for **National Telecommunicator/Dispatch Appreciation Week: April 8 - 14**

-North Dispatch Centers, ISP, Central, Bonner, and Post Falls, doing a progressive dispatch center tour with snacks, apps, lunch, and dessert as they travel around the centers. There is a scavenger hunt, BINGO, and other fun games as they travel.  
-Spirit Week with theme days, super hero, tourist, sports team, first responder  
-secret sister throughout the week. day 1, favorite drink, day 2, favorite snack, etc.  
etc.

**Idaho APCO/NENA meeting**

April 4th Idaho APCO/NENA meeting somewhere in the Treasure Valley - more to come from Jennifer Sullivan

It will be after the Western Regional so a decision will be known by then on who gets to host.

Kevin Haight is going to reach out to Dutch Bros. coffee trailer to see if they will set up on the track for the Mobile Command Truck rally in May at POST

Motion to adjourn by Roxanne Wade. Erin Hidalgo seconded the motion. Motion passed unanimously. Adjournment at 1555.