

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A meeting of the Idaho PSAP Standards & Training Committee was held on June 13, 2019, at the Idaho Sheriff's Association Building in Boise.

Commencement

Chair Kevin Haight called the meeting to order at 10:07 a.m. A quorum was present.

Members Present:

- Kevin Haight, Idaho State Police
- Cullin Sherman, Madison County SO
- Carmen Boeger, Nampa PD
- Roxanne Wade, Canyon County SO
- Trisha Marosi, Idaho State Police
- Lynn Parker, Jefferson County SO
- Cindy Felton, Lewiston PD
- Erin Hidalgo, Bingham County SO
- DeAnn Taylor, Cassia County SO
- Charlene Holbrook, Post Falls PD
- Kelly Copperi, Valley County SO (via Phone Bridge)

Members Absent:

- Wendy Berrett, Whitcom

Others Present:

- Sherry Glick, Idaho Falls PD
- Andi Anderson, Idaho Falls PD
- Jennifer Sullivan, Idaho State Police/APCO/NENA
- Bill Behar, Partner (via Phone Bridge)

Consent Agenda

Committee Financial Report – Wendy Berrett gave the Committee Financial Report via email and reported by Kevin Haight – Travel - \$8,101.37 Training - \$2,531.79

MOTION: Erin Hidalgo moved, Roxanne Wade seconded, that the Committee Financial Report be approved. The motion passed.

Information Agenda

APCO/NENA Chapter Updates

Jennifer Sullivan shared that following:

- She and Melissa Stroh attended the Arizona Regional APCO conference. The regional APCO conference will be held in Utah in 2020 and in Idaho in 2021.
- The next Idaho APCO/NENA chapter meeting will be held in Baltimore during the APCO National conference in August.
- The next APCO/NENA Chapter board meeting will be held on Thursday, June 20, 2019.
- Award nominations are open for awards presented at the annual PSAP Conference. Nominations forms can be found on the Idaho APCO/NENA chapter website and facebook page. Nominations need to be received by August 15, 2019.
- Nominations for open APCO/NENA chapter positions will be announced at the end of July.
- She attended the NENA Summit in May.

ECO Academy Curriculum/IDLA – Status Update

Kevin Haight shared that the Idaho Digital Learning Academy (IDLA) has been wonderful to work with. POST has decided to move all their curriculum over to IDLA. He shared that the on-line version will not be the best method to learn the material for the academy; however, it is a viable option for those who cannot attend the academy in person.

Lynn Parker bought up that it's important that people who take the online version can attend the next available academy graduation.

There will be another academy added in November/December 2019 time frame.

During the current academy every class was recorded except Kevin Haight's ethics class per his request due to the new material in the outline needing to be reviewed and the PSTD class. All recordings from the classes are being transcribed by Nampa PD for the on-line academy objectives. Carmen Boeger shared that all transcription from week one of the academy was almost completed.

Committee members will get an opportunity to review the online academy prior to it going live. The goal is to have it done and ready by the end of summer/beginning of fall of 2019.

Future Meetings

June 14, 2019 – POST Basic Dispatch Academy Graduation @ 11:00 a.m.
 July 10, 2019 – Idaho Sheriff's Association – Boise
 September 10, 2019 – McCall area - TBA

Action Agenda

Regional Quarterly Trainings

Q1 – Missing Children / Amber Alert Training – Tanea Parmenter/BCI

- Kevin Haight will reach out to Tanea Parmenter to inquire when the new Amber Alert procedure is going live since the training was already held. UPDATE: Kevin Haight shared that Tanea Parmenter said the new platform contract has been signed with the chosen vendor and the platform is currently being built. No date of transition to new platform was provided.

Q2 – Purpose over Preference – Andrea Dearden

Q3 – Suicide Prevention Fundamentals for Idaho – Kim Kane

- Kevin Haight shared that there have been some difficulties with getting instructors for this training as it has changed a couple of times. Kim Kane has agreed to do the training.

POST classes attendance needs to be entered within 30 days of class.

2019 Conference Venue – Riverside Hotel, Garden City – October 28-30, 2019

Keynotes

- Day 1 – Gordon Graham – 5 Concurrent Themes for Success
- Day 2 – State Representative Rick Youngblood – Always Be Humble & Kind

Proposed Breakouts

- **Long Breakouts**
 - Day 1 – Gordon Graham – Customer Service – Creating Some Wow
 - Day 2 – NPD Officer Jason Cantrell & NFD Kirk Carpenter – Rescue Task Force
- **Short Breakouts**
 - Brian Taylor – Court Testimony/Liability
 - Kelly Copperi & Jennifer Sullivan – Bullying
 - BPD Officer Blake Slater - Crisis Intervention
 - NPD Eric Duke & NPD Officer Jason Cantrell – Officer Involved Shootings

Conference Fundraising Goal - \$30,000

Trisha Marosi shared that we have received \$9,900 so far in vendor fees.

Technical Tracks – Dana Hanford/IPSCC LMR Committee

Kevin Haight mentioned that the last time that he spoke with Dana Hanford he said the technical tracks should be set.

Assignments

- **MC / Raffles** – Erin Hidalgo suggested that others on the committee share some of the MC and raffle duties. Carmen Boeger will put names on the schedule of those doing those duties.
- **Sponsor/Vendors & Fees** – Trisha Marosi/Charlene Holbrook

Nothing at this time.

- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade/Kevin Haight

Carmen Boeger shared that Brian Taylor reached out to her about topics for his court testimony/liability class. All other speakers are set.

- **Facility/Food/AV Equipment/Scrutiny of Contract & Billing** – Charlene Holbrook/Jennifer Sullivan

Jennifer Sullivan has been working with the hotel folks for rooms.

Charlene Holbrook has sent an email to members to collect dates that PSAP committee members will need hotel rooms.

There was a discussion of what date/time the PSAP Committee members need to be at the hotel to start setting up for the conference. The following motion was made.

MOTION: Trisha Marosi moved, Erin Hidalgo seconded, that the Committee members will meet at the Riverside Hotel on Sunday, October 27th, 2019 at 1100 hours. The motion passed.

- **Welcome Reception**

Will be held on October 28, 2019 from 1800-2000 hours.

- **Tuesday Night Event – BSU Stueckle Sky Center**

Tour of the BSU blue turf starts at 5:30 p.m. with dinner following at 6:30 p.m. and the band starting at 7:00 p.m.

- **POST Rosters** – Kelly Copperi

Nothing at this time.

- **Eventbrite/Registration/Attendee Name & Email List** – Kelly Copperi/Cullin Sherman

Registration will open on July 1, 2019.

- **Spiral Notebooks/Posters/Promotional Materials** – DeAnn Taylor

DeAnn Taylor shared the following:

- The same printing company that printed the pages before will do the spiral notebooks.
- The Save the Dates have already been sent.

- It was suggested that each district representative reach out to the dispatchers, law enforcement and fire/ems agencies in each district and ask for them to finish the quote, “Idaho dispatchers rock because”.... All committee members split up the agencies within their districts to ensure each agency was contacted. DeAnn Taylor needs the information before September 1, 2019.
- **Swag Bags (300)/Lanyards, Pens, Raffle, Evaluations** – Trisha Marosi/Wendy Berrett/Kelly Copperi

Trisha Marosi will be contacting Dana Hanford to follow up with these items.
- **Certificates/Photos/Newsletter** – Cindy Felton/Erin Hidalgo

Nothing at this time.
- **Registration Table/Schedule Cards** – Cullin Sherman/Erin Hidalgo

Nothing at this time.
- **Honor Guard/Singers/Bagpipes** – Kevin Haight/Wendy Berrett
Pipes & Drums
 - Day 1 – Nampa Police Department & Boise Police Department Pipes & Drums
 - Day 2 – Boise Fire Department Pipes & Drums*Honor Guard*
 - Day 1 – Treasure Valley Honor Guard
 - Day 2 – Treasure Valley Honor Guard*Singers*
 - Day 1 – Maddie Zahm
 - Day 2 – Jeff Austin
- **Photo Booth** – Roxanne Wade

Nothing at this time.
- **Governor Welcome Letter** – Kevin Haight

Kevin Haight said the Governor’s office is working on the letter and will have it to him by July.
- **Idaho APCO/NENA Meeting** – Jennifer Sullivan

The meeting will be held at lunch on day 2.
- **Travel Coordinator** – Lynn Parker

Kevin Haight shared that we will need to provide transportation for Gordan Graham.

2020 Conference Dates & Location – Coeur d’Alene Inn - October 19-21, 2020

Nothing at this time.

Open Forum/Discussion

DALF Videos: (Madison County and Fremont County)

FirstNet Meeting: Kevin Haight shared that he attended a FirstNet meeting in Phoenix, AZ in June of 2019. He shared that the statewide 911 coordinator from Texas spoke about the issue that there is a tendency to overlook the person sitting in the chair taking the calls and dispatching the calls for service when people talk about the implementation of new technology. It’s great that there is technology available; however, the communications officers need to be taken into consideration and how it affects them. It’s an educational process for those who have never worked in a PSAP.

Nominations for PSAP Committee Member for Region 4/5: Kevin Haight sent out letters to these regions to announce the vacancy that the PSAP committee has with Hope Lindsey resigning. The nominations need to be received by July 5, 2019.

Rule of 80: Erin Hidalgo shared that she met with Vaughn Killeen and that Idaho Sheriffs Association is moving forward with trying to get Rule of 80 for Emergency Communications Officers. If you have any information that could help with this movement please send to Erin Hidalgo. Members of the PSAP committee may be asked to testify during the process.

Kevin Haight shared that he and Michele Carreras, the Program Manager with the Idaho State EMS Communications Center, were told that the nurses working in the psychological hospitals will be going forth to try to get Rule of 80 this next legislative session because of the physical harm they face with their job duties.

Kevin Haight said that Texas just made dispatchers “first responders” and moved their retirement to rule of 80.

We must educate the public now and we need the support from our local administrations and police, fire and ems personnel. It was discussed that dispatchers should be considered first responders and that police, fire and EMS personnel can regulate how many calls they respond to. Dispatch personnel cannot regulate this. After dealing with a traumatic/stressful call dispatchers are expected to continue to answer incoming phone calls. Over time this affects a dispatcher physically and mentally.

The Idaho Sheriffs Association will be hiring their own lobbyist to assist with getting this legislature to pass for communications officers.

Carmen Boeger suggested that at our July meeting we discuss this further and gather information that can assist with this endeavor and figure out who will testify for us.

Carmen Boeger suggested that we put more information out on the Idaho APCO/NENA facebook page. She asked if the PSAP Committee could have our own facebook and/or twitter page. The committee members thought it would be a good idea so Kevin Haight will ask the IPSCC for permission.

ISP North did a “donuts with dispatchers” to help educate others. Nampa PD will be doing the same thing with an open house to their center. It was suggested that we all try to hold these type of events at our centers to help educate others on the profession.

Kevin Haight suggested we reach out to the Judiciary and Rules committee legislative members. He will send us a link to the list of members.

Kevin Haight suggested that dispatchers could put additional monies in their PERSI choice account to assist them with possibly purchasing months of service (48 maximum months) through PERSI. Kevin Haight will be reaching out to PERSI to see if a representative would be able to attend our July meeting to provide helpful tips for dispatchers to enhance their PERSI retirements. UPDATE: Kevin Haight shared that we will have a PERSI representative at our July meeting.

Agency Patches Christmas Tree: Carmen Boeger would like to collect patches from every agency in the future to decorate a Christmas tree for the Idaho Peace Officer Memorial wreath ceremony. She may need assistance from all the committee members in obtaining patches.

APCO Active Shooter Training: Being held in Idaho Falls on July 16 & 17, 2019.

Adjourn

MOTION: DeAnn Taylor moved, and Lynn Parker seconded that the meeting adjourn. The motion passed.

The meeting adjourned at 15:12 p.m. MST

Kevin Haight
Committee Chair

Cindy Felton
Committee Secretary