



Public Safety Answering Point (PSAP) Standards & Training Committee

Mission Statement

To promote professional development and standardization of public safety communications in the state of Idaho.

History

The Idaho Emergency Communications Commission (IECC) formed the Public Safety Answering Point (PSAP) Standards & Training Committee as an advisory committee in 2007. It is comprised of thirteen members from Emergency Communications Centers (ECCs) across the state of Idaho. The committee includes more than 300 years of combined law enforcement/Emergency Communications Officer (ECO) experience. It is comprised of representatives from each of six districts who serve with city police departments, sheriff’s offices, or the Idaho State Police. They are senior ECOs, first line supervisors, managers, and directors, with a variety of backgrounds from the career ECO to a commissioned/sworn officer. Additionally, the PSAP Standards & Training Committee has two representatives appointed to the Idaho Public Safety Communications Commission (IPSCC.) The PSAP Standards & Training Committee continues collaboration with each ECC agency in the state using surveys, regional trainings and regular meetings, constantly striving to support and enhance the professionalism and standardization of each of Idaho’s ECCs and their ECO staff.

2019 Members

Idaho State Police	Kevin Haight - Chairman
City of Nampa Police Department	Carmen Boeger - Vice Chair
City of Lewiston Police Department	Cindy Felton - Secretary
*Whitcom 9-1-1	Wendy Berrett - Treasurer
Bingham County Sheriff’s Office	Erin Hidalgo
Jefferson County Sheriff’s Office	Lynn Parker
Cassia County Sheriff’s Office	DeAnn Taylor
Canyon County Sheriff’s Office	Roxanne Wade
Idaho State Police	Trisha Marosi
Madison County Sheriff’s Office	Cullin Sherman
City of Post Falls Police Department	Charlene Holbrook
City of Pocatello Police Department	Stephanie Harris
Valley County Sheriff’s Office	Kelly Copperi

* Whitcom 9-1-1 serves the city of Moscow and Nez Perce Tribe, in Idaho, as well as the city of Pullman, Washington State University, Whitman County, and Asotin County, in Washington.

PSAP Standards & Training Committee Objective

The primary objective of the PSAP Standards & Training Committee is to define, create, and implement standardized training and education, as well as enhance the professional development of emergency dispatchers and dispatch centers in the state of Idaho.

2019 PSAP Standards & Training Committee Goals

1. Prepare and Implement the 8th Annual PSAP Conference.

The 8th Annual PSAP Conference was held in the convention center at The Riverside Hotel, in Boise, on October 28-30, 2019. Using a conference format, the PSAP Standards & Training Committee hosted approximately 181 attendees from various positions of public safety across the state of Idaho, and a few attendees from Washington, Montana, and Arizona. This is a record attendance, with last year's conference setting the previous record of 178 attendees. For the third time ever, two continuing education tracks were offered: dispatching and technical. Attendees had the opportunity to earn up to 16 hours of POST training credit by attending both full days (October 29 & 30). An approximate total of 2,106 hours of POST training was earned.

- Gordon Graham, a retired 33-year veteran of the California Highway Patrol, and current lawyer and speaker focused on risk mitigation opened the first day of the conference as the keynote, presenting on "Concurrent Themes for Success." He closed the first day of the conference with a long breakout session covering the topic of "Creating Some WOW." Mr. Graham served as a street cop, supervisor, manager and executive. He was awarded a B.A. in Business from San Francisco State College, a Teaching Credential from California State University, Long Beach, a Masters Degree in Safety and Systems Management from the University of Southern California, and a Juris Doctorate from Western State University. He has taken his background as a cop, risk manager and attorney and is the Co-Founder of Lexipol, a company designed to standardize public safety practices around America. Along with Chief Billy Goldfeder, Mr. Graham is the co-owner of the popular firefighter safety website, FireFighterCloseCalls.com and he assisted the IAFC with constructing their site, FireFighterNearMiss.com. He has presented to fire and law enforcement personnel from around the world. Over the last decade, Mr. Graham has spoken to over 500,000 different law enforcement, fire personnel, dispatchers and EMS professionals from around the world (including NFA and IAFC). In 1995, he was presented with the Governor's Award for excellence in law enforcement training by Governor Wilson (sole recipient). In 2005 he received recognition from the IAFC for his lifelong work in improving firefighter safety and performance. In 2008 he received the lifetime achievement award from California POST. In 2015 he received the lifetime dedication award from the International Public Safety Leadership and Ethics Institute. In 2018 he received the James Oberstar Sentinel for Safety Award for his lifetime work in improving aviation safety internationally. In 2019 he received the Howard W. Rayon Distinguished Service Award. His penetrating wit coupled with his vast knowledge in multiple disciplines provided this year's conference attendees with information packed sessions.
- State Representative Rick Youngblood opened the second day of the conference as the keynote speaker with the topic of "Always Be Humble & Kind." Representative Youngblood currently represents Idaho's District 12 (House seat B). He was born in Boise, Idaho and graduated from Weiser High School. He attended North Idaho College and the College of Idaho. He graduated from NW Ag Credit School at Washington State University. He is a graduate of Pacific Coast Banking School at the University of Washington. Representative Youngblood was the president of

an engineered wood products and commercial development company. He has 30 plus years in banking and is currently the Vice President of Sunwest Bank. Representative Youngblood has been married to his wife, Arlene, for 47 years. He has two children and seven grandchildren.

The following ECO professional development sessions were also held during the conference:

- Court Testimony/Liability
- Crisis Intervention
- Bullying In Dispatch
- Your Mission
- Rescue Task Force

The following technical professional development tracks were also offered at the conference:

- Next Generation Networking in Idaho: Panel Discussion
- FirstNet Roadmap Update & Short Term Reinvestment Discussion
- How To Capture Stakeholder Needs for the Upgrade or Modification of Technology Projects
- Don't Be A Dinosaur; LMR to LTE Transitions
- Cybersecurity Roundtable Discussion
- What Should I Do Now That There Is An NG911 GIS Data Model?

2. Provide quarterly training opportunities for ECOs in various areas of the state.

This goal was accomplished during the first, second and third quarters with the following training:

- **Quarter 1:** “AMBER Alert Training” taught by Tanea Parmenter & Trisha Marosi of the ISP
- **Quarter 2:** “Purpose Over Preference” taught by Andrea Dearden of the Ada County Sheriff’s Office
- **Quarter 3:** “Suicide Prevention” taught by Kim Kane, formerly of Idaho Department of Health & Welfare
- **Quarter 4:** Training was provided at the 8th Annual PSAP Conference

Below reflects the approximate POST training hours earned by attendees during the three PSAP Quarterly Regional Trainings:

District 1	82 students	328 POST hours
District 2	62 students	248 POST hours
District 3	94 students	376 POST hours
District 4	15 students	60 POST hours
District 5 & 6	97 students	388 POST hours

3. Continued collaboration with Idaho POST and the POST Council and other stakeholders in the adoption and implementation of ECO basic training curriculum for the state of Idaho.

Mandatory hiring and training standards became Idaho law on July 1, 2017. All stakeholders, the legislative branches, and the executive branch accomplished this goal because of overwhelming support. The PSAP

Standards & Training Committee has worked closely with the POST staff and stakeholders for the full and complete implementation of the training, IDAPA rules, and an online training option. Several stakeholders supported this effort after several years of commitment that Idaho and the PSAP Standards & Training Committee will next work towards a state-required use of emergency medical dispatching protocols.

2020 PSAP Standards & Training Committee Goals

1. Prepare and implement the 9th Annual PSAP Conference in Coeur d'Alene.
2. Provide quarterly training opportunities for ECOs, to be presented in various areas of the state.
3. Continue collaboration with POST, stakeholders, and the IPSCC in the implementation of mandatory minimum dispatch hiring and training standards, both for an online training option and for future classroom-based academies.
4. The committee will continue to collaborate with the IPSCC, DHW, and all other stakeholders in seeing Idaho adopt and mandate the use of an EMS dispatching protocol for emergency dispatching services by its ECCs and their ECOs. This is also in keeping with national initiatives and trends to ensure standardization, professionalism, and best-practice EMS instructions are provided to emergency callers until first responders arrive at an incident.