

## **PSAP Standards and Training Committee Meeting**

**June 7, 2017**

**Nampa Police Department**

**820 2<sup>nd</sup> Street S**

**Nampa, ID**

### **Present:**

Carmen Boeger, Nampa PD

Wendy Berrett, Whitcom

Rebecca Simpson, Blaine County

Cullin Sherman, Madison County

### **On the phone:**

Trisha Marosi, ISP

Charlene Holbrook, Post Falls PD

Kelly Copperi, Valley County

### **APCO update, Carmen:**

Still looking for chapter logo ideas and suggestions. Regional Western APCO conference could possibly be held in Idaho in 4 years.

### **Financial report, Wendy:**

Travel budget remaining through April \$11,752.58, \$4,559.19 left in training. Reflect back in the next meeting since no quorum to vote to accept. Carmen suggested looking at adjusting next year's budget to prepare for Coeur d'Alene conference. Get head count at next meeting of how many will be going next year, and how long we will all stay. Hotels for last year's seminar for the committee were \$2,068. Chief Haug's travel expense was just over \$1,400 for the quarterly training.

### **Regional Training, Carmen:**

Dianna's reviews were very positive; one twin falls class was canceled. She is willing to do more. Ada County may use her for in house training. Nampa will do in house as well and will open it up to all agencies.

Quarter 3, Trisha:

She will send out all dates to everyone to confirm location and times. Treasure valley will be at Canyon County paramedic office 6116 graye lane in Caldwell, Roxanne facilitating. July 31 and August 1 will be in Lewiston and Moscow, Wendy facilitating. Jenn is teaching.

### **2017 PSAP Conference:**

Riverside issues, ILETS had issues at this year's ILETS conference, and they are looking for another possible venue for next year. DeLisa may want to follow up with ILETS to get details and discuss with Riverside. Carmen just needs a few more items from instructors. Autism class instructor Sherry Cameron, Boise PD detective, is adjusting her presentation for Dispatch. Kim Kane suicide prevention, need everything from her, will follow up with Michelle and Kevin.

Fundraising goal, Trisha advised we have raised \$16,215 so far, including Kelly's private donor. We have one platinum, one gold, and two bronze sponsors so far. Charlene followed up in regards to NENA/APCO handling the money account. They still don't have the accounts set up yet. 15 booths occupied so far out of the 40 available this year versus the 27 or so from last year. IT group Buddy Jacobs needs to make sure they run all or any of their vendors through Trisha and Charlene.

Post certification should not be any issue. Sherry Cameron is post certified instructor. No known concerns have been brought up on Riversides food. Wendy and Rebecca both have used Eventbrite to test it and used it to register, no major issues. Wendy passed on a couple suggestions to Kelly earlier. Make sure Eventbrite link is sent out. Carmen is working on getting information together for the binders. Certificates, photos, and newsletter; Carmen wants to get the newsletter out earlier this year. APCO does have a calendar event created for the conference. Tricia will create a Facebook post for the quarterly training dates and location.

Honor guard, Wendy has made contact with Boise Fire department, they are in, just not sure which day. Captain Hancock confirmed ISP honor guard is good to go too. Suggestion made of asking a college or high school choir group to perform national anthem. Remind Trisha to ask her contact for 2018 conference national anthem. Capitol City Sounders, they responded and said they would like to do it, waiting to hear back on any costs.

Photo Booth, Rebecca presented a post card theme, different back grounds and photo frame. She has emailed Jennifer, asked her to assist with props.

APCO/NENA meeting, they are doing a big ticket raffle item.

Post calendar, not on the calendar as of today.

Kelly advised the Eventbrite event site is now live and anyone can view it and register, eight people have registered so far. It will send email to Kelly and Erin with every completed registration, and it can print out spread sheets with registered person's info, as well as a check in sheet, and can also print out the name badges. Kelly added APCO or NENA membership questions, removed Red Lion from hotel name, added "are you a vendor" question, and added hyperlink to the hotel.

**Future Meetings:**

Future meetings that are scheduled are July 12<sup>th</sup> at the Idaho Sheriff's Association building, and August 2<sup>nd</sup>. Recommendation made to only do either July or August meeting, not both. September 13<sup>th</sup> meeting will be in northern Idaho, possibly Lewiston, with IPSCC on the 14<sup>th</sup>. The October IPSCC meeting could potentially correspond with PSAP conference, thanks to a motion made by General Ritchey at the Rexburg IPSCC meeting.

**Certification Legislation:**

Carmen, Roxanne, and Michelle met with the Post Council subcommittee to report on legislation and IDAPA rules. The subcommittee voted and they passed unanimously to move on to Post Council.

**Open Comment:**

Kelly gave an update on completing the PowerPhone Dispatch online training. The class used older outdated videos, easy to use, interactive with other trainees on message board. Quiz's at end of each module, multiple choice. Cannot print out any material, there are no handouts or note options. It does slightly cover stress and PTSD and coping skills. She passed the class with 93 percent score. Overall evaluation was that the first half of the course was very vague and basic and the second half of the course was designed more for a supervisor or manager, and it does not cover what we are looking for an online option; our PSAP online course/Dispatch Manual has more detailed and better information, than this PowerPhone course. Also made contact with PEI online, partners with public safety group, and have enrolled for free for their online class that begins August 14<sup>th</sup>. This course is message interactive with an instructor.

Rebecca asked if there was a closed caption option on the Dispatch Manual online course, for those not able to listen to the amazing audio narration. Kelly advised that it does show the text of what is being said but that it needs to be cleaned up, poor grammar and it breaks up words into different lines, looks un-professional. Suggested follow up with POST to try and correct or clean up the text. Below is a screen shot example.

The screenshot shows a web browser window titled "PSAP Module 6 - Internet Explorer". The address bar contains a URL from a meeting post. The main content area displays a presentation slide with the following text:

## Handling Different Types of Callers

- Non-English Speaking Callers
  - Make a concentrated effort to slow down your rate of speech.
  - May have to explain things to caller and build trust to get info you need.
- Mentally Disturbed Callers
  - You must assume what the caller is reporting is true and send responders, even if the caller is a "frequent flier" and reports false events.

On the right side of the slide, there is a "Chapter 6" table of contents with columns for "Outline", "Thumb", "Notes", and "Search". Below these columns is a table with "Slide Title" and "Duration" columns. The table lists various slides, including "Chapter 6: Call Taking" (00:45), "Call Processing" (03:05), "Basic Information Gath..." (04:19), "Obtaining Descriptive ..." (03:06), "Handling Different Typ..." (03:17), "Handling Different Typ..." (02:18), "Handling Different Typ..." (01:20), "Call Classifications" (00:26), "Law Enforcement Calls" (02:52), "Time Delay" (02:34), "Time Delay" (01:49), and "Scene Safety" (01:03). At the bottom of the table, it indicates "19 Minutes 9 Seconds Remaining".

At the bottom of the slide, there is a navigation bar with a play button, a progress indicator showing "Slide 6 / 17 | Playing", and a timer showing "00:49 / 02:18".

Discussion on the email from Craig Logan sent to the PSAP Committee members regarding NENA center manager training.

Nampa PD, hosting 3 day social media class, august 1<sup>st</sup> through the 3<sup>rd</sup>, Social Media Bootcamp. If anyone has a social media policy for either agency or individual use, please forward to Becky.

A website was mentioned [www.lacpnet.com](http://www.lacpnet.com). Users can subscribe to it. It is a place to look for or to share policy information, or other resources and tools, and has an online e-library.

Meeting adjourned.