

PSAP Committee Meeting

11/01/17

Conference Call ONLY

In Attendance:

Wendy Berrett, Whitcom

DeLisa Orren, Idaho State Police

Carmen Boeger, Nampa PD

Charlene Holbrook, Post Falls PD

Cindy Felton, Lewiston PD

DeAnn Taylor, Cassia County SO

Cullin Sherman, Madison County SO

Kelly Copperi, Valley County SO

Roxanne Wade, Canyon County SO

Erin Hidalgo, Bingham County SO

Kevin Haight, Idaho State Police

On the Phone:

Dana Hanford

Melissa Stroh

Jennifer Sullivan

APCO/NENA Chapter Updates: Chapter Representatives

Jennifer Sullivan shared that they are working on upcoming training tentatively scheduled for May 23 and May 24, 2018.

Kevin Haight shared that the PSAP Committee will start working on the 2018 PSAP Conference being held in Coeur d'Alene and that the APCO/NENA Chapter will be assisting the PSAP Committee.

Kevin Haight shared that DeLisa Orren received the bill from the Riverside Hotel for the committee members and it was billed to ISP and the tax was excluded. DeLisa Orren will be working with the hotel to get this corrected.

Financial Report: Wendy Berrett

Through September 2017: Travel \$10,347.17 and Training \$946.00.

Regional Training Update:

Q3 – ISP Jennifer Sullivan – Positive Work Environment

Recap: All venues have been completed. Evaluations feedback was very good by the attendees.

Q1 – 2018 – Topic and Instructor?

Kevin Haight had emailed PSAP Committee members information about a speaker on weather services. It's good information, probably not too dynamic, and wondered if it would be better to have it at an upcoming conference.

Erin Hidalgo said that it would be better to have it at the conference as she won't work hard at sending her folks to the class.

Charlene Holbrook suggested that we have some of these type of classes after the conference for folks to attend. Kevin Haight said that it would cut into the vendor time though.

Charlene Holbrook suggested that maybe we have multiple classes that attendees can choose instead of offering the same classes during the conference.

Kelly Copperi suggested that we do a GIS and weather services class together for quarterly training, two hours for each topic. Carmen Boeger agreed that it might be a good idea. Kelly Copperi also said that Life Flight was also interested in teaching a class so maybe work them into the training.

Kevin Haight also sent out information from a retired employee who is interested in teaching a customer service class. Kevin Haight has never heard him speak and he is not a POST certified instructor. He mentioned that we have had multiple customer service classes taught in 2017 so maybe we need to move forward with other topics. Erin Hidalgo agrees that it's not a good topic at this point.

Kevin Haight said that between now and our meeting in January we should come with ideas for quality training so we can make a decision.

Kelly Copperi asked about the tactical dispatch class. Carmen Boeger is bringing the class to Nampa PD and its really expensive (\$8,000). They are doing a 2 day class. Erin Hidalgo suggested that we only have it in 2-3 different locations. Carmen Boeger wondered if the PSAP Committee could sponsor people to go to class, but we don't currently having funding for that. Carmen Boeger will contact the company to see what the costs will be for quarterly training and the costs if they taught at the 2018 PSAP Conference. Kelly Copperi asked if it would change out the dynamics of the PSAP Conference since we usually have keynote speakers. Carmen Boeger will take a look at this.

6th Annual PSAP Conference Debrief:

Kevin Haight shared that we had approximately 180 attendees. It was due to a combination of the great venue, great speakers, etc. He thanked Dana Hanford for getting the IT tracks together and that we've learned a lot from this conference and where we can improve for next year.

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

Breakouts:

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

Conference Fundraising Success

Kelly Copperi asked about any funding coming in from IT technical tracks and Kevin Haight said that there was no funding provided by the IT technical folks. He said that this year's conference just broke even. Kevin Haight added that with us moving to a new location that we won't know how many attendees there will be and what our

costs will be in 2018. Carmen Boeger mentioned that it was the right thing to do to include the IT tracks to the conference but we need to set some goals to have the IT folks maybe reach out to their vendors to have them attend too. Kevin Haight mentioned that Dana Hanford did do this this year. Kevin Haight mentioned that we may need to raise our registration rates to our vendors to accommodate for the additional attendees. . Charlene Holbrook commented that if we raise the rates for the vendors we may not get them to return especially since most of them feel that there isn't enough vendor time provided.

The food costs from the hotel was a huge amount due to the increased number of attendees. Charlene Holbrook suggested that maybe we don't provide lunch for folks and provide just snacks only. Erin Hidalgo said she liked that idea. DeLisa Orren said that the reason we did this was to keep people on site for vendor time. Erin Hidalgo said that we are talking about cutting the vendor time to one day so maybe we provide lunch for the one day and not provide lunch for the other day. Charlene Holbrook suggested we could do a "lunch and learn" and if people wanted to attend they could and the folks teaching could provide the lunch. Carmen Boeger and Roxanne Wade said they are opposed to not providing lunch. They would prefer to have folks at the venue as we may have attendees who do not return to the venue after lunch

Assignments:

Sponsor / Vendors & Fee: Trisha Marosi and Charlene Holbrook

Kevin Haight said that there was confusion about the Vendor's Reception that a lot of people thought it was only for vendors and not attendees. Erin Hidalgo suggested maybe calling it the "Opening Reception."

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

DeLisa Orren said that Doug Showalter commented on how well the conference was and that it's great that it is free to the attendees. DeLisa Orren told him that the vendors pay for the conference and he said that he has never seen anywhere that the money collected goes directly back into the conference. Dana Hanford agreed with this and every other conference he attends the attendees are charged to attend the conference.

DeLisa Orren will be taking care of the POST roster issues from the conference.

Facility / Food / AV Equipment: DeLisa Orren

- 2018 Dates: September 30 – October 3, 2018 – Coeur d'Alene

Kevin Haight also said there was a problem/confusion with breakfast not being included.

Registration/Attendee Name & Email List: Erin Hidalgo, Cullin Sherman & Kelly Copperi

Eventbrite was successful.

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

Erin Hidalgo said that one problem this year was that PSAP committee members did not all arrive on Sunday and it created issues. There were only a few PSAP committee members who arrived Sunday during the day and we did not have the binder materials until Monday. Erin Hidalgo asked about whether the IT folks wanted binders and if so we would need speaker information to put in the binders.

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

Kelley Copperi emailed a summary of the conference evaluations to the PSAP Committee members. Overall the evaluations were very positive.

Dana Hanford asked about the few negative comments and wondered how we could improve next year. Kelly Copperi said that it was consistent that speakers needed more time. Kelly Copperi said that this is the first time that the venue received 90% positive reviews. Kelly Copperi asked if there was an evaluation done for the IT tracks and Dana Hanford said that there wasn't anything left in the classes and he will be sending an evaluation to the attendees. Carmen Boeger said that she received rave reviews from her IT folks from Nampa who attended. Kevin Haight said that evaluations were missing from some classes.

Certificates / Photos / Newsletters: Anna Pearson and Cindy Felton

Erin Hidalgo asked about the newsletter. Cindy Felton sent the photos to Carmen Boeger and one of her employees will be developing a newsletter to be sent out as she has done in years past.

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

Erin Hidalgo said we were rushed to get things done and we did not get things ready in time causing us to be an hour late for opening for registration.

Challenge Coins: Cindy Felton

Hockey Game: Kevin Haight

Kevin Haight shared that the hockey game was fun and attended by 12-15 people.

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

Photo Booth: Rebecca Simpson

Governor Welcome Letter: Kevin Haight

Idaho APCO/NENA Meeting:

Future Meetings:

January 3, 2018 at 10:00 a.m. in Boise, Idaho, location unknown at this point

IPSCC meeting on January 4, 2018

Dispatcher Certification Update:

- **Subcommittee Report / Update** – Carmen Boeger, Roxanne Wade, Kelly Copperi, Stephanie Harris (Pocatello PD) and Rebecca Simpson is an alternate

Carmen Boeger will be sending out draft copy of the POST learning objectives. The subcommittee has a meeting on Tuesday, November 7th.

Kevin Haight, Carmen Boeger, Roxanne Wade and some Sheriff's and Chief's will be meeting with POST tomorrow morning to discuss the dispatcher certification.

Kevin Haight explained that he was approached by someone who is upset with the new IDAPA rules and has a felony and falls within the 5 year time period so he/she needs to be certified and he/she will not be able to get certified due to the new rule. Kelly Copperi asked about clarification on an IDAPA rule (Felony Convictions) that this person may be able to help this person by approaching POST council with his/her situation.

Kevin Haight asked the subcommittee members if any of them have begun working on an online version. None of them at this point as they are working on the objectives.

- **November Dispatch Academy (November 5 – November 17)**

Open Comment Period:

- **POST Rosters – Tabulation of total students/hours for reports (assign duty)**

Kevin Haight needs to have a tabulation of the total number of students/hours who attend regional classes for a report he needs to do each fall. Each regional representative needs to email Kevin Haight with the total number of attendees and hours so he will have the information available for his report. Kevin Haight thanked DeLisa Orren for her help with putting the report together for him.

- **DALF Videos**

1. Cullin Sherman
2. Ada County – they have lost their copy

- **Idaho host APCO WRC in 2021**

Kevin Haight brought up the discussion that if the Western Regional APCO/NENA is held in 2021 in Idaho would we have our PSAP Conference held the same year. We can discuss it at the time if Idaho is accepted to do the conference. We did discuss that if we took a year off from doing the conference would attendees come back the following year to attend. DeLisa Orren also mentioned that we promised during the certification process that we would provide free training for our attendees. Charlene Holbrook asked about our role in the APCO/NENA conference and is that really our role? We will definitely help, but we are dedicated to putting on the PSAP Conference. Carmen Boeger said that she is in full support of keeping our conference that year. Cindy Felton said that she is in support of having the conference that year due to the training being free for attendees.

- **Uniform certificates (paper, color, blanks for walk-ins)**

Someone suggested this to Kevin Haight. He asked that regional representatives continue to do what works best for them.

- **Regional reps intro & host at each regional class**

Kevin said that a regional representative needs to be at the host site during the training if at all possible.

Kelly Copperi made a motion to adjourn the meeting and Erin Hidalgo seconded it. Motion passed unanimously.