

PSAP Committee Meeting
January 3, 2018
Ada County Dispatch Center
Meridian, ID

In Attendance:

Anna Pearson, Fremont County SO	Kevin Haight, Idaho State Police
Wendy Berrett, Whitcom	Rebecca Simpson, Blaine County SO
Carmen Boeger, Nampa PD	DeLisa Orren, Idaho State Police
Cindy Felton, Lewiston PD	Charlene Holbrook, Post Falls PD
Cullin Sherman, Madison County SO	Kelly Copperi, Valley County SO
Trisha Marosi, Idaho State Police	Erin Hidalgo, Bingham County SO
Roxanne Wade, Canyon County SO	Cassie Owens, Ada County Dispatch Center

On the Phone:

DeAnn Taylor, Cassia County SO	Dana Hanford
Melissa Stroh, Idaho State Police	

Financial Report: Wendy Berrett

Travel Budget: \$12,589.43 – start with \$18,000.00 in fund

Training Budget: \$5,823.50 – start with \$7,000.00 in fund

Roxanne Wade made motion to accept financial report. Anna Pearson seconded motion. Motion passed unanimously.

APCO/NENA Chapter Updates: Kevin Haight

Melissa Stroh passed on that APCO and NENA both have scholarships available for any of their members. The Idaho APCO/NENA chapter is holding training on May 22 and/or May 23, 2018 – Crisis Negotiation class - \$99-\$119 per class located at POST in Meridian.

Western APCO conference is in Tacoma this year. The Idaho APCO/NENA chapter will be putting in their bid for the Regional conference.

Carmen Boeger asked if the scholarships are available to pay for keynote speakers for our conference. Melissa Stroh thought that it could be used for that as long as we use one of their classes.

Regional Training Update:

Suggestions for regional training speakers:

1. Trisha Marosi – Shelly Rehner from Kootenai County is willing to teach Critical Incident Stress Management for Dispatchers. She is a POST instructor.

2. Erin Hidalgo – Kim Kane from Health and Welfare to teach Dealing with Suicidal Callers. She is available for Q1.
3. Carmen Boeger – Angela Weekes and Call Taking and Prosecution topics.
4. Cassie Owens – Andrea Dearden from Ada County Dispatch Center – Leadership and/or Toxic Environment topics.
5. Kevin Haight – Cultural Awareness training.
6. Kevin Haight – Generational Gaps training. Cassie Owens will be researching the name of a person who spoke on this topic at a previous APCO conference she attended.

After reviewing the options, the following will be the quarterly regional training for 2018.

Q1 – Kim Kane: Suicide Prevention – Facility sites need to send dates to Carmen Boeger ASAP.

Q2 – Shelly Rehner: Critical Incident Stress Management – Facility sites need to send dates to Trisha Marosi.

Q3 – Angela Weekes: Crimes against Persons i.e. Domestic Violence, Rape, Call-Taking to Prosecution – Facility sites need to send dates to Carmen Boeger.

7th Annual PSAP Seminar:

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

Date: October 1-3, 2018

Keynotes:

Suggestions for Keynote Speakers:

1. Kevin Haight/Wendy Berrett – David Brooker
2. Carmen Boeger – John O’Leary – Book: “On Fire”. Keynote \$12,500 fee. Full day \$22,500 full day fee. Carmen Boeger completed the scholarship application to see if the fees would be less. He spoke at the Spillman conference in 2017.
3. Charlene Holbrook – Pam Thompson – Fill the Bucket
4. Trisha Marosi – Bring back Adam Timm – many topics to teach
5. Kevin Haight – David Ring – “What’s your problem/excuse?”
6. Kevin Haight – Marlene Chism
7. Kevin Haight – Rick Laskey – Pride and Ownership
8. Carmen Boeger – Gordon Graham

After reviewing the options, the following speakers will be contacted to see what their availability and fees are:

1. Gordon Graham – Kevin Haight will make contact.
2. Rick Laskey – Kevin Haight will make contact.

Breakouts:

Options for breakout sessions:

1. Kevin Haight – Beth English – Natural Disasters
2. Carmen Boeger – Tammy Smith - Tactical Communications – would do the CDA conference – will waive all fees but flight and hotel.
3. Cassie Owens – Andrea Dearden – Purpose over Preference
4. Cassie Owens – Officer Gomez from Meridian Police Department
5. Trisha Marosi/Kevin Haight – Melissa Stroh teaching Kid Smartz from NCMEC
6. Carmen Boeger – Jerome Galloway
7. Trisha Marosi – Lifeflight
8. Pam Thompson – Fill the Bucket

After reviewing the options, the following speakers will be contacted to find out availability and fees:

1. Pam Thompson (short breakout) – Charlene Holbrook will make contact.
2. LifeFlight (short breakout) – Trisha Marosi will make contact.
3. Melissa Stroh (short breakout) - Trisha Marosi will make contact.
4. Andrea Dearden (short breakout) - Cassie Owens will make contact.
5. Tammy Smith (long breakout) – Carmen Boeger will make contact.
6. Beth English (long breakout) – Kevin Haight will make contact.

Assignments:

Sponsor / Vendors & Fee: Trisha Marosi and Charlene Holbrook

Kevin Haight shared that since we just broke even at this year’s conference he would suggest that we raise our rates a bit. He explained that we had more expenses due to the technical folks attending, lunch, additional attendees, etc. Trisha Marosi said that we need to watch our spending on other items such as she did not expect the cost of 400 challenge coins at \$2,100. Kevin Haight explained that we bought that many challenge coins to be able to use them in future years. We typically would buy gifts for the speakers in the past and t-shirts and other items that we are no longer doing. Dana Hanford suggested that raising the industry partner sponsorships so drink tickets would be included as he explained that it’s easier for them to pay for everything up front instead of having to get reimbursed later for drink tickets. Charlene Holbrook asked about it being an option during the registration process.

Kevin Haight suggested to raise each level tier \$50.00 for the sponsors. This cost would also include the power.

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

Cindy Felton suggested that we shorten the second day since many attendees travel several hours after the conference training and raffle drawings are finished. A possibility is to shorten the second day to end at 4 pm and then do the raffle drawings. Will finalize this more after we find out which speakers are available.

Technical Tracks: Dana Hanford / Robert Hugi / Buddy Jacobs

Carmen Boeger asked about how the technical track folks are going to contribute to benefit our conference.

Erin Hidalgo said that we need the technical track information for our binders and so it's all included. We need the information ahead of time so everything can be put together at the same time.

Kelly Copperi suggested that we charge a nominal fee for the technical track attendees to cover the additional costs. Kevin Haight asked Dana Hanford if he has any suggestions on getting the costs taken care of. Dana Hanford said he believes that it will take care of itself. He thinks that with more technical folks attending we will have more vendors attending the conference.

Facility / Food / AV Equipment: Charlene Holbrook

A local person needs to take this responsibility over. Charlene Holbrook is willing to take it on for the 2018 conference. Charlene Holbrook will work together with an Idaho APCO/NENA chapter member.

Opening/Welcoming Reception:

Kevin Haight said there was some discussion of the possibility of an industry partner sponsoring a lake cruise for attendees. Approximate cost is \$22/adult. Dana Hanford said he was contacted by an industry partner who had inquired about getting a hospitality suite. Charlene Holbrook said that previously she had done this in the past for another event at her agency and they made some money by making the arrangements. DeLisa Orren will be sending information on the lake cruise to Charlene Holbrook.

POST Rosters: Kelly Copperi and Erin Hidalgo

Kelly Copperi will meet with DeLisa Orren on this to get trained on how to handle this responsibility.

Eventbrite Registration/Attendee Name & Email List: Kelly Copperi

Eventbrite was very successful.

Binders / Posters / Promotional Materials: DeAnn Taylor

Melissa Stroh suggested that we don't use binders due to them being so bulky. She suggested that we use a different way of putting the information bound together. Kelly Copperi asked if there is a possibility of getting smaller binders.

DeAnn Taylor is asking for a theme for the conference. Anyone who has any suggestions need to email the suggestions out to the PSAP committee members in the next 2 weeks so a decision can be made on this.

Swag Bags / Lanyards / Pens / Raffle Items / Evaluations: Wendy Berrett

We need all items. Put information on registration form so we know ahead of time what vendors will be supplying. The items need to be shipped to District 1 ISP (Idaho State Police, ATTN: Kevin Haight / PSAP Conference, 615 West Wilbur Avenue, Coeur d'Alene, ID 83815) this year. Upon receipt of the items the boxes need to be opened to verify quantity.

Certificates / Photos / Newsletters: Anna Pearson and Cindy Felton

Registration Table / Schedule Cards: Cullin Sherman

Charlene Holbrook asked if we can get a new registration sign since the current one is worn. DeLisa Orren will provide contact information to Rebecca Simpson so she can make contact for cost information.

Honor Guard / Singer and/or Bagpipes: Wendy Berrett, Charlene Holbrook and Trisha Marosi

Wendy Berrett is reaching out to the CDA pipes and drums. Charlene Holbrook will contact the Post Falls Honor Guard. Trisha Marosi will be contacting singers.

Photo Booth: Rebecca Simpson

Charlene Holbrook recently did a Post Falls PD jail photo booth which can be used for the conference.

Governor Welcome Letter: Kevin Haight

Idaho APCO/NENA Meeting:

Evening of first day – 1730 hours – possibly holding it on the cruise boat. Need to find out how many people can be on the boat, cost, etc.

Future Meetings:

- February 7, 2018 – Boise
- March 7, 2018 – Boise
- April 4, 2018 – Boise
- May 2, 2018 – Twin Falls (proposed)

Dispatcher Certification Update:

Kevin Haight gave the following update: IDAPA Rules were developed and approved by POST (Phase 1). A sub-committee was formed to review the POST learning objectives. The learning objectives have been approved (Phase 2). The learning objectives need to be matched with the POST dispatch academy (Phase 3). Then the online training needs to be created (Phase 4). A reminder that there is a continuing education (40 hours in 2 years) component to the certification.

Open Comment Period:

- DALF Videos (DeAnn Taylor, Cullin Sherman and Ada County Dispatch Center)
- Carmen Boeger – Nampa High School and SRO will be meeting to teach a semester class in dispatch.

ADJOURNMENT

Kelly Copperi made a motion to adjourn the meeting. Becky Simpson seconded the motion. Motion passed unanimously.