

**Idaho Public Safety Communications Commission  
PSAP Standards & Training Committee  
Idaho Sheriff's Association / Boise, ID  
June 6, 2018**

**Attendees:**

Carmen Boeger, Nampa PD  
Kelly Copperi, Valley County SO  
Trisha Marosi, Idaho State Police  
Cindy Felton, Lewiston PD  
Kevin Haight, Idaho State Police  
Jennifer Sullivan, Idaho APCO/NENA Chapter

**Attendees on the Phone:**

Anna Pearson, Fremont County SO (morning)  
Erin Hidalgo, Bingham County SO  
Charlene Holbrook, Post Falls PD (afternoon)  
Dana Hanford (afternoon)  
Bill Behar (morning)

**Introduction/Welcome – Kevin Haight**

**Financial Report – Wendy Berrett:**

- **Travel:** Unavailable
- **Training:** Unavailable

**APCO/NENA Chapter Updates – Jennifer Sullivan:**

- Met with the Boise Center to talk about the Western Regional APCO/NENA Conference.
- Attended Mobile Command Rally in Boise. Food trucks were very successful.

**Regional Training**

- **Q2 – Compassion Fatigue / Critical Incident Stress Management – Shelly Allen of Kootenai County 9-1-1**
- **Q3 – The Impact on Trauma on Victims and Dispatchers – Angela Weeks/Kristie Thiel of Nampa PD**
  - Carmen Boeger needs dates for DeAnn Taylor. Needs confirmation on dates for Nampa, Pullman and Post Falls. Lewiston and Blackfoot are confirmed.

**7<sup>th</sup> Annual PSAP Conference**

- **Venue – Coeur d'Alene Inn (Best Western Plus)**
  - Met with hotel yesterday and got a lot of things clarified with the contract.
  - Need hotel reservation dates on Beth English and Tammy Smith double checked.
  - Need to know what equipment is needed for speakers, i.e. mics

- Reserved a room for Craig Logan for IPSCC meeting.
  - Lunches will be in the vendor hall.
- Dates (October 1-3, 2018)
- Keynotes
  - Day 1 – Chief Rick Lasky (confirmed)
  - Day 2 – Pam Thompson (confirmed)
- Proposed Breakouts – Lifelight, Community Outreach – Carmen Boeger/Melissa Stroh, Purpose over Preference – Andrea Dearden, Natural Disasters/Critical Incidents – Beth English, Tactical Dispatch, Rick Lasky)
  - Trisha Marosi – Lifelight is good to go – class name is “I need a helicopter!”
  - All speakers are confirmed.
  - Reviewed the conference schedule.
- Seminar Fundraising Goal - \$28,500 – Trisha
  - \$13,125 collected/approximately half of that has been paid.
- Assignments
  - Sponsor/Vendors & Fees – Charlene/Trisha
    - More vendors this year.
    - Discussed adding more platinum, gold, silver, bronze sponsors than what has been allowed in the years past.
    - No sponsorship for the boat activity thus far.
  - Speakers/Breakouts/POST Credit Approval – Carmen/Roxanne/Kevin
  - Technical Tracks – Dana/Dave/Collin
    - Still need the technical track information
    - Carmen Boeger made a motion that the technical track information (class title, class instructor and conference agenda) is provided by June 30, 2018. If the information is not provided by that date the Eventbrite registration will launch on July 1, 2018 and all inquiries reference to the technical track will be referred to Dana Hanford for coordination. Cindy Felton seconded the motion. Motion passed unanimously.
    - Dana Hanford said that information from instructors should be sent to him by the end of the week.
    - Technical Vendors need to be referred to Trisha Marosi.
  - Facility/Food/AV Equipment – Charlene/Jennifer
  - Opening Reception – Boats – Charlene
    - Looking into possible shuttle buses.
  - POST Roster – Kelly
  - Eventbrite/Registration/Attendee Name & Email List – Kelly/Cullin
    - Registration will be open July 1, 2018
    - Kelly Copperi will be sending out a rough draft to committee members.
    - If vendor wants to go on the boat they will be referred to Trisha Marosi.
  - Binders/Posters/Promotional Materials – DeAnn
    - Information needs to be sent to DeAnn Taylor for the binders.
    - Committee members need to be at the hotel and ready to work on binders by 10:00 a.m. on Sunday, September 30, 2018.

- Swag Bags (300) – AVTEC/Dana, lanyards, pens, raffle, evaluations – Wendy/Kelly
  - Kelly Copperi has completed the evaluations.
  - Trisha Marosi will ask Motorola if they can supply lanyards.
- Certificates/Photos/Newsletter – Cindy/Anna
- Welcome Reception/Registration Table/Schedule Cards – Cullen/Erin
- Honor Guard/Singers/Bagpipes – Kevin/Charlene/Trisha/Wendy
  - Day 1 – Amy (local vocalist)
  - Day 2 – Elementary School choir
  - Honor Guard/Bagpipes – Charlene Holbrook will reach out to Wendy Berrett
- Photo Booth – Jail – Charlene/Rebecca/Jennifer
- Governor Welcome Letter – Kevin
- Idaho APCO/NENA meeting during lunch of 2<sup>nd</sup> day
  - A big item will be raffled off.
- Speakers – Travel Coordinator – Rebecca

### **Dispatcher Certification Update**

- Kevin Haight updated the committee on the number of dispatchers that still need to be certified throughout Idaho. So far, 166 dispatchers need to be certified, with 12 agencies still needing to be contacted with their totals.
- Kevin Haight will be meeting with POST council next week to give them an update and discuss the waiver process.
- Work is continuing on the POST learning objective outlines and powerpoint presentations. The following need to be completed: Ethics, Legal and Liability, Mapping, and Emergency Medical Overview.

### **Dispatcher Certification Update/Idaho Digital Learning Academy (IDLA) Online Platform Presentation - Dr. Sherawn Reberry and Ryan Garvette**

- Idaho Digital Learning is the virtual school for the state. They started 16 years ago with 850 enrollments and are now up to 30,000 enrollments. Almost 400 employees, most of them are part-time employees.
- Broader access to course delivery: Cohort Model (always have an instructor/facilitator and classes start at a particular date), Flex Model (students are not all working on the same content at the same time) and Blended Model (some face-to-face/some online). There is a heavy teacher involvement. There are learning models available that are not instructor led which is closer to what we would need. IDLA works with partners to provide this type of training. Child Nutrition is an example of this type of training that IDLA currently does.
- IDLA would help us build the classes.
- IDLA met with POST last week to discuss their online classes to see if IDLA can assist with this.
- Three different platforms:
  - LMS (Learning Management System) i.e. Blackboard
    - Learning Assessment
    - Progress Tracking
    - Attendance
    - Sharing Content

- Resources
  - Mastery
  - Social Discussion/Communication
- Portals (IDLA builds these)
  - Schedule
  - Grades
  - Certificates
  - Registration
  - Fees
  - Learner Information
  - Reports
- IMS (Instructional Management System)
  - Tests/State Exams
  - Social Discussion/Communication
  - Learning path
  - Discipline
- The general public would not be allowed to access classes. Employees would need to be approved prior to taking classes. Attendees could use their POST ID numbers to login.
- Mastery Based Learning – ensuring that students understand the concept by utilizing assessment tests.
- When a student completes the training then POST would be notified as they would have access to the portal side.
- Can set it up so that the employee would have 2 weeks to complete it similar to attending the academy.
- The developer will work with a Subject Matter Expert (SME) to develop each unit of the academy. The developer will then build the classes.
- Interactive training courses would be ideal.
- We have 9 different learning units that are being taught in the Academy. IDLA recommends that you get them online first and then enhance them over time.
- Approximately \$10,000-\$15,000 for the course and there would be additional costs for the portal. There is grant funding available (\$46,000) for these costs. Students would pay a fee to take the online course. Typically it takes approximately 150 students to justify building an online class. There are also maintenance costs.
- POST will need to approve the platform being used for this.
- The final exams will need to be proctored.
- It will take 2-3 months to build the platform.

**Future Meetings:**

- August 1, 2018 – Boise
- September 5, 2018 - Boise

**Open Comment Period:**

- Denise Amber Lee Foundation (DALF) Videos (Erin, Cullin, Ada County)

- Denise Amber Lee Training is confirmed – Two 4 hour classes on November 6<sup>th</sup> @ Boise or Meridian - Free
- Raffle tickets given out by vendors
  - 5 raffle tickets will be given to vendors who can distribute to attendees
- PSAP Conference 2019 – October 7-9, 2019 – Riverside Hotel
  - Gordan Graham is confirmed for 2019 conference as keynote speaker.
  - Ideas for speakers: Maureen Deckman (Mo) from Moetivations, Denise Amber Lee Foundation training and Adam Timm.
- Carmen Boeger is requesting that we have the previous meeting minutes available at the meetings.
- Carmen Boeger shared with everyone that she and the dispatcher who answered a call of a homicide of a child attended the sentencing hearing for the homicide suspect and when they played the 911 call the audience was affected by it and several had to leave the room. How do we get the message out to folks that dispatchers take calls such as these and then have to continue to answer more incoming phone calls? The message needs to get out to others.

### **Adjournment**

Kelly Copperi made a motion to adjourn meeting. Trisha Marosi seconded motion. Meeting adjourned at 1615 hours.