

APCO/NENA General Business Meeting Summary

October 21, 2016

Sunriver, OR

Call to Order

- Meeting called to order at 0902 by Bob Cozzie

Correspondence

- None received.

Approval of Minutes

- Ann Rakosi made a motion to approve the minutes. Renee Heidy seconded. Motion passed unanimously.

Treasurer Report

- None of the funds under discussion are Western Regional funds
- Below is the financial information to date.
 - 69,264.69 Current US Bank Account Balance
 - 83,496.77 today's Oppenheimer Balance, earning 3.44% over rolling 12 months
- Looking at 26-27K towards Sunriver.
- Hood River Conference in May ended up ahead at \$945
- Salishan Conference in December ended up in the negative \$-196
- Sunriver last year was ahead \$12K
- Mark Buchholz: Have 14 days left with audit and then, can close the Western Regional accounts.

DPSST Update

- Tami Atkinson: Personnel updates. Captain Eaton stepped down, now coordinator of Instructor Development. Nick Hurley from Corvallis was promoted temporarily for 1 month. Steve Ellmore is currently the captain lead now at DPSST. Todd Anderson retired in July.
- Tami finished her 56-stop PSAP Tour (1400 mile trip). Fun to see everyone.
- Thanks to OEM for pushing more funds towards DPSST. Adding classes like crazy for telecom. January class is full. April has some openings. Send in F6's if you are thinking of sending anyone to class.
- Stress First Aid is alive and well. TTT class in February. If you'd like to become a trainer, sign up for that.
- Check the calendar for other training committee.

- Curriculum committee has been busy.
- Q: Application Review, are they back on track again? Jennifer Howell moved into a different task area. Temporary replacement hasn't been terribly smooth. Looking for permanent replacement and has interviews scheduled for next week.
- Q: Travel Log Observations? Interest in learning about Tami's experiences. Lots of diversity of size, geography, culture, creative activities on small budgets. Tami will try to capture something from her notes.
- Q: Any EMD Scheduled? Added one. Back on track, falls directly after a basic class. Not everyone uses the EMD at DPSST so classes are typically smaller.

Old Business

- Strategic Plan Approval (Steve Reinke)
 - Printed out 30 copies of the strategic plan.
 - Goal is to approve and adopt the strategic plan.
 - Thanks to Steve, Bob, Ann, Toni, Margie for their help in crafting the strategic plan.
 - Any final edits?
 - Kristi Wilde: Thanks to team that worked on this. Appreciate how much the membership does for each other. First edit = under Legislative Activity with regards to the word "lobbying". 4-A-ii-1 = change to "individual advocacy"membership consensus.
 - On last page on 5, write out "non-service initialized" phones
 - 3-E suggested to include stronger verbiage integration with FirstNet. Or Change D as technology specific for FirstNet, Next Gen, other
 - Pull questions out of the document
 - Ann: Add glossary for acronyms
 - Assignments?
 - Executive Board should identify who should take the lead on these issues and prioritizing which groups should take on some of this work.
 - Rob Poirer and George Long motioned to accept the Strategic Plan as verbally amended above. Membership accepted the strategic plan unanimously.
- Approve Bylaws Clarification (Bob Cozzie)
 - Additional suggestions that came out of May Business Meeting.
 - Ann Rakosi made a motion to approve with Kelly Dutra seconding. Membership unanimously accepted the clarification language as noted in the handout.
- APCO/NENA and WR Conference Audit (Doug Kettner/Bob Cozzie)
 - One audit was approved in May not to exceed \$5K. In order to fully audit WRC, need audit for 2 fiscal years to cover full money flow. Need \$10K for full audit.

- Q: Will we audit every year or every other year into future? Primarily for larger events. More review by financial committee and possible audit every 5 years.
- Kelly Dutra made the motion to authorize 2nd audit. April Stream seconded. Membership approved the 2nd audit.

New Business

- Support for TERT Program (George Long / Bob Cozzie)
 - We have not, to date, formally supported the development of a TERT program. Will ask for support after George's update.
 - George: TERT is taking off nationwide with about half of the states moving forward with wildfire deployments. New York & Louisiana have had active deployments. So far, Oregon established a working group within Oregon APCO-NENA. Need to work out some MOU's with OEM and SOP for deployment. Training has already been established. PSAP's will have to determine who can deploy.
 - Q: Does TERT need funding? Currently have \$3500 budget from APCO/DPSST grant for training.
 - Q: Online training is the required part but it's free? Why does training cost? Agreed at national and local training that some information should be done in-person. Want to put that training together. One-day 8-hour course on deploying with Oregon team as requirement at DPSST.
 - Q: Did you say it would be part of the new BASIC course? No, separate.
 - Q: Will you have rules of engagement for agencies, Oregon and APCO? Will come out of committee as part of SOP.
 - Joe Davitt motioned and Gillien Duvall seconded. Rest of membership approved unanimously.

Standing Committee Reports

- Awards Committee (Brandy Ritter)
 - Will have an official report in December.
 - Brandy Ritter, Marie Longworth, Andrea Tobin, Cathy Orcutt, Erica Stolhand, Tiffany Miller, Kevin Farley, Kim from Deschutes recognized for their efforts in putting this year's Fall Conference together.
- Training Committee (Marie Longworth)
 - Full financial report in December.
 - Always the meals that are a juggle and banquet number hit the target of 160 was exciting.
 - Met this morning, taking in feedback about this year's conference. Send feedback to Marie Longworth or Andrea Tobin. Will likely go back to 3 tracks.

- Would like feedback on vendor show as well, aiming to perfect that.
 - Looking at likely signing a contract with RiverHouse for next two years (2017-2018). Sunriver dates for next year aren't available until October 31st.
 - For October 9th open for 2017 or could do the week after Labor Day, starting on 9/5/17. Could run Tuesday-Saturday or run Tuesday-Friday.
 - Q: Difference in price? Lots of options, we would need to sit down to understand the differences. 28K at Sunriver, \$22-23 for Riverhouse likely
 - Q: Would it impact vendors? Current vendor show is Wed-Thurs, shouldn't have a huge impact.
 - Q: From smaller PSAP perspective, attracting line level staff would be hard.
 - Q: School starts that week for many.
 - 2018 would be back in September.
 - Q: Should look at what other shows are going on with Idaho, Washington as well? Per Kevin, many states aren't very nailed down on dates. Jennifer noted that the E-Board has noted the larger calendar of conferences that we're trying to work around. Once we know dates, send out save-the-date to get on vendor's calendars. Had 37 vendors this year which is a record turnout for us. Also added a private demo room for vendors.
 - Q: For WVCC, need dates locked up for conference so agencies can block dates on their vacation calendars. Is there a reason we can't lock in October 9th for 2017? Marie will make a quick call to see if we can lock up October 9th for 2017. Few other hotels that can accommodate the number of rooms needed and give us the per diem rates.
 - For 2018, week of September 10thquestion asked about moving 2018 to Sept 17th due to Pendleton Roundup.
 - Update: Locked in October 9-13 for 2017 and for 2018, we'll try to move it to Sept 17th.
- Membership Committee (Ann Rakosi)
 - Meeting this morning. Between now and December, task will be elections. Three positions open. 2nd Vice President, Secretary, CCAM position will be open.
 - Toni described her role as 2nd VP: Commitment is 1-2 hours a month in two meetings. Good experience. It is a 4-year commitment.
 - Any nominations?
 - Mark Spross nominates Steve Watson for 2nd VP
 - Kelly Dutra nominates Mark Chandler for 2nd VP
 - Ann Rakosi nominated Erica Stolhand for Secretary
 - Kevin is interested in continuing as the CCAM. Biggest project is the vendor show. Will be recruiting some additional help with that project. Question about how vendors will be notified of CCAM opening? Will put notice on the listserv.
 - Will be using Survey Monkey for the election so folks don't have to be present to vote.

- New Member Introductions:
 - Jennifer Pickett with Coos Bay Police (Tia Akers retired)
 - DT Donaldson works for the Port of Portland (worked prior at BOEC)
 - Rita Baker from Yamhill County (29 years of experience)
 - Scott Lane (new GIS Dude from OEM)
 - Doug Overby from Centurylink
 - Spencer Simpson with WVCC
 - How can we take nominations at Salishan if doing electronic voting to get it on Survey Monday? Could be difficult to figure out new nominations. Will need to revisit bylaws. Recommend putting Survey Monkey link out on Tuesday of the Salishan week and only accept nominations on the 1st day. Put info out in advance about voting window. We can put bio's out early for those who have been nominated.
 - Q: Could we do something like provide a button that says "I'm new" at conferences? Still have "first time" button on registration. Will work on perfecting this.
 - Q: Can we put together a welcome packet for new folks with a link to the website with information about Oregon APCO? Breakout session for new folks? RPL, CPE, etc. Washington APCO has a breakfast for new attendees.
 - Ann: Handout APCO packet to new graduates at the Academy? Sponsoring free membership for winners for Vic Atieyah award or Carol Fagen awards? Still working on sorting this out.
- Technical Committee (Maureen Kinzel-Grubbs)
 - Thank all of those who attended the technical sessions at this conference.
 - Will put all of these presentations on the APCO Website shortly.
 - Thanks to Marie for picking up the lodging for the out-of-state speaker.
 - Will be meeting monthly via teleconference.
 - Teresa Connell, stepped down as co-chair, due to transition to Centurylink.
 - Finding it more difficult to attract speakers due to budget.
- Legislative Committee (Larry Hatch)
 - Nothing to be aware of legislatively at this point.
 - Larry & Margie held a conference call with Hassina/lobbyist. This is not the year to pursue a tax increase due to Measure 97 implications which will have legislature tied up this session.

- Recommended a small legislative subcommittee to create a template for agencies to develop talking points, they will sit down with Hassina and strategize next steps.
- User involvement in other associations will be important like Chiefs of Police, League of Cities, Association of Counties.
- APCO Legislative Committee is preparing a timeline for moving forward on a request for a tax increase.
- Remember, prepaid wireless was a 4-year process, thanks to Bob Livingstone and Hassina working with Tina Kotek to get this bill on her agenda.
- Bob Cozzie would like to see this align with our Oregon APCO strategy.
- Time for Larry to “gracefully head for the exit” so anyone interested in being Legislative Chair or Co-Chair, please let Bob Cozzie know. Kelly Dutra is interested.

Special Committees and Projects

- 911 Advisory Committee (Mark Buchholz)
 - Advice and request that state program work on an outline plan for Next Gen on where and how we need to be moving.
 - Company got fined by DOJ, OEM looking for ideas on how to spend \$125K from the fine. May be available for public education.
- Public Education Subcommittee (Cheryl Bledsoe)
 - Text-to-911 has been our focus
 - Website = www.nwtext911.info. Password for PSAP page = PSAP911text
 - PSA’s from KOIN should be public shortly
- Outage Committee (Gordon Tiemeyer)
 - Gordon sent out a draft of the plan.
 - OEM starting a pilot for the next few months where outages are reported to OERS & OEM staff. Will trial it and see how it works out and modify as needed.
 - Ongoing issues with “potential” outage notifications.
 - Q: Will there be any drills to test out system? Maybe, hadn’t thought about it.
- MIS/ECATS (Toni Sexton)
 - No ongoing issues. Can remove this from future agendas unless there are any issues reported.
- Amber Alert Committee (Andrea Tobin)
 - No new updates. No Amber Alerts in 2016. Two denials in Coos County and other when child was found.
 - Any concerns? Nothing reported.

- Association of Oregon Counties (Vacant)
 - Association reached out, seeking a member to be on their voting board for the public safety committee.
 - Listserv request resulted in interest from Steve Watson.
 - Very visible & political association. Chair = commissioner in Clackamas.
 - Needs someone who can listen & communicate clearly without spouting off. That representative has a huge perception for APCO.
 - If anyone else is interested, let Bob know.
 - Marie & Bob are going to attend a breakfast in a meeting in Eugene.
 - Q: Commitment? Think it's quarterly.
 - Larry Hatch sat on this committee previously as the APCO Legislative Chair

- APCO International (Jennifer Reese)
 - Reclassification effort was submitted to OMB on September 20th.
 - Next Board meeting scheduled for next week.
 - Letter of support (handout) written by Bob Cozzie to support the reclassification effort.

- DPSST Board / Policy Committee (Kelly Dutra, George Long, Sharyl Dresser)
 - Go to DPSST website to look at the minutes for these committees.
 - Kelly Dutra provided the following highlights. There has been a vacancy to the DPC meeting. Next Board meeting on the 27th.
 - Reviewed a lot of proposed rule changes. Updates to the EMD Field Training Manual to include CISD, Active Shooter, PulsePoint, Bariatric patients, etc.
 - Language about length of employment.
 - Upper levels of certification: Most recent effort toward the supervisory certification. Proposed updates = removing education, increasing experience requirement, removes reference to old chart which expired in October of last year. Discussion about management and executive certification: to turn this back over to agency heads across the state. Kelly will be learning soon who were serve on this committee.
 - Group meets quarterly. Give Kelly a call if you have any questions.

- DPSST Curriculum (Andrea Tobin)
 - Tami passed out some information.
 - Job Task Analysis: Making a lot of changes to the curriculum for the Basic Telecommunicator Training.
 - Committee meets monthly, wants input from APCO members about what agencies want to see. Moving towards problem-based learning to enhance problem-solving skills.
 - How do you want to receive updates? No suggestions were made. Will present at quarterly meeting.
 - Problem-based learning engages students right off the bat and allows instructors to see rockstars and students who may struggle.

- Basing all changes on results of the Job Task Analysis Survey.
- Finance Committee (Renee Heidy)
 - Finance Committee has met several times. Thanks, Kelly Dutra, for hosting meetings at WCCCA.
 - Bob Cozzie, Mark Buchholz, Kelly Dutra, Doug Kettner, Renee Heidy met.
 - Developed a financial controls policy that resulted in need to develop a charter.
 - Will be aiming to assist in budget development.
 - Request in June that all committees develop a budget and at Fall Training Conference, deliver the budget for approval at the December meeting.
 - Charter provides a mission and direction for each committee and help with succession & budget tracking.
 - Discussion signature requirements as well for the bank accounts.
 - Q: At Rotary, Governor's team is reviewing audit vs budget reviews. If you look at the outcomes, budget reviews are typically cheaper than full audits.
 - Bob will stay on finance committee after presidency ends.
- Fire Chief's Association (Margie Moulin)
 - No report
- Historical (Laura Wolfe / Jeff Rusiecki)
 - No report
- LE/DMV & LEDS Policy (Jeff Rusiecki)
 - Per Doug Kettner, CJIS Advisory Committee hasn't met since last meeting.
 - Should have received training materials about specialty plates.
 - CrimeVUE being replaced, unlikely to see changes before that.
 - Bob shared that a letter had been sent to Jerry Martin and we received a response back. Left in Jeff's plate for response.
- Next Gen (Andy Taylor / Rick Silbaugh)
 - No report
- Oregon Executive Development Institute/Northwest Leadership Institute (Kelly Dutra)
 - Info coming across the listserv from Kelly on this.
 - Working with Marie for 5 full-coverage scholarships from OEDI
 - OEDI has a retreat annually at Kahneeta in first week of November.
 - Alan reached out to Kelly whether APCO might be interested in going to Kahneeta. Andrea shared that APCO has reached out 3 times, but hasn't gotten a response.
 - Working on developing online courses to be hosted online. Seeing increase in people taking OEDI online courses.

- Oregon Emergency Management Association Update (Dean Bender)
 - Annual Conference at Salishan earlier this month. APCO is always invited to attend. Homeland Security grant dates have been set and roll out on the 28th of October. Roadshow by OEM = November 14-18th. Grant closes on January 20th. State Review Committee now ranks the projects from best to worst projects.
 - Preparedness Conference in April. Looking at Sunriver. Getting bigger every year. Encourage APCO to be involved.

- Oregon State EMS (Victor O'Shanan)
 - Q: Mark Chandler expressed interest in participating. Bob asked Mark Buchholz to follow up on EMS and interest in continued service. This is an appointed position.

- Oregon State Sheriff's Association (Jennifer Reese)
 - Met with John Bishop in Salem, aiming to get connected. OSSA meets at the same time as Salishan.
 - No update

- Police Chief's Association (Rock Rakosi)
 - Ann reported that OACP may be working on legislative relationships.
 - Chief Mike Moran's term is ending for the Telecom Committee

- Professional Standards/Oregon Accreditation Alliance (Mark Chandler)
 - Laurie Taylor provided the notes which have been appended to these notes below.
 - 60 member agencies (increase of 2 since last meeting)
 - State of Alaska will be using Oregon Standards (Juno & Soldatna). Interest in the first telecommunications agency in Alaska.
 - Will be meeting in January, will be reviewing/adopting revised standards in January meeting.
 - Mission has been changed to include communications agencies.
 - Law Enforcement Trust & Integrity Act, push for all agencies to have electronic files as opposed to paper files. Oregon is not taking a position on requiring electronic files because there are only 58 standards.

- Radio Language Project (Eva Zerfing)
 - No updates.
 - Recommendation for more standardized codes (presented in May), want to share this with police associations. Jennifer Reese shared that in her meeting with John Bishop, may not be a lot of steam behind this. Jennifer asked Eva to email her the information.
 - Q: Mark Spross made a comment about the need to work on this, even if it takes a while because it has come up repeatedly during CTC and UCC shootings.

- This will stay on the agenda for future meetings.
- State Interoperability Executive Council (Bob Cozzie)
 - Thank you, Kristi Wilde, for the FirstNet presentation
 - SIEC is the point of contact for FirstNet. Recommendation is for Oregon to opt-in.
 - Recently approved the SCIP and it is on the SIEC website.
 - For grant funding, verbiage specifies being in compliance with the SCIP plan.

Good of the Order

- Aging in the PSAP Taskforce (National): Bob Cozzie will be serving on this and on the Training Subcommittee. May be soliciting some information via the listserv. (Three subcommittees = technology, training and standards).
- September 10-14, 2018 = Fall Conference
- April Stream has two boxes of historical information for archiving information. Not clear on retention laws for APCO. In short term, Doug Kettner will take the information. Leslie Taylor recommended getting consultation about what needs to be archived for the chapter.

Quarterly Meetings and Other Events

- APCO/NENA: December 6-9, Salishan
- RADIO Conference: December 13-14, Keiser Community Center
- 911 Goes to Washington: February 26-March 1, Washington, DC
- APCO/NENA: March 8, DPSST (One-day meeting)
- APCO Western Regional Conference: April 10-13, Ontario, CA
- APCO/NENA: May 23-26, Hood River
- National NENA Conference: June 3-9, San Antonio, TX
- National APCO Conference: August 13-16, Denver, CO
- Oregon APCO-NENA Fall Conference: October 9-13, 2017 at Riverhouse in Bend

APPENDIX 1: Oregon Accreditation Alliance (OAA) Update

APCO/NENA Conference Business Meeting October 2016

OAA Membership Update:

- Communication Centers Specifically:
 - Central Lane Communications - Accredited
 - Deschutes County 911 – self assessment phase
 - Emergency Communications of Southern Oregon – Accredited
 - MetCom 911 Communications – self assessment phase
 - Prineville 911 Communications – self assessment phase
 - Toledo Communications – self assessment phase
 - Washington County Consolidated Communications – Accredited
- Overall Law Enforcement and Communications: 60 member agencies (44 municipal law enforcement agencies, 9 sheriff offices and 7 – communication agencies). 42 out of 60 are now accredited. There are 2 law enforcement agencies (Corvallis PD and Washington County SO) who are CALEA accredited. Albany PD is in self-assessment phase with CALEA. Also, 2 of the 60 law enforcement agencies are from Alaska (Juneau PD and Soldatna PD).

OAA Communication Standards:

New Business:

- OAA Mission Statement: Mission statement has been updated to be inclusive of Communication agencies:

“The Oregon Accreditation Alliance is dedicated to providing its members with professional leadership in meeting organizational objectives regarding state accreditation.

We shall strive to ensure that all our members are served in a professional, ethical, and equitable manner. We aspire to increase the level of ~~law enforcement~~ professionalism among law enforcement and communication agencies throughout the State of Oregon.”

Old Business:

- I have requested an update on **the Law Enforcement Trust and Integrity ACT (LETIA)**. Basically from what I can tell, it was introduced to the Senate in October

of 2015, read twice and referred to the Committee on the Judiciary. No further information.

- **Reminder of what this Bill is:** This bill requires the Department of Justice (DOJ) to analyze existing law enforcement accreditation standards, recommend additional areas for the development of national standards, recommend the adoption of additional standards, and adopt policies and procedures to encourage accreditation of law enforcement agencies. It authorizes DOJ to make grants to federal, state, local, and tribal law enforcement agencies to obtain accreditation from certified organizations.
- **Info from Ed, Executive Director for OAA:** this Bill is still problematic for all State accrediting bodies if it were to pass. There is currently significant unhappiness on the part of CALEA agencies with proposed changes to CALEA standards. The Florida Chiefs Association wrote a letter to the CALEA Board advising that if the proposed changes in CALEA standards are implemented, all CALEA agencies in Florida would pull from CALEA. Changes seem to be more politically based and not best practice based. Ed advises that he believes that we will see movement requiring all agencies to be involved with some kind of accreditation/best practice program in the next 2-5 years (his feeling based on what is going on in criminal justice).
- **Electronic Accreditation Files:** Ed advises that 30-40% of OAA agencies are using PowerDMS (Policy Management Software and System). There is a move towards electronic tracking of accreditation files, however OAA currently does not mandate exclusive use. CALEA requires all agencies use PowerDMS.
- **Communication Standards:** Proposed revisions to Communication Standards to be reviewed by the Board for approval and adoption during the January 2017 Board meeting.
- **OAA Website:** transitioning to a more modern website (still a work in progress). Check in out: <http://www.oracall.org/>

Report respectfully submitted by:
Laurie Taylor, WCCCA Program Coordinator
OAA Board member
APCO OAA liaison