

## **APCO/NENA General Business Meeting at Salishan on December 5, 2019**

### **Call to Order**

- Cathy called the meeting to order at 8:43am

### **Correspondence**

- none

### **Approval of minutes**

- Renee Heidy made a motion to accept the minutes from the March 2019 business meeting and the September 2019 business meeting, Kathy Lieuallen 2<sup>nd</sup>, no discussion, all in favor, minutes approved for both business meetings

### **Treasurer Report**

- Renee gave the financial report for Doug

### **DPSST Update**

- Tami advised that there have been 3 of the 3-week classes so far. Have made some minor feedback changes, but otherwise it's working well. Kathy has been working well in the program too. Final projects have been really good, curious if that has been making it back to the centers. Evaluating the physical activity program to see if it makes sense financially, not much interest from the students. Will likely do the next class, but still evaluating if it is feasible. Please encourage your staff to participate. Increasing to 28 students per class from 24, but not able to go beyond that for classroom size. Will be using tablets and laptops in the curriculum, so please send them if possible. Time will be different at the May graduation due to another graduation conflict.
- Some corrections to the EMD cards, please advise if you didn't receive them.
- OSU is not going to be a dispatch center any longer and Northern Command is taking over their function due to hiring issues. Parking lot expansion in the next few months.
- Stress First Aid class in February coming up for anyone interested.

### **Old Business**

- Keith Endacott was elected as the 2<sup>nd</sup> VP.
- The treasurer position is still open if there is any interest. Doug will continue until someone is able to take over. Della stepped up but since she is a commercial member, she is not eligible to hold the position. Let Cathy know if you are interested in the position.
  - Kelly brought up that we really need to be bringing our other people into the APCO community and they may be interested in this type of position.
  - Mike brought up using some of our financial people in our agencies to be involved in APCO and since they are already in that world of skills.

## **New Business**

- OERS council representative – we need someone from our group to be involved. Cathy will get some more info and send the details out on the listserv.
- ATAB representative for region 1 – need a member from our group to be involved. Let Mike know if you are interested; they meet quarterly. Typically, they review any incidents from the beginning to the end and all involved. This is a voting position. Joe Davitt expressed interest for the position. Ask for the details and time commitment to be included, as well as send out a map of the region.
- NW Leadership Conference – there are 2 tickets, put your name down if you're interested and it will be drawn later.

## **Standing Committee Reports**

### Awards Committee (Lara Marzilli)

- Tami passed the committee chair to Lara.
- Lara advised that the local awards may be changed to a certificate since it is not vetted. Will start sending out nomination acknowledgments to the agency to vet the nomination and advise if they certificate should be given. In case they were nominated by someone without all of the details.

### Training Committee (Andrea Tobin/Marie Longworth)

- Riverhouse room booking – Cathy advised that there is a lot of work that goes into the reservations. This year there was a mix up and we did not meet the per diem for the rooms. There were some double bookings that caused an issue with meeting the per diem when they were cancelled. We are working with an agency that had several double bookings, but should we have to pick up the cost? Open for discussion.
  - You can negotiate down, but if it looks like we are meeting the quota. Registering early is helpful to get a good idea. Kelly asked about leaving early or not going, is there a way to communicate better in the APCO community to help mitigate the issue. There are comparisons that happen for negotiating up until about 2 weeks out. The room blocks are at 6 weeks out, but they are usually willing to work with us until the 2 to 4-week mark. The food numbers are able to be updated until about 2 weeks out.
  - Still reconciling the list for the Bend conference. Liked the training agenda getting out early is helpful. Like the last week in September into the first week in October for the time frame. There may be some conflicts with the Washington and Idaho APCO conferences.
  - Mike asked to please send out the rules around bookings in the announcements so that we are all reminded and aware.
- Please email Marie or Andrea for the upcoming conferences. If it's in your area think about local people who could do any trainings.
- Meghan brought up about doing the CIT class in conjunction with the conference in Bend to get line level staff to more conference activities.

### Membership Committee (Kathy Fink/Michelle Renault)

- Kathy talked about trying to learn the position. Looking at encouraging new members to attend. Will be doing a survey to the managers to help identify what the roadblocks are for agencies sending people. Can we talk to them about APCO while at DPSST? What are the opportunities available for newer employees? Are there any incentives or other ways to get more people to the conferences? Please let us know if there are any pointers or information. Maybe doing some web-based trainings to get more involvement from newer people.
- There are award winners from the DPSST classes which haven't been used as much.
- Michelle brought up web-based training from Oregon instead of just focusing on the national online trainings. Please do the survey so that we can get a good idea of a direction to go.
- Looking for a welcome packet to give to new members
- Taking time to be more purposeful at the meetings to encourage involvement of the newer/younger people. Have someone do an orientation for the newer people that are at the meeting to preface what was happening for the day. Maybe identify who is new so that they can be approached by other members so that it's not awkward.

### Technical Committee (Darren Rice)

- No report; Mark advised Darren will be moving soon to move to Minnesota, so a new committee chair will be needed. Erica will update the committee members on the website next week. No meetings recently.

### Legislative Committee (Mark Spross/Margie Moulin)

- Mark advised not a lot going on. Recap of the legislative from this last year. Will be monitoring the plan to pull OEM out of the Military Dept as a standalone agency. We want to ensure that the 9-1-1 program is considered in any possible changes. Expect to have legislative workgroups set up for consolidation discussions but as of now, nothing has been planned. Senator Jeff Merkley recently signed onto the 9-1-1 Saves Act which would reclassify telecommunicators from clerical to protected services (public safety). Finally, Lisa St. Helens will be taking over as chair as of January 1.

## **Special Committees & Projects**

### Advisory Committee (Lisa St Helen)

- Advisory Committee - leadership changes, Cheryl will be taking the lead in January, the committee meets each month right now while still working through the CPE Erlang issue.
- Outage Committee - no report; there isn't anything relating to the cell-phone arena for outages. Will send out a request on the listserv to look for involvement. Maybe combine the technical committee, outage committee and the NexGen committee since they overlap on many topics and do some sub-groups

underneath the technical committee. Would like to produce some kind of documentation and information to give to the centers for their staff.

- Pub Ed Committee - no report. Website is not up any longer, but all the information is archived if needed. The committee doesn't meet any longer after text-to-911 information was developed. Mark asked about maybe having some materials put together by the group for educating the public about what we are and what we do. Some agencies do have some materials, but it is difficult to distill what we are and do into something short.

#### Amber Alert (Andrea Tobin)

- Nothing to report, haven't met due to Bob Rector retiring, not sure when we will meet next.

#### Association of Oregon Counties (Mark Buchholz)

- Mark advised that they are focused on county engagement in the mental health crisis contacts that are made. Nothing else that relates to APCO.

#### APCO International (Jennifer Reese)

- There hasn't been a Board of Directors meeting recently. They are working on the long-range strategic plan. Margie is overseeing this process. There are approximately 5 goals and working to determine those
- Joint chapters representative for Oregon. There are calls every 2 weeks and it is still in discussion on what the stance is. Should joint chapters be allowed? Should they be grandfather in? It is still unclear of the reasons why there are issues joint chapters. There is discussion about the financial piece of the joint chapters. Will report back to the national committee in May. There will be something on paper in April to be presented. Western Regional is in Utah this year where we will likely need to present our bid; otherwise, it will be in August. Early bird registration is still open.

#### DPSST Board (Kelly Dutra/Erica Stolhand/Chelsea LeBar)

- Kelly advised that her term is up at the end of June. The board appointment is a governor's appointment. Kelly will put some information together about the position. The board met on October 24<sup>th</sup>. All consent agenda items. There is a revision happening to the 2-week supervisors' certification. They have brought in help from Steven James to assist in the development of the updates in the program. Sue will resend the survey out on the listserv. There isn't much response from the 911 community.
- Elected official's academy is being created.
- Linsay Hale is overseeing the training committee due to a vacancy.
- TPC – meet quarterly and this position is part of the board position responsibilities. They provided 6 options for the committee to vote on for the first aid/CPR. One of which was to not change anything. The majority of the group decided to have the training requirements to be current all of the time, not just at the times of applying for certifications. It is back out for public comment. More parking to be added at DPSST in the springtime.

- Discussion about the moral standards requirements for non PSAP dispatchers for private ambulance companies and if they should be held to the same.

#### DPSST Curriculum (Andrea Tobin)

- No report. Haven't met since it went live. Will be meeting in the next couple of months to go over any updates.

#### Finance Committee (Renee Heidy)

- Review the bank statements and everything is looking positive.

#### Fire Chiefs Association (Chris Perry)

- On a call currently with them

#### Historical Committee (Tobie Reynolds/April Stream)

- Tobie and April will be taking on the committee

#### LE/DMV & LEDS Policy (Victor O'Shanan)

- No report

#### NexGen Committee (Andy Taylor/Rick Silbaugh)

- Merging with the technical committee, otherwise no report

#### NW Leadership Committee (Jeff Rusiecki)

- Sue Scobert and Central Lane Communications are the winners of the registration drawing and will advise if they are not able to attend.

#### OEDI (Kelly Dutra)

- Scholarship winners have been selected and there are others that are in line if the selected can't go. Kelly's term is up at the end of the month. They meet monthly at the Tigard PD. They have a ½ day retreat once a year. Main responsibility for the position is making sure that any applicable information is shared back out to APCO.

#### OEM Association Update (Dean Bender)

- No report

#### Oregon EMS (Mike Fletcher)

- Follow-up from presentation yesterday. They are very interested in being involved with or group. They should be coming to the Hood River conference with more information, including code of response to scenes and hospitals. Want to decrease code 3 responses and would like help from dispatch in reference to the priority of the calls that are dispatched.
  - Are they working with the hospitals about ER wait times? Yes. Would like to put on a resuscitation academy at one of our conferences. Have they been meeting with FD's as well about the code 3 response?

OGIC (Patti Sauers)

- No report

OSSA (Erica Stolhand)

- Change in leadership and the way that they conduct their meetings. They advised not to come since there wasn't a forum to exchange information. Will attend the next meeting to introduce and check-in.

Chiefs of Police (Jennifer Reese)

- No report. Didn't make it to the last meeting since it conflicted with our last meeting.

Professional Standards/Oregon Accreditation (Laurie Taylor)

- Jennifer gave Laurie's report. Director is retiring in April. They have a meeting in January to discuss changes and a temporary appointment until a replacement can be found. No changes in the communications centers that are accredited.

Radio Language Project (Eva Zerfing)

- No report. There is a meeting scheduled in a couple of weeks.

SIEC (Bob Cozzie)

- Andrea gave report. The 1 ½ day conference in Hood River has been postponed.

TERT (George Long)

- No report

**Good of the Order**

- Bill LePoidevin happy holidays
- Parting gift for Cathy – change of President to Mike
- Cathy is working for wireless priority. May be raising the rates for the conference since there is a steep gratuity attached to parts of the conference now.
- Della brought up she is on a national APCO committee about early recognition of stress in dispatchers. Looking for others who may be involved. They anticipate about 1 ½ years for the committee work. Please reach out if you are interested in participating. Also, if you have any messaging that you would like to be shared with the group please send it her way and she will pass it to the committee.
- Jennifer talked about the national APCO scholarships that are coming up soon, both Silent Key and for CPE. The CPE course is highly recommended for executive leadership.
- Tobie is working with the National APCO group rewriting the managers policy.

**Adjourned at 11:07am**