

Telecommunications Policy Committee Minutes August 3, 2016

The Telecommunications Policy Committee of the Board on Public Safety Standards and Training held a regular meeting on August 3, 2016 at the Oregon Public Safety Academy in Salem, Oregon. Chair, Kelly Dutra called the meeting to order at 9:00 AM.

Attendees:

Committee Members:

Kelly Dutra, Chair, Oregon APCO-NENA
Sherry Bensema, Oregon Fire Chief's Association
George Long, Willamette Valley Communications Center
Sharyl Dresser, Association of Public Safety Communications Officials
Mike Moran, Oregon Association of Chiefs of Police (phone)
Brian Oeder, Line-Level Telecommunicator
Randy Wood, Oregon Fire Chiefs Association

Committee Members Absent:

Gary Bettencourt, Oregon State Sheriff's Association
Justin Hardwick, Emergency Medical Services and Trauma Systems
Bob Rector, Oregon State Police

DPSST Staff:

Eriks Gabliks, Director
Lindsay Hale, Professional Standards Division Director
Tami Atkinson, Training Class Coordinator
Kristen Hibberds, Professional Standards Coordinator
Debbie Anderson, Certification & Compliance Specialist
Jennifer Howald, Administrative Rules Coordinator

1. Minutes from February 3, 2016 Meeting

Approve meeting minutes from February 3, 2016

- *Randy Wood moved to approve the minutes from the February 3, 2016 Telecommunications Policy Committee meeting. Sharyl Dresser seconded the motion. The motion carried unanimously.*

2. Emergency Medical Dispatcher Field Training Manual

Presented by Tami Atkinson

The Telecommunications Policy Committee reviewed the proposed update to the EMD Field Training Manual. Changes are aimed at making the manual more efficient by removing redundancies and making housekeeping/format changes. Sections have been added addressing critical incident stress de-briefing, active shooter, bariatric, community EMS resources and pulse points. The Committee recommended adding a section on the final page for the applicant to report the date and location of the completion of the EMD basic course.

- *George Long moved to recommend approval of the Emergency Medical Dispatchers Field Training Manual with the recommended change to the Board for approval. Randy Wood seconded the motion. The motion carried unanimously.*

3. **OAR 259-008-0025 – Proposed Rule Change**

Challenges to the Basic Telecommunicator Course - Presented by Jennifer Howald

Jennifer reported that the proposed rule change corrects the language relating to challenges of the basic telecommunicator course by removing the requirement that telecommunicators be employed by a public or private safety agency in another state within the past two and one-half years. This allows telecommunicators who have been employed in the state of Oregon within the past two and one-half years to challenge the course as well. Additional housekeeping changes are made for clarity.

- *Sharyl Dresser moved to recommend to the Board filing the proposed rule with the Secretary of State and to file as a permanent rule if no public comments are received. George Long seconded the motion. The motion carried unanimously.*

By consensus the committee found no fiscal impact to small businesses.

4. **OAR 259-008-0060 – Proposed Rule Change**

Upper Levels of Certification – Presented by Jennifer Howald

Jennifer reported that the proposed rule change comes before the committee at the request of the Certification Workgroup. The rule updates the requirements for supervisory certification by removing the education requirement, extending the experience requirement to two years aggregate, and removing the requirement that officers achieve Advanced certification prior to being eligible for Supervisory certification. The proposed language also removes reference to the “old” intermediate and advanced certification chart, which expired October 31, 2015. Minor housekeeping changes also made for clarity.

- *Randy Wood moved to recommend to the Board filing the proposed rule with the Secretary of State and to file as a permanent rule if no public comments are received. Brian Oeder seconded the motion. The motion carried unanimously.*

By consensus the committee found no fiscal impact to small businesses.

5. **OAR 259-008-0020 – Proposed Rule Change**

Personnel Action Forms – Presented by Jennifer Howald

Jennifer reported that the proposed rule comes before the committee at the request of the Criminal Justice Denial/Revocation Workgroup. The rule change requires the Personnel Action Form (Form F-4) be signed by a department head or currently certified public safety professional authorized by the department head.

- *George Long moved to recommend to the Board filing the proposed rule with the Secretary of State and to file as a permanent rule if no public comments are received. Sherry Bensema seconded the motion. The motion carried unanimously.*

By consensus the committee found no fiscal impact to small businesses.

6. **OAR 259-008-0010, 259-008-0011, 259-008-0075 and 259-008-0080**

Reporting of Arrests – Presented by Jennifer Howald

Jennifer reported that the proposed rule comes before the committee at the request of the Criminal Justice Denial/Revocation Workgroup. The rule removes the requirement that officers report convictions to their employing agency and implements the requirement that officers report all arrests to DPSST within five business days.

- *Sharyl Dresser moved to recommend to the Board filing the proposed rule with the Secretary of State and to file as a permanent rule if no public comments are received. George Long seconded the motion. The motion carried unanimously.*

By consensus the committee found no fiscal impact to small businesses.

7. **OAR 259-008-0025, 259-008-0064, 259-008-0065 and 259-008-0066**

Annual Ethics Maintenance Training – Presented by Jennifer Howald

Jennifer reported that the proposed rule comes before the committee at the request of the Criminal Justice Denial/Revocation Workgroup. The rule implements the requirement that all public safety officers annually complete one hour of maintenance training focused on ethics. The requirement will be included as part of the maintenance training hours already required for telecommunicators and emergency medical dispatchers. The requirement, if approved, will be phased in as a recommendation for the first three years, becoming a requirement for the maintenance of basic certification after the third year.

- *Randy Wood moved to recommend to the Board filing the proposed rule with the Secretary of State and to file as a permanent rule if no public comments are received. George Long seconded the motion. The motion carried unanimously.*

By consensus the committee found no fiscal impact to small businesses.

8. **OAR 259-008-0045 and 259-008-0060**

Military Education Credits – Presented by Jennifer Howald

Jennifer reported that the proposed rule comes before the committee at the request of the Certification Workgroup. The rule amends the language regarding college education credits to add military education recommendations as recognized college education credits.

- *George Long moved to recommend to the Board filing the proposed rule with the Secretary of State and to file as a permanent rule if no public comments are received. Brian Oeder seconded the motion. The motion carried unanimously.*

By consensus the committee found no fiscal impact to small businesses.

9. Correspondence from Christina Gilman (#55776)

Linsay Hale presented correspondence from Christina Gilman requesting that the administrative rule that required the denial of her training application for the Basic Emergency Medical Dispatcher Course based on a previous criminal conviction. Upon further review, the group requested the issue be presented to the currently convened Criminal Justice Denial/Revocation Workgroup for review and recommendation.

10. Recommended National Minimum Training Guidelines 9-1-1 Call Takers

Eriks Gabliks presented the recommended the finalized minimum training guidelines for the nation's 9-1-1 call-takers and dispatchers. The National 9-1-1 Program is a joint effort of the U.S. Department of Transportation, National Highway Traffic and Safety Administration Office of Emergency Medical Services, and the U.S. Department of Commerce National Telecommunications and Information Administration. The DPSST Basic Telecommunications and Emergency Medical Dispatch courses and related field training manuals meet and exceed these recommended training guidelines.

11. Department Update

Linsay Hale reported:

Staff are requesting permission to form a workgroup to review the Telecommunicator and Emergency Medical Dispatcher maintenance training cycles. Specifically, staff would like to work with constituents to determine if there is value to change the reporting requirements from annually to once every three years and to adding a leadership maintenance requirement for those who hold upper levels of certification. By consensus the committee approved the request.

DPSST has recently concluded an audit of Oregon's seven private ambulance companies which employ emergency medical dispatchers. The audit was used as an opportunity to educate our agency partners about the Board's training and certification requirements.

The criminal justice denial workgroup revocation continues to meet. Their recommendations, which include implementing a certification suspension option, a more proactive approach to handling complaints and allowing verbal testimony at policy committee meetings, is currently being reviewed

by the Department of Justice for legal defensibility. Once finalized, all recommendations will be presented to the policy committee for review and recommendation to the Board.

DPSST has streamlined the submission of F-6 training rosters and entry onto an officer's training record. This has allowed DPSST to be completely caught up. F-6 rosters are currently being entered into the system the day they are received by DPSST. DPSST is continuing to review other processes related to certification to identify efficiencies and prevent excessive backlogs and delays.

The three legislative concepts approved by the Board have been approved by the Governor's office to be drafted. They include the authority to suspend armed private security certification for failure to complete annual re-qualification, clarifying fingerprinting authorities and the addition of citizen members to each of the Board's policy committees.

The bi-annual customer service survey has been opened. DPSST is legislatively required to collect this information every two years, but it also allows DPSST to identify areas of needed improvement.

Eriks reported:

Eriks announced to the group that Jennifer Howald was selected as DPSST's new Administrative Rules Coordinator. Jennifer was serving in as a professional development opportunity for a number of months and was recently selected for the position on a permanent basis.

DPSST is actively working on Mental Health/Crisis Intervention training with stakeholders around the state. DPSST staff have updated basic training curriculum, are providing regional training classes, hosting the first-ever Oregon CIT networking conference in the Fall, co-sponsoring NW CIT Conference in Tacoma, WA (offering 20 scholarships of \$500 each), and are working on CIT development in Yamhill, Klamath, Baker, Linn, Benton, Clatsop, and Polk Counties. DPSST is working to bring Ellis Amdur of Edgework Crisis Intervention Resources to various parts of Oregon to offer one-day lasses on mental health crisis intervention for first responders, including telecommunicators.

Additional funds received from Oregon Emergency Management have added two additional Basic Telecommunications classes to DPSST's training calendar for 2015-2017. The telecommunications profession is seeing the same uptick in hiring that law enforcement saw earlier this year. Portland BOEC has indicated they will be sending approximately 20 new hires to the Academy in the next six months. DPSST continues to monitor hiring trends to make sure enough classes for basic training are being offered.

DPSST continues to work on the active shooter incident management training resource. Over the past years, DPSST has spent a lot of its effort on initial response. DPSST has formed a work group of various public safety professional who are helping to develop "grab and go" checklists for command staff to help guide the initial 72 hours of an incident.

At its meeting last week, the Board on Public Safety Standards and Training approved the proposed 2017-2019 current service level budget for the Department. This is the beginning of DPSST's budget process which will be used by the Governor to develop what is called the Governor's Recommended Budget. The final budget will not be known until the legislature completes its work in June, 2016.

DPSST is pleased to announce the graduation of its 100th Basic Telecommunications Class on July 29, 2016. The program was established through legislative action, and stakeholder involvement, in 1991. The first Basic Telecommunications Class was offered in 1993 and at least four classes have been delivered each year since then. Oregon is recognized nationally for its innovative and robust Telecommunications and Emergency Medical Dispatch training and certification program.

12. Next Telecommunications Policy Committee Meeting Date

Wednesday, November 2, 2016 at 9:00 a.m.

** All documents reviewed and discussed in this meeting are subject to Oregon Public Records Law (ORS 192.410 to ORS 192.505). These documents can be requested by contacting DPSST at dpsst.records@state.or.us.*