

Telecommunications Policy Committee Minutes - DRAFT

February 5, 2025

The Telecommunications Policy Committee of the Board on Public Safety Standards and Training held a regular meeting on February 5, 2025, at the Oregon Public Safety Academy in Salem, Oregon. Chair, Michael Fletcher called the meeting to order at 10:00 a.m.

Committee Members:

Michael Fletcher, Chair, APCO-NENA
Rosa Antoine, Association of Public Safety Communications Officials (Teams)
Travis Ash, Oregon State Sheriff's Association (Teams)
Gary Bell, Oregon Association of Chiefs of Police (Teams)
Ronda Griffin, APCO-NENA, EMS Section (Teams)
Brandon Hamilton, Oregon Fire Chief's Association
Sean Joyce, Oregon State Police (Teams)
Noah Juarez, Line-Level Communicator (Teams)
Rebecca Long, Emergency Medical Services & Trauma Rep (Teams)
Greg Martin, Public Member

Committee Members Absent:

None

Guests:

Tyler Odom

DPSST Staff:

Phil Castle, Director
Kathy McAlpine, Professional Standards Division Director
Kathy Fink, Criminal Justice Program Manager
Melissa Lang-Bacho, Professional Standards Compliance Coordinator
Jennifer Levario, Professional Standards Compliance Coordinator
Cindy Park, Professional Standards Compliance Coordinator
Jennifer Howald, Administrative Rules Coordinator
Julie Collinson, Assistant Academy Dean for CPE
Sam Tenney, Public Information Officer
Erica Riddell, Criminal Justice Support Specialist
Juan Lopez-Hernandez, Executive Support Specialist



1. Introductions

Introductions of members, guests and staff.

2. Approve November 6, 2024 Meeting Minutes

A consensus was reached to approve the modified November 6, 2024 Meeting Minutes.

3. Administrative Closure Consent Agenda

Presented by Jennifer Levario, Professional Standards Compliance Coordinator

The Department presented recommendations to administratively close the following professional standards cases to the Telecommunications Policy Committee.

a) **Stanley, Emerald (56944) Telecommunications and Emergency Medical Dispatch**

On May 17, 2024, Emerald Stanley was terminated by the Oregon State Police (OSP) for misconduct related to the misuse of the Command Center call-out procedure, and the unauthorized use of Leave Without Pay (LWOP). The Department opened a professional standards case to review the records related to an investigation concurrent to Stanley's separation.

Based on the information provided, the Department has determined Stanley's separation does not violate the Board's moral fitness standards defined in the Oregon Administrative Rule.

b) **Stueve, Jon (35890) Telecommunications and Emergency Medical Dispatch**

On January 9, 2024, Jon Stueve resigned from the Willamette Valley Communications Center (WVCC) while under investigation for misconduct after the WVCC Deputy Chief of Communications, Operations Manager and Senior Human Resources Partner discovered a cover letter written on or around April 20, 2023, along with eleven (11) anonymous letters that addressed concerns regarding several things, including allegations that Stueve was engaging in sexual harassment and other inappropriate behaviors in the workplace.

The WVCC Deputy Chief provided the DPSST with a letter along with the F4s Personnel Separation form that stated, "To date, the investigation has not been finalized, but WVCC administration has had discussions with the lead investigator who stated, no WVCC or City of Salem policy violations were sustained." The DPSST opened a professional standards case to review the separation for violations of the Board's moral fitness standards and reached out to WVCC for records.

The Department determined Stueve's conduct may violate the Board's moral fitness standards as defined in Oregon Administrative Rule. However, records related to the conduct were either incomplete, did not violate the Board's moral fitness standards, were not concurrent with the separation, and/or lacked corroboration, therefore the Department could not provide substantial evidence to support a moral fitness violation.

c) **Garris, Robyn (55711) Telecommunications and Emergency Medical Dispatch**

On June 18, 2024, Robyn Garris resigned from her telecommunications position with the Oregon State Police (OSP). At the time of her resignation, Garris was the subject of an internal investigation into her failure to follow standard operation protocols regarding the processing of calls and her continued secondary employment after the authorization had been revoked.

An internal investigation began to review Garris' conduct in a complaint that was received from a tow truck company. During the investigation, additional instances of mishandling dispatch calls were identified. The investigation reviewed allegations that Garris improperly handled a tow response call, failed to dispatch a call, failed to document, relay, or process pertinent information on multiple calls, failed to monitor a radio frequency, and inappropriately advised a tow truck driver they could use their flashers. The investigation also reviewed Garris' secondary employment, which

continued after authorization was revoked as part of an economic sanction in November 2023.

Garris resigned from the OSP prior to participating in an interview for the investigation, and the investigation did not continue after her resignation, leaving the allegations without findings.

The Department did not find sufficient evidence to link Garris's failure to appropriately handle calls and make appropriate documentation to threats or harm to persons or property. Garris' conduct was performance-based, and given this, any inefficient operation of the agency she caused was more likely an inconvenience than a moral fitness issue.

d) Henner, Brandon (61396) Telecommunications and Emergency Medical Dispatch

On October 25, 2023, Brandon Henner was terminated from the Umatilla County Sheriff's Office (UCSO). Before Henner's termination, he applied for a criminal deputy position with UCSO. During the background investigation, his peers at the dispatch center provided concerns about Henner's ongoing inappropriate interactions with other dispatchers, who were women, that could be considered sexual harassment. An internal investigation was not conducted because Henner was a part-time employee.

The background report reflects that management was aware of one previously reported instance of Henner making sexually related comments at the dispatch center. Henner received counseling on the behavior, which was reported to have continued without management knowledge. The specific comment Henner made at the time was not specified.

The Department did not find sufficient information to make a finding that Henner violated moral fitness standards.

e) Lane, Jamie (62349) Telecommunications and Emergency Medical Dispatch

On May 26, 2022, Jamie Lane resigned from their position with Metro West Ambulance as an Emergency Medical Dispatcher. Before Lane's resignation, she had been placed on a Performance Improvement Plan (PIP) in April 2022 after she failed to meet the performance score on triage calls. After being placed on the PIP on May 6, 2022, Lane failed to give CPR instructions during a triage call, when Lane was confronted about her failure to meet the performance goals, she resigned.

Based on the information provided, Lane's separation was for performance-based conduct and not moral fitness conduct.

Brandon Hamilton moved to approve the Administrative Closure Consent Agenda recommendations made by the Department. Gary Bell seconded the motion. The motion passed unanimously.

4. Odom, Tyler (52085) Certification Review: Telecommunications/Emergency Medical Dispatch

Presented by Jennifer Levario, Professional Standards Compliance Coordinator

Reason for Discretionary Review

The Department opened a professional standards case review after receiving an F4s Personnel Action—Separation Form from Frontier Regional 911 (FR 911) identifying that Tyler Odom was terminated for cause on June 7, 2024. FR 911 stated that Odom was terminated for sustained violations of Equal Employment Opportunity Policies, including bullying and sleeping or malingering on the job, which violated or were in violation of FR 911 policy.

Tyler Odom provided verbal mitigation for committee consideration.

<i>Policy Committee Discussion/Vote</i>	<i>Second</i>	<i>Vote</i>	<i>Outcome</i>
A consensus was reached to adopt the record.			
A consensus was reached to approve the identified mitigating and aggravating factors.			
<p>The Telecommunications Policy Committee found the following moral fitness violations and factors:</p> <p><i>Moral Fitness Violations:</i></p> <ul style="list-style-type: none"> • Dishonesty: The committee did not identify sufficient evidence to support a finding of dishonesty. • Misuse of Authority: The committee did not identify sufficient evidence to support a finding of misuse of authority. • Misconduct: Odom’s berating of trainees and referring to them using derogatory language, harmed them and made other employees feel uncomfortable, preventing them from working in a harassment-free environment at FR 911. On several occasions this conduct caused employees to avoid Odom when needing assistance and/or to leave employment at FR 911 to get away from him. <p>Odom’s negligence of his duties by sleeping on the job posed a risk to overseeing the trainees he was supposed to supervise. Odom’s sleeping on the job threatened the safety of the center operations which depended upon alert and responsive employees to manage the essential responsibilities of the job.</p> <p>Odom’s negligence of duties, harassment of employees, and lack of accountability for his actions violated the Law Enforcement Code of Ethics and harmed the efficient operations of the FR 911 Center and the integrity of the telecommunicator profession.</p> <p><i>Aggravating Factors:</i></p> <ul style="list-style-type: none"> • Odom had been counseled on his behavior in the past. • Odom holds Advanced DPSST Certification which should have offered him insight into appropriate conduct. • Odom has a record of multiple occasions of attendance issues at work. 			

<ul style="list-style-type: none"> • Odom’s employment record includes two letters outlining Last Chance Agreements with the possibility of termination prior to the most current complaint filed against him. • Odom’s attorney submitted a mitigation letter that refutes his violation of misconduct by claiming that he did not harm others or property and did not commit a law violation. However, the letter fails to address the harm done by Odom to the efficient operations of his agency, which is an element of the definition of misconduct in the OAR, suggesting by omission, therefore admission, that Odom did harm the efficient operations of his agency. <p><i>Mitigating Factors:</i></p> <ul style="list-style-type: none"> • It had been over 5 years since Odom received training in Workplace Violence, Respectful Workplace, or Workplace Harassment at the time of his termination. • Odom’s mitigation letters and presence at the meeting were mitigating. • Odom showed clear signs of “burnout” which can impact performance 			
Brandon Hamilton moved that the Police Policy Committee affirm the moral fitness violations as presented.	Greg Martin	10 ayes; 0 nays	Motion Passed Unanimously
Greg Martin moved, after considering the identified violations of the Board’s moral fitness standards and weighing the aggravating and mitigating circumstances unique to this case, that Board action should be taken against Odom’s certification{s}.	Rebecca Long	9 ayes; 1 nays	Motion Passed
Greg Martin moved, after considering the totality of the case, that Odom be ineligible to hold public safety certification for 3 years.	Travis Ash	10 ayes; 0 nays	Motion Passed Unanimously

5. Approval for Changes to the Telecommunicator Field Training Manual and Addition of the Telecommunicator Guidebook

Presented by Julie Collinson, Assistant Academy Dean for the Center for Policing Excellence

A telecommunicator workgroup endeavored to update the 2015 Telecommunicator Field Training Manual (FTM) in a manner that provided the state with a more useable, flexible, and effective tool to support post-academy training. The inclusion of required “levels of learning” assists trainers in determining what the expected competency levels are related to training topics, while not limiting a trainer or agency in pursuing more advanced training.

A comprehensive Field Training Guidebook (FTG) was added to provide the specific outcomes and competencies associated with each FTM task. This FTG also contains a comprehensive appendix section that includes considerations and resources associated with

many topics contained within the FTM that may be applicable to specific regions of Oregon. This manual serves to offer an equitable training standard for telecommunicators across the state of Oregon with a parallel emphasis on technical proficiency and overall professionalism.

The Center for Policing Excellence, Training Division Management, the Telecommunication Program Coordinator, and constituents from around the state collaborated to examine the current Telecommunicator Field Training Manual and proposed Telecommunicator Field Training Manual Guidebook and are seeking approval of those changes aforementioned.

Brandon Hamilton moved to recommend that the Board approve the proposed 2024 Telecommunicator Field Training Manual and Telecommunicator Field Training Guidebook. Greg Martin seconded the motion. The motion passed unanimously.

6. Proposed Rule Changes for Oregon Administrative Rule (OAR) 259-008-0085

Presented by Jennifer Howald, Administrative Rules Coordinator

Every public safety professional must complete a Field Training Manual (FTM) in order to complete the training requirements to obtain a basic certification. FTMs are approved by the discipline specific Policy Committee and the Board on Public Safety Standards and Training. The FTM is administered by the employing agency. The employing agency may add to the FTM and may require higher levels of competency for any portion of the FTM as long as the minimum standards in the FTM are met. DPSST can approve an agency-specific FTM as equivalent to the DPSST FTM.

Gary Bell moved to recommend that the Board approve filing the proposed rule changes for OAR 259-008-0085 as permanent rules, if there are no substantive comments received. Rosa Antoine seconded the motion. The motion passed unanimously.

7. Agency Updates

Presented by Phil Castle, Director

- The Telecommunications Policy Committee and Director Phil Castle recognized the new public member Greg Martin and thanked the committee members and DPSST staff for their hard work and dedication to the policy committee meetings.
- DPSST's Deputy Director Bill Steele has announced his retirement from the department effective February 8th, 2025. DPSST is grateful for all of the time, dedication, and hard work that Bill has provided over his years here at DPSST. He will be greatly missed, and we wish him nothing but the best in his retirement. In his place, Professional Standards Division Director Kathy McAlpine has graciously accepted the position and will begin her role as the new Deputy Director on February 8th. DPSST will begin recruitment in the near future for a new Professional Standards Division Director and in the meantime, Kathy McAlpine will assume both roles.
- Director Phil Castle and other DPSST staff are headed to speak in front of the Legislative Session today to discuss a few legislative concepts including a proposed House Bill that will help eliminate the current backlog of criminal justice professional standards cases that are in a deferred status.
- The Governor's office has accepted 3 of the Policy Option Packets (POPS) that DPSST requested for the current biennium. A new learning management system, staffing for 16

additional employees focusing on regional trainers and a balance of \$500,000 to conduct surveying of the campus for future building developments across campus.

- DPSST will be meeting with the Ways and Means committee tomorrow at 8am to discuss projections for students attending Basic courses for the next biennium.

8. Section Updates

Presented by Kathy Fink, Criminal Justice Program Manager

- The DPSST Criminal Justice section has published the new F6Q Emergency Medical Dispatch Equivalency Form for agencies using outside vendors to complete their Basic EMD training.

9. Next Telecommunications Policy Committee Meeting: May 7, 2025 at 10:00 a.m.

Administrative Notes:

These minutes reflect the order of the discussion/voting items as they appear on the official meeting agenda. The actual order in which they were discussed may vary.

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@dpsst.oregon.gov.