

**PSCASN Minutes
Birmingham, AL
March 16, 2005**

Executive Officers:

Cheri Pickard, President - In Attendance
Linda Flaherty, Vice President
Catherine Hartley, Secretary - In Attendance
Mary Sue Robey, Treasurer
Debbie Gailbreth, Immediate Past President

CALEA Liaisons:

Karen Shepard, Program Manager - In Attendance
Bob Greenlaw, Commissioner - In Attendance

MEETING MINUTES

The meeting called to order by President Cheri Pickard

Attendees, Officers, and CALEA Liaisons introduced themselves.

President Pickard announced that PSCASN would be hosting a reception immediately following the meeting. Cheri explained that this is PSCASN's first reception at a CALEA conference. Attendees were encouraged to attend.

In Mary Sue's absence Cheri discussed the Treasurer's report from December 1, 2004 – March 1, 2005. A motion was made, seconded and passed to adopt the report as presented.

ELECTIONS –

The positions of Secretary and Treasurer are up for election. Beth Burton and Catherine Hartley submitted the necessary papers for the position of Secretary. Prior to voting, Catherine Hartley announced that she has changed employers and will not be seeking re-election as she is unsure if she will remain working with communications accreditation. A motion was made for Beth Burton to be elected to the position of secretary, the motion was seconded and an unanimous vote confirmed Beth as the new PSCASN secretary.

A motion was made for Mary Sue Robey to remain as treasurer position, the motion was seconded and an unanimous vote confirmed that Mary Sue will continue in the position.

CALEA UPDATE –

Karen Shepard was excited to announce that the Public Safety Communication program continues to grow. There are now 34 agencies in-process / 3 agencies have requested on-sites / 16 agencies are in self-assessment / 6 additional agencies have been sent an application packet but have not signed a contract at this time.

STANDARDS REVIEW & INTERPRETATION COMMITTEE (SRIC) UPDATE –

Bob Greenlaw and Karen Shepard explained that the SRIC Focus Group is wrapping up their review of 4th edition law enforcement standards, revised final report format and establishing guidelines on file maintenance & establishing guidelines for initial/re-accreditation documentation requirements. The communications standards will be reviewed next. Bob encouraged agencies to send in any comments about standards to the SRIC.

Cheri asked that PSCASN form our own standards review committee so we as a Pac can make recommendation to the CALEA SRIC when they begin reviewing communication standards. T.K. Ivie (City of Arlington), JoAnne Munroe (Onondaga County Department of Emergency Communications), and Tonette Lee (Shreveport Fire Department) volunteered for this duty.

STANDARDS DISCUSSION –

The floor was opened for comments on standards that are difficult to interrupt or that don't seem to apply to the communications community.

Topics discussed:

In a stand-alone communications center (under a public safety umbrella) - What complaints warrant an "internal affairs" investigation that requires notification of the complainant vs what complaints are handled by the floor supervisor?

The consensus agreed that the agency policy dictates what is a "line complaint" and what should be referred to Internal Affairs for investigation.

If you don't employee trained investigators, how do you handle violations that

require "internal affairs" investigations?

Many agencies allowed that they utilize the Internal Affairs Unit of their local law enforcement agency. Karen Shepard reminded us that if you use an outside agency to perform a function for you, that agency must be held to CALEA standards. So if you refer serious complaints of a non-criminal nature to your local PD, the PD must meet (and you must document that they meet) all the notification requirements.

When an 'other than mandatory standard' does not contain the phrase "IF the agency...." and it is a function you don't perform can you take the standard N/A by function.

No. Karen says that there are "if" standards that you can take as N/A if you don't perform that specific function. However, standards that do not contain "if" must be complied with or taken as 20%.

Agencies with recent on-sites are reporting that assessors are not being attentive during Panel Reviews. The critique form that accreditation manager use to get after the on-site are now being included in the award ceremony presentation folder. This makes it very difficult for an agency to let the commission know about problem assessors. Some agencies feel that they are being pressured to not complain about an assessor prior to the Committee Hearings.

Bob Greenlaw says that agencies should call CALEA immediately after or even during an on-site if there are problems with an assessor. As a commissioner he wants to know this information. Assessors are employed by CALEA – if they are not doing their job, CALEA needs to know.

Karen Shepard reminds everyone that agencies should not be afraid to call their Program Manager for guidance. Your Program Manager can give you an opinion as to if a standard is applicable to your agency or make a ruling as to the manner in which you meet compliance. Keep in mind that if you are unsure to the applicability of a standard or your directive/documentation you need to call as soon as you find it. Feel free to call before or during your mock. DO NOT WAIT for your assessment team to be on-site before you ask for clarification.