

2019 Michigan Public Safety Telecommunications Conference

Monday Keynote: Front Line Leaders

Presented by: Adam Timm, The Healthy Dispatcher

The 9-1-1 professional is the true first responder. On this front line, the challenges are real. So is the satisfaction of making a difference with each call. In a career punctuated by vicarious trauma, constant change and long hours, it takes a personal leadership approach to thrive. With inspiring leadership stories from centers across the country, this opening session offers specific tools for keeping up with the busy-ness of life, both on and off the job.

Session 1: What's Up Doc? Social Media Deployments in the PSAP

Presented By: Terry Burnworth, Pyramid Consulting Services

This session will focus, at a high level, on the outgoing use of social media channels by the PSAP. The PSAP is going through changes at a rate that has never been seen before in modern times. Most of the changes have focused around technologies and human resources. The concept of a PSAP utilizing social media channels to support the ongoing operations of the organization is a subject that has had very little published materials. Outgoing or promotional subject matter deployed through the various social media channels can be a tool for the PSAP to communicate to the public. Standard operating procedures (SOP's) will need to be amended to include the deployment of social media as a communication tool for the PSAP. This session will provide real-world examples of various social media deployments for PSAP's as well as other types of public safety agencies.

Session 2: 9-1-1 Legislative Updates

Presented by: Harriet Rennie-Brown, State 9-1-1 Administrator

NG911 legislation passed in 2018 at the state level and there is also movement at the national level. Get details on the NG911 deployment progress for Michigan as it moves its way into NG911. Harriet Rennie-Brown will provide data and informative details for Michigan, and how the policy activity in Washington D.C. could impact NG911. Get an update on the Michigan State 911 Administrative Office activities and the federal grant that may make valuable resources available to Michigan's public safety answering points.

Session 3: Support, Connect, Manage - Handling Spectrum Disorder Calls

Presented by: Lindsay Smith, RPL, Supervisor - Calhoun County Consolidated Dispatch Authority

A discussion of the changes call-takers and providers need to make in order to better serve those callers, and their loved ones, that have spectrum disorders. The importance of gathering different types of information, and different ways of relating to callers.

Session 4: 9-1-1 & Fire Services Communication

Presented by Bryce Tracey, 9-1-1 Coordinator - Mackinac County

This presentation is intended to be interactive with the audience. 911 Directors/Dispatchers have you ever wondered what the Fire Service is doing in regards to communications? What do they learn in basic Firefighter Training about 911 and 911 Dispatching? What about radio policy, operations, etiquette? What is Fire Command and ICS to them? What kind of dispatching service do you provide for your FD's? What are the future considerations for Fire Communications?

Session 5: Michigan Public Safety Communication System (MPSCS) Voice and Text Paging

Presented by: Al Mellon, Radio Programming Unit - MPSCS

This session is designed to give an overview of voice paging and text paging on the MPSCS 800MHz system. Session will cover: voice paging, text paging, backup/redundancy, secondary notification services, and many other functions of the system.

2019 Michigan Public Safety Telecommunications Conference

Session 6: Missing Persons Updates and Human Trafficking Awareness

Presented by: D/Sgt. Sarah Krebs, MSP

This session will cover not only on the legislative updates regarding missing persons for Michigan, but also on National updates and directives. A review of agencies' policy issues and suggestions will be covered as well as current system issues and effects on missing person's records. An overview of Human Trafficking as it pertains to the first responder's awareness, signs and symptoms to be aware of, and victim centered trauma care."

Session 7: Next Generation Community Outreach: How to Leverage Today's Technology

Presented by: Sasha Vargas, Community Marketing Manager – Rave Mobile Safety

Effective community outreach allows agencies or organizations the opportunity to become active and engaged with members of their community. This engagement can have a positive impact that's mutually beneficial for your agency and all involved. If your current outreach efforts are not having the impact they used to, now is the time to adjust your community outreach strategy utilizing the latest technology.

Session 8: There's No Such Thing as Routine

Presented by: Tina Chaffin, Training 9-1-1 Heroes

We've all seen the news reports, "Officer killed in *routine* traffic stop." If the stop was routine, the officer would be going home at the end of his shift. This session convers a difficult topic, line of duty deaths. The course discusses common areas of complacency with both dispatchers and responders in the calls we tend to think of as "routine." Routine leads to complacency. Complacency leads to mistakes, and mistakes lead to fatalities. This session is a harsh reminder of how quickly the routine call can become anything but routine.

Session 9: Developing Evidence-Based Practice in Emergency Telecommunications

Presented by: Isabel Gardett, PhD – International Academy of Emergency Dispatch and Jon Stones - Priority Dispatch

The ability to base decisions on sound and supportable evidence is increasingly important in emergency telecommunications. However, the field is a relatively new one, and the currently-available evidence is relatively scarce and often contradictory. This presentation will provide a brief overview of the current available science, outline the steps needed to develop a culture of evidence-based practice in emergency telecommunications, and provide examples of programs already in place. Specifically, the session will outline ways to get telecommunications professionals involved in gathering and analyzing data in their own agencies, barriers to gathering and sharing data, and effective methods for translating evidence into practice.

Tuesday Keynote: Everyone is Leading

Presented by: Doug Showalter, Showalter & Company

Leadership is definitely not about rank, position or title. Leadership is about action and interactions. Leadership is about doing what's right, not what's popular. Perhaps the most important lesson learned is that everyone in an organization has the ability and sometimes the obligation to lead. This specially designed leadership course provides proven techniques, and methods to become a successful leader no matter your position or title. With over three decades of real public safety experience in various leadership roles, we've seen what unsuccessful leaders can do to a team, and we've also learned what characteristics make a great leader. This exclusive course provides each participant with a renewed sense of identity, purpose and skill. A true leader must build and maintain excellent interpersonal skills in order to establish themselves as someone people will trust. Leaders can build and earn trust through positive actions and demonstrations of support, guidance and real honesty. Understanding that your building, furniture and equipment are not the most important items in your workplace, the people will always be significantly more important to your overall operation. Learning to inspire and engage others by using our simple methods, tips and techniques will lead you into greatness.

2019 Michigan Public Safety Telecommunications Conference

Session 10: PSAP Performance Metrics: How Does Your PSAP Measure Up?

Presented by: Dirk Boomstra, Public Safety Manager, NICE Public Safety

We've all heard the saying "You can't manage what you can't measure." This especially rings true in 911, where seconds can mean the difference between life and death. All 911 centers have performance targets – but how do you know if you're measuring the right things? And is there an easier way to track metrics than spending countless hours manually compiling spreadsheets and data? In this session, we'll share best practices on the 'what, why and how' of creating and measuring PSAP KPIs and reveal results from the recent PSAP Performance Metrics benchmarking survey.

Session 11: Audit Preparation, Common Findings and New Stuff

Presented by: Trevor Carlsen, Analyst/Auditor- MSP LEIN

This session will focus on common findings from agency LEIN audits and how to prepare for audit. Discussion will also include anything new on the horizon with audience participation in discussion and questions.

Session 12: Defusing Communication Center Conflict

Presented by: Adam Timm, The Healthy Dispatcher

Difficult callers are only one side of the stress of communication in 9-1-1. Negative interactions with coworkers and supervisors can end up being more stressful than the work itself. With a better understanding of how to communicate during tense times, 9-1-1 professionals can improve their center's culture and efficiency. Learning objectives from this session: Understand the most common sources of conflict, prepare for and engage in difficult conversation, identify their conflict style, develop a resolution together.

Session 13: Got Indoor Maps?

Presented by: Stacen Gross, Territory Sales Manager, GeoComm Inc.

While the accuracy of wireless 911 calls outdoors continues to improve, the accuracy indoors is still a major problem. The FCC, wireless carriers and wireless handset device manufacturers all have plans to address this. Guess what, those plans involve indoor mapping embedded into your PSAP's GIS data! The presentation will discuss the new wireless location technologies such as RapidSOS and how communications centers can utilize the new information in combination with indoor maps. Two case studies from Frisco, TX and Stillwater, MN will be discussed as well as how this same technology will help improve venue security at collegiate and NFL games and public facilities in the future.

Session 14: Succession Planning and Mentoring

Presented by: Chad Chewing, Director, Livingston County Central Dispatch

This session will promote the importance of implementing a process of succession planning and mentoring at all levels throughout a department. The session highlights the benefits of succession planning, tips to get started, ideas on creating a mentor program, and some best practices when mentoring.

Session 15: The Power of Positive Attitudes in Call Centers

Presented by: Bob Pastula, Priority Dispatch

Understanding the consequences of a negative attitude in the workplace, as well as the benefits of promoting a positive, healthy attitude is important in the workplace. We will look at how a poor attitude can quickly spread through the workplace and recognize the different types of negative attitudes. We will also discuss the need to take responsibility for a negative attitude and its consequences and learn how to replace old, ineffective reactions with adaptable, productive responses.

Session 16: Technology & Project Management Success

Presented by: Paul Frezza, ENP, Equature

This session was designed to highlight the best practices in the industry to evaluate technologies that adhere to NENA I3 and APCO Project 25 Standards. It also covers implementation and management of the implementation process to maximize your return on technology investments.

2019 Michigan Public Safety Telecommunications Conference

Session 17: Thousands of PSAPs are Receiving Lifesaving Device Location and Data; Is Yours?

Presented by: Troy Cordle, ENP, Public Safety Community Engagement Manager, RapidSOS

PSAPs have been promised major improvements associated with 9-1-1 calls: more accurate location information, location-based call routing, multimedia to the PSAP, and much more. Citizens, reliant on smartphones and other IoT devices, expect their data to be available to public safety in an emergency. This session looks at how PSAP managers, supervisors and telecommunicators can utilize data from a LIS (Location Information Server) and ADR (Additional Data Repository) in their PSAP workflow. By analyzing real-life case studies, 9-1-1 professionals will leave with a new understanding of the possibilities of Device based location and additional data.

Session 18: Zero to 60: ECO Career Survival & Emotional Wellness

Presented by: Mike Wierenga and Terry Bykerk - 2 The Rescue, LLC

There is a need to better prepare the forgotten and true first responder our 9-1-1 professionals and their loved ones in dealing with the natural biological process that occurs from adrenaline dumps and cumulative exposures to trauma, stress, tragedy and grief. Through “boots on the ground” personal experiences, 2 The Rescue will provide EMS telecommunicators with a clear picture of why their profession can negatively affect one’s personal ethics and decision-making proficiency while leading to destructive unhealthy lifestyles habits and career burnout. 9-1-1 dispatchers will learn realistic and positive ways to manage the unique challenges and pitfalls that occur during shift work while also recognizing the differences between normal recovery time behaviors and depression, post-traumatic stress and suicide warning signs. All attendees will leave with the tools to help rescue the rescuers!

Session 19: Generational Differences: Blending Generations for Successful Workplace Teamwork

Presented by: Sgt. Michael Phillips, MACNLOW Associates

Generations question and complain about perceived values, work ethics and behaviors of other generations. This course provides an overview of the forces, events and dynamics that shape each generation and offers strategies for interacting with and supervising Millennials, Generations X, Y, Z and beyond. Attendees will leave with ideas for blending generations for successful workplace teamwork.

Session 20: A Dispatcher’s Vital Role in a HAZMAT Incident

Presented by: Mark Holston, Northern AI Environmental Services

This course will present the 911 dispatcher with the unique challenges and the solutions to expertly handle a wide array of hazmat incidents and responses. Topics covered will include traffic crashes involving a hazardous material, responder safety, chemical reactions, acid spills, airborne materials, chemical suicides, homeland security and much more.

Wednesday Keynote: A Mother’s Addiction Journey

Presented by: Katie Donovan, Author/Founder of A Mother’s Addiction Journey

This session with Ms. Donovan, will take you through the journey of her daughter, how she went from a well-respected honor roll student, to a homeless heroin addict. She will describe how it affected her family, friends and the shame and stigma that accompanies this disease, where those end up suffering in silence. Katie will also discuss new and innovative programs and resources around the nation that have been developed thru community partnerships.

Session 21: FOIA for Law Enforcement

Presented by: Lori Hinkley, MSP

An overview of the Freedom of Information Act (FOIA) and a public body’s obligations under the law. Emphasis will be on law enforcement related agencies and will cover the most recent case law and FOIA amendments.

2019 Michigan Public Safety Telecommunications Conference

Session 22: The Data Spicket is Bursting – Now What?

Presented by: Von Beals, NG9-1-1 Business Manager, Motorola Solutions

NG9-1-1 unlocks new and exciting potential for PSAPs and command centers. But how will the new flood of data affect workflow responses? How can 9-1-1 agencies increase real-time situational awareness so that end-to-end operations, beginning with the 9-1-1 call, can occur faster and with greater accuracy? This presentation will explore how the i3 standard and operational linkages will enable new workflows, better operationalizing the flow of data into agencies.

Session 23: Soft Target: Site and Personnel Security Considerations

Presented by: Corey LeCureux, Lead Dispatch Supervisor, Antrim County Sheriff's Office

Presenter will explore the basic needs for physical PSAP security. PSAPs represent a vital connection between the public and first responders. The link is so important that it could be seen as a target. Without evaluating the existential risks to the center and its personnel, PSAP leadership cannot mitigate those risks. The presenter will lead the class in Risk assessment of the PSAP and list potential risk factors. Risk factors will be categorized as internal and external. The presenter will then list plans and means to mitigate the risks involved. Physical security technology will be discussed, along with policies and security plans. The session will feature a mix of discussion, small group interactions, and multimedia presentations.

Session 24: Wireless Caller Location in an NG World (and what we can do with it)

Presented by: Gary Loflin, 9-1-1 Market Director, Central Square Technologies

How long has 9-1-1 been waiting for better accuracy when trying to locate wireless callers? We've had to endure Phase 0, I, II since the dawn of mobile devices! What's happened within the last year in relation to location accuracy has been a monumental leap toward getting help to the right location in the fastest, safest manner. In this discussion, we will discuss how GPS data can be acquired for any IOS and Android device and how call takers and dispatchers can now manage and manipulate GPS location information both within a 9-1-1 CPE solution, mapping, and perhaps even call recording and logging.

Session 25: Don't Just Sit There, Move Something

Presented by: Lisa Shelby, Founder and Bethany Bennett, Director, Thomas Shelby & Company

Studies have shown that sitting for longer periods of time will have not just detrimental but life-shortening effects on your health. We strive to support dispatchers with simple movements that can be done between calls to improve their health. The presentation will be a mixture of information and actual stretches and movements that can be completed.

Session 26: Real Time Text, Oh My!

Presented by: April Heizne, Industry Affair Specialist, INdigital

PSAPs receive on average 80% of their calls from wireless carriers. So, what is RTT - is it a text or a voice call? The FCC has issued a Report and Order that allows wireless carriers to provide RTT (Real-Time Text) instead of TTY. How is it delivered to 9-1-1 today? What does this mean to call takers and how do they handle these types of calls? This session will provide valuable insight on how these calls are received today, how they should be handled

Session 27: So you Want(ed) to be a Supervisor: What to Expect and Tools for Success

Presented by: Catlin Sampsell, ENP, Assistant Director, Berrien County Public Safety Communication Center

Many individuals want to be a supervisor without understanding what the role really entails. As a previous shift supervisor and now Center manager, I've experienced good and "not-so-great" supervision, including those that are already in the position, or aspire to it, but struggle to grasp what their managerial role is in the organization and what effective supervision looks like. This session will give an overview of the position and what to expect, specifically highlighting the possible duties and responsibilities (vary by agency) and the challenges that supervisors face, such as: no longer being "one of the guys," having difficult conversations, choosing your battles, not letting it get personal, being a coach and when necessary, being a disciplinarian. Through this better

2019 Michigan Public Safety Telecommunications Conference

understanding of the role and what an effective supervisor does, attendees will be better able to self-evaluate if this is a role they really want and identify areas they need to improve to be able to successfully achieve and succeed in that role.

Session 28: Next Gen Leadership

Presented by: Jon Whitford, Emergency Dispatch Director - MSP

During this presentation attendees will learn how to work effectively with and lead a changing work force. Using first hand stories, the presenter will share his leadership journey and equip attendees with various tools to help improve morale and customer service. This presentation is a "must attend" for anyone currently working in a PSAP that is in a leadership position or considering becoming a trainer, supervisor, or director in the future.

Session 29: Michigan Dispatcher Role in Crisis Intervention Team (CIT) Development

Presented by: Gretchen Carlson, MA, LLP, CAADC Jail Diversion Supervisor/CIT Coordinator and Leonard Swanson, LLMSW, Wayne State Center for Behavioral Health and Justice

CIT, or Crisis Intervention Training, is a multi-tiered program that seeks to aid law enforcement in their interactions with those individuals dealing with a mental illness. In addition to the officers on the road, and jail diversion, the dispatch community is evolving to assist CIT both in how they provide pre-response assistance to an individual, as well as the much needed statistics that their calls provide. CIT teams across the state, in conjunction with Wayne State University's Center for Behavioral Health and Justice, are using the information received from participating dispatch centers to improve officer knowledge, attitudes and behavior to better impact the populations they serve. This presentation will touch on how dispatch can help.

Session 30: Active Shooter for Telecommunicators

Presented by: Tina Chaffin, Training 9-1-1 Heroes

Active Shooter incidents can occur anywhere. The PSAP will be inundated with calls. Telecommunicators must move through the calls quickly, yet ensure that they document all information pertaining to caller, responder, and bystander safety. This session will cover the basic responsibilities and impact to a Telecommunicator during an active shooter event.

Thursday Keynote: Resiliency, Rewards, Retention: How to live long and prosper in your 9-1-1 career.

Presented by: Jim Marshall, M.A., LLP and Ryan Dedmon, M.A., 9-1-1 Training Institute

Jim Marshall and Ryan Dedmon have teamed up to debut this first-ever super entertaining, highly interactive session empowering dispatchers to: refresh and recharge resilience, reconnect with the greatest rewards of your profession, rally the psychological Grit to "live long(er) and prosper" in your 9-1-1 career. In this fast-moving session, Jim and Ryan will mix it up with quick teachings, fun think-tank team activities, inspiring stories from audience volunteers, and lively full group discussions to assure you wrap up your Mackinac Island experience with powerful new insights you can carry back to real life on the mainland! (And real prizes will be awarded for outstanding team contributions.) You'll be glad you stayed and played!