

2015 APCO/NENA Development Sessions

Dispatcher Track – Portia room – Executive Center

Monday April 13

LEADS OPERATIONS

This session will cover the requirements to initiate LEADS; ORI assignments; Administration or criminal justice, LEADS administrative Rule 6 and Ohio Revised Code 2913.04 (Unauthorized use of property - computer, cable, or telecommunication property) *Jacci Baylor, Ohio LEADS, Monday April 13 - 9:30 a.m. – 10:30 a.m. Portia*

OHLEG UPDATES

This session will cover OHLEG Rules and Security Policy changes, what you may or may not know about OHLEG, OHLEG as an investigative tool and example stories of OHLEG success. *Jill Small, Ohio Attorney General's Office; Monday April 13 - 10:45 a.m. – 11:45 a.m. Portia*

Lunch on your own 1145-1300

OHIO ALERTS – UPDATES AND INTERACTIVE SCENARIOS

This session will be an update on the four Ohio Alerts (AMBER Alert, Endangered Missing Child Alert, Endangered Missing Adult Alert and Blue Alert) and an interactive exercise of alert scenarios where participants make choices on which alert action to take. *Staff Lieutenant Kenneth Kocab, Ohio State Highway Patrol & Ohio Amber Alert Advisory Committee; Brent Currence Ohio Attorney General's Office; Monday April 13 - 1:00 p.m. – 3:15 p.m.; Portia*

OHIO HOMELAND SECURITY

Ohio Homeland Security began a statewide Terrorism Liaison Officer (TLO) Program in 2008. Currently, every county in Ohio has at least one TLO that serves as a point of contact for suspicious activity and other relevant information. In 2015, the TLO program expanded beyond terrorism and was rebranded as the Intelligence Liaison Officer (ILO) Program to include an “all crimes” initiative. The new expansion will include emergency management, public health, military, education, corrections, private sector, and other government agencies. By encompassing these disciplines the expansion will increase information sharing as well as increase the statewide network of personnel while combining multi-discipline resources. The initial phase of the expansion will focus on Local law enforcement, local fire and Emergency Medical Service (EMS) departments as well as Corrections. Phase 2 will include the remaining sectors. This presentation will discuss this expansion in detail. *Mary Tyler, Ohio Homeland Security, Monday April 13 - 3:30 p.m. – 4:30 p.m. Portia*

Tuesday April 14

OHIO STATE HIGHWAY PATROL INTELLIGENCE UNIT

This presentation will focus on the operations of the Ohio State Highway Patrol Intelligence Unit and the tools available to dispatchers and agencies statewide. The presentation will cover the basics of criminal intelligence, tools analysts use to assist Dispatchers and Law Enforcement Officers and an overview of products routinely produced in the intelligence community. *Lt. Mike Hasson, Ohio State Highway Patrol; Tuesday April 14 - 8:15 a.m. -09:15 a.m.; Portia*

**Exclusive Vendor Time for Dispatchers 930-1145
Kalahari Ballroom**

Lunch on your own 1145-1300

HIGH INTENSITY DRUG TRAFFICKING AREA & DECONFLICTION

The High Intensity Drug Trafficking Area (HIDTA) is a drug prohibition enforcement program run by the Union States Office of National Drug Control Policy. It was established nationwide in 1990 and within the State of Ohio in 1999. The mission of the HIDTA program is to enhance and coordinate America's drug control efforts among federal, state, local and tribal law enforcement agencies in order to eliminate or reduce drug trafficking and its harmful consequences in critical regions of the United States.

Deconfliction is an officer safety tool designed to alert investigators in the field of potential operational and/or suspect conflicts. The system is split up into two sides, EVENT and TARGET Deconfliction. These two unique systems ensure two things: 1) investigators aren't performing law enforcement events in the same area at the same time and 2) Investigators from different agencies are not actively targeting the same individuals. Law Enforcement officers throughout the state can enter their deconflictions through and online portal. This portal is available to investigators 24/7 and provides instant notification of conflicts via on screen notices and emails. *Frank Perhacs & Scott Basom, Ohio HIDTA Investigative Support Center; Tuesday April 14 - 1:00 p.m – 3:30 p.m. Portia*

THE SOVEREIGN CITIZEN MOVEMENT

The sovereign citizen movement is an extremist, anti-federalist ideology, with origins dating back to the late 1970's that the FBI considers to be a "domestic terrorist movement." Sovereigns believe that the government does not have any authority to issue or enforce any laws against them. Sovereigns harass and intimidate government officials. Sovereigns since the 1995 Oklahoma City Bombing have killed nearly 40 law enforcement officers. This session will focus on recognizing and dealing with sovereigns on a dispatcher level. *Jeff Sacksteder, Ohio Homeland Security Strategic Analysis & Information Center (SAIC) Tuesday April 14 - 3:45 p.m. – 4:45 p.m. Portia*

Wednesday April 15

THE SPECIAL NEEDS CALLER

It is important to meet the needs of the Special Needs Caller, and not simply by having a TTY sitting in the center. Being prepared to give direction to a sight impaired caller and knowing the special questions you should have answered for the Missing Autistic child are just some of them. We work in an environment that we cannot see those we help, but we must also recognize how to help those who can't see, hear or communicate with us the way we are used to communicating. *Johnette D. Van Dein, President 9-1-1 Arrives 1st, LLC, Wednesday April 15 - 8:15 a.m. – 09:15 a.m. Portia*

THE TELECOMMUNICATOR AS AN INVESTIGATOR

We're on the scene before the units are dispatched. Learning to take advantage of those precious moments can be invaluable. We will cover the different types of evidence, real, exculpatory and eyewitness to name a few, and how the telecommunicator can facilitate getting that evidence into court, how he/she can help future interrogations, etc. by asking "the questions" needed to corroborate or invalidate later statements. Tape recording and spontaneous utterance are valuable tools. *Johnette D. Van Dein, President 9-1-1 Arrives 1st, LLC, Wednesday April 15 - 9:30 a.m. – 10:30 a.m. Portia*

Manager Track – Guava room – Executive Center

Monday April 13

THE KEY IS IN THE CORE: DESIGNING A TRAINING PROGRAM THAT WORKS FOR YOU

We believe the key to training and retaining qualified dispatchers may start at the very core of their training. As all communications personnel know, training is a long and difficult process for the trainee as well as the training officer. Why not develop training that prepares a trainee for training? If we give trainees fundamental knowledge before they enter training with a CTO, they have a better understanding of what is expected of them and what they may encounter in the training process. This gives them added confidence and a feeling of accomplishment before they are even paired with a CTO. They have been given a foundation on which to build. This also gives some relief to the CTO because they are not teaching the rudimentary elements of the job while under pressure with demands of a busy radio room. *Debra Stockelman, Ruthann Finnen and Lori Harris, Hamilton County Ohio Communications, Monday April 13 - 9:30 a.m. – 10:30 a.m. Guava*

THE SCOOP ON COOPS...CONTINUITY OF OPERATIONS PLANS

Has your PSAP been required to continue operating when the rest of your building was evacuated? Do you rely on outside resources that have never been tested? Continuity of Operations Plans (COOPs) are extremely important for PSAPs yet many PSAPs do not have one that is viable and available for immediate implementation. How fast can your PSAP be evacuated and be working again in an alternate location? The Department of Homeland Security offers COOP workshops, but those are focused on non-emergency governmental functions. Do you have COOP specific for your PSAP? How does your PSAP operate in the first 72 hours after it relocates? After an emergency relocation, can you be operational in 1 hour? 2 hours? A day? This presentation will focus specifically on building actionable, concise COOPs for PSAPs. We will explore challenges and decisions that go into PSAP-specific COOPs. We will look at what goes in and what stays out of an actionable PSAP COOP. You will learn how to identify gaps and missing items in COOP planning. You will leave with a new approach to creating a useful COOP for your PSAP. *Randy Kimbro, Firefighter/Communications Coordinator, Olmsted Falls Fire Department; Monday April 13 - 10:45 a.m. – 11:45 a.m. Guava*

Lunch on your own 1145-1300

THE FUTURE ROLE AS THE SUPERVISOR/MANAGER

The future role of the public safety supervisor/manager will require greater responsiveness and the ability to quickly adapt to change. This changing role requires more communications skills, project management skills and technology comprehension than previously thought necessary. This session will focus on the changing supervisor/manager role, future changes in expectations and management tools required for the future. *Ken Tweedy, General Manager, Experient & RST, Monday April 13 - 1:00 p.m.-2:00 p.m., Guava*

PREPARING YOUR PSAP FOR SEVERE WEATHER

Some of us have taken weather spotting classes and some of us have taken meteorology classes, but what do either of them do for us inside the 9-1-1 Center? This course will help you understand the National Weather Service system messages, the information they provide, and using pictures, videos and real life experience, help you prepare your center, its dispatchers and yourself for severe weather. *Matt Grogan, Operator in Charge, Dupage Public Safety Communications, Monday, April 13 - 2:15 p.m. – 3:15 p.m. Guava*

CONSIDERATIONS FOR LOCAL POLICY MAKERS WITH RESPECT TO NG9-1-1

Understanding the cost considerations, local policy considerations and legislative effects on Next Generation 9-1-1. *Brian Fluegeman, Regional Sales Manager, Emergitech, Monday April 13 - 3:30 p.m. – 4:30 p.m. Guava*

Tuesday April 14

MANAGING CJIS COMPLIANCE IN THE PUBLIC SAFETY COMMUNICATIONS CENTER

CJIS or Criminal Justice Information Systems is the FBI Compliance standard for which all law enforcement data and communications networks must comply. Failure to comply with these standards subject an agency to administrative, civil and even criminal penalties for non-compliance. Due to emerging technologies available to public safety, managers must be aware of these compliance standards and ensure their centers are in full compliance. *Jack Hall, Law Enforcement Officers Technology Training Associates, Tuesday April 14 - 8:15 a.m.- 9:15 a.m., Guava*

LEADERSHIP IN DISPATCH

This class is drawn from the Ohio State Highway Patrol Leadership course covering the principles of leadership with a focus on understanding and influencing decision making. The course material is based on the practical application of psychology and sociology theories and concepts. *Captain Herbert Homan, Ohio State Highway Patrol, Tuesday April 14 - 9:30 a.m.- 11:30 a.m. Guava*

Lunch on your own 1145-1300

Exclusive Vendor Time for Managers, Technical and IT Staff 1300-1645

Wednesday April 15

OHIO ESINET ROUNDTABLE DISCUSSION

This session will include a discussion about the Ohio ESINet Steering Committee efforts to bring NG9-1-1 to Ohio. Topics will include: the newly appointed 9-1-1 Administrator, the proposed Operating Standards, 9-1-1 funding issues and the future of county 9-1-1 plans.

Jay Somerville, NWRECC and John Luetz, Ohio County Commissioners Association, Wednesday, April 15 - 9:00 a.m. – 10:30 a.m. Guava

Next Gen/Technical – Tamarind room – Executive Center

Monday April 13

INNOVATIVE GIS SOLUTION FOR YOUR COMMUNITY

The ability to map and analyze the spatial distribution of data is a rapidly increasing necessity for public safety agencies. From law enforcement and fire departments, to Emergency Operations and E-9-1-1 Dispatch, public safety agencies of all kinds are recognizing the tremendous tactical benefits that a GIS provides.

This session will highlight unique strategic planning methodologies and will explore new ways for local government public safety departments to use GIS technology for improved efficiency, increased productivity and saving time, money and lives. The latest in GIS tools for Public Safety will be presented. *James Kelt, Geographic Technologies Group Monday April 13 - 9:30 a.m. – 10:30 a.m. Tamarind*

10 WAYS TO IMPROVE YOUR PUBLIC SAFETY USING GIS

This session was designed to give the Public Safety Administrator and GIS Coordinator 10 ways to maximize the investment in 9-1-1 and GIS to produce highly efficient and effective mapping tools that depend on accurate GIS data. Attendees will be given the overall scope of how GIS data is used and developed for use in a 9-1-1 public safety mapping application such as crime/incident mapping, dispatch, fires and ems incident mapping, address management, mobile and AVL and public access tool. *James Kelt, Geographic Technologies Group Monday April 13 - 10:45 a.m. – 11:45 a.m. Tamarind*

Lunch on your own 1145-1300

NG9-1-1: NEW AND PROMISING TECHNOLOGIES

In this session, TCS will share lesson learned from state and regional large-scale NG9-1-1 deployments. The discussion will include why and how to implement NG 9-1-1 in four stages: the IP Network; the next generation core infrastructure, call handling systems and GIS infrastructure. This session is ideal for public safety decision makers who are currently developing a NG9-1-1 strategy and want hands-on, hard won insights into tips, best practices and pitfalls to ensure a smooth, cost effective implementation. *Jim Crichton, Telecommunication Systems Inc., Monday, April 13 - 1:00 p.m. – 2:00 p.m., Tamarind*

BRING IT IN! SMALL CELLS FOR INDOOR LOCATION ACCURACY

There is no greater mission for 9-1-1 response than to reliably and efficiently pinpoint a caller's location. Citizens living or working in multi-story, densely-populated urban areas are often unaware that their location cannot be identified by responders if they are calling 9-1-1 from indoors. As the FCC examines ways to establish a location requirement for wireless calls placed indoors, we can prepare by learning about the capabilities of advanced location systems.

Is manual rebidding the only answer to the impacts created by faster IP and i3 networks? Does rebidding more often work? Is asking citizens to give up their privacy and tracking them the only way to pinpoint their locations?

Small cell technology and smart data analysis may well provide the means for helping responders find people indoors. This session brings the outside in, focusing on technologies designed to better determine caller's INDOOR locations. The presenter will explain how existing and emerging systems can be optimized to make the display of this location information more usable and more understandable. *Rich Johnston, Solutions Engineer, Intrado Inc., Monday April 13 - 2:15 p.m. – 3:15 p.m. Tamarind*

A FEDERATED ARCHITECTURE LETS PSAPS MAINTAIN CONTROL BUT GAIN REGIONAL COORDINATION

A Federated system architecture is an ideal option for large county and statewide deployments who want to maintain independence but have the ability to easily share information with other PSAPS. The federated model consists of a collection of interconnected servers utilizing a single, unified computing resource. Resulting in an IP Network-based virtual "One System" environment, the federated platform offers a high availability, Geo-diverse, multi-server "N" scale cluster design consisting of potentially multiple physically divers data center locations, each with multiple cluster configurations. Super Clusters are hardware fault tolerant and geo-diverse and support a configurable number of PSAPS and users, allowing the overall system to support a practically unlimited number of both PSAPS and users. In addition, the federated system has the ability to transfer a substantial amount of Call, Incident, and Unit Detail data and historical information. Join us for an information packed session where attendees will learn about the possibilities, benefits and the impact of a federated architecture model. *Craig Dollar, President/Founder of Emergency CallWorks, Monday, April 13 - 3:30 p.m. to 4:30 p.m. Tamarind*

Tuesday April 14

9-1-1 WHERE IS YOUR EMERGENCY?

GIS data will play a pivotal role in the nation's public safety system as jurisdictions acquire Next Generation 9-1-1 (NG9-1-1) technology. GIS data will be paramount for call routing, call handling, call delivery, location validation and emergency response. Since NG9-1-1 is driven by GIS data, accurate data must be provided/obtained for successful 9-1-1 emergency response. What are the best practices for obtaining such data? What questions should you be asking your data provider? How do you ensure your data will remain at such an expected level of quality? *David Cordray & Dave Denney, Digital Data Technologies Inc., Tuesday April 14 - 8:15 a.m. – 9:15 a.m. Tamarind*

THE POTENTIAL OF MULTI MEDIA FOR NG9-1-1 SYSTEMS

Today, people can communicate in ways that we thought possible only in science fiction. How is this new technology impacting the ways the public calls for help? Whether it's audio, text or video, learn how the next generation 9-1-1 architecture provides a methodology for taking advantage of multi media. *Stephen Ashurkoff, General Dynamic IT, Tuesday, April 14 - 9:30 a.m. – 10:30 a.m., Tamarind*

RESILIENCY MATTERS IN NG9-1-1 SYSTEMS

The importance of reliability in emergency service communications cannot be overstated; lives depend on it. Many factors affect resiliency of 9-1-1 services including software, monitoring and cybersecurity. This session provides attendees with information on how the next generation 9-1-1 architecture can provide a blue print for providing resiliency and security. *Stephen Ashurkoff, General Dynamic IT, Tuesday, April 14 - 10:45 a.m. – 11:45 a.m., Tamarind*

Lunch on your own 1145-1300

Exclusive Vendor Time for Managers, Technical and IT Staff 1300-1645

Wednesday April 15

NG9-1-1 IS OPERATIONAL IN APPALACHIA OHIO...WHAT'S STANDING IN YOUR WAY?

Learn firsthand how Morgan County Ohio overcame tight financial budgets and numerous obstacles to implement an i3 compliant NG9-1-1 solution, an accomplishment most jurisdictions many times its size and with far greater budgets have not attempted, let alone achieved. This presentation will review the evaluation process and the public safety benefits delivered. *Dave Bailey, Morgan County, Digital Data Technologies Inc., General Dynamics IT* Wednesday April 15 - 8:15 a.m. – 10:30 a.m. Tamarind

THE ROLE OF GIS IN NG9-1-1

In many cases the role of GIS technology in NG9-1-1 is not well known. This presentation provides a vendor-neutral look at the role of GIS in NG9-1-1. Highly accurate GIS data is the “fuel” for NG9-1-1 systems and is used for both address location validation and call routing. Moreover, “legacy” components such as selective routers and the MSAG will eventually be replaced by GIS-based NG9-1-1 components such as the ECRF and LVF. These realities require careful planning and consideration be given to all aspects of GIS that drives today’s 9-1-1 system and NG 9-1-1 in the future. *Chris Hardesty, GeoComm, Wednesday April 15 - 10:45 a.m. – 11:45 a.m. Tamarind*