



Kansas APCO Spring 2019 Conference
 April 1st – 3rd
 Kansas Star Casino
 Mulvane, KS



Conference Shirt logo designed by Mel Dawdy, Johnson County Emergency Communications. Shirts will be gray short sleeved.

Monday, April 1st, 2019					
0700-0800 Registration Open (Registration Located Inside Event Center Entrance)					
Room	Studio A	Studio B	Studio C	Studio D	
0800-0900	911 Coordinating Council Operations Subcommittee	Vesta Users Training	911 Coordinating Council Technical Subcommittee	New Attendee Orientation	Commercial Partner Hall Set-Up
0900-1000	911 Coordinating Council Meeting		MTUG Meeting	NENA Board Meeting	
1000-1100				KSCIS	
1100-1200				JL Ellis	
1200-1300	LUNCH (provided to conference attendees) Kansas Pipeline presentation - Steve Roberts				
1300-1400	APCO Information Class	Vesta Admin Training		Tactical Dispatch Exercise	Commercial Partner Hall Open
1400-1500	APCO Board Meeting				
1500-1600	LMR to LTE transitions Terry Burnworth				
1600-1700					
1700-1800 Dinner Break (on your own)					
1800-2100 APCO Social in the Exclusive Kansas Star Fire Club (light hors d'oeuvres, music, socializing)					

Tuesday, April 2nd, 2019

Commercial
Partner Hall
Open

0800-1030
800am - 830am Opening Ceremony Presentation of Colors (Honor Guard)
830am-1030am Kelsey Smith Act – Greg Smith
Studio A/B/C

1030-1200
Dedicated Commercial Partner Time

LUNCH (provided to conference attendees) Legislative Update and 911 Grant – Scott Ekberg

Room	Studio A	Studio B	Studio C	Studio D
1300-1400	Sustainable Dispatch: PSAP Design and Engineering - Terry Burnworth	Overcome Challenges in the Dispatch Center Kate Dorsey	Active Shooter and the Comm Center Mark Leibeg	Overview of Federal Priority Telecommunications Services - Terry Kegin
1400-1500		Changing Culture Jeff Hooper	Peer Support Pam Opoka, Jamie Taylor, and Melanie Pumphrey	PSAP Performance Metrics Mark Peterson and Jenny Martin
1500 -1600	Social Media Deployments in the PSAP Terry Burnworth and Amanda Matlock	KCJIS Instructor TBD	Domestic Violence Kristin Gill	Locating Cell Phones for Dispatch Becky Snook
1600-1700	Tail Wagging the Dog Terry Burnworth	Understanding the Importance of relaying weather information - Chance Hayes	Amber Alert Bill Smith	Suicidal Caller Kelly Chess

1800-1900 Director and Decision Maker Cocktail Hour – Mezzanine

1900 Banquet Dinner and Awarding of Telecommunicator of the Year, Line Supervisor of the Year, Director of the Year, and Team of the Year (Studio A/B/C)

Wednesday, April 3rd, 2019

Room	Studio A/B/C	Studio D
0800-0900	<p data-bbox="485 651 1325 716">Missing & Exploited Children Dynamics and 9-1-1 Fred Miller of The National Center for Missing and Exploited Children</p>	<p data-bbox="1625 293 2003 326">Telecommunicator Roundtable</p>
0900-1000		<p data-bbox="1694 558 1934 591">Trainer Roundtable</p>
1000-1100		<p data-bbox="1673 820 1955 852">Supervisor Roundtable</p>
1100-1200		<p data-bbox="1598 1062 2030 1127">Toni Dunne – Making the transition to RTT in 9-1-1</p>

THANK YOU FOR ATTENDING SPRING KS APCO 2019!

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Key Note Presentations and Speakers

The Kelsey Smith Case: The Investigation and its Impact on Law Enforcement. The presentation details the events of the Kelsey Smith abduction and murder and highlights the difficulties that were encountered in multiple attempts to retrieve the location information of Kelsey's phone. It took nearly four days to finally retrieve the information, despite law enforcement following prescribed protocols under exigent circumstances. The presentation describes the Kelsey Smith Act, as passed in Kansas in 2009, and reviews a few of the other states who have passed similar legislation. As technology has changed so has the way the law has been crafted and implemented in various states. Applicable US Codes are discussed and how they apply to exigent circumstances as well as case law. An overview of these considerations is discussed. Examples of successful uses of the law are demonstrated. Additionally, a model policy is presented for use by class participants to take back to their agency for consideration, along with best practices for cellular device location procedures.

Greg Smith: has been involved in training most of his law enforcement career. He obtained certifications as a law enforcement instructor, Field Training Officer, and Field Training Officer Manager in South Carolina. HE graduated as the valedictorian from the South Carolina Criminal Justice Academy, receiving the prestigious J.P. Strom Award. He was also the valedictorian of his academy class in Kansas City, MO. He has spoken to dozens of groups and law enforcement training conferences across the country about the Kelsey Smith Act, missing person case best practices, Title 3, 18, and 47 applications for locating a cellular device, and testified about the Kelsey Smith Act in state legislatures in numerous states. He is actively working with members of congress to introduce the Kelsey Smith Act as a federal law. Greg is Kelsey Smith's father. Kelsey was kidnapped, sexually assaulted, and murdered in 2007. Her case made international and national news. He is the lead trainer for the Kelsey Smith Foundation, Inc., and has presented their Safety Awareness Seminar to hundreds of audiences.

Missing & Exploited Children Dynamics and 9-1-1: This presentation focuses on communications strategies and will provide attendees with an understanding of the nature of the problem of missing, abducted and exploited children, characteristics of child victims, call taking and dispatching considerations for these calls, including children with special needs, and resources/technical assistance available.

Alfred "Fred" Miller: is a Senior Program Manager with the National Center for Missing and Exploited Children. Prior to joining NCMEC Fred served 40 years with the Prince William County, VA Police Department. During his career Fred's experience included police communications shift supervisor, police communications training manager, public safety communications operations and EMD manager, public safety communications director, and commander over criminal investigations involving missing, exploited and abused children.

Lunch Presentations Speakers

Pipeline Safety for PSAP's: On behalf of the Kansas Pipeline Association (KPA), this program will provide all PSAPs in the State of Kansas the knowledge needed to effectively dispatch field personnel to a hazardous liquid or natural gas pipeline emergency by providing resources to identify what products exist in each county/jurisdiction. Further, this program will provide recommended practices for PSAPs using the NENA Operation Standard/Model.



Steve Roberts: M. Ed, Vice President of Training, Paradigm Liaison Services. Steve Roberts has worked for Paradigm as the coordinator for all emergency response Public Awareness programs since 2008 and currently serves as the Vice President of Training and oversees the delivery of over 1,000 programs in 42 states annually. Steve is a retired law enforcement officer, has completed the Train-the-Trainer certification for Pipeline Emergencies through the National Association of State Fire Marshall's (NASFM), holds a master's degree in Education with an emphasis in Instructional Technology and serves as an online adjunct college instructor for Criminal Justice and Homeland Security courses.

Legislative Update and 911 Grant:

General Sessions

Active Shooter and the Comm Center: During the class, we will discuss the role of the communications unit in an active shooter/mass shooter incident. Topics will include an overview of typical active shooter/mass shooter calls, 9-1-1 overload, misleading information from callers, initial call needs and the vital role of the communications unit. Additional topic will include, policy needs, challenges faced by PSAPs in critical incidents, stress/PTSD for dispatchers and regional resources for PSAPs.



Captain Mark Liebig: has been with the Lee's Summit Police Department for 28 years. Captain Liebig spent 8 years as a Sniper with the department's Emergency Services Squad and has spent the past 19 years as a Bomb Technician and Bomb Squad Commander for the department's Bomb Squad. Captain Liebig has authored several articles for internationally distributed professional publications and is certified as an International Post Blast Investigator. Captain Liebig is very involved in regional initiatives and sits on numerous committees at Mid America Regional Council.

AMBER Alert Awareness: The class will explain the framework of how to engage the Kansas AMBER Alert process and the mechanics of what occurs when an AMBER Alert is launched.



William "Bill" Smith: is a Special Agent in Charge at the Kansas Bureau of Investigation, where he manages the day to day operation of field investigations spanning 36 counties in Northeast Kansas along with being the Program Manager for AMBER and Blue Alerts. Bill migrated from the Dallas, Texas Police Department to the KBI in 2001. With the KBI he has fulfilled a variety of duties, including roles with: Special Operations, Cyber Crimes, and Field Investigations. He graduated from Kansas State University with a Bachelor of Science, is an alumni of the Northwestern University - School of Police Staff and Command, and holds a Lean-Leader / Six Sigma certification from the University of Kansas.

Changing Culture: An agency's culture sets the foundation from which everything else is built. The culture is about who we are as an agency and what we represent. A negative culture will impact work performance and retention of employees. This class will focus on identifying and changing the culture of an agency or organization.



Jeffrey (Jeff) Hooper: was hired as a police officer by the Riley County Police Department (RCPD) in 1991. Prior to that he completed an internship for K-State University and served as an Auxiliary Officer with RCPD. He transferred to the Investigations Division as a detective in 1995. He was promoted to Sergeant in 1998 returning to patrol. In 2001 he was promoted again, this time to the rank of Lieutenant. In 2003 he transferred to the Training Lieutenant position, where he also served as the Accreditation Manager for the Department and assumed responsibility for maintaining the Department's required standards set forth by the Commission on Accreditation for Law Enforcement Agencies (CALEA). In 2004 he was promoted to acting Captain and in 2005 Captain. During his service with the Riley County Police Department, Hooper commanded of all 5 divisions which has afforded him the opportunity to learn about and lead all aspects of a Law Enforcement Agency. While at RCPD Hooper is credited with authoring a jail policy manual and inmate handbook, creating a bike unit, implementing a new evidence tracking system, beginning the Repeat Offender Program, completing an overhaul of the Department's computer infrastructure, implementing new intelligence lead policing strategies for the Department's Crime Analyst Unit and the implementation of a new self-insured workers compensation program. In October 2018 Hooper was hired as the Chief of Police for the City of Hutchinson. Since joining HPD Chief Hooper has again implemented a Repeat Offender Program and a new K9 Unit. Chief Hooper also initiated a focused community engagement plan and implemented intelligence lead policing strategies. Since beginning his career in Law Enforcement, Chief Hooper has been a lead defensive tactics instructor, a use of force instructor and served as an emergency response unit tactical team member and team-leader. Chief Hooper graduated from Kansas State University in 1991 with a Bachelor of Science Degree in Sociology and Criminal Justice. In 2003 he attended and graduated from the FBI National Academy's, 213th Class. In his off-duty hours Chief Hooper enjoys camping, hiking, bike riding, martial arts and most of all spending time with his wife, children and four grandchildren.

Domestic Violence: Critical Data Collection workshop attendees will learn about specific information that is important for 911 communication specialists to gather on domestic violence calls, as well as important information to gather for responding officers. The development of this training curriculum was made possible through funding of the Improving Criminal Justice Responses (ICJR) program by the Office on Violence Against Women, U.S. Department of Justice.



Kristin Gill: Serves with the Sedgwick County Division of Emergency Communications for nearly 21 years. She currently serves as the Support Services Major, providing leadership for Training, Quality Improvement, and Records Management. Gill teaches leadership development workshops for all levels of 911 support and administration from agencies throughout Kansas. Since 2014, she has been training dispatchers about domestic violence call taking and about how to improve victim safety and increase batterer accountability. Recently she served as the chair of the Communication Specialists Subcommittee for the Governor’s Advisory Council on Domestic and Sexual Violence Response. Gill holds a bachelor’s in Organizational Leadership from Friends University and is currently working towards completing her MBA.

LMR to LTE Transitions: With public safety broadband systems being developed, vendors are vying for position for public safety LTE, but what is really up next? This session will explore the next steps, at a high level, for possible transitional issues of LMR-to-LTE, including hybrid solutions. Voice will always be priority for first responders, but what does LTE bring to enhance the current LMR systems? This session will provide attendees examples of transitional deployments for first responders and control centers. The unique aspect of this session is that it is not vendor specific and will provide information of LMR-to-LTE vendor devices and deployments as case studies for end users to evaluate.



Terry Burnworth: Terry is an architect and owner of Pyramid Consulting. Terry has been involved in hundreds of control center-PSAP consolidations and procurements. He has presented at APCO international, APCO Canada, various State APCO’s, and IWCE on public safety communication (PSC) procurement methodologies. Before starting his own AE + Consulting firm, Terry was an instructor and professor at two universities. Terry has a BS in psychology, BArch, and MS. In his limited spare time, Terry owns a farm that has become a zoo with over sixty assorted and unique animals.

Locating Cell Phones for Dispatch: Using location information provided by the cellular carrier to assist in mapping the potential location of a target phone. The basic idea is that if a person knows what to ask for and how to interpret it, the data can assist in locating missing persons. (Class information credit to Undersheriff Kyle Applegarth, Washington County Sheriff)



Becky Snook: Serves as the 911 Director for Mitchell County Communications for the last 11 years. She has worked for Mitchell County Communications for 15 years and for Osborne County Sheriff and Osborne Police Department as an Officer/Dispatcher during the 7 years prior. Becky is also the Kansas Chapter APCO Secretary and the Kansas NENA Chapter Treasurer. Becky has taught APCO courses for EMD and Public Safety Telecommunicator courses. In January 2019 she also completed the RPL (Registered Public Safety Leadership) program through APCO.

Overcome Challenges in an Ever-changing Dispatch World: The dispatch environment changes every day, regardless of whether you are a new hire or seasoned personnel and change can be difficult to say the least. Clear lines and expectations will eliminate most undesirable behaviors and attitudes that staff might be prone to display. This presentation will identify and address common hurdles experienced at dispatch centers and provide effective methods and strategies to overcome them.



Kate Dorsey: Began her 911 career in October 2002. She started training a year later and served in that role for over 10 years. Kate decided to take more of a leadership role and was promoted to an Operations Supervisor in 2014, formally taking training responsibilities to include CTO program and new hire training. Kate was the proud recipient of the 2017 Outstanding Training Performance Award by the Mid America Regional Council as well as the 2017 Supervisor of the Year Award by Kansas APCO. Kate is currently the Training and Development Manager for Johnson County Emergency Communications Center.

Overview of Federal Priority Telecommunication Services: An introduction to the three types of Federal priority telecommunications services, examples of how they have been used successfully, and how these can be used in a public safety application.



Terrence Kegin: is Assistant Director, Operations with Johnson County Emergency Management and Communications. In this role, Terrence manages the functions of the emergency operations center and all technology used by the EM team for daily operations. Terrence is a qualified emergency manager holding certifications as a Kansas Certified Emergency Manager, a Senior Military Emergency Management Specialist, an instructor with the Kansas Division of Emergency Management State Training Cadre, and as an operations Section Chief with the State of Kansas All Hazards Incident Management Team. Terrence is no stranger to communications having spent 21 years as a police officer and another 9 as an emergency manager where he has supervised the Johnson County Emergency Communications Service storm spotters, Civil Air Patrol communications, and other local volunteer communications such as CERT and ARES. As part of his current duties Terrence maintains various communications systems for Johnson County including GETS, WPS, WebEOC, IPAWS, and an outdoor warning system of more than 200 sirens.

Peer Support: The current burnout rate of dispatchers is 3 years (source NENA). Fast forward to Next Generation 911 (NG911), which will deliver real-time videos and pictures to our already stressed Telecommunicators/dispatchers. We must start providing our dispatchers with a resiliency toolbox and peer support now. Learn how MARC created a roving regional peer support team with 28 highly-trained 911 peer support members. Mid-America Regional Council (MARC) is a Council of Governments covering two states, 10-counties, 121 cities, 45-Public Safety Answering Points (PSAPs) and 703 Telecommunicators.



Pam Opoka: ENP, is the Public Safety Training Coordinator and Peer Support Program Planner at Mid-America Regional Council (MARC). She has over 24 years of experience in Public Safety and has a master's degree in Public Administration, with certification in Performance Management. Pam is active in University Research projects and workgroups within National Emergency Number Association (NENA) and Association of Public Safety Communications Officials (APCO).



Jamie Taylor: Communications Unit Supervisor at Lee's Summit Missouri Police Department and has over 26 years of experience in Public Safety. He has been a MARC 911 instructor for over 8 years and holds certifications as a COML, EMT-B, and Firefighter and Communications Center Manager (CCM). Jamie is a co-chair of the Personal Loss and Hardship Committee on the MARC roving Regional 911 Peer Support Team.



Melanie Pumphery: Communications Supervisor at Clay County Missouri Sheriff's Office and has over 13 years of experience. She has a Bachelor's degree in Administrative Studies. Melanie a member of the Tri-CIT Peer Support team, and a member of APCO's Public Safety Telecommunicator Critical Incident Stress Debriefing (CISD) Program Working Group. is the MO Co-Chair of MARC's roving Regional 911 Telecommunicator Peer Support Team.

PSAP Performance Metrics: How Does Your PSAP Measure up? 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.



Mark Petersen: is a Public Safety Director for NICE Public Safety serving the Midwest region. With more than two decades of experience in the public safety industry, Mark has consulted with hundreds of 911 centers to help them implement cost effective recording systems and NG9-1-1 -ready solutions and improve their operational effectiveness and efficiency. Mark holds a degree in Ag Economics from the University of Nebraska and frequently speaks on educational topics at Public Safety conferences throughout the U.S.



Jenny Martin: is a Public Safety Manager for NICE Public Safety serving the Midwest region. With Over 20+ years of experience in the government/public safety sector, Jenny has a thorough knowledge of the processes and challenges associated with providing customized technology solutions to government. She has dedicated her career to public safety and the technology that helps the people who serve the public do their jobs safely and more efficiently.

Real Time Text (RTT): Real Time Text (RTT) is a new communications technology that is available today! It is different from other text to 9-1-1 services! Come learn more about RTT and how this voice call with a text component will benefit our citizens and PSAPs. We know that “Every Second Counts” and this session will give you valuable insights to apply today and an understanding of the benefits native RTT will bring in the future.



Toni Dunne: ENP has over 29 years of experience working within the public safety industry and currently is the NG911 National Account Manager for Hamilton Telecommunications. Throughout her career, she has been a staunch advocate for equal access to emergency services for individuals who are Deaf, Deaf-Blind, Hard of Hearing, and/or have Speech impairment and has served on many industry-related committees. She is a past president of the TX APCO Chapter and TX NENA Chapter, and former Director on the NENA Executive Board. Toni also served on the FCC Emergency Access Advisory Committee, was co-chair of the FCC Disability Advisory Committee’s Emergency Communications Subcommittee, and a member of the National 911 Office’s NG911 Roadmap Committee. Currently Toni co-chairs the NENA Real Time Text (RTT) Work Group to develop resources for PSAPs.

Suicidal Callers: The class I will be teaching is on 1st party suicidal callers. We will discuss some myths about suicide and people who are suicidal. I will also cover active listening skills, labeling emotions, building a rapport and how to establish a *HOOK*. At the end we will go over Chemical Suicide and how a telecommunicator can pick up on certain details over the phone for 1st responder on scene safety.



Kelly Chess: Began my career as a 911 dispatcher with Jefferson County 13 years ago and was promoted to EMD-Q and our departments Certified Training Officer (CTO) in 2014. In 2015, I successfully completed the requirements for Effective Supervisory Skills through the Kansas Association of Counties (KAC) program. More recently, the Director of Emergency Services has added me to the ever evolving hiring process. In 2018, I was given 3rd position TAC with our department.

Sustainable Dispatch; PSAP Facility Design and Engineering: This session is about the design and engineering required for a sustainable public safety answering point (PSAP). Most published materials concerned with sustainable PSAP's are focused around the technology, routing, call-taking, and deployment of resources. This session will not cover any of those items, but instead review the "bricks-and-mortar" issues for a sustainable facility. Issues covered include; location, survivable structure, hardened facility concepts, electrical, HVAC, lighting, conceptual layout, workflow issues, sustainability, adaptability, cost issues, procurements, and construction related scheduling. There will be a checklist for review of existing facilities as well as criteria for new facility development. The session will review real-world PSAP designs including remodeling existing facilities and "ground-up" new structures. This is a two hour session due to the complexity of the materials involved.

Terry Burnworth: Terry is an architect and owner of Pyramid Consulting. Terry has been involved in hundreds of control center-PSAP consolidations and procurements. He has presented at APCO international, APCO Canada, various State APCO's, and IWCE on public safety communication (PSC) procurement methodologies. Before starting his own AE + Consulting firm, Terry was an instructor and professor at two universities. Terry has a BS in psychology, BArch, and MS. In his limited spare time, Terry owns a farm that has become a zoo with over sixty assorted and unique animals.

Tail Wagging the Dog: The Hidden Approach to Public Safety Communication Procurement: In the past, an agency typically chooses a vendor to provide a product or service related to public safety communications. With the advent of more open architectures, public safety broadband systems, IP based PSAP's, the market has opened up to multiple vendors with similar and differing equipment and services. This has allowed for more competition and better pricing for the public safety agencies. It is also important to know the differences between various vendors and products. This session will provide three approaches to public safety equipment procurement and the pros and cons of each approach. There will be examples provided of the various procurement approaches, including technical committee setups.

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Understanding the importance of relaying weather information: Never assume the National Weather Service (NWS) knows what is happening in your county. Many times during inclement weather, the NWS is unaware due to the lack of calls from spotters, EM's, PSAP's, and chasers. The NWS also utilizes various forms of social media to get information, however, that data may be lacking or unreliable. Chance will discuss the importance of relaying vital information to the NWS so that the citizens of your county may be served in the best fashion possible.

Social Media Deployments in the PSAP: 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 communication 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. The examples will include common protocols used for social media channels and content development. The second approach to social media deployment in the PSAP is much more complex, since it involves utilizing social media information as part of the information gathering for emergency situations. This subject will be addressed in a completely separate session, since there are SOP and filtering issues that need to be included as part of the utilization of the material.

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Amanda Matlock: Amanda Matlock is an award-winning journalist with nearly 50 writing, design, and photography awards from the Hoosier State Press Association, including Best News Coverage Under Deadline Pressure, Best Ongoing News Coverage, Best Business/Economic Coverage, Best Headline Writing, and (division one) Story of the Year winner four years running. She studied creative writing and history at Indiana University, Purdue University, Indianapolis (IUPUI), and is now the Director of Marketing and Social Media for Pyramid Consulting. When not working, Amanda can normally be found trying to save an old building, lost in a used book store, or wandering the halls of an art museum.