

2018 Western Regional Conference – Schedule at a Glance (rev 1/8/18)

Tuesday- 27 March

1000-1530	Director/Manager’s Roundtable [Lunch Served at 1200-1300]
1300-1700	Registration Open
TBD	Pre-Conference Training
1600-1800	Welcome Reception

Wednesday- 28 March

0700-1700	Registration Open					
0830-0900	Speed Networking					
0900-1015	Opening Ceremony and Town Hall					
	Room/Track 140	Room/Track 140	Room/Track 140	Room/Track 140	Room/Track 170	Room/Track
1030-1200	FirstNet Updates Bill Schrier FirstNet	Case Study – Lakewood 4 – Brandy Clift – SS911	Is Wi-Fi in your Disaster Recovery Plan? Scott Peabody	Ryan - CTO	Cascade Mall Active Shooter Lessons Learned Jacob Johnson and Jessica Lindquist – Skagit911	“Open Space” Katy Myers (2)
1200-1330	Lunch, Keynote, and Western Regional Presentation					
	Room/Track	Room/Track	Room/Track	Room/Track	Room/Track	Room/Track
1345-1445	Cyber Security for the PSAP Jim Libersky	Peer Support Brandy Clift-SS911	Staffing a Comm Center in the 21 st Century - Charles Berdan - Smokeater Consulting	Ryan - CTO	APCO Intl.	Critical Communications During 911 Call Taking Katy Myers – CRESA
1500-1700	Vendor Floor Grand Opening					
1730-1900	Evening Event					

Thursday- 29 March

0730-1600	Registration Open					
0830-0900	Speed Networking					
0830-1300	Vendor Floor Open					
	Room/Technical	Room/Track	Room/Track	Room/Track	Room/Track	Room/Track
0900-1030	Exclusive Vendor Time	Training on a Budget – WA State ProCHRT Committee	Sh**storm! The Story of a Mishandled Call Dave Lovrak Priority Traffic LLC	Christine Law – Kitsap 911	0% Turnover: How the Best 911 Leaders Keep Their Best People – Adam Timm The Healthy Dispatcher	“Open Space” Katy Myers (2)

1045-1145	RF/IP Issues Joe Blaschka	Snowball Effect – Kristina Dennison South Sound 911	There's an app for that? What you Need to Know About 3 rd Party Callers Brandy D'Intinosanto Kitsap 911	Dispatch Agencies: Bridging the Gap – Stacie Huibregtse - WSP	Leading in a Crisis - Julie Buck – Klickitat County Emergency Management	DC Plant and Battery
1145-1300	Dedicated Vendor Time and Lunch (1200-1300)					
	Room/Track	Room/Track	Room/Track	Room/Track	Room/Track	Room/Track
1315-1430 (Consortium mtg-room tbd)	In-Building Coverage for P25 Radio Systems Safer Building Coalition	Only you can Prevent Forest Fires- QA/QI Program - David Affeldt – Spokane County	WA State ProCHRT – Employee Recognition	Cyber Security Randy Pargman FBI	Make the Positive Shift: Proven Tools to Boost Morale and Motivation Adam Timm The Healthy Dispatcher	Mission Critical Microwave/MPLS and Cyber Itai Farchi and Henk Hoets
1445-1700	GIS Panel Discussion NG911 Date Needs Geospatial Solutions Transitional GIS Changes - WEST	A Healthy Approach to Suicidal Callers: Being an Effective First Responder/Avoiding Effects Carmen Bower – Kitsap 911	Stressmasters: Don't Manage Your Stress...Master it! Katrina Rahier Dave Lovrak	Escaping the PETRI Dish: How to Create an Accepting Com Center Environment Katy Gilbert NORCOM	Nathan Lee Certification Efforts Roundtable	"Open Space" Katy Myers (2)
Friday- 30 March						
0800-0930	Registration Open					
0800-0900	Breakfast					
0900-1200	Supersession – Nathan Lee and Adam Timm: A Victim's Plea: Your Life-Saving Roll as a 911 Professional					
Keynote Presentation and Supersession						
<p>Wednesday March 28, 2018 1200-1330</p> <p>Lunch Keynote: Raymond Ramos</p>			<p>A compelling speaker and storyteller, Ramos delivers a high energy presentation on the power of positivity. With humor, humility and moving recounts of his military experiences, Ramos reminds audiences that through the power of your own thoughts, you are the most influential person in your life.</p> <p>Redmond Ramos followed in his two brothers' footsteps and left to the military at 18 years old to become a Navy Corpsman (combat medic) with The Marines. He deployed to Afghanistan as a combat replacement for 3rd Battalion, 5th Marines, where he stepped on an improvised explosive device and lost his left leg. Redmond came home and decided to begin a life of motivating others and competed in track and swimming internationally for Team USA Invictus Games, Endeavor Games, and Warrior Games, as well as competing on The Amazing Race and Triumph Games.</p> <p>"I was fortunate to get back on my feet and compete in the Warrior Games only seven months later,</p>			

<p>Friday March 30, 2018 0900-1200</p> <p>Supersession: Nathan Lee and Adam Timm: A Victim's Plea: Your Life-Saving Roll as a 911 Professional</p>	<p>bringing home five medals". -Redmond Ramos.</p> <p>This session underscores the important life-saving role that each 911 professional plays, every day. Participants will experience the riveting, emotional roller coaster of critical 911 failures that occurred the night Denise Amber Lee was kidnapped, raped, and murdered. They will then be given powerful tools to prevent burnout and the complacency that can accompany the stress of 911 work. Through this positive and uplifting presentation, participants will learn how they can help prevent similar failures from happening at their center.</p>
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Breakout Sessions (Course Descriptions and Instructor Biographies)

Wednesday, March 28 1030-1200

Case Study: The Lakewood 4 – Brandy Clift – South Sound 911 and Sergeant Brian Markert – Lakewood PD

TECH – Is WiFi in your Disaster Recovery Plan? – Scott Peabody - ADCOMM

Certified Training Officer – Ryan – Denise Amber Lee Foundation

Cascade Mall Active Shooter and Lessons Learned - Jacob Johnson and Jessica Lindquist – Skagit911

Dispatchers with Skagit 911 outline the events of the Burlington Cascade Mall shooting and share how this event has shaped the way the agency handles high risk / low frequency calls. Involved dispatchers will discuss events from the first reports of whispering callers, to the emotional stress of the event, to the tip line calls leading up to the arrest of the shooter in Island County. They will also discuss how the agency is developing an active threat guideline and the lessons learned to better manage future incidents.

Jacob Johnson has over 12 years' experience in public safety; 4 years as a volunteer Firefighter / EMT in Whatcom County and 8+ years at Skagit 911. Jacob is currently a Lead Dispatcher, Trainer, and Union President at Skagit 911. Jacob has worked to develop, improve, and implement many programs at Skagit 911. Jacob was the primary dispatcher for Burlington Police Department during the event. Jacob is a highly qualified trainer who often hosts tours and group presentations on behalf of the 911 Center.

Jessica Lindquist worked as a Loss Prevention officer before coming to Skagit 911, now holding the position of Training Lead and Cross-trained Law/Fire Dispatcher. Jessica pursued a career in dispatch to serve her community. A dedicated and strong dispatcher, Jessica's response from home was critical to meeting the demands of the center with the increased call volume and radio traffic. She is a highly skilled trainer who is passionate about continuing to develop the training program and adult learning principles.

"Open Space" – Katy Myers – CRESA

TECH – FirstNet Updates - Bill Schrier – FirstNet

Wednesday, March 28 1345-1445

Peer Support – Brandy Clift – South Sound 911 and Sergeant Brian Markert – Lakewood PD

Staffing a Communications Center in the 21st Century – Charles Berdan – Smokeater Consulting

This presentation will explore today's hiring pool of millennials, Next Gens, and yes, even Baby Boomers. Understanding how each of these generations are likely to react to you and your agency can mean the difference between success and Failure. The techniques you use for screening new hires may not be realistic in today's world. You need to develop or acquire new training tools that can challenge each generation and their ways of learning. Finally, we will look at ways to keep your employees for the long term. Having a dispatch center that's is just a training center for other agencies is not where you want to be.

Charles Berdan is an experienced public safety communications professional, devoting over 40 years to his profession. Chuck retired in 2013 as the Dispatch Manager of a multi-agency, multi-discipline fire dispatch center in California. Chuck has experience as dispatcher, training officer, shift supervisor, emergency communications manager, deputy director of communications, dispatch manager and firefighter. Chuck has been working as a consultant since 2014, and recently attained his Project Management Professional certification through the Project Management Institute.

CTO Part II – Ryan – Denise Amber Lee Foundation

Critical Communications During 911 Call Taking – Katy Myers – CRESA

Instead of the typical peppered questions and call taker interruptions, 911 call takers can make a few simple adjustments to their interrogation techniques and decrease their own stress levels while improving the outcomes for the callers, without impacting performance.

In 2013, we started asking a series of questions about the dispatch work environment: How does talking to stressed, fearful, irritated, anxious and angry callers affect our call takers? Is there a different way to manage these everyday encounters that will improve the work experience for our call takers? Believing that it might be possible to approach the management of callers in a more productive fashion – both for the caller and for our call takers – we began a small field study. In this presentation we will reveal what our study found and provide simple changes that call takers, trainers and managers can make in their organization.

Katy has served as a Dispatcher, CTO, Training / QA Specialist, Training / QA Manager. She has presented training in any number of environments from one-on-one, small to large classrooms to conferences, including state forums and Deccan International User Group Conference. As a 20+ year veteran with CRESA, Katy has hands-on experience in every area of public safety communications, training, project development and quality assurance.

TECH – Cyber Security for the PSAP – Jim Libersky

Thursday, March 29 0900-1030

Training on a Budget – Washington State ProCHRT Committee

Christine Law – Kitsap 911

Shstorm! The Story of a Mishandled Call** – Dave Lovrak – Priority Traffic LLC

February 5, 2012: Nationwide outrage erupted when the media released a 911 call between communications officer Dave Lovrak and a distraught social worker. Josh Powell had pulled both of his sons inside his home, locking her outside. Moments later, Powell blew up the house, killing himself and both boys, ages 5 and 7. This is Dave's account of how his life turned upside down in the aftermath, and how telecommunicators can avoid his mistakes.

Dave Lovrak answered thousands of calls as a 911 communications officer in a busy West Coast dispatch center for 24 years. He served as both shop steward

for his unit and public information officer for his agency. His tenure included years of public education and community outreach, as well as award-winning TV and radio work. He has also been a featured speaker at both APCO International and the US Air Force Academy.

0% Turnover: How the Best Leaders Keep Their Best People - Adam Timm – The Healthy Dispatcher

The best people in your PSAP are your most valuable resource. Studies show that 8 out of the top 10 stressors at the PSAP have nothing to do with the work itself, and most of these stressors reflect poor leadership. If much of the stress felt by the front line can be lessened or eliminated, why aren't leaders taking immediate action? Many managers would like to, but aren't sure what actions will make a difference. This presentation outlines the power of a people-oriented approach, the keys to successful implementation, and offers powerful stories of success from comm center managers around the country.

“Open Space” – Katy Myers – CRESA

TECH – *Exclusive Vendor Time*

Thursday, March 29 1045-1145

The Snowball Effect – Kristina Dennison – South Sound 911

There’s an App for That?: What you Need to Know About 3rd Party Callers – Brandy D’Intinosanto – Kitsap 911

This presentation will provide information about smart phone apps and other safety devices that allow users to contact 911 without dialing directly. We will cover the most popular apps in use and how they impact the call taker’s ability to obtain information. Different safety devices such as emergency alert pendants will be included in the discussion along with the “SOS” feature included on newer cell phones.

Brandy has 15 years’ experience as an Emergency Telecommunicator, Supervisor, and Public Educator for 911. She has developed presentations for both the public and Emergency Telecommunicators about new technology and its impacts for 911.

Dispatch Agencies: Bridging the Gap – Stacie Huibregtse – Washington State Patrol

Leading in a Crisis – Julie Buck – Klickitat County Emergency Management

The early morning hours of July 20, 2012 is a time that those working for the Public Safety Communications Department of Aurora, CO will never forget. The first 9-1-1 call came into the center at 12:39 a.m. reporting an active shooter in a movie theater full of people. Join Julie as she relives her experience during the hours that followed that first 9-1-1 call as the supervisor on duty. She will discuss the leadership skills she used in order to assist in making the team working the best they could be.

Julie will relay her experiences covering the next 8 hours and the days that followed the theater shooting. She discusses the traits and skills she believes were needed to help her team through that extreme crisis situation. She will discuss the importance of debriefing and the task of taking care of yourself both mentally and physically. She also discusses the effects of the trial on the employees directly involved. There will be time for questions as well.

Julie Buck has worked in public safety communications for over 20 years. New to Klickitat County, WA, Julie’s previous experience was with the City of Aurora, CO Public Safety Communications Department. Julie spent the last 17 years in a supervisory / leadership position. Julie has spoken on topics of staffing/retention and leadership both at the state and national level.

TECH – DC Plant and Battery

TECH – RFP/IP Issues – Joe Blaschka - ADCOMM

Thursday, March 28 1315-1430

Only You Can Prevent Forest Fires: QA/QI Program - David Affeldt – Spokane County 911

This course will be presented as a lecture using a Power Point presentation to highlight key points in the discussion of the Spokane County 911 QA program. Primary resources: APCO/NENA ANS 1.107.1.201x Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points and The High Performing PSAP by Dick Bucci and Patrick Boltz. Primary emphasis will be on the development of a QA Review form.

David Affeldt is a supervisor with 19 years in the emergency communications industry. He earned a B.A. and Masters of Science degree in communication. Before joining Spokane County 911 he was an aircrew instructor with the USAF specializing in instructional systems development, curriculum development, and quality assurance. He is a CTO with his agency. His current assignment is to manage a QA program for a center staffed with 52+ call receivers and 10 supervisors.

Employee Recognition – Washington State ProCHRT Committee

Make the Positive Shift: Proven Tools to Boost Morale & Motivation – Adam Timm – The Healthy Dispatcher

A recent APCO study estimated that 97% of 911 telecommunicators will not retire from the profession - a sobering statistic that highlights the challenges of the job. Another study found that 2 out of 3 wish to stay in the profession until retirement. To continue in this rewarding profession for the long haul, you need the tools, perspective, and support required for it to happen. This presentation provides essential strategies for success at the personal level and an inspiring look at the difference you're making in the world.

TECH – In Building Coverage for P25 Radio Systems – Safer Building Coalition

TECH – Mission Critical MPLS in Public Safety Microwave Systems – Itai Farchi and Henk Hoets

Mission Critical MPLS in Public Safety Microwave Systems explains why MPLS (multi-protocol label switching) is one of the most suitable advanced networking technologies to support public safety communications networks that use microwave systems.

Topics Covered:

1. Public Safety Network Challenge
2. Why MPLS?
3. Mission Critical MPLS
4. Cyber Security
5. Conclusion

Henk Hoets is Vice President – Networking & Cyber Security Product Management at Microwave Networks. Inc. The company provides mission-critical microwave communications products and services and cyber security solutions. Henk has over 30 years of product management, marketing, and general management experience in the wireless industry, specifically in land mobile radio, cellular infrastructure, and microwave systems. Prior to Microwave Networks, Henk held management positions at Motorola, Inc. and E.F. Johnson Co. He has authored several white papers about wireless networks and presented as a public speaker at public safety and utility conferences including APCO, IWCE, and UTC. He has an MBA from University of Miami and BA from the University of Denver.

Thursday, March 29 1445-1700

A Healthy Approach to Suicidal Callers: Being an Effective First Responder While Avoiding the Effects – Carmen Bower – Kitsap 911

The first part of the course will speak to the amount of calls we receive that are associated with mental health and suicidal callers. We will discuss fears associated with these calls, and some ways to mitigate those fears. We will review techniques to use with suicidal callers, as well as some to avoid, and why. The second part of the class will speak to the emotional and psychological impact that dealing with suicidal callers can have. We will discuss the abundance of PTSD amongst 911 call takers, the reason the numbers are so high, and how we can minimize the damage that is being done.

Carmen Bower has been an Emergency Telecommunicator for 9 years. She has been a CTO at her agency for 7 years, providing on the job training to new employees, as well as to existing employees learning new skills. She has instructed select classes in her agency's in-house academy for 4 years, and recently took on the role of Academy Facilitator. She is a member of the Washington State Criminal Justice Training Commissions' Telecommunicator Program Instructor Cadre as a certified Instructor in both Telecommunicator 1 and Telecommunicator 2 courses. She is very familiar with adult learning principles, and likes to incorporate multiple teaching styles in her classes in an attempt to reach all learners.

Stressmasters: Don't Manage Your Stress...Master it! – Katrina Rahier – Instructor Contract Services LLC & Dave Lovrak – Priority Traffic LLC

Responsibility for translating chaos into order can have withering psychological effects on emergency Telecommunicators. Left unchecked, compassion fatigue's long-term effects inevitably take root, impacting morale and performance as well as physical and emotional health. Dave and Katrina battled those negative dynamics throughout their forty-five years of combined service at one of Washington's busiest communication centers. Stressmasters teaches emotional resilience by providing new and proven tools to not only manage stress, but to master it!

After twenty-one years as a Telecommunicator in a high-volume 911 dispatch center, Katrina Rahier's purpose and passion is training. Her background includes eighteen years on the training team, leadership assignments and extensive program development. She is CIT certified and was a Peer Support team member. She teaches at the WACJTC Telecommunicator Program and Crisis Intervention Team cadres, is an adjunct instructor for Clover Park Technical College and a certified instructor for Blue Courage LLC.

Dave Lovrak answered thousands of calls as a 911 communications officer in a busy West Coast dispatch center for 24 years. He served as both shop steward for his unit and public information officer for his agency. His tenure included years of public education and community outreach, as well as award-winning TV and radio work. He has also been a featured speaker at both APCO International and the US Air Force Academy.

Escaping the PETRI Dish: How to Create an Accepting Comm Center Environment – Katy Gilbert - NORCOM

Mandatory Certification Efforts – Nathan Lee – Denise Amber Lee Foundation

"Open Space" – Katy Myers – CRESA

TECH – GIS Panel Discussion NG911 Data Needs, Geospatial Solutions, Transitional GIS Changes - WEST