

2017 Washington Public Safety Communications Conference – Schedule at a Glance

911 The COMM in the Storm (rev 06/015/2017)

Tuesday- June 27, 2017

0900-1530	Director/Manager’s Meeting (Rooms E/F/G/H) [Lunch Served at 1200-1300 Great Hall A]
1300-1745	Registration Open
1430-1630	Geo-Comm Discrepancy Viewer Software Training (Room C)
1630-1800	Chapter Meeting (Great Hall A)
1800-2100	Chapter Dinner (Great Hall A)

Wednesday- June 28, 2017

0700-0850	TCOMM/CRESA Regional Consortium Meeting and COMTECH Users Group Meeting (Room E/F)					
0745-0850	New Attendee Breakfast (Room G) – First Time Attendees Only					
0900-1015	Opening Ceremony and Keynote Presentation (Great Hall A)					
1015-1030	Break (Lobby/Cyber Café)					
	A/B (Tech)	C (GIS/MSAG)	D Management	G- Telecommunicator	H Telecommunicator	E/F- Meetings
1030-1200	PTT Over Cellular, WiFi, and FirstNet Scott Peabody - ADCOMM	The NG911 Maintenance Forecast and Key Steps to Maintaining Mission Critical Jessica Beierman – GeoComm Roger Mann – TX	Hiring to Weather the Storm Kristen Kingery - MACECOM	Germ Warfare (Your Dirty Little Secret) Jenny Mason - CCS	Professional Excellence – Success Habits for Achieving Your Goals Dr. Larry Iverson	
1200-1320	Lunch and Special Recognition (Great Hall A)					
	A/B (Tech)	C (GIS/MSAG)	D Management	G- Telecommunicator	H Telecommunicator	E/F- Meetings
1330-1445	Extreme Remote Installations: Converging from Analog to Digital in the Arctic Jason Palmer – Pacific Electronics	Esri Presentation John Sharrad and Bob Sheldon	From Disorder and Chaos to Form and Function Greg Warner – Bonneville Co Comm	Why Can Uber Find Me But 911 Can't? Keith Viveiros – Rapid SOS	The 5 W's and an H of Dispatch Wellness Renee VanBuskirk - RiverCom	Washington Chapter Strategic Planning
1445-1500	Break (Lobby/Cyber Café)					
	A/B (Tech)	C (GIS/MSAG)	D Management	G- Telecommunicator	H Telecommunicator	E/F- Meetings
1510-1650	Environmental Compliance for Com Facilities John Estrem -	Real Life Insight for Accurate Indoor 911 Mapping and 3D Mapping	ESINet I3 Roundtable Scott Peabody ADCOMM Panel:	Setting the Tone Where Does CIT really start? Mary Ransier -	Becoming the Peacemaker in the Com Center Sue Pivetta – 911	

	Black Mountain Consulting	Roger Mann Jessica Beiermann	Andy Leneweaver Courtney Wilson Don Mitchell	MACECOM	Trainer.com	
1700-1725	Speed Networking Round 1 (Hall outside Rooms G and H)					
1730-1900	Vendor Floor Grand Opening (Lobby) and Reception (Great Halls B, C, and D)					
Thursday- June 29, 2017						
0830-0900	Speed Networking round 2 (Main Lobby – Great Hall A side)					
0900-1300	Vendor Floor Open (Great Halls B, C, and D)					
	A/B (Tech)	C (GIS/MSAG)	D Management	G- Telecommunicator	H Telecommunicator	E/F- Meetings
0900-1030	Simulcast Basics (Part One) Joe Blashcka ADCOMM	NG911 GIS Subcommittee Meeting	One Common Goal: The Power of People Oriented Leadership Adam Timm	Lessons Learned from the Cascade Mall Active Shooter - Skagit 911	Bridging the Gap Between WSP 911 and PSAPs Stacie Huibregtse - WSP	P/GAC Meeting
1030-1300	Dedicated Vendor Time and Lunch (1200-1300)					
	A/B (Tech)	C (GIS/MSAG)	D Management	G- Telecommunicator	H Telecommunicator	E/F- Meetings
1300-1415	Simulcast Basics (Part Two) Joe Blashcka ADCOMM	State Panel Discussion – Andy Leneweaver, Bill Peters, Dan Miller Addressing Panel	Skip Houser	Workplace Communications – Effective Teams Janice Corbin	Training Resources on a Budget Tim Martindale - ProCHRT	Banquet Rehearsal (Great Hall A)
1415-1430	Break					
	A/B (Tech)	C (GIS/MSAG)	D Management	G- Telecommunicator	H Telecommunicator	E/F- Meetings
1430-1600	Next Gen Recording and Incident Reconstruction John Wynia-NICE	Looking Beyond your Borders Joe Davit – Wasco Co, OR NENA Standards and Methodology – Diana Gijsselaers - Airbus	Skip Houser	Workplace Communications – Janice Corbin	Managing the Storm While Avoiding the Impact Carmen Bower – Kitsap 911	WA E911 Training Subcommittee Meeting
1730	Chapter Awards Reception (Lobby) [semi-formal]					
1815	Chapter Awards Dinner (Great Hall A) [semi-formal]					
Friday- June 30, 2017						
0815-0900	Breakfast (Great Hall A) & Chapter Officers Meeting (Room A/B)					
0900-1200	Supersession – Galen Emanuel – “Yes, And”					
Keynote Presentations and Supersessions						

<p>Wednesday June 28, 2017 0900-1015 Great Hall A</p> <p>Keynote Presentation: Self-Leadership: Your Key to Success and Resiliency – Dr. Larry Iverson</p>	<p>“If it is to be, it’s up to me!” is the motto of proactive achievers. This doesn’t mean you have to do everything all by yourself. Or that you have to be on fire every moment of every day. Proactive thinking leads to action and stimulates innovation and creativity which are essential in the fast moving world of public safety communications and dispatch. Your perspective and skills can be effectively transferred to your partners throughout your organization. Every person involved must work synergistically with others while stepping-up to making decisions and taking action as a self-leader.</p> <p>It is every person’s job to learn, to innovate and to lead. Resiliency is the ability to deal with tough issues and be able to bounce back so you don’t get stuck or become burned out. Each person can make a difference in the effectiveness and quality of work through personal initiative. Your dispatch center success depends on every person individually acting rapidly while staying in sync with others involved. Winston Churchill said, “If you want to be an exceptional leader, the first person you must learn to lead is yourself.” Today you will learn strategies of self-leadership that give you that bounce-back resiliency and build a foundation for greater success.</p> <p>Dr. Larry Iverson is a Psychologist, Trainer, Author, and Executive Coach. In his career he has trained and coached over one million people, including over fifteen-thousand in police, fire, EMS, dispatch, and crisis professions nationally. Larry has worked with over one hundred and fifty corporations including Microsoft, GE Capital, US Bank, Verizon, and more than two-hundred government organizations from cities up to federal agencies in Washington DC. He has provided Mental Toughness training for 147 Olympic Athletes. Dr. Larry has had two eBooks and an Audio Course that were each in the “Top 10” of the Best 100 Business Programs on the Year on iTunes and Amazon. He was the host of the PBS special – “Strategies for Success” and in the last thirty months has co-wrote and published three books, four DVD programs, twenty-eight CD trainings, and thirty-one eBooks. He will be sharing strategies that can assist us in having greater professional effectiveness.</p>
<p>Friday, June 30, 2016 0900-1200 Great Hall A</p> <p>Supersession: Galen Emanuel</p>	<p>Dynamic, international speaker Galen Emanuele works with teams and organizations around the globe including Fortune 500 companies such as Shell and Microsoft, creating a radical shift in how people interact and communicate in business. Galen’s captivating keynotes and business programs teach teams how to apply the improv concept of “Yes, And” to radically improve communication, interpersonal behavior, and create an intentional team culture of high-level engagement. Founder of Shift Yes consultancy firm, Galen is an expert in human behavior with more than 18 years in sales, marketing, and business leadership. He is also a world-class improviser, having performed and taught improv for over 10 years, including touring with improv legend Ryan Stiles, and the cast from Whose Line Is It Anyway?</p>

Breakout Sessions (Course Descriptions and Instructor Biographies)

One Common Goal: The Power of People-Oriented PSAP Leadership – Adam Timm, The Healthy Dispatcher – June 29 0900-1030, Room D

From Disorder and Chaos to Form and Function – Greg Warner, Director, Bonneville County Communications Center – June 28 1330-1445, Room D

In 2012 Bonneville County determined there needed to be a technological change of direction. Greg was brought in to help address the immediate issues and define a long-term vision and philosophy. After four years of effort, the center, along with system users, have implemented the final essential piece to the

puzzle. The County is now positioned for next gen technologies. This is the Bonneville County story with all its failures and successes. This course discusses the cultural, political, and technological landscape and how they all played

Professional Excellence – Success Habits for Achieving Your Goals – Dr. Larry Iverson – June 28 1030-1200, Room H

Virtually all highly successful people have a number of traits and behaviors in common. What that means is that it's possible to learn the strategies they use to improve your personal and professional effectiveness. The actions and attitudes of these achievers can be modeled. You see, most of them didn't figure it out from scratch. Few people are so brilliant or naturally gifted that we can figure it all out on our own. We watch others who are successful and getting the results we want and then we model their strategy. In this session you will learn success habits that you can begin applying immediately. Success actions are developed, and most of the successful can instantly point out exactly who they learned their success skills from. Can you remember who taught you to ride a bike? Drive a car? A boss you liked and learned from? What this means is that there are learnable models for generating great results. Through using these same success habits, attitudes and behavior patterns, you can begin today building the tomorrow you desire.

Setting the Tone: Where Does De-Escalation and CIT Really Start? – Mary Ransier – MACECOM – June 28 1510-1650, Room G

How do call-takers and dispatchers set their responders up for success and what are the repercussions when they don't? This course delves into the role of the Telecommunicators in crisis communications and how de-escalation and CIT techniques begin in the communications center. The course content includes an examination of 21st century policing theory, also known as community-based policing or the Guardian mindset, and how the identified goals/values actually begin in the communications center. De-escalation and CIT topics are requirements of Peace Officer Certification in the State of Washington, yet these tools and techniques start in the comm center. Statistically, telecommunicators have more contact with citizens via the phone than most officers do in person. Setting the tone early in the incident or situation is imperative if telecommunicators are to make their responders safe and successful, while meeting their user agency's goal of community oriented policing. Telecommunicators can set the tone effectively and professionally for the entire call by utilizing CIT, de-escalation, and crisis communication techniques; which will be examined in the course content.

Mary is the Deputy Director with MACECOM, she has ten years with WSP serving as a telecommunicator and working up to Training Program Supervisor. She is a certified IACP LOP Instructor, RPL, and has presented at the WSP Academy, CJTC, Gold Leadership Program, 2016 WA APCO/NENA Chapter Conference, 2016 APCO International Conference, 2016 WA APCO/NENA Fall Forum, and had been published twice in APCO's PSC Magazine.

Effective Team Communication Takes Work! – Janice Corbin – Sound Employment Solutions – June 29 1300-1415 1430-1600, Room G

Janice will share strategies and tools for establishing and maintaining effective team communications. Workshop attendees will learn:

- How to incorporate the four characteristics of effective teams;
- How to avoid and contain the five characteristics of a dysfunctional team;
- How peers can use mutual accountability to maintain productive, respectful and professional communications;
- Tools for supervisors and managers to use to gain cooperation and support for maintaining sound and effective team communications

Janice is the founder of the consulting firm Sound Employment Solutions, LLC, Janice has worked with hundreds of public employers and employees throughout the Northwest built sound effective teams. Janice has over 35 years of experience in human resource and organizational development. She worked for the Seattle Police Department for 22 years, 14 years in human resources, the last six years as the Assistant Chief responsible for managing a very large and complex human resources bureau. Janice has hired communication dispatchers throughout her career and as a consultant continues to work with communications centers throughout the region.

Lessons Learned from the Cascade Mall Active Shooter – Cindy Blackwell, Jacob Johnson, Krysta Billieu, Jessica Lindquist – Skagit 911 – June 29 0900-1030,

Room G

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.

Cindy Blackwell has worked as a Fire/EMS dispatcher and currently holds the Training Supervisor position. Cindy has helped develop the MCI policy for Skagit County, Fire/EMS response plan development and is working on creating a new training program for Skagit 911. Cindy was the supervisor in charge during the event.

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.

Krysta Billieu worked in the Home Care field before coming to Skagit 911. She currently holds the position of Training Lead. As a trainer for 2 years at Skagit 911 and now as Training Lead, Krysta works tirelessly to improve the Training Program. Krysta's scheduled shift was during the aftermath of the event and the man hunt for the suspect.

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.

Introduction to Com Center Liability: Another Wakeup Call – Skip Houser III, Pope, Houser, and Barnes Law Firm – June 29 1300-1415, Room D

This course will provide an introduction and overview to the civil liability and legal issues of 911 communications centers and dispatcher/telecommunicators. This will include the identification and discussion of the concepts of legal liability, lawsuits, tort theory, the public duty doctrine, the seven sins of supervision and why communications centers are unique in the application of legal theory.

Com Center Case Studies: Beyond the Wakeup Call – Skip Houser III, Pope, Houser, and Barnes Law Firm – June 29 1430-1600, Room D

This course will expand upon the introduction of liability and legal issues for communications centers, and review in greater detail issues in communications centers as well as cases decided in the state of Washington and those trending throughout the country. This will include an interactive discussion of court decisions and the analysis and application of liability and exposure for communication centers and telecommunicators, determining where liability came from and predicting where it is going in the future.

Skip Houser is a partner in the law firm Pope, Houser, and Barnes. He graduated from Western Washington University with a degree in Political Science and earned his law degree from Seattle University Law School. He also earned a Masters in Public Administration from the Evergreen State College and additional executive management classes at the University of Washington. While attending law school Skip worked for the state as a Juvenile Rehabilitation Counselor and Adult Probation and Parole Officer. Upon graduation from law school he worked as an instructor and administrator for the Washington State Criminal Justice Training Commission before becoming the Training and Safety Administrator for the DOC and then the Staff Director of the Governor's Efficiency and Accountability Commission. He then served as the Deputy Director of the Washington State Department of Trade and Economic Development, before returning to private practice.

Skip's practice is varied, representing numerous municipal corporations that include Port Districts, Fire Districts, Public Utility Districts, and Hospital Districts as well as serving as the general legal counsel for the Association of Washington Cities Risk Management Service Agency. Skip has also served as an elected fire commissioner, the president of the state Fire Commissioners' Association, member of and Emergency Medical Services council, and chairman of a board for a

community communications center. He is also a frequent speaker and instructor for criminal justice/law enforcement and fire agencies throughout the country to include the International Association of Police Chiefs, Bureau of Alcohol, Tobacco, and Firearms, the IRS, Department of Justice, U.S. Forest Service, the WA State CJTC, American Jail Association, American Corrections Association, WA State Bar Association, the National Indian Gaming Commission, and others.

Bridging the Gap Between WSP and the Local PSAPS – Stacie Huibregtse – WSP – June 29 0900-1030, Room H

Have you ever wondered why doesn't WSP ask these questions when they answer a 911? Or perhaps it's why didn't county just say that it was a 1 car collision – not an MVA? Many times we work so closely together trying to achieve the same goals, public safety and the safety of our officers that we forget we don't always speak the same language. In this class we will discuss what some of the differences are and how we can better serve each other as 911 centers as well as continue to serve the public and our officers

After having served 6 years with the United States Marine Corps, I got out and started looking into jobs that had the same team atmosphere and comradery that the military had. I started work in the law enforcement dispatch field in 2000 working for Oregon State Police. I spent 2 years with OSP prior to leaving that position and relocating to Washington State for my husband's job as a Washington State Trooper. I then went to work for WSP December of 2003 starting in the Bremerton Office. I have been with WSP for 13 years and have managed to work my way up from Dispatcher to Trainer, to Supervisor and now to Station Manager. I have always felt it was deeply important to have a close working relationship with our fellow 911 centers and that we all strive for the same goals at the end of each day.

Becoming the Peacemaker in the Com Center – Sue Pivetta – 911Trainer.com – June 28 1510-1650, Room H

The Comm Center is like no other workplace in the world. When disasters or multiple casualty incidents happen everyone pulls together as skilled, efficient professional experts to serve and protect and we call that the 'work'. However when the 'job' -where differing personalities with various beliefs and levels of maturity- come together in day to day working - it is often challenging to manage, supervise, train or be a content part of what may seem to be a dysfunctional place with people you don't understand. This presentation will illuminate what is happening behind any negative or seemingly difficult personalities in this workplace using common Mediator tools. Peacemakers can make a difference and be the Calm in the storm of human emotions.

Sue has been involved in Emergency Communications for over 35 years as a Com Center Supervisor, college 911 instructor, national speaker, author and consultant. As a certified dispute resolution mediator for over fifteen years, she has applied her understanding of conflict and peacemaking to her understanding of challenges in the com center workplace. Her book "Becoming the Peacemaker in the Comm Center" offers many tools for those wishing to be the Peacemaker in home and work.

PTT Over Cellular, WiFi, and FirstNet Is it Right for You? - Scott Peabody Senior Consultant, ADCOMM Engineering Company – June 28 1030-1200, Room A/B

Push to talk over Cellular (PTToC) and WiFi are now available from a wide verity of systems and service providers with various features and the FirstNet contract with AT&t is signed. This session compares the alternative, user devices, and applications before describing the interoperability challenges. An update on the Mission Critical Push to Talk (MCPTT) standard is presented before comparing cellular carrier, land mobile radio and platform providers and the security implications of PTToC.

Mr. Peabody has the proven ability to manage projects, people, and budgets in complex technical areas. He is an energetic team builder with people skills and a strong background in telecommunications, electrical power systems, and information technologies. Mr. Peabody has progressive responsibility and experience in technical operations and engineering, planning, and regulatory environments. He earned his license as a Professional Engineer and his University of Washington MBA while working for 10 years at Puget Power. After working in the field on meters, transformers and relays, he was offered the

opportunity to manage the telecommunications group with operations responsibilities for fiber optic networks, telephone and data switches, radio systems and SCADA. Deregulation of the power industry resulted in a move to engineering and operations roles in the cellular industry at AT&T Wireless, Nextel and Sprint

Simulcast Basis – Joe P. Blaschka, Jr., P.E. Principal ADCOM Engineering Company – June 29 0900-1030, Room A/B

This class will cover a variety of simulcast topics from both a theoretical and practical point of view. The goal is to provide the student not just information about what parameters are critical with simulcast, but also why they are critical.

Joe Blaschka has been working in the communications and electronics field since the late 1960's. Obviously, he started in kindergarten. He started ADCOMM Engineering Company in 1979. Joe graduated from Seattle University with a BSEE and is a Registered Professional Engineer in nine states. Mr. Blaschka has authored scores of papers and articles. He is a nationally recognized expert in simulcast technology. Mr. Blaschka and has provided many classes and presentations at local and national conferences over the last 30 plus years.

Next Gen Recording and Incident Reconstruction – John Wynia NICE Corporation – June 29 1430-1600, Room A/B

NG9-1-1 and Public Safety LTE will radically transform emergency communications as PSAPs become touchpoints for managing more types and greater volumes of multimedia information. These challenges will shatter current concepts of 'voice logging' making communications recording, incident reconstruction and Quality Assurance / Improvement more complex. In this session we will examine these impacts on your 9-1-1 center and share insights and best practices to help you prepare.

John Wynia is Public Safety Manager for NICE Systems' Security Americas. In his 20+ years in public safety, John has been involved in many successful projects in the U.S. and Canada. John consults with 9-1-1 centers to design and implement Next Gen-ready solutions for capturing and managing multimedia. He holds a Diploma in Marketing Management from the Northern Alberta Institute of Technology in Edmonton, Alberta.

Extreme Remote Installations – Converting from Analog to Digital in the Artic - Jason Palmer – Pacific Electronics, INC – June 28 1330-1445, Room A/B

RF installation lessons learned from the North Slope of Alaska with an in depth review of site challenges and RF linking via satellite. The North Slope Borough consisted of 9 sites that range between 60 miles to over 575 miles apart, none of which have line of sight with each other. All of which were previously linked with PTSN via Satellite. During this session we will be discussions the challenges of transiting the system to an IP bases Trunked VHF P25 system with and IP based VHF Alphanumeric Paging System

Jason Palmer was originally trained the early 90's as an Avionics Technician in the USAF performing Advance Deployment if assets all over the world. He transitioned to the Commercial Market in 2000 and has been performing System Design: Installation, Commissioning and Maintenance over the last 17 years.

Environmental Compliance for Communications Facilities – John Estrem -Black Mountain Consulting – June 28 1510-1650, Room A/B

This training includes a full step-by-step discussion of the NEPA compliance process for telecommunications facilities, including the FCC NEPA process for sites situated on private land and how it differs from the NEPA process for sites that occur on public lands (e.g. BLM, USFS). The training will discuss each NEPA item (e.g. Section 106/SHPO, endangered species, Native American issues) and explain the steps that can be taken in each case to try to avoid selecting

John Estrem has been responsible for environmental compliance of several thousand telecommunications facilities across the Pacific Northwest, including the Oregon State Radio Project and more recently Clackamas (County) 800 Radio Group (C800) and Washington County Consolidated Communications Agency (WCCCA). Mr. Estrem has worked extensively with FCC environmental compliance officials and commercial carrier legal teams, and has provided technical training to telecommunication development teams for over 15 years.

ESINet I3 Roundtable - Scott Peabody, Senior Consultant ADCOMM, Panel: Andy Leneweaver, Courtney Wilson, Don Mitchell – June 28 1510-1650, Room D

With the transition to Internet Protocol (IP) networks for delivering Emergency 9-1-1 calls and text to 9-1-1 become challenging and more complex. The round table will consist of several short sessions providing updates on various implementations around the State such as:

- ESINet I3 Implementation
- IP Based telephone switch implementations
- Text to 9-1-1 over ESINet

Mr. Peabody has the proven ability to manage projects, people, and budgets in complex technical areas. He is an energetic team builder with people skills and a strong background in telecommunications, electrical power systems, and information technologies. Mr. Peabody has progressive responsibility and experience in technical operations and engineering, planning, and regulatory environments. He earned his license as a Professional Engineer and his University of Washington MBA while working for 10 years at Puget Power. After working in the field on meters, transformers and relays, he was offered the opportunity to manage the telecommunications group with operations responsibilities for fiber optic networks, telephone and data switches, radio systems and SCADA. Deregulation of the power industry resulted in a move to engineering and operations roles in the cellular industry at AT&T Wireless, Nextel and Sprint.

The NG911 Maintenance Forecast for 2017 – Jessica Beierman – ENP, GISP, PMP, GIS Project Manager – GeoGomm – June 28 1030-1115, Room C

Data Validation update for the State of WA – GeoComm will provide a review of the state's current NG911 data. Agencies will learn about the results of our most recent quality assurance testing, and how the state data quality improved since the go-live. Specific data errors we're seeing on a regular basis, layers or attributes that routinely don't meet the data standards, etc. and recommended steps to assess your NG911 readiness.

Key Steps to Maintaining Mission Critical Data – Rodger Mann – 911 GIS Supervisor Regional 911 program – North Central TX Council of Governments – June 28 1115-1230, Room C

Effective NG911 Maintenance Story – Rodger Mann speaks from experience when it comes to managing and maintaining GIS data for NG911. As one of the first agencies in the country to convert to a fully enabled NG911 system, Rodger has been at the forefront of the NG911 data management workflow. Rodger is going to share his story and the methodology he uses to manage the fundamental data requirements of an NG911 system today for NCTCOG in Texas.

ESRI GIS Update: What's ArcGIS Pro, Data Reviewer, and How You Can Use Addressing Tools – John Sharrard – ESRI Solution Engineer & Robert Sheldon – ESRI Public Safety Executive – June 28 1330-1445, Room C

ArcGIS Pro is ESRI's next generation ArcGIS desktop application for professionals. This presentation will provide guidelines and resources for moving to ArcGIS Pro and will be reviewing the roadmap for future releases of ArcGIS Pro.

Data Reviewer is an extension of ArcGIS Desktop and Server and provides a complete system for automating and simplifying data quality control, which can quickly improve the integrity of your data. We will also be presenting a quick review of available ESRI resources that support addressing.

Real-life Insight for Accurate Indoor Mapping and 911 Dispatch – Rodger Mann – June 28 1510-1610, Room C

Several years ago the FCC proposed new rules to improve indoor and mobile phone 911 call location accuracy. This session will cover how one region is leading the way in their work with stakeholders and partners to improve wireless 911 caller location detection, both outdoors and indoors. It will also cover how having indoor maps is crucial to give meaning to accurate indoor call locations.

NCTCOG has developed an extensive NG911 system that provides comprehensive geospatial functionality by combining detailed GIS base maps with real-time emergency caller location for their 911 call takers. NCTCOG implemented several different software tools to reach their high level of 911 service and will continue to strive to maintain their high-quality system with improving location accuracy. NCTCOG works with GeoComm on their regional NG911 GIS solutions and initiatives which also include training to provide a compressive understanding of the software tools and how to apply those tools to the new NG911 system.

3D Mapping – The Future is Closer Than You Think – Jessica Beierman – June 28 1610-1650, Room C

GeoComm will discuss some recent studies we have completed at St. Cloud State College to provide 3D indoor mapping for 911. How do we build the data and

support 3D viewing, applications and implication for our industry in place like stadiums, school campuses, office buildings, etc.?

GIS Subcommittee Meeting – Chuck Buzzard – GIS Subcommittee Chair – June 29 0900-1030, Room C

The subcommittee will carry out its standard meeting agenda with reports and updates on the following action items:

GIS Layer status Update, training update, statewide aerial imagery project, NENA working groups, SECO, Comtech/GeoComm implementation updates, and new business

Statewide NG911 Key Stakeholder Panel Discussion – Andy Leneweaver, Bill Peters, Dan Miller, Don Mitchell, Ray Wendell, Jessica Beierman – June 29 1300-1345, Room C

State of WA Office of Emergency Management update

- 2017 Funding policy discussion
- Statewide aerial imagery project
- Go-live ETA
- Etc.

Why Did You Make Me Do it That Way? NENA Standards and methodology – Diana Gijsselaers – Solutions Engineer – Airbus DS Communications – June 29 1345-1430, Room C

GIS standards and NENA i3 compliance requirements can be confusing for the GIS community at large. This presentation will look at the underlying justification for some of these processes and help explain why GIS data is managed the way it is. In essence, what can make or break your data when it comes to public safety grade GIS data readiness.

Looking Beyond Our Borders – Joe Davit – 911 Coordinator Wasco County, OR – June 29 1430-1515, Room C

Joe will share the insights of a local PSAP manager and what happens when an emergency takes place that impacts and agency beyond their borders and their capacity to respond. We will talk about the cause and effect of a catastrophic failure for wireless 911 calls and what a PSAP needs to have in place. We will also discuss the collaborative efforts that are being pursued today to share GIS data across the Columbia River, between Oregon and Washington.

Challenges of Interstate and Intercounty GIS Mapping and 911 Call Taking – Dave Taylor – GIS Supervisor & Bill Reynolds – Nez Perce Co ID, June 29 1515-1600, Room C

Nez Perce County as well as the city of Lewiston, WA – The PSAP receives over 43,000 emergency 911 calls annually, and over 143,000 non-emergency calls a year. Nez Perce County and City of Lewiston dispatchers obtain state certification in law enforcement telecommunications and emergency medical dispatching via the Idaho State Police Officer's Standards Training (POST)

Dave and Bill are going to help walk us through the challenges of managing and maintaining GIS which is both interstate and intercounty GIS data ready for use in a public safety grade environment.