

MISSOURI PUBLIC SAFETY COMMUNICATIONS CONFERENCE  
OASIS HOTEL AND CONVENTION CENTER  
SPRINGFIELD, MISSOURI  
SEPTEMBER 2018



# MPSCC Committee Directory

**COMMUNICATIONS  
CONFERENCE**

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## COMMUNICATIONS CONFERENCE

# Preface

## Welcome to the MPSCC!

This conference doesn't yet just happen overnight. It takes dedication, effort, and time. We would like to take a moment to introduce and thank those whose hard work and dedication made this conference a success!

The Missouri Public Safety Communications Conference (MPSCC) is possible due to the financial and personnel support of the three statewide public safety communications associations in Missouri. They are the Missouri 9-1-1 Director's Association (MO911DA), the Missouri Chapter of the Association of Public Safety Communications Officials (MOAPCO), and the Missouri Chapter of the National Emergency Number Association (MONENA). Each Association is represented on the committee by the sitting Association President, Treasurer, and two Representatives.

In addition to the Representatives, several volunteers stepped up to help make this conference a success. We would like to offer a special shout out and thank you to Karen Brown, Zachary Dykes, Tara Hammer, Penny Knight, and the countless volunteers. Your work has not gone unnoticed and you're appreciated!!

We would also like to thank the efforts and dedication of the Conference Chairwoman, April Ford...you're simply amazing!



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# April Ford

Committee Chair, Missouri Public Safety  
Communications Conference

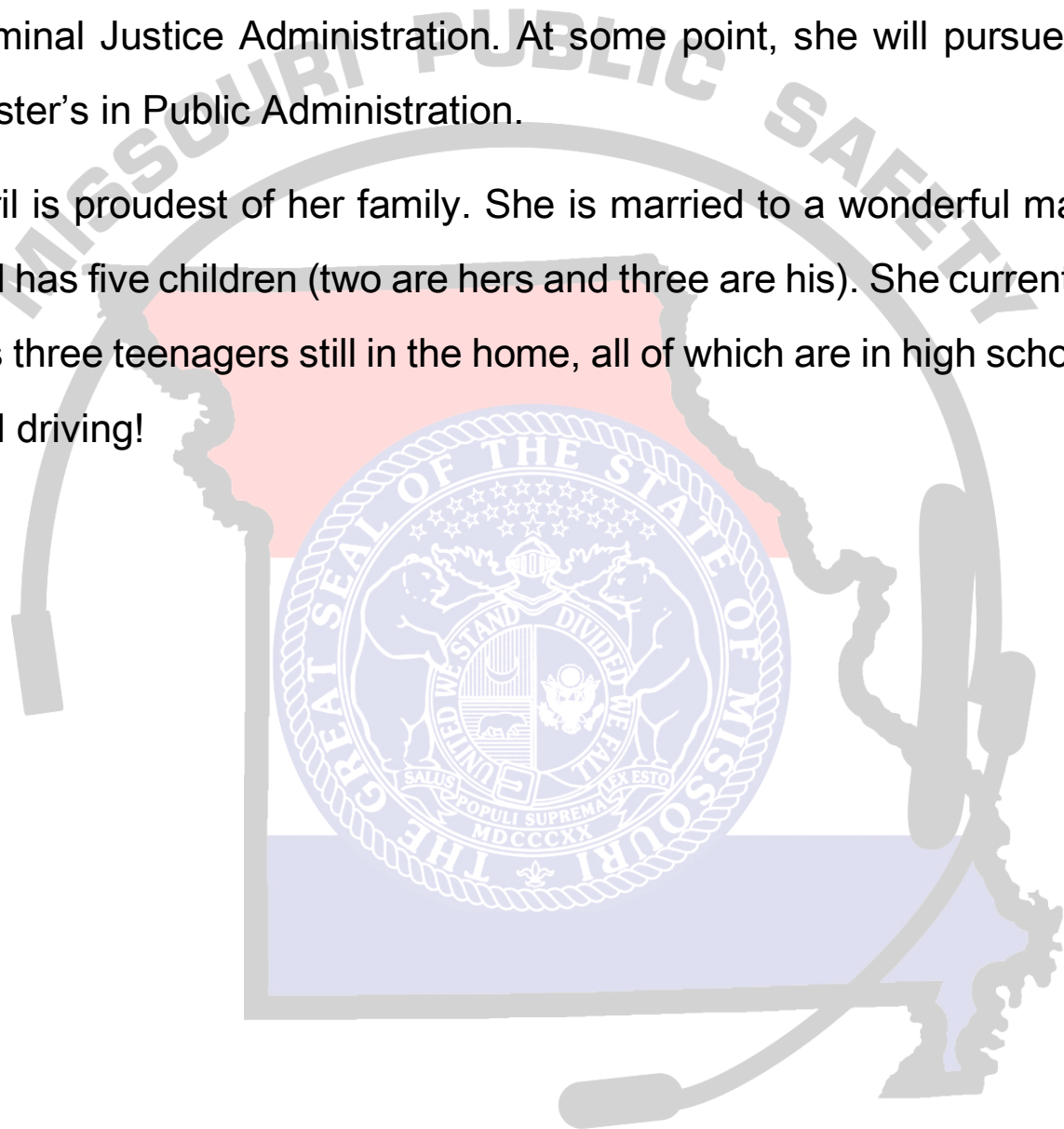


April Ford (previously April Tarrant) began her career in the medical field, before switching to public safety in 1997. She started as a dispatcher in Newton County and served as a supervisor and training coordinator before taking her first directory position in 2005. She served as a director for three primary PSAP's before moving to her current position as the Executive Director at Jasper County Emergency Services (JASCO). April is an Instructor and previously served on the Readers Journal Board for the International Academy of Emergency Dispatchers. April is a MONENA representative on the Missouri 9-1-1 Legislative Taskforce and is the Chairman of the Missouri Public Safety Communications Conference.

April serves her community as a member of the Planning and Zoning committee, as a previous City Council Alderman, and

through various civic organizations. She is a graduate from Missouri Southern State University, with a Bachelor of Science in Criminal Justice Administration. At some point, she will pursue a Master's in Public Administration.

April is proudest of her family. She is married to a wonderful man and has five children (two are hers and three are his). She currently has three teenagers still in the home, all of which are in high school and driving!



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# Bonnie Witt-Schulte

Vice-Chair, Missouri Public Safety Communications Conference



No biography on file.

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# Matthew Knight

## Commercial Liaison



Matthew is the Vice President and co-owner of SDR, Inc. and focuses on assisting PSAP's and agencies with preparing their GIS/Mapping data for necessary improvements for NG9-1-1 and other facets of 9-1-1. Matt previously worked at a large national telecommunications carrier, where he provided technology strategy for Public Safety agencies across the country. He serves as the commercial advisor for both the MOAPCO and MONENA boards, the commercial liaison for the MPSCC Committee, and serves on the Technical 9-1-1 Committee for both Missouri and Oklahoma.

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Missouri 9-1-1 Director's  
Association

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# Mike Phillips

President, Missouri 9-1-1 Directors Association



Mike Phillips began his career in 9-1-1 as a maintenance/sign installer in 2004 and was promoted to Emergency Dispatcher and GIS for Benton County E911 in 2005.

In 2007, Mike accepted the GIS Coordinator position for the newly established Barry County E9-1-1 Center. His primary duties were initiating, assigning, and managing the new addressing standards and systems for the Center. During Mike's three years in this position, he also played an integral role in operations that were outside of the GIS scope; including assisting the directory with procedural amendments, personnel issues and policies.

In 2010, Mike was appointed as Interim Director after the resignation of the previous Director and went on to be hired as the Director of Barry County E9-1-1. In 2015, Phillips became a certified ENP. He continued to improve upon the operations of the Center by passing a sales tax increase and requiring dispatch

staff to be EMD, EPD, and EFD certified. By 2016, his center earned the ACE Accreditation for Emergency Medical Dispatch (EMD). He was elected President of the Missouri 911 Director's Association in 2018.

Mike resides in Cassville with his wife and two children. In his down time, he can be found coaching youth sports, fishing on Table Rock Lake, and attending KC Chiefs games. He has served on different local boards and is a member of Rotary.



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# Zim Schwartze

## Treasurer

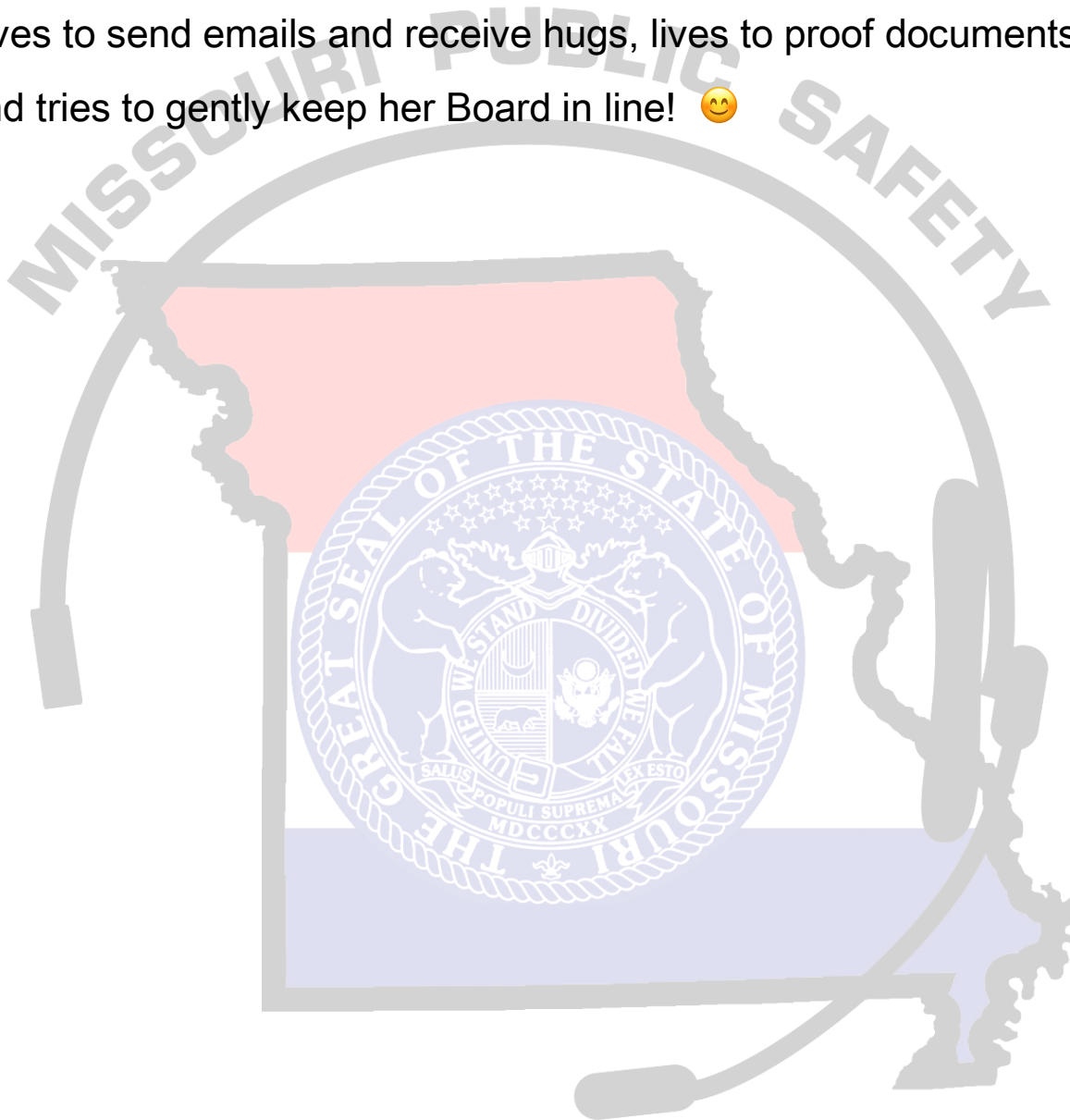


Zim (AKA Empress Zim) started her career in law enforcement over 27 years ago and worked her way up through the ranks of a mid-sized municipal agency as a Commander.....and then she was asked to run a 9-1-1 Dispatch Center! She holds a Bachelor's of Science Degree in Industrial Engineering and Master's Degree in Public Administration.

Zim is a graduate of the 204<sup>th</sup> class of the School of Police Staff and Command (SPSC) through Northwestern University Center for Public Safety in Evanston, Illinois and Adjunct Instructor since 2006. She is also a graduate of the FBI National Academy Session #231. Zim teaches for the Law Enforcement Training Institute (LETI) at the University of Missouri-Columbia since 1995 as well.

Zim has been the MO 911 Director's Association Treasurer for five years and assisting with the spring and fall MPSCC

conference.... mainly doing just what Chairwoman April Ford tells her to do! She is a quiet, shy, fun loving, spiky haired gal who loves to send emails and receive hugs, lives to proof documents, and tries to gently keep her Board in line! 😊



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# Sarah Newell

## Representative



Sarah is currently the director for Polk County Central Dispatch and has been for seven years. She has been with Polk County Central Dispatch for fourteen years, starting as a dispatcher and working her way up. She was previously the conference chairman for MONENA.

Sarah is currently an instructor for Priority Dispatch/International Academy where she teaches ETC, ETC-I, and is currently the Region D Representative for 9-1-1 Director's Association.

Sarah loves dispatching and teaching and enjoys when they come together.

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# Steve Gleghorn

## Representative



Steve has been the administrator for Howell County 911 Services for 11 years. He is the Fire Chief for the Peace Valley – White Church Volunteer Fire Department and has been for 35 years.

He was a High School Agricultural Education Instructor and FFA Advisor. He is also a life long farmer and rancher.

Steve loves to hate the game of Golf.

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# Stephen Hoskins

President, MOAPCO



Steve Hoskins is the Interoperability Systems Manager and CAD Administrator for the Kansas City Missouri Police Department. He has direct responsibility for all aspects of KCPD

Interoperability with local, state, and federal agencies and partners. He is very active in the Kansas City Metropolitan area through the Mid-America Regional Council, the KCMO local Council of Governments. He has served as the Missouri co-chair of the KC Regional Interoperability Committee and of the regional Public Safety users Committee which helps administer the KC regional 9-1-1 system. He is a member of the Regional Homeland Security Coordinating Committee.

Steve started as a Police Dispatch in 1990, became a Communications Training Officer in late 1991, and then became assistant to the Communications Unit Training Supervisor in

1992. From 1992 through 1994 he was involved in the initial classroom training of all newly hired call takers and newly promoted dispatchers, literally training scores of new employees. In July of 1994, he was promoted to Watch Supervisor and supervised the daily work of up to twenty five call takers and dispatchers on his assigned watch.

In 2001, Steve left the police department and became an employee of Mid-America Regional Council, serving as the regional training coordinator for the 9-1-1 program serving the nine-county regional 9-1-1 systems, expanding and implementing training to satisfy certification requirements implemented by Missouri Statute.

In 2003, Steve returned to KCPD where he became the Communications Unit Supervisor and oversaw the training program. During his tenure as Operations Supervisor, he helped create and implement a Quality Assurance program to randomly review the work of the unit call-takers and dispatchers. In 2007, he was promoted to Communications Manager where he oversaw all aspects of the daily operations of the Kansas City Missouri

Communications Unit which serves as the Primary PSAP for the City of Kansas City, Missouri.

In 2013, he moved to his current assignment as Interoperability Systems manager and CAD Administrator. Steve is a certified Communications Unit Leader (COML) within the NIMS Incident Command System. He is a DHS/FEMA certified instructor and has taught COML class in multiple states around the nation.

Steve's field experience includes a deployment to Joplin Missouri in 2011 to support units of both the Kansas City Missouri Fire Department and Police Department in their initial response to the massive tornado that struck the city. He returned for a second deployment to support KCPD officers as they handled the Presidential Motorcade for President Obama visiting the disaster area.

In 2012, Steve was the Communications Branch Director for the Major League Baseball's All-Star Game held in Kansas City. He coordinated communications for multiple local, regional, state, and federal agencies. He is currently President of the Missouri Chapter of the Association of Public Safety Communications Officials (MOAPCO) and an active member of the Missouri

Chapter of the National Emergency Number Association  
(MONENA).



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# Cheryl Konarski

Treasurer



Cheryl Konarski serves on MPSCC as one of three treasurers representing the member associations and serves as the registration guru for this conference. Her passion for training is a natural fit for this conference – as a committee they strive to make the experience the best possible for everyone attending. She has served on the committee since its inception, and also served on the committee for the prior training conferences hosted by MOAPCO and MONENA. She is a 30+ year veteran of public safety, currently serving as the dispatch supervisor and CTO Coordinator for Dade County Emergency Services in Greenfield, where she also serves as a full-time dispatcher. Cheryl is the chair of the APCO Editorial Committee and is treasurer of the Missouri Chapter of APCO, co-chair of the Financial Committee for MPSCC, and the MOAPCO

representative on the Legislative Committee. She is also a member of NENA, MONENA, and the MO911DA. She is a recent graduate of APCO CPE Class 3 and is currently enrolled in the APCO RPL program. She presents throughout the State of Missouri as a member of the Missouri Professional Training Partnership, and has also presented at APCO WRC, APCO 2017 and 2018.

She and her husband, Ski, live in Southwest Missouri. They have one son, Alexander, who served his country in the United States Marine Corps (oorah!) and currently works at Wonders of Wildlife as an aquarium education specialist (say hi to him when you see him!). Stop by registration and say hi and get your picture taken for a special presentation during the conference! Don't be shy – it's gonna be awesome! We've got props and everything!

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# Angie Stiefermann

Representative



Angie has been employed with the Jefferson City Police Department for 25 years and is a CTO, a Telecommunicators Supervisor, and an Instructor. As a member of a department that encourages continuing education, Angie feels a responsibility to do her part in educating others through affordable and free training and through the APCO training partnership. Angie is married to a Lieutenant and has two teenage daughters.

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# J.R. Webb

Representative - MOAPCO



J.R. Webb has been the Assistant Director of Springfield-Greene County 911 since 2002, as well as a Reserve Deputy with the Criminal Investigations Division of the Greene County Sheriff's Office. Prior to that, J.R. was the Captain of the Communications Division of the Greene County Sheriff's Office, starting there in 1991 as a reserve telecommunicator. J.R. currently serves as the Vice-President of Missouri APCO and as a member of the Missouri State Interoperability Executive Committee as one of the original appointments by Governor Blunt. J.R. has been on the MPSCC conference



committee since its inception, first representing MONENA and currently representing MOAPCO on the committee.



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# Larry “Sonny” Saxton

President, MONENA



Sonny has served as the Deputy Director of EMS for Mercy, with oversight of the Emergency Services Communication Center, since 2003. During this time, he has planned and overseen the implementation of a number of communication center and technology improvements, including construction of a 14 seat emergency communications center which serves portions of four states. He led the communication center team to designation as an Accredited Center of Excellence (163<sup>rd</sup> worldwide) through the International Academy of Emergency Dispatch and Accreditation through the Commission on Accreditation of Medical Transport Systems.

Sonny holds a Bachelors of Science degree in Information Systems and Technology, Enterprise Integration and Application from Pennsylvania State University, an Associate of Arts Degree from Ozarks Technical Community College. He is currently completing a Master's of Science degree in Information Systems Engineering at Johns Hopkins University.

Sonny is a licensed Paramedic in the State of Missouri and has received Missouri Firefighter I and II certification. He maintains Emergency Medical Dispatch certification, EMS-Q (quality assurance), and Certified Flight Communicator. His 23 year background in emergency services includes serving as a firefighter, EMT, Paramedic, and leader of EMS stations.

In addition to his service with Mercy, Sonny has been active providing consulting and technology service for public safety agencies across North America over the past 14 years. He contributes on local and state committees for 9-1-1 and emergency communication center planning and has obtained Communication Unit Leader (COM-L) designation with FEMA. Current activities include being a Governor Appointee to the Missouri 9-1-1 Service Board and President of MoNENA – Missouri Chapter of National Emergency Number Association.

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# Kima Burnett

## Representative



Kima Burnett is a newly elected Alderman for the City of Oronogo, Missouri, and represents Ward 3 constituents. She has worked for Jasper County Emergency Services (JASCO) since 1997 and presently holds the position of Training and Quality Assurance Coordinator. In addition, Kima is the State Coordinator for the Missouri Telecommunicators Emergency Response Taskforce (Mo-TERT), the chapter secretary for the Missouri Association of Public-Safety Telecommunication Officials (MoAPCO), is an instructor with the Missouri Professional Training Partnership, and is co-chair for the education committee on the Missouri Public Safety Communications Conference (MPSCC). Kima completed her Bachelor of Science degree in Criminal Justice at Missouri Southern State University in 2011. She presently serves as an Alderman for the City of Oronogo. Kima is an avid reader, likes concerts, enjoys motorcycling, is active in her church & community, and appreciates time she can spend with her family and friends.