

SPRINGFIELD, MISSOURI
SEPTEMBER 2018



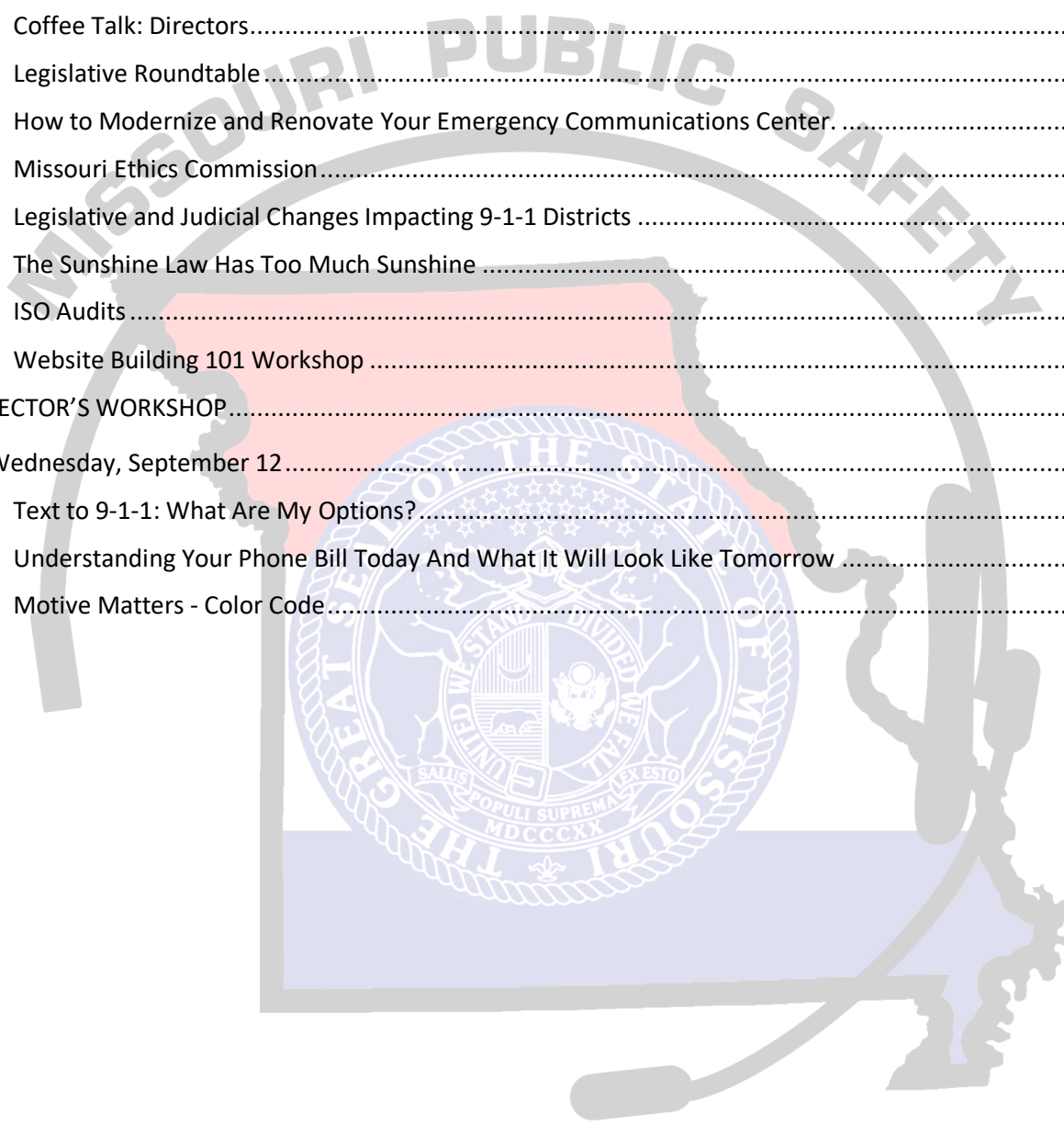
Session Directory

**COMMUNICATIONS
CONFERENCE**

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COMMUNICATIONS CONFERENCE

TRAINING SYMPOSIUM

**Monday
September 10, 2018**

**COMMUNICATIONS
CONFERENCE**

Keynote: 21st Century Management - Seussonian Style

Grand Ballroom | 0830 – 0950 hours



Robert Kuehl, Deputy Chief
Kansas City Police Department

In a world that drags us toward complexity and is dismissive and even mocking of simplicity, our approach to risk management has been no exception...and we have paid the price. We spend a great deal of time addressing things that go wrong. The real question is are we spending enough time helping things go right? Probably not. Why? We'll unpack the answer to that question during this session and create an epic “no notes required” shift in how to approach risk management.

**COMMUNICATIONS
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Super Session: Trust, Credit, and the ATM

Grand Ballroom | 1000 – 1050 hours



Robert Kuehl, Deputy Chief
Kansas City Police Department

During this session, we'll discuss the roadmap for the journey (NOT the destination) of creating a sustainable, high-speed, low-drag environment. People often talk about the challenge of getting the “right people on the bus”, but have we really looked under the hood before we expect people to ride with us?

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Tactical Communications

Fiji Ballroom | 1230 – 1320 hours



Tom Gorsline, Detective
Osage Beach Police Department

This block of instruction will help the student with the concepts of verbal judo and how it relates to dispatchers. We will examine the basic techniques of verbal judo, how to best accomplish one's goals in the application of verbal judo, and the importance verbal judo can play when used in situations.

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Chit-Chat for Telecommunicators

Coco Ballroom | 1230 – 1420 hours



Tony Hinkle
Barry County E911

This session is a roundtable discussion that is conducted by telecommunicators, for telecommunicators. During this session, we will discuss a variety of topics based upon the attendees. Topics may include employee programs, policies, moral, retention, etc.

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Suicidal Callers

Grand Ballroom | 1230 – 1320 hours



Kima Burnett

Jasper County Emergency Services

Suicide is the second leading cause of death of people between the ages of 10 and 34 in the U.S. (NIMH). Most of us have taken a call from a person who is contemplating suicide or is seeking help. How do we handle these calls? Join me in this one-hour session as we review skills and knowledge that could help us save the life of someone in need of assistance.

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9-1-1 Training in Missouri

Maui Ballroom | 1230 – 1320 hours



Zachary Dykes

Missouri State Highway Patrol

Emergency Communications is an ever-evolving field, and what the public expects is a professional and educated telecommunicator to answer the phone during their time of crisis. In order to accomplish this, the State of Missouri brought into law minimum basic and continuing training standards. In this one hour session, we will cover the ins and outs of the Missouri 9-1-1 Training and Standards Act and what it requires of all telecommunicators.

**COMMUNICATIONS
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Call-Taking to Intelligence Gathering

Fiji Ballroom | 1330 – 1420 hours



Angie Stieffermann
Jefferson City Police Department

Do you recognize what information you could be gathering to assist your responders and the benefits timely relaying of that information could be? A seemingly small piece of information could save a life or lead to the arrest of a dangerous suspect. We will explore simple ways an operator can play a bigger role in intelligence gathering and relaying the information.

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You're In Big Trouble! Communicating Discipline 101

Grand Ballroom | 1330 – 1420 hours



Kris Inman

Springfield-Greene County 9-1-1

When a supervisor has to pull a subordinate aside to discuss potential disciplinary measures, anger and dissatisfaction are often the result for all involved. But there ARE those for whom this process is a smooth and uneventful one. Why? What do some do well that others do not?

Is there a tried and true methodology out there that can lessen the stress and damage that the discussion of discipline so often inflicts? Can we better equip ourselves for success before the discussion even begins? In this class, we'll tackle these questions head-on to discover what makes for successful communication of discipline for supervisors and subordinate alike.



Dale Moushon

U.S. Department of Homeland Security
Office of Emergency Communications



Jim Lundsted

U.S. Department of Homeland Security
Office of Emergency Communications

Priority Telecommunications: GETS, WPS, & TSP

Maui Ballroom | 1330 – 1420 hours

Enhance your agency's emergency communications capability at no cost with Priority Telecommunications Services available through the U.S. Department of Homeland Security, Office of Emergency Communications. State and local government organizations communicate by cellular or land-line networks shared with the public. Should those networks become overloaded due to high call volumes or other impairment (weather, civil unrest, terrorism, etc.), government personnel and locations may not be able to communicate at a critical moment. The Government Telecommunications Services (GETS), Wireless Priority Services (WPS), and Telecommunications Service Priority (TSP) can be valuable assets in an emergency.

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Bullying in the Communications Center

Fiji Ballroom | 1430 – 1520 hours



Angie Stiefermann
Jefferson City Police Department

Little is more fulfilling than a satisfying job and a pleasant workplace. Nothing can destroy a dream quicker than a manipulative coworker. Do you think bullying exists in your workplace? Are you the bully? We'll discuss ways to identify and deal with it, whether it be in others or recognizing tendencies in ourselves.

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Chit-Chat for Trainers

Coco Ballroom | 1430 – 1620 hours



Kima Burnett

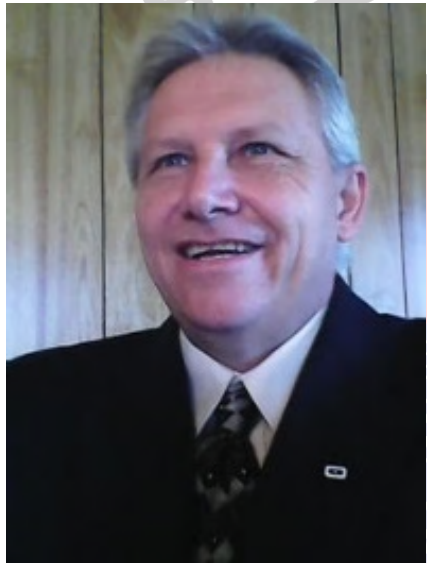
Jasper County Emergency Services

This session is for agency trainers to sit and talk about issues they encounter and brainstorm possible solutions as well as other topics that are relevant to trainers.

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Communicating and Coping

Grand Ballroom | 1430 – 1620 hours



Tony Hinkle
Barry County E911

During this session, we will discuss how the importance of good communication between co-workers is vital to the success of a center. We will also learn how to approach problems with co-workers and how to resolve them.

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MO Interoperability Update

Maui Ballroom | 1430 – 1620 hours



Bryan Courtney

Missouri Department of Public
Safety

This session will provide details on 2018-2019 communications training and technical assistance including: Communications Unit Planning and Policies, COML/COMT trainings, AUX COMM training, and Incident Tactical Dispatcher Training. Additionally, the presentation will provide a MOSWIN infrastructure and ISSI update as well as a review of the standing ICS 205, ESF-2 policies/best practices during declared emergencies and details of how to apply for COML/COMT recognition for local, regional, or statewide deployment.

**COMMUNICATIONS
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TRAINING SYMPOSIUM



**Tuesday
September 11, 2018**

**COMMUNICATIONS
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Officer Involved Shooting

Fiji Ballroom | 0830 – 1020 hours



Zachary Dykes
Missouri State Highway Patrol

In a matter of seconds, a call can go from having a peaceful resolve to a deadly one. This two-hour session will cover telecommunicators' responsibilities during day-to-day operations, as well as during an OIS event. We will review how telecommunicators can help reduce the risk to officers and the public through detailed questioning and information sharing. We will develop perspective of what officers are going through during these situations, and what their radio traffic could sound like. This course will help develop skills that could be useful to telecommunicators during an OIS event.

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Mental Illness: A Primer

Coco Ballroom | 0830 – 1020 hours



Andrew Bick

Springfield- Greene County 9-1-1

Mental illness affects 1 in 5 adults in the USA, with some 60% of them not seeking or receiving treatment. Additionally, people with mental illnesses are 50% more likely to be the victim of crime. Therefore, there are a large number of individuals with mental illness that we may have contact with via 9-1-1 calls. Come learn about some of the most common mental illnesses, their symptoms, how someone with mental illness may present on a 9-1-1 call, and how to handle that call.

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Public Safety Broadband

Maui Ballroom | 0830 – 0920 hours



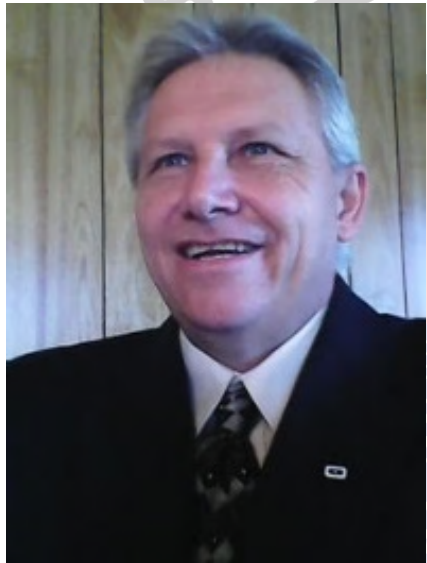
Bryan Courtney
Missouri Department of Public Safety

No session description available.

**COMMUNICATIONS
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Discover Your Strengths

Maui Ballroom | 0930 – 1020 hours



Tony Hinkle
Barry County E911

During this session, we will define strengths and psychological facts and statistics. We will also discuss the different strength themes.

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Human Trafficking from the Criminal Justice Perspective

Fiji Ballroom | 1230 – 1620 hours

No session description available.



Keaton Strong

Office of the Missouri Attorney
General

**COMMUNICATIONS
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Message Routing and Composition

Coco Ballroom | 1230 – 1420 hours



Zachary Dykes
Missouri State Highway Patrol

When we begin our career in dispatch, we learn a lot. We are also required to attend 40-hours of basic computer training dubbed “MULES School.” Over time, between the information we learn, additional job duties, and the crazy ball of stress known as dispatch, we forget our less used skills, such as message writing.

During this fun, hands-on two-hour session, we will review the do’s and don’ts of message writing, along with the formats to use when writing a message, and the different masks available in MULES 4. Above all, we will have fun doing it! Come prepared to learn during this hands-on session!

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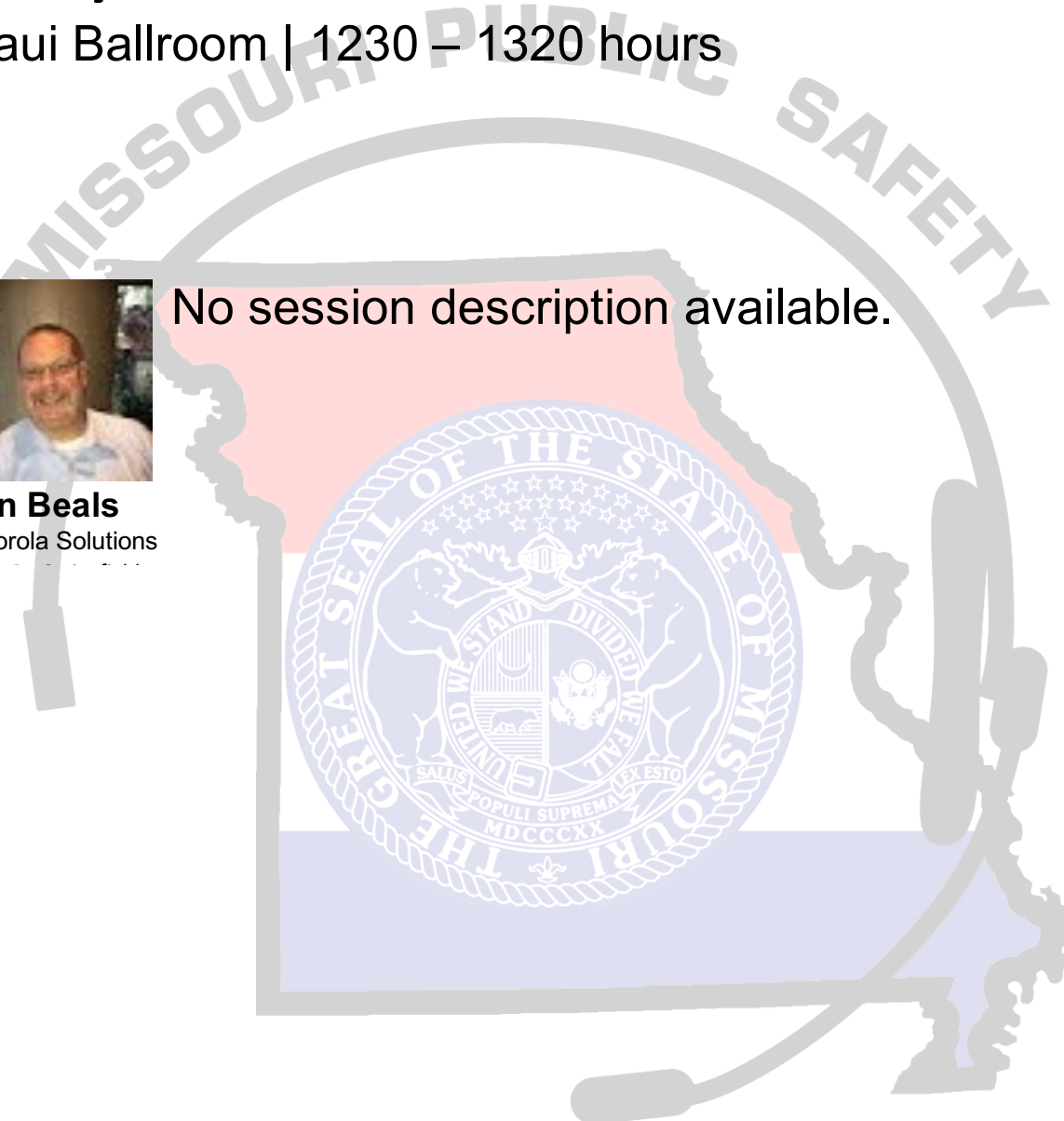
Next Generation 9-1-1: Is Your PSAP Ready?

Maui Ballroom | 1230 – 1320 hours



Von Beals
Motorola Solutions

No session description available.



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FirstNet and 9-1-1

Maui Ballroom | 1330 – 1420 hours



John Hunt
First Responder Network
Authority

This session is an informal discussion of how the convergence of FirstNet and NG9-1-1 at the PSAP will dramatically enhance public safety communications and provide Law Enforcement, Firefighters, EMS, and others with greater situational awareness and enhanced planning tools.

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Fitness - You Don't Have to Want To!

Coco Ballroom | 1430 – 1620 hours



Angie Stieffermann
Jefferson City Police Department

With our sedentary jobs, fitness is critical, but shift work can make it extremely challenging to fit into our schedules. In addition, many of us have the expectation that if we aren't having tons of fun doing something, we get to stop doing it. Angie self-admittedly doesn't always enjoy working out, but enjoys the results. Having worked rotating shifts for 26 years, she'd like to share her perspective on maintaining a daily workout routine and encourage you to reevaluate the expectations you have for yourself.

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Missouri Environment Emergency Response

Maui Ballroom | 1430 – 1520 hours



Carl Harris
Missouri Department of
Natural Resources

This session will explain the Department of Natural Resources role in hazardous substance emergencies and, in general, emergency responses at the local level.

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TERT Awareness

Maui Ballroom | 1530 – 1620 hours



Kima Burnett


Jasper County Emergency Services

Do you know what TERT stands for? Do you know when it was first deployed in Missouri? Are you interested in knowing more about the Telecommunicator Emergency Response Team or becoming a member? If so, join us during this one-hour session!

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Director's Workshop

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**Tuesday
September 11, 2018**

**COMMUNICATIONS
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Coffee Talk: Supervisors

Kalahari | 0830 – 0920 hours



Angie Stiefermann
Jefferson City Police Department

Just a bunch of supervisors in a room talking about things that matter. Bring some coffee and join us!

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**COMMUNICATIONS
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Coffee Talk: Directors

Sahara | 0830 – 0920 hours

Are you a director? If so, bring a cup of coffee and join other Directors during this brainstorming and discussion session.



Moderator:

Sarah Newell

Polk County 9-1-1

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Legislative Roundtable

Sahara | 0930 – 1120 hours

Join us to discuss the recent legislation and what the historical House Bill 1456 signed by the Governor will mean for our counties throughout Missouri.

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How to Modernize and Renovate Your Emergency Communications Center

Kalahari | 1230 - 1320



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Alan Wells

St. Francois County
Joint Communications
and EOC Center



Jeff Huettenmeyer

SSC Engineering

This session will seek to examine the process through which the St. Francois County Joint Communication and EOC Center successfully renovated and expanded its facilities, in hopes that other agencies housed in similar bunker-style facilities and faced with the challenges of being underground might consider the same means of modernizing and enlarging their building in a cost-effective manner.



Jared Joggerst

FGM Architects



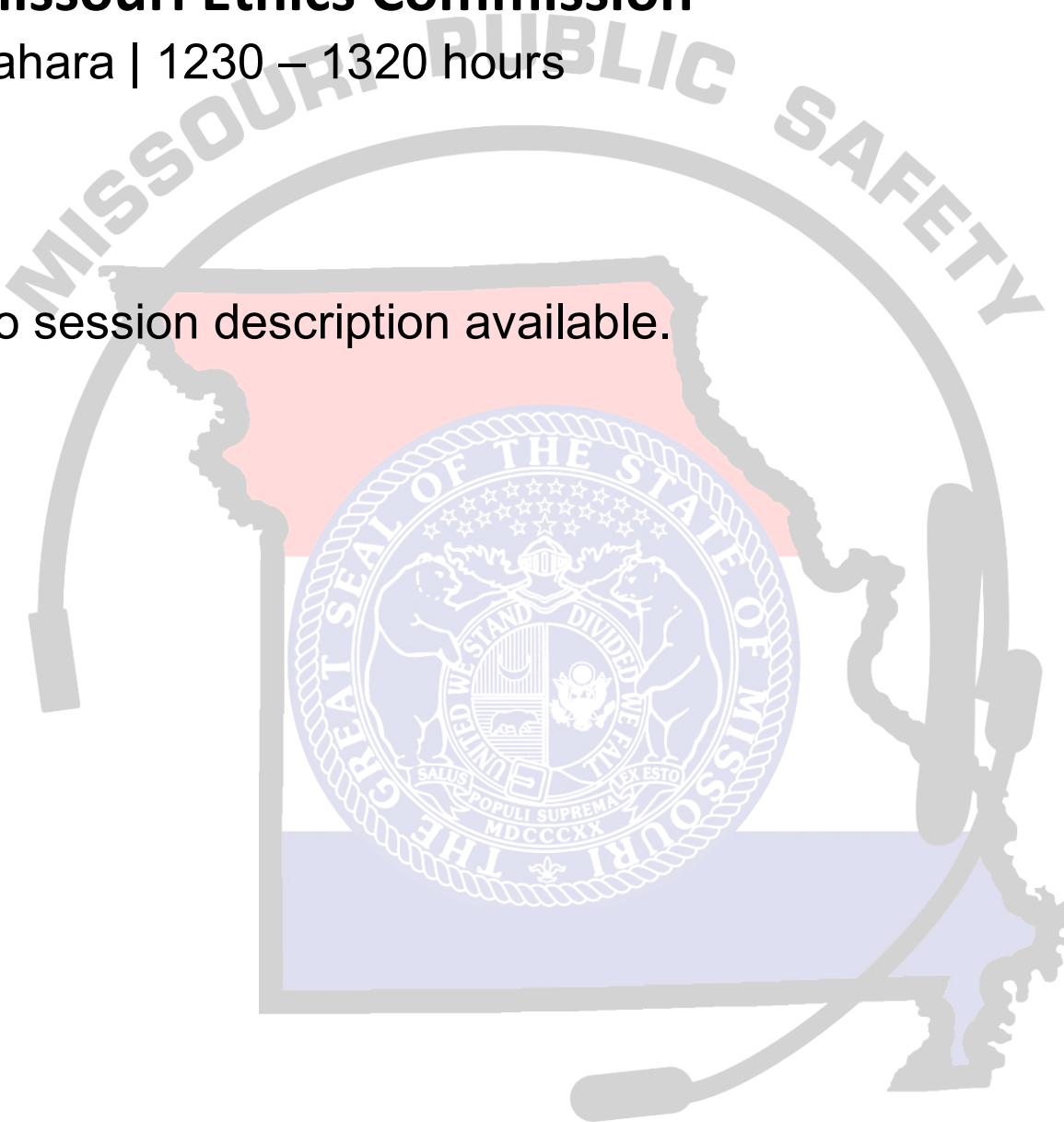
Joshua N. Mandell

FGM Architects

Missouri Ethics Commission

Sahara | 1230 – 1320 hours

No session description available.



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Legislative and Judicial Changes Impacting 9-1-1 Districts

Kalahari | 1330 – 1420 hours



Mark Siettmann
Missouri Department of Revenue

This session will outline the legislative and judicial decisions in 2018 that could impact 9-1-1 Districts in Missouri. These include the U.S. Supreme Court decisions of *Wayfair V. South Dakota* and House Bill 1456 regarding 9-1-1 taxes. This session will look at current Missouri law, option for legislators, local impacts, and challenges to implementation.

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The Sunshine Law Has Too Much Sunshine

Sahara | 1330 – 1420 hours



Frank Foster
EMS Legal Services

Is a public record the same as an open record? If we appoint an employee group to make a report, is that a subcommittee of the Board that has to notice up it's meetings? When can a Board Member vote by telephone? Does legal counsel have to be present in order to assert the legal closure exception? What do you do if an unsuccessful bidder wants to see the other bids submitted? Are 9-1-1 centers subject to HIPPA? Who can the Board invite for a closed meeting? Are CAD reports equivalent to incident reports? Are 9-1-1 calls generally discoverable? Is a prosecutor considered a law enforcement agency for purposes to the exception to 610.150 RSMo? Public Defender? Can attorneys get 9-1-1 tapes without a subpoena? Frank Foster has no idea as to the answers to these questions, but he has been working on these types of questions.

ISO Audits

Kalahari | 1430 – 1520 hours

No session description available.



Charles Copple
Community Hazard Mitigation

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Website Building 101 Workshop

Sahara | 1430 – 1520 hours



Robert Dickson
Polk County 9-1-1

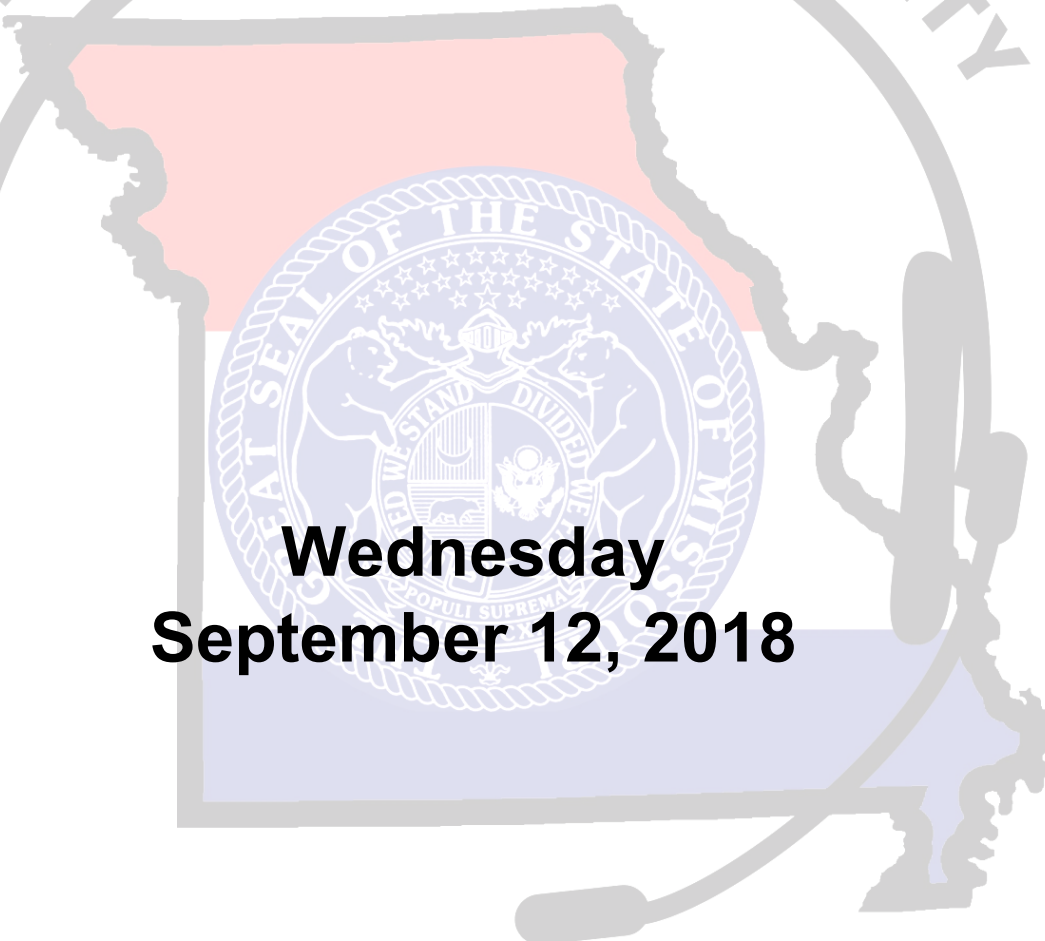
Discover the ease of websites, the power of digital media, and how easy it is to use. Students will see how easy and effective websites and social media accounts are.

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Director's Workshop

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**Wednesday
September 12, 2018**

**COMMUNICATIONS
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Text to 9-1-1: What Are My Options?

Coco | 0900 – 1020 hours

This session is a teaching panel. Users of both text-through-phone system and Gem911 will answer any questions and offer materials for both systems.



Sarah Newell
Polk County 911

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Understanding Your Phone Bill Today and What It Will Look Like Tomorrow

Fiji | 0900 – 1020 hours



Alan Talkington
TUSA Consulting

This session is non-vendor specific about what a current 9-1-1 bill looks like. We will then transition into the overall design of NextGen routing (IP Selective routing, Geo-Spatial routing), and how the PSAP's phone bill will likely look once that is complete.



Matthew Knight
Spatial Data Research

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Motive Matters - Color Code

Coco | 1130 – 1430 hours



**Van and Tammy
Benson**

This session will provide you with tools that will enable you to discover your personality color. This will help to harness the strengths of your personality and enhance the rest of your life and relationships.

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