

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



**COMMUNICATIONS
CONFERENCE**

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Von Beals

Motorola Solutions



With over 42 years with Public Safety Communications experience, Von has served in numerous rolls including: past California NENA Chapter President, past President of the California Fire Chiefs Association Communications Division, Southern California, Governor's Task Force on Wireless 9-1-1 in California, the NENA Education Committee, and the FIRESCOPE Communications Committee. He was also a founding father of the 9-1-1 for Kids Program. In addition to his current role as NG9-1-1 Business Manager at Motorola Solutions, Von continues his public safety service as a Captain with Travis County Fire ESD #12 in Austin, Texas.

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

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Van and Tammy Benson



"May I have this dance?" Van Benson said to Tammy Cruzan, in 1972, at Webb City's Back to School Dance. It was the last song of the night, the music from the popular group Chicago; the song "Color My World." Ironically, 31 years later, they discovered "The Color Code," a tool that teaches relationship skills, based on the concept of MOTIVE.

Because of their real-life experience, and the help they received from the knowledge of The Color Code and Emotional Intelligence, they now spend their lives teaching others how they too can create, and/or restore positive, meaningful, and successful relationships in their homes, on their jobs, with their kids, and in ALL the relationships of their lives. They were certified by Color Code International in 2007 and continue to work with corporations, government agencies, school systems, churches in family ministries, basically anyone who has a relationship.

The Bensons have enjoyed a rewarding 37-year business partnership as entrepreneurs. They are life-long residents of the Joplin area. Van and Tammy have been married for 40 years and have been blessed with four amazing daughters, four incredible "sons", and 13 spectacular grandkids!

Presenting: Motive Matters - The Color Code

Andrew Bick

Springfield-Greene County 9-1-1



Andrew has been with Springfield - Greene County Emergency Communications as a call-taker/dispatcher for three years and a CTO for two years. He previously spent an additional three years as a case worker for adults with chronic and persistent mental illness. He holds a B.A. in Psychology from Columbia College in Columbia, Missouri and currently resides in Clever with his wife, three children, and pets.

Presenting: Mental Illness: A Primer

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Kima Burnett

Jasper County Emergency Services



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), 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. Kima is an avid reader, likes concerts, enjoys motorcycling, is active in her church and community, and appreciates time she can spend with her family and friends.

Presenting: Suicidal Callers, TERT Awareness

Moderating: Chit-Chat for Trainers

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Charles Copple

Community Hazard Mitigation



Charles Copple is a senior field analyst for Insurance Services Office working in the Community Hazard Mitigation Division. Mr. Copple came to ISO after 23 years in the fire service, retiring from the Joplin Fire Department as Battalion Chief. Mr. Copple still serves as a fire instructor and investigator.

Presenting:

ISO Audits

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Bryan Courtney

Missouri Department of Public Safety



Bryan Courtney serves as the Director of the Missouri Statewide Interoperability Network (MOSWIN), State Point of Contact (SPOC) to FirstNet Authority and as the Statewide Interoperability Coordinator (SWIC). SWIC responsibilities include facilitating state, regional, and local public safety interoperable communications. Additional SWIC activities include preparing first responders for FirstNet, including the Statewide Communication Interoperability Plan; regional Tactical Interoperable Communications Plans, Missouri Field Operations Guide (MO FOG), and training and exercise.

Presenting:

Missouri Interoperability Update, Public Safety Broadband

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Robert Dickson

Polk County 9-1-1



Robert Dickson has been in Emergency Management for 8 years. Robert is the director of Polk County Emergency Management and also serves as the Chief of Central Polk County Fire. Robert is known for being the person who makes things work, whether it be software, hardware, or both. Robert has built custom websites, custom applications, and numerous other software products. Robert enjoys explaining how things work in a logical, sensible, and applicable way that makes the challenges of Information Technology not so complicated. Robert also enjoys showing others how to leverage the power of technology and its use day to day.

Presenting:

Website Building 101 Workshop

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Zachary Dykes

Missouri State Highway Patrol



Zachary currently serves as a Communications Operator at the Highway Patrol office in Springfield. His position includes the duties of call taking, dispatching, and communicating with responders, area agencies, and the public, as well as limited technical work. He has served as a Communications Training Operator, helping new hires begin their career with the Patrol. Zach is a certified instructor with the Missouri Professional Training Partnership, providing agencies in Missouri free continuing education. Prior to working for the Patrol, Zach was a dispatcher for the Barton County Sheriff's Office in Southwest Missouri.

Presenting:

- 9-1-1 Training in Missouri
- Locating Callers Using 3rd Party Mobile Applications
- Officer Involved Shooting
- Message Routing and Composition

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Frank Foster

EMS Legal Services



Frank graduated from Shimer College, in Northern Illinois, in three years with distinction in by placing out his freshman year. He is a graduate of Washington University School of Law, St. Louis where he contributed to the *Urban Law Annual*. Before a long stint with the State Bureau of EMS, he served in Vietnam and Korea. Frank also served in the past as Staff of the State Advisory Council on EMS, primarily for legislative and regulatory writing purposes. He currently represents 140+ public safety agencies around the state, including sixteen 9-1-1 centers. He is called upon frequently to testify on legislation. Reflecting on his current practice, he focuses most of his continuing legislation and article writing these days on local government law and employment law.

Presenting:

The Sunshine Law Has Too Much Sunshine

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Tom Gorsline

Osage Beach Police Department



Detective Gorsline has been in law enforcement for 12 years and has spent the last five years as a detective with the Osage Beach Police Department. Prior to serving in law enforcement, Detective Gorsline owned and operated group homes for mentally handicapped adults for 10 years. After serving for 6 years in the U.S. Air Force, Detective Gorsline worked with troubled teens. Tom is married and between them, they have a total of 8 children and 5 grandkids. Tom is a crisis negotiator and peer support person. Tom teaches for Missouri State University, MPCA, the K-9 Association, and the Missouri Coalition for Mental Health.

Presenting:

Tactical Communications for Dispatchers

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Carl Harris

Missouri Department of Natural Resources



Carl has seven years' experience with the Department of Natural Resources (DNR) as an inspector and emergency response. He is HAZMAT certified as well as Incident Command System (ICS) trained.

Presenting:

Missouri Environmental Emergency Response

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Tony Hinkle

Barry County E9-1-1



Tony has 30-plus years working in the field of emergency services at local, state, and federal levels. He has worked as a police officer, firefighter, first responder, and Telecommunicator as he has served at all levels of the job field from entry level to agency head. Tony is an 11-year veteran of the United States Army with duties as a Military Policeman, Homeland Security and counter-terrorism and hostage rescue.

Presenting:

Communicating and Coping
Discover Your Strengths

Moderating:

Chit-Chat for Telecommunicators

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John Hunt

First Responder Network Authority



John Hunt is a Senior Public Safety Adviser with the First Responder Network Authority. He is a long-time member of APCO and NENA and is a certified NENA Emergency Number Professional. He has extensive experience with 9-1-1 public policy (served as the Governor of Michigan's appointee to the State 9-1-1 Committee for 25 years) and OnStar's 9-1-1 Public Policy Manager. He has 25 years of 9-1-

1 technology experience (worked for AT&T and Regional Bell Companies as a 9-1-1 product manager, and as the NG9-1-1 Director for TeleCommunications Systems, Inc.) John also holds a Master's degree in Interdisciplinary Technology from Eastern Michigan University.

Presenting:

FirstNet and 9-1-1

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Jeff Huettenmeyer

SSC Engineering



With over 20 years of experience, Jeff began as an Electrical Engineer and worked into his role of Manager of Electrical Engineering Department. He is responsible for designing and specifying construction, renovation and retrofit projects for municipal, commercial, institutional, and corporate clients. Jeff's duties include lighting and load

calculations, electrical systems design of lighting, communication, power, security, and fire alarm systems.

Presenting:

How to Modernize and Renovate Your Emergency Communications Center

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Kris Inman

Springfield-Greene County 9-1-1



I am in my 24th year with Springfield-Greene County 9-1-1 where I serve as Training and Education Manager. I'm also an adjunct professor of Communication & First-Year Foundations at Missouri State University. I hold an MA in Communication and a BS in Electronic Media from Missouri State. Certifications include END (NENA), Certified Instructor (APCO & NAED), Master Advisor (Missouri State University), CALEA Accreditation Manager (APCO) and City Ambassador (City of Springfield, Missouri). In 2014, I was recognized as George Major Trainer of the Year at the fall MPSCC. Prior to my 9-1-1 career, I spent four years in commercial radio

doing sports play-by-play. My wife of 21 years, Mariah, is an Oncology RN at Mercy Hospital Springfield.

Presenting:

You're In Big Trouble! Communicating Discipline 101

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Jerrod Joggerst

FGM Architects



Jerrod is an accomplished architect with a wealth of experience in public safety facilities. He has a track record of achievement in complex architectural and construction projects, taking them from conception to completion. His experience includes facility assessments, master planning, design, construction documents, and client/contractor interactions. Jerrod

has demonstrated the ability to deliver projects within strict time deadlines, coordinate with multiple consultants, deal with code compliance changes and meet budget constraints.

Presenting:

How to Modernize and Renovate Your Emergency Communications Center

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Matthew Knight

Spatial Data Research



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 MONENA and MOAPCO boards, the commercial advisor for the MPSCC Committee, and serves on the Technical 9-1-1 Committee for both Missouri and Oklahoma.

Presenting:

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

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Robert Kuehl

Kansas City Police Department



Robert Kuehl is a full-time Deputy Chief with the Kansas City, MO Police Department. Deputy Chief Kuehl is currently the commander of the Professional Development and Research Bureau and has also served as the commander of the Patrol Bureau. He has been with the Kansas City Police Department for 32 years.

His many other assignments within KCPD include: Tactical Response Team (SWAT), Internal Affairs, Information Technology, Logistical Support, Special Operations Division, and the Communications Unit.

Robert is also the owner and principal of Heartland Risk Management, which provides risk management training and consultation for a variety of health care facilities. The company has been in existence since 1991.

Robert is a graduate of Monmouth University with a BA degree in Criminal Justice and Sociology and completed post-graduate studies at the FBI National Academy focusing on Global Terrorism and Executive Leadership. He is also an adjunct professor at Graceland University.

Presenting:

Keynote Address: 21st Century Risk management - Seussonian Style

Super Session Address: Trust Credit and the ATM

Jim Lundsted

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



James (Jim) Lundsted serves as an OEC Coordinator in the DHS Office of Emergency Communications. Jim is assigned to Region 7 - Iowa, Kansas, Missouri, and Nebraska. He is based in Jefferson City, Missouri. His previous government service includes working as Chief Interoperability Officer and Statewide Interoperability Coordinator for the Missouri Department of Public Safety.

Jim has held a number of assignments in public safety with municipal, county, and state government. He served twenty-five years with the Missouri State Highway Patrol and seven years with the Missouri Department of Conservation. Notable assignments include planning communications support for the National Governor's Association meeting in St. Louis, the visit of Pope John Paul II to St. Louis, numerous disaster related and manhunt communications support serving as a telecommunications and information technology consultant for a number of state agencies, and the U.S. Forest Service, NIFS - National Interagency Incident Communications Division.

Lundsted has served in municipal, county, state, and federal government positions in law enforcement, fire suppression/planning, emergency management, and as directors of a PSAP.

Presenting:

Priority Telecommunications GETS, WPS, & TSP

Joshua Mandell

FGM Architects



Josh specializes in municipal public safety and emergency communications facility planning, design, documentation, and construction. He applies two decades of hands-on leadership to each project assignment and team. Josh excels in distilling complex programs of need into high-functioning, state-of-the-art designs. He is a dedicated communicator and shines

in a collaborative, iterative environment.

Presenting:

How to Modernize and Renovate Your Emergency Communications Center

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Dale Moushon

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



Dale Moushon is the Priority Telecommunications Services Area Representative for the DHS - Office of Emergency Communications, responsible for Regions 4 and 7. Dale is a former law enforcement officer with the St. Petersburg, Florida Police Department. He retired with 26 years of service, having worked in numerous areas of law enforcement. His last assignment held was as the commander of the agency's intelligence unit. In this role, he was responsible for managing the Agency's use of DHS's Priority Telecommunications Services. Dale also served in the U.S. Army Reserve in the Communications Field, working with Land Mobile Radio

and Wire Line Communications.

Presenting:

Priority Telecommunications GETS, WPS, & TSP

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Sarah Newell

Polk County 9-1-1



I am currently the director for Polk County Central Dispatch and have been for seven years. I have been with Polk County Central Dispatch for 14 years, started as a dispatcher and worked my way up. I was previously the conference chairman for MONENA for approximately 7 years. I am currently an instructor for Priority Dispatch/International Academy, where I teach ETC, ETC-I, and I am currently the Region D Representative for the 9-1-1 Director's Association. I love dispatching and teaching and enjoy when they come together.

Presenting:

Text-To-911: What Are My Options?

Moderating:

Coffee Talk for Director's

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Mark Siettmann

Missouri Department of Revenue



Mark Siettmann is the Legislative Director for the Department of Revenue. In his position, he works as a liaison between the Department, the Governor's Office, and the Legislature. Prior to joining the Department, Mark served as Chief of Staff to Former Senator Will Kraus, Chairman of the Senate Ways and Means Committee. In that role, he focused heavily on tax issues and helped write numerous pieces of tax legislation. Mark has also held policy and communications positions with the mayor of Kansas City and the County Executive in Jackson County.

Presenting:

Legislative and Judicial Changes Impacting 9-1-1 Districts

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Angie Stiefermann

Jefferson City Police Department



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

Presenting:

Call-Taking to Intelligence Gathering
Bullying in the Communications Center
Fitness – You Don't Have To Want To!

Moderating:

Coffee Talk for Supervisors

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Keaton Strong

Office of the Missouri Attorney General



Investigator Keaton Strong is a graduate of St. Louis University with a Major in Criminal Justice and a Minor in Social Work. He is a former Paramedic, who has service in the Law Enforcement Field for 18 years, 10 of which have been with the St. Louis City Metropolitan Police Department. Throughout his career, he worked in the Juvenile Division, specializing in Missing and Exploited Children to include Amber Alert/School Resources, in Narcotics (Violent Offender), and Vice (Adult Prostitution), Auto Theft/Auto Fraud Unit (Insurance Fraud), in the Intelligence Division (Human Trafficking and Birth Rights) and in the Human Trafficking Unit/Juvenile Gang Crimes. In 2017, Investigator Strong was appointed to the Anti-Human Trafficking Enforcement Unit of the Missouri Attorney General's Office.

Presenting:

Human Trafficking from the Criminal Justice Perspective

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Alan Talkington

TUSA Consulting



Alan is a Senior Public Safety Consultant with TUSA Consulting Services, a nationally recognized Communications consulting firm. He began his communications career establishing 9-1-1 and Radio systems for Marine Corps installations as an active duty Marine from June 2003 to December 2007. He was the lead technician for the installation of the first P25 systems used by the Department of the Navy and led the transition to modern Phase II 9-1-1 service for Camp Pendleton, California. He transitioned to public safety communications upon his honorable discharge from the Marine Corps, and has since designed, installed, and configured dozens of 911 centers in North Carolina, Missouri, and Kansas. He now serves as a consultant assisting agencies in the process of acquiring new Public Safety Communications technology.

Presenting:

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

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