



# Missouri Public Safety Communications Conference (MPSCC)

Sunday March 9, 2025

Windgate 62/63/64  
Lobby Level 6

Windgate 60/61  
Lobby Level 6

Lanyards Sponsored by  
**Nelson Systems**

*Registration open 0930-1600*

1000-1050  
1100-1150  
1200-1250

**Developing Emotional Skills  
for Crisis Intervention**  
Deb McMahon  
Crisis Systems Management

**Perspective in Action:  
Elevating Leadership**  
Brian Townsend & Aaron Shirley  
Mid-States Organized Crime Info Center  
1000-1450

1300-1400

**Lunch on Your Own**

1400-1450  
1500-1550  
1600-1650

**Personality Disorders  
An Overview for Emergency Dispatchers**  
Deb McMahon  
Crisis Systems Management

**Perspective in Action:  
Elevating Leadership cont...**

**Building Resiliency  
Surviving Secondary Trauma**  
Dawn Morris  
Wellness Coordinator  
Johnson Co Sheriff's Office



CEU Certified

Fun & Food

Meeting

1830-1930

**Welcome Reception in Paradise C (Level 6)**  
Buffet: Chicken Saltimbocca and Island Flank Steak; Fingerling Potatoes and Seasonal Roasted Vegetables; Chicken Tortilla Soup, Tortellini Pasta Salad; and Ultimate Chocolate Cake and Key Lime Pie. Cash Bar available

Reception Sponsor



1930-2200

**Quality Audio Productions DJ providing music**

DJ Sponsor



Scan this QR code to download the MPSCC  
Spring 2025 APP!!  
APP Sponsored by **Ryzylant**

Conference  
Certificates Sponsor



Conference Matrix Sponsored by  
Our Pewter Sponsors



**Monday, March 10, 2025**  
**Registration open 0800-1600**

Coffee sponsored by  
 Our Bronze Sponsors

**Opening Ceremony in Paradise A (Level 6)**

Flag Presentation & Invocation: Mid County Fire Protection District National Anthem: Jill Evert from Springfield-Greene Co 9-1-1

0830-0920

**Kevin Briggs - KEYNOTE - Paradise A (Level 6)**  
**The Power of Listening**

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Public Safety Communication Specialists receive a wide range of calls every day. This session will concentrate on Crisis Communication, specifically regarding suicide calls, and the importance of well-being.



0930-1030

**Knight Expo Hall Grand Opening - Windgate Hall Level 5**

**Memorial Ceremony & Lunch with Commercial Partners in Knight Expo Hall**

Bama Breeze Buffet: Country Salad & Tortellini Pasta Salad; Southern Country Fried Chicken & Flank Steak; Corn on Cob, Brussel Sprouts, Mac & Cheese; Muffin, Rolls & Dessert

Sponsored by



1145-1250

Windgate 62/63/64  
 Lobby Level 6  
 Frontline & Wellness

Windgate 60/61  
 Lobby Level 6  
 Leadership

Paradise A  
 Lobby Level 6  
 Trainer & Technical

Parasol II  
 Shops Level 7  
 Director

Parasol I  
 Shops Level 7

**Customer Service vs. Customer Experience**  
 Brian Battles  
 Landmark Training Solutions

**How Dementia Made Me a Better Dispatcher**  
 Jennifer Cave  
 St. Charles City Police Dept

**The PSAP of the Future is Now**  
 Ray Masbad  
 Intrado

**Creating Physical Spaces for Wellness in Emergency Communications**  
 Joshua Mandell  
 FGM Architects Inc

1300-1350

**Social Break with Commercial Partners in Knight Expo Hall - Windgate Hall (5)**

Assorted Ice Cream Bars and Beverages

Sponsored by



9-1-1 Service Board Meeting

**The 911 Chaplain Chat: Navigating Faith in the Workplace**  
 Brandi Powell  
 Prepared

**Priming Positive Outcomes: Navigating De-escalation & Anger with Purposeful Communication**  
 Deb McMahon  
 Crisis Systems Management

**Security & Resiliency for PSAPS in a Modern Threat Environment**  
 Chris Maiers CISM  
 Steve Souders ATC PSC & John Bryant CISSP  
 Cybersecurity & Infrastructure Security Agency

**Leveraging AI to Enhance Accuracy and Streamline Processes in Public Safety Communications**  
 Jason Rincker  
 Stronghold Data

1500-1550

1600-1650

**Commercial Sponsors 9-1-1 Director's Exclusive Time 1600-1730 Invitation ONLY Event**



1700-1730

**Dinner On Your Own**

CEU Certified













Commercial Partners

Fun & Food

Meeting

Conference APP

KNIGHT EXPO HALL OPEN  
 1040-1600

 <b>Tuesday, March 11, 2025</b> <b>Registration open 0800-1500 hours</b>					<b>Coffee sponsored by Our Bronze Sponsors</b>	
Windgate 62/63/64-Lobby Level 6 Frontline & Wellness	Windgate 60/61 - Lobby Level 6 Leadership	Paradise A - Lobby Level 6 Trainer & Technical	Parasol II - Shops Level 7 Director & Meetings	Parasol I Shops Level 7	<b>KNIGHT EXPO HALL OPEN</b> 0930-1320	
0830-0920	<b>Be Someone's Lemonade</b> Jennifer Cave St. Charles City Police Dept	<b>Lights, Camera, Conflict Resolution</b> Brandi Powell - Prepared	<b>Zero-100: Efficient, Effective, &amp; Affordable QA</b> Kacey Leyba & Dalton Shahan GovWorx	<b>The 9-1-1 Director's Survival Guide: From Chaos to Control</b> April Ford Springfield-Greene Co 9-1-1		 <b>Conference APP</b>
0930-1020	<b>Suicide Risk Assessment for Dispatchers</b> Martika Hitt - JCPD CR	<b>We Listen, But We Don't Judge Cultivating the Culture in 911</b> Brandi Powell - Prepared	<b>Enhancing Public Safety with Indoor Mapping</b> Jeff Ledbetter - Datamark	<b>Duck Tape &amp; Dreams: Stretching Your 9-1-1 Budget</b> Mike Phillips - Barry Co 9-1-1 April Ford - Springfield-Greene County 9-1-1		
1030-1130	<b>Spend Time with Our Commercial Partners in the Knight Expo Hall - Windgate Ballroom (Level 5)</b>					
1130-1230	<b>Lunch with Commercial Partners - Knight Expo Hall - Windgate Ballroom (Level 5)</b> Cheeseburger in Paradise Buffet: Caesar Salad, Potato Salad, and Coleslaw; Beer Brats, BBQ Pulled Pork, and Hamburgers; Lattice Chips, Green Beans, and Desserts		<b>Sponsored by</b>   			
1230-1320	<b>Drawings &amp; Giveaways in the Knight Expo Hall</b>					
1330-1420	<b>Passion For Compassion</b> Stacey Blair Springfield-Greene Co 9-1-1 Emergency Communications	<b>Leadership for First Responders</b> Tim Ceplina Spearpoint Training	<b>Nothing But the Truth: Courtroom 101</b> Rick Crimas Springfield-Greene County 9-1-1	<b>Enhancing Cybersecurity Awareness &amp; Practices</b> Avion Bryant, Brian Ward & Jason Rincker Stronghold Data		<b>MONENA Chapter Meeting</b>
1430-1520			<b>Responding to Natural Disasters</b> Caleb Branch - INdigital			<b>MOAPCO Chapter Meeting</b>
1530-1620	<b>PTSD, Truman &amp; Stress in Emergency Communications</b> Shawna Baron Baron Psychology	<b>No. Not Never! Career Advancement</b> Alicia Stults Stone Co Emergency Services	<b>What Happens if Your New NGCS Goes Down?</b> Max Iwaniec - Comtech	<b>Managing the Difficult Employee</b> Frank Flaspohler EMS Legal Services		<b>MO 9-1-1 Director Association Meeting</b> <b>Meetings Sponsored by All Sponsors</b>
1800-1830	<b>Social Hour - Cash Bar - Paradise B/C (Lobby Level 6) - Get your drink tickets!</b>			<b>Sponsored by</b> 		
1830-2000	<b>Annual Awards Banquet in Paradise B/C (Level 6)</b> Buffet: Traditional Topped Salad and Strawberry Spinach Salad; Coconut Chicken, Pork Tenderloin, and Prime New York Strip Loin; White Cheddar Mashed and Baby Rainbow Carrots; New York Grand Cheesecake and Three Layer Carrot Cake		<b>Awards Sponsors</b>  	<b>Banquet Sponsor</b> 		
2000-2200	<b>Get your Game On - Billiards, Arcade Fun, and Bowling - at Fin City in the Beacon Building</b>					
	<b>Billiards Sponsor</b> 	<b>Arcade Sponsor</b> 	<b>Bowling Sponsor</b> 			



**Wednesday, March 12, 2025**

**Registration open 0800-1030 hours**

**Coffee sponsored by  
Our Bronze Sponsors**

	<b>Windgate 62/63/64 - Lobby Level 6 Frontline &amp; Wellness</b>	<b>Windgate 60/61 - Lobby Level 6 Leadership</b>	<b>Paradise A - Lobby Level 6 Trainer &amp; Technical</b>	<b>Parasol II - Shops Level 7 Director</b>
0830-0920	<b>Telecommunicator Roundtable</b> Melissa Stover & Mykal Armstrong Benton County Central Dispatch	<b>Supervisor Roundtable</b> Angie Stiefermann Jefferson City Police Dept	<b>Reducing Telecommunicator Overload with ASAP</b> Christa Poyorena Mission Critical Partners	<b>Director's Roundtable</b> Lori Sneed, Dade Co Bonnie Witt-Schulte, Lawrence Co
0930-1020	<b>Violent Intruder Event Response</b> Lori Sneed Dade County Emergency Services	<b>Leadership Lessons Past, Present &amp; Future</b> Doug Showalter-Showalter & Co	<b>CTO Refresher</b> Angie Stiefermann Jefferson City Police Dept	<b>SIEC Meeting</b> Roger Strope, DPS
1030-1120		<b>Multi-Generational Workforce Myths &amp; Misunderstandings</b> Doug Showalter-Showalter & Co	<b>Pipeline Awareness for PSAPs</b> Zach Jones - Enbridge, INC.	
1130-1200	<b>Closing Ceremony in Paradise A</b> Final prize drawing - Fond Farewells and a few words from the Association Presidents and Conference Committee			
1500-1700	<b>MTUG meeting</b> MO Trunked User Group			
	CEU Certified	Commercial Partners	Fun & Food	Meeting

**Pewter Sponsors**  
 Voice Products  
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 The Cambridge Group  
 Caliber  
 Virtual Academy  
 Tango Tango  
 Stronghold Data  
 BodyBilt  
 Pipeline Association MO  
 Radio Communications Specialits

**Save the Date**

**MPSCC  
SHOWTIME**

"Lights, Camera, Action"  
 Premiere Date: September 7th - 10th 2025  
 Filming Site: University Plaza Hotel  
 Springfield, MO

**Bronze Sponsors**

Russ Bassett	WSKF Architects
TUSA Consulting	Total Response
Valor Systems	Intrado
Nelson Systems	L3Harris
Dick Buss & Assoc.	CentralSquare
Synergem Technologies	
Higginbotham Insurance	
Tait Communications	
Mission Critical Partners	
A&W Communications	