

2011 Oklahoma Public Safety Conference

Class Schedule

Opening Ceremonies – 8 am

Tuesday: 9:45 am

Track A

Session title: *Survival Tips from the Tops; not just another stress seminar*

Presenter: Kimberly Faxon

Interviews from people who have been dispatching over 10 years and still have a good attitude. I have compiled their answers. Some answers were very insightful and others funny.

Track B

Session title: *CAD minimum standards*

Presenter: Lance Terry

Track C

Session title: *Defining the Next in Next Generation; The Next Chapter in Things That Keep You Awake At Night*

Presenter: Curt Ghormley, at&t

This is a brief survey of three critical, overlooked and misunderstood components of successful NG9-1-1 implementations. Many projects err by too little focus on important system-wide elements, resulting in unpredictable performance and excessive cost. While unpredictable is a way of life in 9-1-1, we should at least not design it into the communications system.

Tuesday 11:00 am

Track A

Session title: *Dispatchers: Why learn the Incident Command System?*

Presenter: Lucien Jones

In this class, dispatchers and communications supervisors will learn the important role they play as key elements of the Incident Command System (ICS) during an expanding incident. The dispatcher's understanding of best practices used in mutual aid communications, coupled with their ability to assist the Incident Commander by assigning additional tactical channels for use by divisions, branches, and task forces is vital. It can make a difference in whether the Incident Commander is able to maintain span of control amidst the chaos. The dispatcher's interaction with an Incident Communications Center located in a mobile command post, and their interface with an EOC during major events will also be discussed.

Track B

Session title: *at&t database and MSAG*

Presenter: at&t

Tuesday 1:30 pm

General Session – All Tracks

Session title: *Incident Command Overview of all functions in the field*

Presenter: Hubert Rouse

State 9-1-1 Advisory Board

Town Hall style meeting relating to the recommendations being developed to respond to SB175.

Wednesday 8:30 am

Track A

Session title: *9-1-1 and the First Responders*

Presenter: Paul McLaren

With over 280 million wireline, wireless, telematic and VoIP subscribers, data management is no longer just about matching a home telephone number to an address. Accuracy, reliability and availability help improve emergency response. This session will discuss how new data types and life-saving applications can be introduced into the 9-1-1 operational environment without compromise. Attendees will learn how to effectively manage data that can support interoperability between PSAPs while eliminating single points of failure and maintaining the integrity of the network.

Track B

Session title: *Mapping and GIS*

Presenter: Cassidian and at&t

Track C

Session title: **Session title:** *Getting NG9-1-1 Right: Next Generation Incident Recording and Quality Assurance*

Presenter: Dennis Pappas

Momentum is building and PSAPs worldwide are working on migration plans and budgets effectively transition of their emergency communications processes and technologies to New Generation 9-1-1 (NG 9-1-1) standards. With the roll-out of new NG 9-1-1 initiatives, emergency communications are being held to higher standards and subjected to more scrutiny than ever before. Will your recording, case evidence management and quality control measure up?

Attend the interactive training session to learn how to:

- Prepare for Recording from Wide Range of Communication Channels
- Centralize your Multimedia Incident Information Management
- Guard the Security of your Case Evidence
- Formalize your Quality Assurance and Coaching Program

Wednesday 10:00 am

Track A

Session title: *Dispatch-the OTHER end of the mike*

Presenter: Paul Rinkel

This class will talk about perceptions vs. reality in the emergency dispatch environment. Keeping a sane mind, surviving common dispatch politics and pitfalls will help the dispatchers keep themselves sharp and their responders safe.

Track B

Session title: *GIS: How to do field collection, what to collect and how the information can be used.*

Presenters: Shelly Stahlbusch and James Allen

Track C

Session title: *Gaining Perspective on Next Generation 9-1-1*

Presenter: *John Hunt*

The construction of and transition to NG9-1-1 is a complex issue, but no more complex than other technological transitions. This presentation will help put NG9-1-1 into perspective and provide information PSAP authorities can use to develop their own NG9-1-1 plans. We will examine the following questions:

- What is driving the transition to NG9-1-1 and why should we care?
- What are the realistic options for deploying NG9-1-1?
- How will we pay for it? (New options to consider)
- Are regulatory changes required?
- What is a realistic timeframe?
- What are others doing today?
- What benefits will NG bring?

Wednesday 12:30 pm

Track A

Session title: *Do Emergency Responders Need More Information?*

Presenter: *Todd Piett*

Data is an important tool for effective decision making. Today's first responders need to have access to both static (pre-known) and dynamic (situational) data and process that into actionable information in order to better perform their duties. In this session we will discuss:

- Why emergency responders need information
- How information effects positive outcomes
- How do people access and process information
- What types of information are needed
- How do you start and where do you get the information from?
- The tools and processes used by San Ramon Valley Fire Protection District to ensure first responders have the data they need when they need it

Track B

Session title: *Technology - the best bang for your buck*

Presenter: *ACOG*

You have gone through the RFP process, what is fluff and what is necessary, what is the future, and can we go it alone or does it take regionalization?

Track C

Session title: *Nationwide Broadband Priority Access Network for Public Safety*

Presenters: *Suresh Borkar; Dennis Roberson, and Ken Zdunek*

It is of the highest national priority in to provide public safety agencies with a nationwide, interoperable, broadband wireless network. The public safety user is initially served by the dedicated public safety network, when present, and the user is automatically handed over to a shared commercial network only when its base network becomes congested. The public safety user will also be handed back to its public safety network automatically when the capacity is freed up in that network. A pre-defined capacity allocation is provided to the public safety users in the shared commercial network. This allocation can be modified at the discretion of the public safety and the commercial operator based on the tenets of a Network Service Agreement (NSA). Any spare capacity in the pre-allocated region not being used by the public safety users is available to the commercial users in order to maximize the usage of the scarce spectrum resource. The architecture enables the public safety agency to manage the public safety traffic to the fullest extent.

Wednesday 1:30 pm

Track A

Session title: *I Am Just A Dispatcher*

Presenter: Matt Stillwell

We will look at the critical role of today's public safety communications professional and how vital it is to the overall provision of public safety services. Attendees will walk away with a better understanding and a higher level of respect their profession. They will also learn ways that we all can have a positive impact on molding the images and perceptions of our industry.

Track B

Session title: *Phase II Wireless - 'Now that you have it - how do you know what you got?'*

Presenter: ACOG

I have found that many dispatchers do not know how to read and process the information once it appears on the mapping screen - then if they have to transfer the call to a secondary PSAP - what do they need to tell the dispatcher. I know NFPA standards say "no blind" transfers - but what does this really mean. It takes more than just making sure someone answers at the other end.

Track C

Session title: *Integration of Call Taking and Dispatch: Another Perspective*

Presenter: Craig Dollar

In 80% of the nation's PSAPs, the call taker manages not only the calls for service, but also the dispatch of resources. Shouldn't the technology they use do the same?

Wednesday 2:30 pm

General Session – All Tracks

Session title: *Meth labs*

Presenter: Tulsa Fire Dept

Closing Ceremonies

***Door Prizes and \$2000 Training Scholarship Awarded
Must be present to win all Prizes and Scholarship***

Times and Classes are subject to change