

## **Wednesday 02/20/08**

### **New Formats, New Data. Coming to a PSAP near you**

Matt Florio – Regional Account Manager – PlantCML

1:00 p.m. – 2:00 p.m. - Pacific Room North Tower

This session will survey new data formats that are beginning to make their presence felt at PSAPs. This begs the exploration and determination of what future additional mapping information will be displayed in the PSAP in a map-based context. Key points of discussion will be centered on the following.

- What data should PSAPs have access to?
- What data should PSAPs possibly not have access to?
- What data is coming to the PSAP and how will it impact operations?

### **NG9-1-1 101:**

Muriel Haglind - Manager Government Relations - Intrado

1:00 p.m. – 2:00 p.m. – Salon I North Tower

How do you define Next Gen 9-1-1? There are many players in the industry defining their systems as Next Gen, but what does that mean? As new players are entering public safety, there are many questions surrounding 9-1-1, policy and standards. 9-1-1 is a complex industry, which includes regulations, industry standards, networks, operations, to name a few. This will be a discussion what Next Gen truly means, what others might be calling it, and the many reasons to update to a true Next Gen infrastructure.

Guarantees of what attendees will learn:

- Overview of the basics of 9-1-1
- Current policy, regulations and standards that affect 9-1-1
- Overview of the future of 9-1-1

### **Suggestions for Wireless Routing Problems**

County Coordinators: Brian Acosta, Daphne Rhoe, Reggie Chapel, JoAnn Hicks, and Ella Sotelo

1:00 p.m. – 2:00 p.m. – Salon II North Tower

### **Taking the Guess Work Out of Real-Time Redeployment Operations**

Ken Reese – Manager REDCOMM / Dr. Raj Nagaraj – Deccan International

1:00 p.m. – 2:00 p.m. – Salon III North Tower

911 Dispatchers often face increased and unpredictable emergency-incident rates in different areas of the service region. Such situations may deplete emergency resources and lead to holes in emergency coverage in some areas of the service region. It is imperative to cover up these holes in the service region by doing temporary repositioning (move-up) of fire and ambulance apparatus in a swift and prudent manner. This presentation explains the need for apparatus redeployments (move-ups), demonstrating current practices and illustrating problems with current approaches. The focus of the presentation is to motivate a new automated approach for composing real-time repositioning (move-ups) of apparatus using real-time data from Computer-Aided Dispatch (CAD) and optimization algorithms.

### **Statewide VoIP E9-1-1 Deployment**

Donna Pena – State of California

1:00 p.m. – 2:00 p.m. – Salon IV North Tower

We are also planning to have two County Coordinators help show firsthand about mapping calls for Wireless and developing shape files for VoIP call routing. So our sessions will be fast paced and packed with information.

### **So You Wanna Present at a Conference?**

Dave Larton – Costal Region ACS Officer – Governor's OES, State of California

1:00 p.m. – 2:00 p.m. – Salon V North Tower

Discusses how to pick a subject to present, making an outline, handouts, making a PowerPoint and presentation skills needed in front of an audience.

### **“Hey Chief, The Comm. Center is Gone! Now What?”**

Thomas Somers – Captain Los Angeles Fire/Rescue Regional Communications Center

1:00 p.m. – 2:00 p.m. – Salon VI North Tower

Field responders have to quickly assume the duties and responsibilities of their communication center. In my speaking across the country very few departments are ready. In this post 9/11 & Katrina era not having a plan "Continuity of Operations Plan" is unacceptable but yet is the norm. My goal is provide a plan or hand off for field responders to identify the situation for what it is, triage the mission critical components and implement a plan.

### **“SWATTING” – Placing a prank emergency call to a totally unrelated address**

Investigator Brian Sims/Sgt. Michael McHenry, OC Sheriff's Department

1:00 p.m. – 2:00 p.m. – Salon VII-VIII North Tower

In this case from the State of WA to Lake Forest, CA. through a hearing impaired call center that receives (at least in this case) Instant Messenger text and converts it to voice for dispatchers to input into calls for service. The 19 year old suspect said he's been doing similar things for a number of years. He was ultimately located through backtracking IP addresses on the Internet and through AOL instant messenger. Some of the calls started off as medical aids – then ramp up to deranged callers on drugs, to weapons, to shots fired. We identified three other jurisdictions where the same suspect had created major bogus incidents in Pennsylvania, Arizona, and Washington State.

### **Reacting to Crises with Proactive Communication – Reverse 911**

Carol Smith – Event Manager – PlantCML

2:00 p.m. – 3:00 p.m. Pacific Room North Tower

Emergency notification technology enables immediate and interactive communication with communities-at-risk and first responders, facilitating early warnings, evacuations, etc., improving response times, and securing public safety.

### **Muriel Haglind - Manager Government Relations - Intrado**

Next Gen 9-1-1: The Myth, the Legend, the Reality

2:00 p.m. – 3:00 p.m. Salon I Room North Tower

There are many reasons for public safety agencies to develop migration plans to upgrade their legacy 9-1-1 infrastructure, but they need to not only ensure that the quality of service remains at a level that subscribers have come to expect, but that the Next Gen infrastructure that they develop is done correctly. This will be a discussion on the many reasons to update to a true Next Gen infrastructure and will educate attendees on the current statutes and rules, the ATIS approved standards and how they protect public safety agencies as they move into Next Gen 9-1-1.

Guarantees of what attendees will learn:

- Education on ATIS approved standards
- Defining what Next Gen means

### **Emergency Communications Device Interoperability**

Liz Colunga - Senior Consultant - Verizon

2:00 p.m. – 3:00 p.m. Salon II Room North Tower

This topic is designed to specifically address IP based Emergency Communications Interoperability solutions developed within Verizon Business's Emergency Response Network. The course will discuss how IP Interoperability creates an "Any to Any" communications environment regardless of network or device under management and requires no fork lift of existing radio system equipment.

### **Compassion Fatigue and 911 Call Center Personnel**

Michael Goold – Executive Lieutenant – Sacramento County Sheriff's Department

2:00 p.m. – 3:00 p.m. Salon III Room North Tower

The "cost of caring" for citizens suffering or witnessing trauma extracts a significant emotional, physical, social, and spiritual toll on 911 professionals. Our interactive session will cover the definition of compassion fatigue, causes and manifestations, and successful treatment options.

### **Statewide Wireless E9-1-1 Project**

Jim Thompson - State of California

2:00 p.m. – 3:00 p.m. Salon IV Room North Tower

Course will provide an overview of wireless E9-1-1 implementation and preparedness.

### **Managing a Volunteer Program**

Wilson Lee – First contact 9-1-1

2:00 p.m. – 3:00 p.m. Salon V Room North Tower

Agencies are using more volunteers in managing their day-to-day operations every day. Well trained, motivated and well-led volunteers can provide superior service for our citizens, while saving the agency time and money. This class will introduce you to the CalVolunteers program sponsored by the State of California, show you the effective way to manage a volunteer program in your agency, and current volunteer programs that you may use in your community.

### **Intelligence-From the Comm.Center to the Field to the Department Operations Center**

Thomas Somers – Captain Los Angeles Fire/Rescue Regional Communications Center

2:00 p.m. – 3:00 p.m. Salon VI Room North Tower

This topic discusses the management, collection, analysis and dissemination along with the comm. centers issues.

### **Firefighter Emergencies**

Ed Pickett - Supervising Fire Dispatcher – LA County Fire Department

2:00 p.m. – 3:00 p.m. Salon VII-VIII Room North Tower

This course will discuss how dispatchers handle firefighter emergencies. This will include firefighter deaths, injuries, near misses and retreats. This course will include both structure firefighting and wild land situations.

### **Why Computer Security is So Important in a Next-Gen 911 World**

Jeremy L. Smith – Solutions Engineer – PlantCML

3:00 p.m. – 4:00 p.m. – Pacific Room North Tower

9-1-1's evolution continues to bring about new product paradigms that stretch the limits of Call Center technology and comfort levels. With these exciting new technologies, we now are faced with an interconnected world. In order to ensure the same levels of reliability and availability, we must reevaluate our computer security practices. Learn from 9-1-1 security experts' five basic principles to help secure YOUR call center and prepare for a Next-Gen 911 World!

### **Use of visual information from street-level imagery in support of public safety applications**

Won Yi – President – WonTechVision, LLC

3:00 p.m. – 4:00 p.m. – Salon I, North Tower

This presentation will cover the use of street-level imagery and its availability. A demonstration will show the street-level views as a panorama view, a virtual tour, and from other perspectives. As the technology for street-level imagery advances, its potential for integration with E-911 systems, PSAP, GIS and other systems become more common. You will learn and see how useful street-level imagery can be.

### **County Managers Group**

Lisa Blackburn and Steve Ynzunza – Mountain View PD

3:00 p.m. – 4:00 p.m. – Salon II, North Tower

Creating a County PSAP Managers Peer Group; Everything you want to know and more about starting and maintaining a managers group in your area. Come join us for a discussion on what we do as a group.

### **Codespear Notification Product**

Alan Yuan- Associate Director of Marketing – AT&T

3:00 p.m. – 4:00 p.m. – Salon III, North Tower

AT&T will present the Federal Signal Corporation Codespear SmartMSG Solution, an IP based software platform for mission-critical integrated communications and command center operations.

### **The Reinvention of Voice Logging**

Jeff Visger - Communications Solutions Specialist – VPI

3:00 p.m. – 4:00 p.m. – Salon IV, North Tower

No longer a basic back-office function, voice logging has been completely redefined and the value of recorded calls has greatly expanded. Today, recorded calls are being used to assess call taker quality and performance, for training, and to quickly categorize and re-create incidents.

### **Grant Writing I**

Dave Larton – First Contact 9-1-1 / Chris Hinshaw – San Diego S.O.

3:00 p.m. – 4:00 p.m. – Salon V, North Tower

We all have a need to procure something for our Dispatch Center...it may be new communications equipment, a new Mobile Incident Command Vehicle, or new interoperability hardware. Trouble is...everybody else wants it, too, and grant money can be mighty hard to come by. 'Grant Writing 101' takes you into the realm of getting the funds you need to get what you want. In Part I, we'll show you several ways to go after the money. In Part II, we'll walk you through the process in actually researching, documenting and writing a successful grant proposal.

### **Surface Logistics**

Jon E. Stover – Operations Supervisor – Washington County 911

3:00 p.m. – 4:00 p.m. – Salon VI, North Tower

Crime, accidents and catastrophes do not always adhere to jurisdictional or response boundaries.

While voice interoperability tends to get most of the attention, data interoperability is as equally important. Learn how Washington County, OR implemented a system involving multiple agencies and multiple CAD systems to provide better closest force response and mutual aide with their neighboring PSAPs.

### **Peer Review in EMD**

Ed Pickett – Supervising Fire Dispatcher – LA County Fire Department

3:00 p.m. – 4:00 p.m. – Salon VII-VIII, North Tower

This course will provide an overview of the re-development of the Los Angeles County Fire Departments EMD Program. Peer review is the highlight of this program. I will discuss the unexpected benefits of Peer Review and where we see the program growing.

### **The Tactical Dispatcher**

Don Jones – VP, California Tactical Disp. Assoc. & Sonoma County S.O.

4:00 p.m. – 5:00 p.m. – Pacific Room, North Tower

An overview of the role, duties, and responsibilities of the Tactical Dispatcher in critical incidents. A discussion regarding the usefulness of Tactical Dispatchers in high profile events such as the Columbine High School Massacre. A better understanding of how the Tactical Dispatcher is an integral part in assisting command staff. Plus the benefits of having a Tactical Dispatcher in your Communications Center.

### **Developing a Code of Ethics Policy**

Perrin Larton – First Contact 9-1-1  
4:00 p.m. – 5:00 p.m. – Salon II, North Tower

This class will establish why ethics are so vitally important in our Dispatch Centers, how ethical practices are established in our agencies, and will give you ideas and suggestions that you may take back and use to build your own Ethics Policy. Having your Ethics Policy in place will keep your staff 'doing the right thing'...

### **Moving Next Generation Architectures Forward – it's more than IP networks**

Anna Hastings– AT&T  
4:00 p.m. – 5:00 p.m. – Salon III, North Tower

This presentation will discuss the critical functions of data validation and 9-1-1 call routing and delivery in Next Generation architectures. Special emphasis will be given to the development and deployment of Validation Data Bases and Emergency Services Zone Routing Databases. Success stories, lessons learned, tips for administration, and potential pitfalls will be discussed

### **California 9-1-1 Emergency Communications Office (9-1-1 Office) Issues**

Joan DeCrescenzo, California 9-1-1 Emergency Communications Office  
4:00 p.m. – 5:00 p.m. – Salon IV, North Tower

Clarify new funding policies; discuss our "Outreach Training" program and our new Fiscal and Operations Review (FOR) program that impacts all PSAPs, then "Q&A".

### **Grant Writing II**

Dave Larton – First Contact 9-1-1 / Chris Hinshaw – San Diego S.O.  
4:00 p.m. – 5:00 p.m. – Salon V, North Tower

We all have a need to procure something for our Dispatch Center...it may be new communications equipment, a new Mobile Incident Command Vehicle, or new interoperability hardware. Trouble is...everybody else wants it, too, and grant money can be mighty hard to come by. 'Grant Writing 101' takes you into the realm of getting the funds you need to get what you want. In Part I, we'll show you several ways to go after the money. In Part II, we'll walk you through the process in actually researching, documenting and writing a successful grant proposal.

### **Deploying Phase II Wireless And PSAP Integration Components**

Robert Negrete – Principal Consultant – Altavista  
4:00 p.m. – 5:00 p.m. – Salon VI, North Tower

The presentation will focus on Best Practices and Lessons Learned with implementing Phase II wireless with an additional discussion on the integration components a the local PSAP must support to allow the use of technology to augment the reception of wireless calls. It will include the PSAP preparation and integration with CAD, CPE, GIS/Mapping, dispatch training, management reports and procedures, and lessons learned along the way. We will provide project planning templates and tools that other PSAP has used to make the process of implementing Phase II wireless easier.

## **Next Generation 911**

Paul McLaren – Director of Support Engineering – Positron Public Safety Systems

4:00 p.m. – 5:00 p.m. – Salon VII-VIII, North Tower

Next Generation 911 (NG9-1-1) is as much an approach as a technology. Part of that approach is a recent trend to multiple Public Safety Answering Points (PSAP) being served by centralized 9-1-1 Customer Premise Equipment (CPE), CAD servers, RMS servers and configurations. VoIP transport of voice calls within these networks has facilitated this architecture and enabled distributed call processing. The nature of the networks being established allow for a wide variety of voice and information routing scenarios among the linked centers, while new opportunities present themselves in designing systems optimized for distributed call handling, overflow, retreat or disaster recovery with both voice and data in mind. Case studies will be presented describing the challenges, and successes of several existing regional systems that allow multiple PSAPs to become backups for each other, to distributed call handling and share more information than ever before. The network layout and operational decisions will be discussed.

## **Thursday 02/21/08**

### **“SWATTING” – Placing a prank emergency call to a totally unrelated address**

Investigator Brian Sims/Sgt. Michael McHenry, OC Sheriff’s Department

11:00 p.m. – 12:00 p.m. – Harbor Room, North Tower

In this case from the State of WA to Lake Forest, CA. through a hearing impaired call center that receives (at least in this case) Instant Messenger text and converts it to voice for dispatchers to input into calls for service. The 19 year old suspect said he’s been doing similar things for a number of years. He was ultimately located through backtracking IP addresses on the Internet and through AOL instant messenger. Some of the calls started off as medical aids – then ramp up to deranged callers on drugs, to weapons, to shots fired. We identified three other jurisdictions where the same suspect had created major bogus incidents in Pennsylvania, Arizona, and Washington State.

### **Aspects of the State 9-1-1 Advisory Board**

Chip Yarborough, CALNENA 2<sup>nd</sup> Past President, Lisa Hoffmann, CALNENA President

11:00 p.m. – 12:00 p.m. – Pacific Room, North Tower

Chip and Lisa will discuss the State 9-1-1 Advisory Board, its purpose and how it works to promote communication between Public Safety Answering Points (PSAPs) and the California 9-1-1 Emergency Communications Office. The Board advises the State on matters pertaining to: Policies, practices and procedures for the California 9-1-1 Emergency Communications Office; Technical and operational standards for the California 9-1-1 system consistent with the National Emergency Number Association (NENA) standards; Training standards for county coordinators and PSAP managers; Budget, funding, and reimbursement decisions related to the state Emergency Number Account; Proposed projects and studies conducted or funded by the State Emergency Number Account; and Expediting the rollout of Enhanced 9-1-1 Phase II technology.

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### **Is Your Family Safe During a Disaster?**

Perrin Larton – First Contact 9-1-1  
11:00 p.m. – 12:00 p.m. – Salon II, North Tower

The mega-quake has just struck your community. Telephone lines are down, your cellular phone won't work, you're working the Board, and you're wondering if your family is OK... You can't go home to check on them...do THEY know what to do in the event of an emergency? We'll give you valuable checklists that you can take home and review with your loved ones, to keep them safe in case THE EVENT strikes your home. Keep your family, home and community safe by knowing that THEY know what to do!

### **Supplemental 911 Information**

Earl Nicholas Selby - Attorney – SMART911, Inc  
11:00 p.m. – 12:00 p.m. – Salon III, North Tower

Many 911 agencies use, or are considering, some form of 911 registry to have available supplemental information about people with special needs. This session provides a legal analysis of liability risks associated with supplemental 911 information and ways to mitigate that risk.

### **The Application of Mobile Mapping technology**

William Bates – Senior Segment Manager – Tele Atlas  
11:00 p.m. – 12:00 p.m. – Salon IV, North Tower

The presentation will explain the application of more recent mobile mapping technology from Tele Atlas and the uses of this technology for field collection/verification of addresses -- how this and improved data processes have improved addressing accuracy for PSAP applications in emergency dispatch. Presentation details include:

- The hardware technology, ie cameras, GPS, lasers, etc.
- The software technology, the applications that manage the collection and extractable feature processes.
- How Tele Atlas applies this technology to collect and improve data sets on government projects involving addressing for public safety, with the Ohio Location Based Response System (LBRS) project as one specific example.
- How improved commercial processes and those involving public/private partnerships are increasing the accuracy of addressing, enabling PSAP's and the emergency responder community to reach people in need faster to save lives. ( Example: State of Connecticut, Department of Public Safety, Office of Statewide Emergency Telecommunications )

**The Regulator Aspects of Next Gen - Richard Dickinson, TCS**

11:00 p.m. – 12:00 p.m. - Salon V, North Tower

This presentation will look at ways that regulatory rules will delay or skew the deployment of Next Generation technology.

**Surface Logistics**

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**FRNIS/CARSNet – Helping you manage your PSAP**

Carl Hopkins - Director – ITM / Karen Simpson – Verizon

3:00 p.m. – 4:00 p.m – Harbor Room, North Tower

This brief session will be an overview of the new features in FRNIS III with emphasis on the new Ad-Hoc capability which allows you to select calls and data fields and download them to Excel. We will also be giving this demo all day Wednesday and Thursday at the AT&T booth.

**“Hey Chief, The Comm. Center is Gone! Now What?”**

Thomas Somers – Captain Los Angeles Fire/Rescue Regional Communications Center

1:00 p.m. – 2:00 p.m. – Salon VI North Tower

Field responders have to quickly assume the duties and responsibilities of their communication center. In my speaking across the country very few departments are ready. In this post 9/11 & Katrina era not having a plan "Continuity of Operations Plan" is unacceptable but yet is the norm. My goal is provide a plan or hand off for field responders to identify the situation for what it is, triage the mission critical components and implement a plan.

**The Value of VoIP for 9-1-1 Environments**

Jeff Freeland – GIS Sales Engineer – PlantCML

3:00 p.m. – 4:00 p.m. –Salon I, North Tower

Voice Over IP technology in conjunction with new sophisticated networks are enabling a 9-1-1 system architecture and experience which has never before available. Even prior to realizing the full capabilities of the Next Generation 9-1-1 system, there are some very significant benefits associated with a VOIP based 9-1-1 system. Concepts and practices such as creating geographic diversity and redundancy, cooperative regionalized 9-1-1 environments, comprehensive business continuity plans, along with intelligent alternate answering and back-up scenarios work to create benefits which outweigh the costs of the initial investment. All of these strategies and implementation techniques are indented to improve the 9-1-1 experience on both ends of the line. Moreover, these approaches will ultimately reduce response times, and advance public safety.

### **Use of visual information from street-level imagery in support of public safety applications**

Won Yi – President – WonTechVision, LLC

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### **Radio 101**

Desi Calzada, Hayward P.D.

3:00 p.m. – 4:00 p.m. –Salon III, North Tower

What is P25 ? 800 Mhz ? Trunking ? Do you have questions about different radio systems and how they affect us as dispatchers. Come to "Radio Communications for Dispatchers". On Behalf of APCO , the goal is to give you a foundation of the different radio systems and how they work. I will leave time to answer questions you may have about radio systems where you work.

### **The Reinvention of Voice Logging**

Jeff Visger - Communications Solutions Specialist – VPI

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