35th Annual Illinois Public Safety Telecommunications Association Conference
November 3-6, 2019

Sunday, November 3rd

8:30 AM	Pre-Conference Course (Separate Registration Required)
	Everyone is Leading: Motivating Today's Leaders for Tomorrows Challenge, Doug Showalter, Showalter & Company
3:00 PM	Conference Registration Opens
4:30 PM	IL APCO/INENA Joint Chapter Meeting - Plaza C/D
6:00 PM	First Timer Welcome - Capital View
6:30 PM	Welcome Reception in the Vendor Area

Monday, November 4th

8:30 AM	Opening Session - Ballroom
9:00 AM	Keynote: The Denise Amber Lee Story, Nathan Lee, The Denise Amber Lee Foundation
10:30 AM	Exclusive Vendor Hours 10:30 AM - 1:30 PM (Vendor Hall Open 10:30 AM - 4:00 PM)
12:00 PM	Lunch in the Vendor Hall, Bring your Ticket

Monday	Hot Topics - Sapphire	Telecommunicator - Plaza C/D
1:30 PM	**Legislative Session 101**	**Imagine Listening**
90	***Brent Reynolds and Amy Marion***	***Ricardo Martinez II, Within the Trenches Podcast***
	This legislative super session will cover the current issues on a state level regarding 9-1-1. The presenters will be joined by members of the joint IL-APCO and I NENA legislative committee and the statewide 9-1-1 Administrator. Many important updates will be shared.	On August 24, 2016 the #IAM911 movement was born. Thousands of dispatch stories have been shared. In this session, dispatchers will get the chance to read their own stories to the attendees or they may write them down and have them read for them. This will be a live audience podcast episode that will be shared to over a half million listeners. The first half known as Imagine Listening will be emotional but the second half of this session, "Open Mic", will be full of laughter as we share outrageous bloopers from our individual 9-1- 1 experience. Attend, join the movement and share a story…

	Hot Topics - Sapphire	Supervisor/Manager - Ruby	Telecommunicator - Plaza C/D	Technology - Plaza A
3:15 PM	**LCC K-9 Comfort Dogs Bringing Comfort in Times of Crisis & Disaster**	**Best Practices of a Succesful QA/QI Program**	**OnStar Emergency Services; Overview and Updates**	**GIS for 9-1-1: Why GIS is important and incorporating modern technology**
45	***LCC K-9 Comfort Dogs, Lea Kelly***	***Nathan Lee, Denise Amber Lee Foundation***	***Sherry LeVeque, OnStar***	***Chris Helle, Fulton Co 9-1-1*** ***Chad Sperry, WIU GIS Dept***
	More than 130 LCC K-9 Comfort Dogs serve in communities in 20 states and are dispatched in times of disaster and crisis to all those affected, including first responders and the volunteers who serve them.	In 2015, The Denise Amber Lee Foundation was a driving force behind the first ever ANSI Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points.Sherrill Ornberg, Quality Assurance Director of the Denise Amber Lee Foundation, and Nathan Lee, President and CEO, will inspire, motivate, and help drive you to create a comprehensive Quality Assurance/Quality Improvement process for your communications center.	Attend this session to learn more about OnStar's Emergency Services and how they can help public safety. This presentation will provide an overview and update of OnStar's Emergency Services including: how OnStar works, Automatic Crash Response, EMD, Injury Severity Prediction, Stolen Vehicle Services and OnStar's role with future technologies such as Autonomous Vehicles.	This session will focus on why GIS and geospatial technologies are critical for your PSAP and showcase some innovative applications of this technology, such as drones and mobile GIS to help build high resolution map layers. We will discuss the use of drone mapping for facilities like campgrounds or other large venues that assist emergency responders in finding 911 callers quickly and easily.
4:15 PM	**Public Safety Vendor Management**	**Dispatch After Actions - More Important Than you Think**	**Training for Success**	**PSAP Performance Metrics**
45	***Frank Arico, Mission Critical Partners***	***Brent Jensen, Madison Co, IN***	***Doug Showalter, Showalter & Company***	***Jenny Martin, NICE***
	In today's increasingly IP-based network environment, some of the biggest threats facing public safety networks are unplanned outages or disruptions. These outages can be caused by hardware or circuit failures—or worse a targeted cyber attack. Gaps in support agreements and slow vendor response times can increase their severity. During this presentation, Mission Critical Partners will discuss how public safety network management is changing and how agencies must adjust to alleviate their risk.	In early fall of 2018, our jurisdiction had a major fire at the Pendleton Reformatory. Several failures were noted of the dispatch center during this fire. Due to this, we brought in an outside director to lead an after action with everyone involved and bring our failures to the surface. Fast forward to Memorial Day, 2019 when the same jurisdiction was struck by a tornado. This incident is the first known to not have communications at the center of the failure. This is due in large part to the after action taken 8 months prior and the lessons learn implemented into changes.	If we asked your trainers what's their primary focus? Would they say, success? If not, you need to come to this session. If your CTO program is not producing well educated, motivated and committed new employees, you may need to change their focus. Does the level of training depend on what shift the trainee is on? Do all CTOs follow the same guidelines, rules, and policies? Is your daily or weekly documentation clear, concise and complete? Let us show you how to center on the important issues, and get your CTOs working together, creating a positive training environment focused on success.	We've all heard the saying "You can't manage what you can't measure." This especially rings true in 911, where seconds can mean the difference between life and death. All 911 centers have performance targets – but how do you know if you're measuring the right things? By attending this presentation, participants will get: o Insight into commonly used PSAP KPIs (e.g. the NENA Call Answering Standard/Model Recommendation, NFPA 1221, NFPA 1710, and more). The inside scoop on results from the PSAP Performance Metrics benchmarking survey of 911 centers.Practical tips on how to significantly reduce the work involved in compiling and tracking performance metrics.

5:00 PM	5K Run, at the IDOT site; exactly 1 mile north of the hotel. This will be a true 5k and one total lap to get this distance.

Tuesday, November 5th

8:30 AM	Vendor Floor Opens, Coffee/Rolls
11:00 AM	Vendor Prize Giveaway on Vendor Floor
11:00 AM	IL-TERT Meeting, Plaza A

2019 IPSTA CONFERNCE
POCKET GUIDE

Tuesday	Hot Topics - Sapphire	Supervisor/Manager - Ruby	Telecommunicator - Plaza C/D	Technology - Plaza A
8:30 AM	**Sustainable Dispatch**	**Supervisors Round Table**	**Who Moved my Headset**	**How Hackers Can Disrupt our Public Safety Response**
90	***Terry Burnworth, Pyramid Consulting***	***Brent Reynolds, Glenview Public Safety Dispatch Center*** ***John Mostaccio, IL-APCO***	***Doug Showalter, Showalter & Company***	***Timothy Lorello, SecuLore Solutions***
	This session is about the design and engineering required for a sustainable PSAP. Most published materials concerned with sustainable PSAP's are focused around the technology, routing, call-taking, and deployment of resources. This session will cover the "bricks-and-mortar" issues for a sustainable facility; location, survivability, hardened concepts, electrical, HVAC, lighting, layouts, workflows, sustainability, adaptability, cost issues, procurements, and project scheduling. There will be a checklist for review of existing facilities as well as criteria for new facility development.	This is the opportunity for Directors, Managers and Supervisors to have an open discussion on day-to-day issues and challenges faced in dispatch centers while receiving feedback and sharing successes with their peers. This session is moderated by a larger consolidated dispatch center communications manager and a smaller multi-jurisdictional dispatch center director.	Just as the classic book "Who Moved My Cheese" explores the experiences of what happens when someone moved some cheese in a maze, and the differing reactions to the change. Change is inherent and should be expected with new technology, equipment, and personnel, but how many of us hate change? We'll discuss ways to accept and respect changes to our profession and how we can learn to cope and flourish during those times. Change can be difficult, but with the right attitude, we can make our centers the best possible, even with changes.	In the past 24 months, SecuLore Solutions has recorded over 375 publicly reported cyber-attacks agaist public safety agencies and their connected county and city governments. We've seen bad actors use a variety of attacks, including: Ransomware, Cryptojacking, Advanced Persistent Threats, DDoS/TDoS and others. How do hackers get into our critical systems, and what can we do to stop them? Attend this session to learn how to address these attacks by learning from past attacks and applying proven techniques that keep our systems safer and harder to compromise.
1:00 PM	**Managing Stress and Distress in the Call Center from the Inside and the Outside**	**RTT What is It?**	**Strategic Planning for the Fire Dispatcher**	**Address Points: Nice to Have or a must have for 9-1-1**
45	***Dr. Michelle Lilly, NIU***	***Sandy Beitel, Ogle Co***	***Matthew Vergin, CenCom E9-1-1***	***Richard Kelly, 911 Datamaster***
	Stress and distress in the call center affects employee performance and retention. Stress and distress are naturally generated by the nature of work in 9-1-1, but are made worse when call centers are marked by interpersonal tensions, lack of support, and leadership that fails to promote employee wellness. This session will focus on research out of my lab that examines the prevalence of mental health struggles among 9-1-1 personnel, factors that increase risk for stress and distress, and interventions specific to 9-1-1 that show promise in reducing stress.	What is RTT? is a technology that allows text to be sent immediately as it is created through wireless handsets that use IP-based technology on networks that support RTT. With RTT, there is no need to press a "send" key as there generally is for SMS, chat, or other types of texting. A recipient can read a message while the sender types it. Instant text transmissions are similar to the instantaneous exchange of information in voice conversations over the phone, and can be critical for emergency calls to 911.	This session is intended to engage critical thinking and forethought to fire dispatching. This session will discuss the goals and responsibilities of the fire dispatcher as it pertains to resource management and how to handle complex or competing demands. During this session different options will be discussed on how you can ensure the incidents your agencies are handling are receiving the assets they need in a timely manner.	Site and structure address points will be discussed from the context of their requirement in the NENA NG9-1-1 GIS Data Model as well as the NENA Site Structure Address Point information document. Use history, NG9-1-1 role, and their relationship to the ALI/MSAG, as well as other GIS data, will be covered. Contrast to the NAD and NEAD will be shown as well.
2:00 PM	**Liability Updates**	**When 9-1-1 Calls for Help!**	***Saving Lives on Both Sides of the Headset***	**Advances in Text and Multimedia to 9-1-1 Including Language Translation**
45	***John Kelly, Ottosen Britz***	***Panel Discussion***	***Tracy Eldridge, RapidSOS***	***Jay Malin, Agent511***
	Attorney John Kelly will provide some general updates on liability in 9-1-1 highlighting recent issues. In addition time will be spent on Freedom of Information Act and Open Meetings Act compliance. Finally important updates regarding personnel issues will also be covered.	This will be a panel discussion with 9-1-1 Service provider representatives to discuss what happens when "9-1-1 Calls for Help" … whether it is reporting an outage … CPE issues … loss of ani / ali … issues with "Admin" lines … downed trees / poles and other factors impacting a PSAP's 9-1-1 service – and meeting service level expectations.Learn more about what happens when a repair call is initiated … triaging and dispatch … updates and closure and what monitoring / alerting takes place in the interim.	Post-traumatic stress affects everyone in the public safety circle, including telecommunicators, in some form or another. By looking at where post-traumatic stress starts and where it has the potential to end. Your instructor will take you on her personal journey from the depths of darkness to a place of peace. In addition, this presentation will look at a PTSD timeline that includes the events leading up to PTSD, warning signs, diagnosis, ways to get help and, most importantly, how to have it but not let it, have you!	This presentation will discuss advances in text and multimedia to 911, and especially unique workflows for multimedia collection such as pictures and video and language translation. With the pervasiveness of texting, we'll address the state of language translation, including automation and industry efforts and potential options. Further, we'll look at new solutions for picture messaging, streaming video, and custom location and AI routing.
3:00 PM	**If they are the Problem, Why do I Have to Change?**	**EMD Update**	**IL-TERT Updates**	**NG9-1-1 & Geospatial Routing: Keeping the Important Things Important**
45	***Tracy Eldridge, RapidSOS***	***IL APCO EMD Committee Members***	***IL-TERT Board Members***	***William Barrett, Marion IL*** ***Melinda Woker, Jackson County 9-1-1*** ***Cindy Barbera-Brelle, 9-1-1 Administrator***
	"He makes me so mad!" "She made me feel horrible!" Have you ever said something like this, have you ever placed blame on others for the way someone made you feel? If so, you are not alone, but did you know the person responsible for how you feel is you? In this session, we will learn how to better manage emotions, how to deal with various personalities types, especially the difficult ones and how to become aware of the limitations of expectations.	The Illinois APCO EMD Committee will co-present with representatives from the IDPH regarding licensing requirements and compliance to State rules. In addition, the presenters will dive into the importance of Emergency Medical Dispatch, and how a center can start or improve an existing protocol-based program.	This session will provide an overview of IL-TERT for new Telecommunicators. We will discuss the Sp[ring 2019 virtual deployment and other exerices and drills. Anyone who is interested in learning more about IL-TERT should attend.	With the deadline nearing for NG 911 compliance in Illinois, 9-1-1 Agencies are being asked to modify their GIS data to meet the NG standards. Whether an agency is just getting started with centerlines from the local assessor's office, or have almost completed their work and are wondering if the GIS data is complete, this panel will share their experiences concerning the critical components of geospatial call routing in the NG universe, along with ways to prepare for the transition.
4:00 PM		**Ransomware Lessons Learned**	**Customer Service - Takes Seconds, Saves Minutes**	**What you Should Expect from Your Consultant**
45		***Anthony Marzano, Will County 9-1-1 System***	***John Ferraro, NWCDS***	***Neil Horden, Federal Engineering***
		It's the call that no one wants…your I.T. systems are under attack. Your servers are being encrypted with ransomware. From the challenges of initial recognition through incident response and data recovery, this session will review the life cycle of a ransomware event with emphasis on the challenges you can expect to encounter. This is not a technical or generic cybersecurity presentation, but rather an in-depth look at a real event that impacted our 911 system. We will focus on the After Action Report (AAR) and share lessons learned from our experience.	This session is aimed at the Telecommunicator. It is meant to give exposure to the important issue of customer service in 9-1-1 and how that relates to police officer and firefighter safety. Treating callers with respect and empathy assists in the overall call-taking process	This session will discuss the differences between the various types of consulting firms to help you select the one that best for your needs. We will cover in detail what you can and should expect your consultant to do for you. Additionally, we will cover the tasks and responsibilities it is often best to keep in-house. We will discuss the various ways to bring a consultant into your project, from leveraging existing contracts to generating a Request for Proposal (RFP) and going through a formal selection process. The advantages and disadvantages of these methods will be covered.

6:00 PM   **Reception, Dinner, Awards, & Entertainment**

Wednesday, November 6th

9:00 AM   **Closing Sessions:** Keep Broadcasting Your Message, Ricardo Martinez II, Within the Trenches Podcast

Prizes following session, must be present to win