

2022

PUBLIC SAFETY FALL TRAINING FORUM



SPEAKER AND SESSION INFORMATION

Keynote Speaker

ADAM TIMM

Adam Timm is a culture change consultant and training instructor for 9-1-1.

Adam spent over a decade as a 9-1-1 operator for the Los Angeles Police Department, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving the LAPD, Adam started his training company, "The Healthy Dispatcher," to bring tools for resilience to this challenging profession.

He is a board-certified stress management consultant and the author of two books, including the #1 bestseller, "Stress Is Optional! How to Kick the Habit" and the popular, "Dispatcher Stress: 50 Lessons on Beating the Burnout." Adam's articles and blog posts on Dispatcher Wellness and Effective PSAP Leadership have been read by tens of thousands.



Adam Timm

THE POWER OF RESILIENCE: HOW TO BEAT DISPATCHER STRESS AND BURNOUT

Recent studies in 9-1-1 have proven what tenured professionals have known for years: The cost of caring is real. With the tools and perspectives shared in this session, participants will be able to identify the early warning signs of vicarious trauma and post-traumatic stress disorder; boost their resilience; and define an organizational approach that prioritizes mental and emotional health in the comm center.

FRONTLINE LEADERSHIP: HOW TO THRIVE AMIDST THE CHALLENGE

The best comm center leaders know they can't discipline their people into compliance, and they can't run the center all alone. In this session, learn the specific approach dozens of exemplary center leaders are using at PSAPs across the country to change culture, energize their team members, and reconnect with the meaning and purpose of working in this rewarding profession.

EMOTIONALLY INTELLIGENT COMMUNICATION: HOW TO DEFUSE CONFLICT AND GET MORE DONE

Difficult callers are only one side of the stress of communication in 9-1-1. Negative interactions with coworkers and supervisors can end up being more stressful than the work itself. With a better understanding of how to communicate during tense times, 9-1-1 professionals can improve their center's culture and efficiency.

FIRE CHIEF JOSH WALDO

Bozeman Fire Chief Josh Waldo has been elected to serve as the 2nd Vice President for the International Association of Fire Chiefs (IAFC) and will be sworn in at the IAFC Fire Rescue International conference in San Antonio, Aug 24-26. Chief Waldo becomes only the second chief from Montana elected to serve as the 2nd Vice President, the other being Chief Art Baker from Lewiston in 1943.

Chief Josh Waldo currently serves as the Fire Chief in Bozeman, Montana, a position he has held since 2015. Chief Waldo began his career in Tennessee where he served as the Deputy Fire Chief of the Oak Ridge Fire Department and the Fire Chief of the Marlow Fire Department. Chief Waldo is a graduate of Eastern Kentucky University holding a Master's Degree in Safety, Security, and Emergency Management and a Bachelor's Degree in Fire Science & Engineering Technology.



Josh Waldo

OPENING CEREMONY

Please join us in the Madison and Gallatin Room with Bozeman Fire Chief Josh Waldo for the presentation of the colors and opening remarks. Invocation will be provided by Chaplain Randy Jones.

Speaker Information



Jason Jackson

JASON JACKSON

Jason Jackson is a former State 911 Director and has served as an executive in various roles within the public safety industry. He has become a successful executive applying lessons learned during his time as a state director and what is really needed with NG911. Since 2017, Jason has been helping state, county, and cities by providing his expertise in transitioning to NG911.

PREPARING PERSONNEL FOR TRANSITIONING TO EMERGING TECHNOLOGIES

In the Next-Gen 911 environment, data is everything. Join us during this session as we discuss how data drives our response to those in need.

NEXT GENERATION CORE SERVICES: THE FOUNDATION FOR POSITIVELY TRANSFORMING EMERGENCY RESPONSE

What even is NG911? Join us for a discussion of NG911 services and how to best plan for transition.

SCOTT O'CONNELL

Scott O'Connell is the Public Safety Systems Administrator (Computer Guy) for Lewis and Clark 911. He grew up in Montana. Scott's been working in Public Safety Technology since 1999, first as a vendor, then as the SysAdmin in Helena. He's worked with dozens of Public Safety Agencies, including product development, training, implementation, and management. Scott has attended MLEA for the Public Safety Communicators Basic, and has an ENP (Emergency Number Professional) Certification from NENA, and is a Certified Information Systems Security Professional.



Scott O'Connell

SECURING NG-911

Traditional 9-1-1 services typically operate over standard voice-based telephone networks and use software, such as computer-aided dispatch systems, that operate on closed, internal networks with little to no interconnection with other systems. The relatively limited means of entry into legacy 9-1-1 systems reduces the potential attack vectors. However, cyber risk is still a concern and must be actively managed, even with legacy systems. NG9-1-1 interconnections enable new benefits, however, they also represent new vectors for attack that can disrupt or disable PSAP operations, broadening the concerns of—and complicating the mitigation and management of—cyber risks across all levels of government.



Jeff Luers

JEFF LUERS

Jeff Luers is a Support/Sales Engineer at Intrado Life & Safety, specializing in Telephony, Computer/Network Design and VIPER call handling applications. With over 16 years of experience dedicated to public safety and 911, Jeff is extremely detailed in his approach to helping agencies get what they need to efficiently and effectively manage PSAP operations. He has been with Intrado for 11 years. Customers appreciate his ability to articulate complex technology into usable, practical solutions.

Speaker Information

THE PSAP OF 2026: WILL YOU BE READY?

Technology continues to transform the PSAP. The i3 architecture provides for increased flexibility and reliability in the delivery of 911 calls. Multiple call handling options and Increased data types from multiple sources, new ways to request assistance, and changes in the way 911 centers are staffed present significant opportunities to face the challenges and embrace the benefits of sweeping innovations that drive the future of emergency communications. Join this session to capture a vision and lay the groundwork for the future by leveraging i3 solutions today.

DAVID TIMA



David Timma is Director of Sales Engineering at Intrado Life & Safety. He provides advanced yet practical improvement-based public safety solutions. David has served public safety for 20+ in positions with AT&T, Comtech, TriTech, RapidSOS. His passion for 911 and experience in revolutionary emergency communications drive him to continually help agencies streamline information flow between the PSAP and First Responders. His passion is to save lives faster through technologies and disbursement of purposed, reliable data.

911 DATA MESSAGING

David Timma

There is no need for PSAPs to be intimidated by staggering, seemingly endless, amounts of data now available from a multitude of resources including Internet of Things (IoT) providers. Instead, 911 Data Messaging can be accessed, coalesced and safely delivered to First Responders in the field – all within the existing 911 workflow – to provide greater situational awareness with potentially life-saving results.

Join this session to learn how data messaging to 911 enables live messaging between 911 callers or third-party emergency contacts/call centers and 911 telecommunicators in real time, similar to the way that text-to-911 communications occur today. Attendees will appreciate the opportunity to leverage existing system, enabling tech companies to send human-verified data to their center directly, obliterating the need to monitor a separate over-the-top (OTT) application.

RICH JOHNSTON

Rich Johnston is a Sr. Solutions/Sales Engineer at Intrado Life & Safety, specializing in all things related to the NG911 ESInet. With over 22 years of experience devoted to public safety and 911, he is dedicated to educating, deploying and maintaining NG telecommunications and data communications systems. Mr. Johnston has supported first office applications with the implementation of next generation technologies such as Wireless Phase 2, VoIP, Next Generation Mobility solutions, NGCS and i3. In 2001, he assisted with the first Wireless Phase II deployment in St. Clair County IL, project managing the first wireless and converged Phase II deployments with multiple carriers.



Rich Johnston

TRANSITIONING TO NG-911

We will make the presentation as generic (non-Intrado) as possible. When sharing real world examples vendor names may be used. I would bring a Sales Engineer for the presentation so that we can get as technical as the audience would like.

Intrado will present the key changes for supporting parties when moving from a legacy ESN/MSAG based routing solution to a NG9-1-1 IP based i3 GIS routing solution. We will address the key stakeholders, the new technologies, and the operational and technical solutions needed to be in place to support Next-Gen. Intrado will share lessons learned from deploying these types of solution over the last 13 years. Topics covered will include (but are not limited to) an ESInet and NCGS technical walk through, NG systems routing options, expectations of external originating service providers (OSP), Transitional and i3 end state solution descriptions, PSAP CHE technical requirements as well as GIS authority data inputs, maintenance and ongoing support expectations.

Speaker Information

SHAUN CAVANAUGH

Shaun began his public safety career with the Sagadahoc County Sheriff's Office in Maine as a telecommunicator. He then moved over to the Bath Police Department where he worked as a police officer. Entering the private sector with Motorola Solutions in 2015 as a Flex application specialist and trainer, Shaun traveled the country educating police and fire agencies on how best to utilize their public safety software. He transitioned into a Flex project management role where he implemented Flex software solutions. In May of 2021 began a career with RapidSOS as the NW ECC Engagement Manager.



Shaun Cavanaugh

DATA-DRIVEN DISPATCH: BEYOND VOICE VERIFICATION

From location accuracy to additional data, the public safety industry has seen major technological advancements over the past few years. Today, new solutions enable data delivery from non-human initialized incidents directly to the screens of telecommunicators, sometimes before the phone even rings. This session will introduce a new type of digital communication platform that enables data-first requests for service at scale.



Shari Graham

SHARI GRAHAM, NRP

Shari is the EMS System Manager for the Montana Department of Public Health and Human Services, EMS and Trauma Systems Section. Shari has been working in this position for the past 10 years. She has worked as a pre-hospital emergency care provider since 1984 and continues to work as a paramedic in Broadwater County. Shari worked for a short time as a Communications Officer in Livingston before returning to EMS field work. Shari manages the Criteria Based Dispatch EMD program for the State of Montana.

THE IMPORTANCE OF EMERGENCY MEDICAL DISPATCH

At the end of this presentation, the attendee will understand the history of the DPHHS CBD EMD Program, how to enter into an EMD agreement with DPHHS. They will also understand the components of the EMD agreement, the role of the EMD Medical Director, and the importance of EMD quality improvement. Furthermore, T-CPR will be explained and the importance of T-CPR in the Cardiac Chain of Survival will be highlighted. Finally, there will be a review of EMD education offering through the Montana Law Enforcement Academy.

JOHN HINKLE

John has served in the 911 industry for 27 years total including 18 as a dispatcher with Gallatin County and 12 as a Dispatch Supervisor. He is the Gallatin County CAD Administrator and was voted MT APCO Supervisor of the year in 2016 and 2021. He is also a graduate of the APCO RPL Program and NENA CMCP Course and serves as the Vice President of MT NENA Chapter.



John Hinkle

TEXT TO 911

The text to 911 class is an informational class that will help students understand where text to 911 has come from and where it is going in the future.

Session Information



John Tabb

JOHN TABB, MSW

John Tabb is the Suicide Prevention Program Manager for the Montana Department of Health and Human Services. He is a social worker, focused on suicide prevention, veteran mental health and mental health crisis services. Over the last two years, John has led the state's effort to implement the switch to 988 as the suicide prevention and mental health crisis lifeline. A native of Florida, John moved to Montana in 1992 and has called it home ever since, despite spending thirty years on active duty with the US Army. After retirement from the military as a lieutenant colonel, John pursued a social work career out of a desire to continue to serve servicemembers, veterans and their families overcome the obstacles to seeking effective mental health treatment. John holds a Masters of Social Work degree and is a certified trainer in ASIST, QPR, ZeroSuicide and the US Army's ACE-SI suicide intervention training courses.

988: THE NEW LIFELINE

"988" is the three-digit, nationwide phone number to connect directly to the 988 Suicide and Crisis Lifeline. John will discuss the origins of 988, its current status in Montana and the challenges of 988 integration with 911.

ERIN METZGER

Erin Metzger grew up in Bozeman and is a graduate of the University of Idaho. After graduation she worked as an Assistant Golf Professional for several years before finding her lover for public service and working as a dispatcher for Gallatin County 911. Erin moved to Spokane, WA to dispatch for Spokane County Sheriff's Office but quickly realized she missed the slower pace and fewer crimes Bozeman provided. Erin has been the Admin Assistant for Gallatin County Sheriff Search and Rescue since February of 2021 and is excited to share about her job to anyone who will listen.



Erin Metzger



Capt. Scott Secor

CAPT. SCOTT SECOR

Capt. Scott Secor is a Bozeman native, a Navy veteran, and joined the Gallatin County Sheriff's Office in 2008. Prior to being promoted to Captain, Scott was a member of the Special Response Team, the Crisis Negotiator Unit, and the Crisis Intervention Team.

He was the Field Training Officer program coordinator and is currently a Firearms Instructor. Scott is the first ever Captain of the Search and Rescue division with Gallatin County Sheriff's Office and also serves as the Chair for the MSPOA State SAR Subcommittee.

GALLATIN COUNTY SEARCH AND RESCUE

At the end of this presentation, the attendee will understand who authorizes SAR and learn about the SAR structures including 501©(3) and operation under the Sheriffs Office. Additionally, attendees will learn about state funding for SAR programs and gain a better understanding of the information needed from dispatch. Presenters will discuss the location information necessary for the call, what services SAR is actually providing, and why dispatch might be the most important part of any search and rescue call.