

**2014 Montana APCO Public Safety Conference Best Western Gran Tree Inn / Holiday Inn Bozeman, MT / May 27-30, 2014**

**Course Descriptions and Speaker Bios**

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**Basic Radio 101**

***Presented by Dale Osborne, MHP and MT APCO Frequency Advisor***

**Introduction to land mobile radio technology and standard radio technique.**

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**Montana Mutual Aid & Common Frequencies**

***Presented by Elizabeth ‘Wing’ Spooner, Special Projects Coordinator, State of Montana Public Safety Services Bureau***

**Public safety agencies around Montana use two-way Land Mobile Radios (LMR) for day-to-day and emergency communications. Radio frequencies are an essential-but limited-resource for LMR communications. The State of Montana holds statewide licenses with the Federal Communications Commission (FCC) for more than 20 mutual aid frequencies. These licensees are held to allow other eligible public safety users access to these shared frequencies. Mutual aid frequencies can enhance your communications and help ensure an effective public-safety response. It is essential, however, that responders from other jurisdictions have the ability to communicate with each other using Standard Operating Procedures (SOPs). This presentation will review some key Standard Operating Procedures (SOPs), policies and updates for using Montana’s mutual aid radio frequencies and will illustrate to participants how easy it is to go online and apply for a permit to use them.**

**Elizabeth Wing Spooner works in Helena as a Special Projects Coordinator for the State of Montana. She has held this position in the Public Safety Communications Bureau for the past eight years. “Wing,” as she prefers to be called, is responsible for publishing and updating the *Mutual Aid and Common Frequencies Manual* and approving mutual aid online permit applications. For six years, Wing served as the Bureau’s editor of the *Heard Across Montana* (HAM) weekly electronic newsletter.**

**Many individuals around Montana may have interacted with Wing in late 2012 and early 2013 as she assisted public safety agencies to meet Federal Communications Commission (FCC) requirements to narrowband their radio licenses by the Jan. 1, 2013 deadline. She has also interacted with public safety agencies around the state to successfully increase local reporting on the National Emergency Communications Plan. Over the years, she has collaborated with locals on a variety of grants and has helped to bring more than five million dollars in grant funding to the state to improve communications interoperability.**

**Wing holds a Master’s degree in Industrial Hygiene from Montana Tech and an undergraduate degree in Communication from Michigan State University. She has lived in Montana most of her life and makes her home in Butte with her husband, two Great Danes and two cats. She also has two grown children who live in Missoula and St. Paul, MN.**

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**Cybersecurity – Fact or Fiction?**

***Presented by Dawn Temple, Agency Information Security Officer, Montana Department of Justice***

**This presentation provides individuals, community leaders, and first responders with information on how cyber attacks can impact, prevent, and/or stop operations and emergency responses in a community. It will also provide a cursory introduction to cybersecurity vulnerabilities, risks, threats, and countermeasures. It explains vulnerabilities of computer systems and networks and how these vulnerabilities can affect communities, organizations, and daily workplace operations. This presentation introduces actions communities can take in establishing a cybersecurity program and provides participants with an awareness of the legal and privacy issues surrounding cyber security. It gives an overview of threats and vulnerabilities, without going into too many details, to highlight the potential impact a cyber attack could have. Participants discuss some of the fundamental activities needed to develop a cybersecurity program, without addressing the technical details of how to secure critical infrastructures. An introduction to low-cost or no-cost approaches to securing a community against cybersecurity threats and attacks will set the stage for further efforts in which a community can build a cybersecurity program.**

**Topics**

* **Why cybersecurity is important**
* **Vulnerabilities exposed**
* **Unstructured and structured threats**
* **Legal & Privacy Issues surrounding cyber security**
* **Things a community can do to initiate a cybersecurity program**
* **Where to go for help**

**Audience**

**The target audience is personnel involved with critical infrastructure, emergency operations, and incident response in public or private organizations, including state, county, and municipal officials; members of industry affiliations and chambers of commerce.**

**Dawn Temple started her technology Career in the 90’s engineering and installing voice and data networks for the U.S. Postal Service. From there she moved on to manage technology operations for a nationwide health care company. Her responsibilities included an $11 million budget to manage network and systems operations for 2 main offices, 5 remote offices, 11 hospitals and 18 additional health care sites located in Montana and Wyoming. She went on to form a health care technology consulting company called Advanced Medical Solutions Group (AMSG), LLC. where she served as President and CEO helping hospitals, medical practices, and physician health organizations prepare for and implement HIPAA security guidelines to protect and secure patient data. As wireless technologies took off in the late 90’s, AMSG purchased a wireless internet company in Montana and the company was morphed into Advanced Technical Solutions Group, LLC. where she went on to serve as Chief Technology Operations Officer, building out secure broadband connectivity solutions to rural areas for businesses and consumers. That company was sole in 2011 and she came to work for the State of Montana serving in various information and technology security roles. Currently, she is the Agency Information Security Officer for the Montana Department of Justice. She oversees daily security operations and monitoring of the technology infrastructure, manages technology initiatives, along with planning and testing of continuity of operations and disaster recovery planning for the agency.**

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**Bring It IN! Small Cells for Indoor Location Accuracy**

 ***Presented by Jason D. Ramsey, Support Engineer, Intrado***

**The greatest mission for 9-1-1 response is to reliably and efficiently pinpoint callers’ locations. Citizens calling from indoor multi-story, densely-populated areas are often unaware that their location cannot be identified. Standards must evolve; as the FCC establishes location requirements for wireless calls placed indoors, we can learn about capabilities of advanced location systems.**

**Small cell technology and smart data analysis may provide means to help responders find people indoors. Learn about technologies designed to better determine callers’ INDOOR locations and how existing and emerging systems can make the display of this location information more usable and more understandable.**

**LEARNING OBJECTIVES:**

1. **Attendees will consider current statistics of 9-1-1 calls originating from cell phones, from indoor locations**
2. **Attendees will learn how small cell technology and smart data analysis can help determine responders find people from INDOOR locations**
3. **Attendees will discover how to optimize existing and emerging systems to more clearly display location information – making it more easily understood**

**Jason D. Ramsay is a Support Engineer for Intrado; previously, he held the position of Solutions Engineer and Technical Analyst with another public safety industry manufacturer. Mr. Ramsay has helped in the design of many small and large PSAPs throughout the United States and Canada. With over fourteen years of experience in the technology field, he applies analytical methods to design custom solutions tailored to meet customer needs. Jason has worked on various-sized projects, from small single backroom systems to large hosted geo-diverse sites, scaling economically from hundreds of thousands to millions of dollars. Through these sites he has developed and maintained many professional relationships.**

**Prior to his service in the public safety industry, Mr. Ramsay successfully ran his own consultant company, providing technology services to both public and private sector clients. In this role, he received an award for technical innovation for developing a new health information system from the Ontario Association of Community Futures Development Corporation (Innovation Project of the Year, 2006).**

**Mr. Ramsay has also worked as a professor at Algonquin College where he was responsible for creating and delivering the Network Services and Support course material to third term graduate students. He also researched and created courseware on emerging technologies adhering to guidelines set out by the Province of Ontario.**

**Mr. Ramsay attended Learn Quest College for Advanced Technology and successfully completed their Network Support Specialist Plus certification in 1998. In addition, he has attained other industry certifications including Microsoft’s MCSE and Comptia’s A+ designations.**

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**Germ Warfare in Dispatch (How Germs and Dust Mites Affect the 911 Dispatch Environment**

***Presented by Jenny Mason, COO of Console Cleaning Specialists***

**How germs and dust mites affect the 911 dispatch environment and the people that work there. One person gets sick in your 911 center – then all of a sudden everyone is sick? Sneezing, coughing, watery eyes….wonder why??? Do you feel like an advertisement for a Cold and Allergy Medicine? This course is for you. “Germ Warfare” (How germs and dust affect the environment in which you work.) We will provide an in-depth session on how today’s germs are transmitted and carried throughout our work environment. We start with education on what a germ is as well as how dust mites move in and guide you through how they affect the equipment and dispatcher health. With many super-germs making their way in the mainstream, do you know how to protect yourself and your people from getting a virus or bacterial infection? \*\* This class is entertaining and fun for all those involved. It is highly recommended you do not bring food to the class; you may not want to eat after what you see and hear.**

**Jenny Mason is currently the COO of Console Cleaning Specialists. She has 10 years’ experience working with the PSAP marketplace and over 20 years selling, marketing and building business plans as well as speaking and teaching on multiple topics. She has spoken at many conferences across the United States about germ warfare including North Carolina, Kansas, Oregon and the Atlantic Chapter APCO/NENA conferences to name a few.**

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**Leadership – The Strategic Advantage for Law Enforcement and Public Safety Agencies**

***Presented by Steven Kent, Owner of The Results Group, LTD.***

**Agencies need to develop true leadership in all employees, from the bottom up.  This training develops the leadership skills in all attendees.  Attendees learn to act decisively, plan for the present and the future, inspire others to be leaders, and make strategic decisions to accomplish the goals and objectives for the individual and the public safety agency.**

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**Tactical Emergency Care**

***Presented by Glenn A. Bollard, MC, FACEP***

**Participants will receive practical advice on how to reduce or eliminate illnesses, injuries and deaths during LEO training, reduce or eliminate illness, injuries and deaths while on the job, organize cost effective LEO first responder medical training and choose equipment, more effectively integrate EMS, Fire and LE Services during Active Shooter incidents or other mass casualty disasters. All recommendations will be based on current research findings or the opinions of subject matter experts from the fields of Military, Occupational and Tactical Medicine.**

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**Human Resources – CYB (Cover Your #&\*$)**

***Presented by Michele Puiggari***

**Proactively addressing employment practices issues in the workplace such as sexual harassment, discrimination, performance, and termination doesn't cost money - it saves money! This training is intended to improve knowledge and promote positive communication and employee morale while reducing employment related risks. Human resources: employees play a major role in achieving the strategic goals of any organization. Training those resources so they understand rights and responsibilities requires expertise in training solutions. Further, abiding by laws and regulations germane to a specific type and size of organization requires additional human resource management expertise.**

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**Criteria Based Dispatch**

***Presented by Shari Graham, EMS System Manager, DPHHS***

**Criteria Based Dispatch: “Sending the right thing to the right person at the right time in the right way and doing the right things until help arrives.” We will discuss the history of Emergency Medical Dispatch in the US and the challenges to implementing a Criteria Based Dispatch EMD program in Montana PSAPs.**

**Shari Graham has worked in EMS since 1984 as a volunteer and career responder. She is currently employed by the Montana Department of Health and Human Services as the EMS System Manager for the EMS and Trauma System Section and continues to work as a Paramedic for St. Peter’s Ambulance in Helena and volunteers for her home community ambulance in Ennis.**

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**Negotiations for First Responders**

***Presented by Special Agent Craig Overby, FBI***

**Negotiations for First Responders will instruct on techniques for first responders such as police dispatchers and patrol officers to initiate a dialogue with individuals in crisis situations in order to lower tension and de-escalate the situation. Such crisis situations may include workplace violence, armed robberies, escalated domestic situations, correctional sieges and school violence situations.**

 **Special Agent Craig Overby has been with the FBI for 16 years. He is assigned to the Glasgow Resident Agency of the FBI where he primarily investigates violent crimes on the Fort Peck Indian Reservation. He is also a member of the Salt Lake City Crisis Negotiation Team. SA Overby previously served in the FBI offices in North Carolina and Oklahoma and has been involved in negotiations for 10 years. Prior to joining the FBI, Craig Overby served as a police officer and state trooper in North Carolina. He obtained a bachelor’s degree in Political Science from North Carolina State University and a Master’s Degree in Human Resources – Criminal Justice from the East Central University in Oklahoma.**

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**Cumulative Duty Stress Prevention and Care**

***Presented by Pieter Sween, MSW, Mental Health Professional – Mentally Strong US***

**This course covers research about PTSD and Cumulative Duty Stress for First Responders, and effective programs for prevention and self-care when exposed to traumatic events. Class participants will learn about “model” Duty Stress programs being offered in our industry, the latest Trauma Science, and information for self-care.**

**Pieter Sween is an experienced Law Enforcement Park Ranger, Therapist, and Trainer, who teaches mental health care programs to Emergency Service agency personnel. Pieter’s personal experience and professional training has given him the opportunity to work on the development of mental health care programs that address the needs of line-of-duty care for Cumulative Duty Stress and Post Traumatic Stress. His unique programs specialize in early recognition, treatment and referral process for Emergency Service personnel.**

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**Special Response Team**

 ***Presented by the Gallatin City/County Special Response Team***

**The goal of the Special Response Team (SRT) is to provide for the safety and protection of the people it serves by providing a highly coordinated efficient response, directed toward concluding extraordinary or critical incidents in the safest manner possible. SRT's primary mission is to save lives. The team responds to critical incidents that may exceed the capabilities of patrol units such as armed barricaded suspects, hostage situations and high risk warrant service.

The SRT is comprised of experienced officers from both the Bozeman Police Department and the Gallatin County Sheriff's Office. Members of the SRT have all completed a rigorous testing process and train on a regular basis. Aside from the Primary SWAT training at the Montana Law Enforcement Academy, SRT members receive advanced training in specialized areas that may pertain to specific assignments such as marksman/observer, hostage negotiations, entry breaching, less-lethal munitions, chemical agents and other areas as needed.**

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**Search and Rescue**

***Presented by Gallatin County Search and Rescue Team***

**The Sheriff's Office is responsible for all search and rescue missions in the county. Trained Deputy Sheriffs act as incident commanders in support of highly skilled volunteer groups. The volunteers are organized into specialty groups including:**

* **Alpine Hasty Team**
* **Backcountry Hasty Team**
* **Big Sky Search and Rescue**
* **Civil Air Patrol**
* **Gallatin Ham Radio Club**
* **Gallatin Valley Snowmobile Association**
* **Salvation Army**
* **Sheriff’s Posse**
* **Tactical Divers**
* **West Yellowstone Search and Rescue**
* **Western Montana Search Dogs**