



Session Descriptions

Monday April 8, 2018

Session 1 & 2 – The Montgomery FaceTime Standoff (2 Part Mini Super Session)

Officer Joe Di Lillo, South Euclid Ohio Police Department

(PART 1 & 2) The Montgomery FaceTime Standoff is a presentation which stems from an incident that occurred in South Euclid Ohio on August 1st, 2017. On that date, an ex-professional athlete declared an intent to commit the homicides of his children, his wife, and Law Enforcement at a daycare in that city. The entire incident was recorded via body camera and includes on camera interviews with the responding officers, EDGE SWAT Team Leader Sgt. Mike O'Connor and media coverage from ABC Cleveland Channel 5.

In addition to allowing those in attendance experience the troubling call via real-time, it demonstrates firsthand the importance of regular training within an agency, as well as nearby jurisdictions.

The focal point of the presentation, however, is to demonstrate to the audience how FaceTime can be utilized as an investigative tool in a troubling incident.

Session 3 – True Interoperability

Bill Galvin, Mutualink

The presentation will look at how emergency management professionals communicate when dealing with cross-jurisdictional and multi-agency incidents and will outline the successful deployment of a nationwide interoperable communications network during high-profile public events.

Session 4 – What's New With Motorola?

Scott Cruikshank, Bennett Anderson, Motorola/Spillman

Highlights and discussions regarding recent NH based Motorola projects including NHSP, Portsmouth, Londonderry, Windham, Salem, and Derry. Further discussion, and highlights of a large Motorola/Spillman project involved the Maine Department of Public Safety. Attendees will also learn about Motorola's large integrated product portfolio, and the long-term vision of integration between Spillman FLEX, and Motorola Dispatch Consoles. WE ARE LOOKING FOR OUR FIRST CUSTOMER IN NH!!!

Tuesday April 9, 2019

Session 5 – Calibrating and Enhancing your CTO Program

Lee Ann Delp, Essex County Regional Emergency Communications Center

Can you confidently state that every trainee is given the same training opportunity at your agency? Calibration of an agency's training program is an essential component to its success. Pitfalls discussed include subjective instead of objective comments, writing meaningful comments, the different ratings given by different CTO's, and stagnant training materials. Encouragement to create new and interesting ways of presenting material and meeting the different learning styles of each trainee will also be included.

Session 6 – Thousands of PSAPS Can Communicate with Smartphones and IoT Devices, Can Yours?

Tracy Eldridge, RapidSOS

PSAPs have been promised major improvements associated with 9-1-1 calls: more accurate location information, location-based call routing, multimedia to the PSAP, and much more. Citizens, reliant on smartphones and other IoT devices, expect their data to be available to public safety in an emergency. This session looks at how PSAP managers, supervisors and telecommunicators can utilize life-saving data from the NG911 Clearinghouse (from sources like Apple, Android, Uber, and Waze) in their PSAP workflow. By analyzing real-life case studies, 9-1-1 professionals will leave with a clear understanding of how NG911 Clearinghouse data can improve response times and provide first responders with unprecedented situational awareness.

Session 7 – Critical Incident Stress Management and Peer Support

Cory Clark, Granite State Critical Incident Stress Management Team

This presentation will be on what Critical Incident Stress Management is, how it can be lessened, and what to watch for in yourself and others. Along with that, the presenter will speak on signs and symptoms of critical incident stress, that leaving untreated or bottling up this stress can lead to Post Traumatic Stress Disorder. He will also talk about peer support as the first step intervention for both on the job stresses as well as stresses from everyday life and family. He will relate his personal experiences throughout the presentation to bring some real perspective.

Session 8 – Mental Health Mayday

Todd Donovan, National Alliance on Mental Illness (NAMI NH)

Todd knows that the struggle of living with depression, PTSD, and other mental illness is real. He opens an honest conversation with the audience to break down the stigma and barriers that prevent first responders from seeking treatment. He takes a positive approach to seeking help and finding healing. You will be inspired by the story of lifelong struggle with mental illness and finding a treatment that works, healing and peace.

Session 9 - How Hackers Can Disrupt Our Public Safety Response

Tim Lorello, SecuLore Solutions

In the past 24 months, SecuLore Solutions has recorded over 300 publicly reported cyber-attacks to local governments and public safety departments, and this number continues to grow every month. We've seen cyber criminals use a variety of attacks, including: Ransomware, Cryptojacking, Advanced Persistent Threats, DDoS/TDoS and others. Criminals and state actors use these techniques for targeted attacks against our public safety infrastructure. Attend this session to learn how to address these attacks head-on by learning from past attacks and applying proven techniques that keep our systems safer and harder to compromise.

Session 10 – Public Notification Systems Best Practices

Troy Harper, Onsolve

We live in a mobile society where the majority of people get most of their information from smartphone devices. Mass notification solutions like CodeRED from OnSolve meet this demand through programs like NH Alerts. Discussing use cases for how government agencies can use these technologies to accurately reach their stakeholders is crucial to engaging with their targeted audiences. This session will provide best practices necessary to get communication plans updated and more effective.

Session 11 – Saving Lives on Both Sides of The Headset

Tracy Eldridge, RapidSOS

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, we can see where it has the potential to end. After having to leave the job she loved; the Comm Center after 20 years, 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!

Session 12 – The Communications Operators Role in The Intelligence Process

Cory Clark, Lakes Region Mutual Fire Aid/NH Information and Analysis Center

This presentation will encompass the Fusion Center Network, and how it operates in NH. Included in the discussion will be how the dispatcher can play an active role in the intelligence process. There will be some awareness level information on the current threats to first responders.

Session 13 – Domestic Violence for Dispatchers

Chief Don Sullivan, Alexandria Police Department

An introduction to Domestic Violence for Dispatchers to include the dynamics of Domestic Violence, safety considerations for first responders and actual case studies.

Tuesday April 9th, 2019 Super Session

Sponsored by:

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SUPERSESSION – Front Line Leadership and How to Thrive In 9-1-1

Adam Timm - “The Healthy Dispatcher”

Adam Timm is a bestselling author and keynote speaker on the topics of personal resilience and peak performance for 9-1-1 telecommunicators. He shares proven tools that work. 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.



The Healthy Dispatcher 

Adam learned course design and adult learning theory through the California POST Instructor Development Institute and has designed and presented POST-certified training classes since 2012. Participants praise his energetic and interactive presentation style, calling his sessions “an awesome learning experience,” “captivating, thought-provoking,” “amazing,” and “incredibly engaging.” Adam travels nearly 200 days a year presenting training classes and conference sessions across the country.

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Wednesday April 10th, 2019

Session 15 – UAS (Drones) In Public Safety

Skip Christenbury, Strafford County Sheriff's Office

We will cover the necessary prerequisites to plan, purchase and deploy a UAS unit for a typical public safety agency. We will cover basic FAA requirements and equipment and manpower considerations. We will demo flight a state-of-the-art Matrice 210 UAS currently employed by the Strafford County Sheriff's Office.

Session 16 – Quality Assurance & Quality Improvement with Little to No Budget

Lee Ann Delp, Essex County Regional Emergency Communications Center

QA/QI is much more than review of EMD calls. A QA/QI Program can help identify strength and weakness of your agency's key performance indicators. Like a standardized training program, you must start somewhere, it doesn't happen overnight, and can seem overwhelming! Discussion of successes and failures discovered along the way of getting an agency's QA/QI Program up, running, and maintained on a shoestring budget. What comes next? It's always a work in progress!

Session 17 – What Is All This Stuff?

Tom Andross, Grafton County Sheriff's Office & Tim Scott Technology Manager, NHDOS

ECC staff are being presented with more and more "add-ons" to their basic workflow--WebEOC, Public and private video streams, CCV, AVL, Weather maps, school emergency notifications systems, panic buttons, firefighter responder tracking, GPS locations, wireless look-ups--the list goes on. We'll discuss the things that work, the things that might, and the things that may be too far "Over the Top". An opportunity for managers to hear the thoughts of folks at the screen(s).

Session 18 – Peer Support – From Conversation to Inception

Telecommunications Specialist Jim Roberg (DESC); Capt. Jeff Ladieu (NHSP); Asst. Director Bob Lussier (DESC); and Director Mark Doyle (DESC)

This session will provide an overview of how the Division of Emergency Services and Communications partnered with New Hampshire State Police to develop and implement a peer support system for New Hampshire State Police Dispatchers and E9-1-1 Telecommunicators. The members presenting from the Division will talk about the genesis of the idea for a peer support group; the challenges involved with creating a framework for the program; the legislative changes that needed to be considered and the cultural change within the Divisions to make it happen. The presentation will be followed by a roundtable discussion of these issues with interactive Q&A from the audience members.

Session 19 – CTO Program, Beyond the Cookie Cutter Approach

Anne Camaro, Cambridge Emergency Communications Center

Can you confidently state that every trainee is given the same training opportunity at your agency? Calibration of an agency's training program is an essential component to its success. Pitfalls discussed include subjective instead of objective comments, writing meaningful comments, the different ratings given by different CTO's, and stagnant training materials. Encouragement to create new and interesting ways of presenting material and meeting the different learning styles of each trainee will also be included.

Session 20 – Chickens Aren't the Only Ones Who Need A COOP, You Do Too!

Laura Dutile, Master Continuity Practitioner, NHEDA

Continuity of operations is a hot topic these days. From what to do if your staff is sick to managing without your primary facility. This presentation will cover the basics of COOP planning and exercises as well as providing an understanding of the essentials as well as some of the ways COOP can be fun to plan and exercise.

Session 21 – When A 9-1-1 Call Isn't What It Was Called in as?

Rick Belanger, Hooksett Police Department

Discuss the importance of getting all required information when taking a 911 call for reasons such as a simple 911 call HPD took for a vehicle squealing tires and driving recklessly - turned out to be an ex-boyfriend who broke into a condo through a skylight, was armed with a knife, and ended up being a domestic with a hostage situation.

Session 22 -Caller Management Techniques

Allison Reopel, and Michele Wilcox, NH9-1-1

It all starts with a phone call. You never know what your next call will be or who will be on the other end of the line. A professional dispatcher's demeanor and technique have more influence on the caller's emotional state than the actual emergency does. This session will equip you with the proper caller management tools to gain control of each call so that the situation can be handled efficiently while providing excellent customer service.

Session 23 – The Leadership Perspective

Nick Manolis, Primex

This program explores what it takes to be a leader whom employees will want to follow. We'll examine the differences between a manager and a leader, the traits of effective leaders, the impact of title and charisma on leadership, what makes leaders either "legitimate" or inferred and how our human factors shape our leadership. Attendees will leave this session not only with a clear view of what it takes to lead well but with the encouragement to do so.

Thank you for attending the conference.

Don't forgot to complete the conference evaluation form and we wish you safe travels home!

Best Regards,

The 2019 NHEDA Conference Committee and NHEDA Governing Body