

2021 Emerging Technology Forum Sessions and Bios

DAY 2	
<p>Session Title: Internet of Things – The Effects of IoT on PSAPs</p> <p>Session Description An interactive discussion surrounding IoT devices, technology trends, and how IoT can be used (abused) in the PSAP realm.</p>	<p><u>Michigan State Police – Michigan Cyber Command Center</u> <i>D/Sgt. Jeff Hoffman</i></p> <p>D/Sgt. Jeff Hoffman is an enlisted member of the Michigan State Police. He joined the State Police in July 1999 and served at the Lakeview Post and Sixth District Fugitive Team. In 2011, D/Sgt. Hoffman was assigned to the Computer Crimes Unit in Grand Rapids. In 2017, he was selected for the first detective trooper specialist position in the Michigan Cyber Command Center (MC3). D/Sgt. Hoffman was promoted in 2018 and is the team lead for the MC3.</p>
<p>Session Title: FirstNet: Our Nation’s Public Safety Network</p> <p>Session Description This session will address current and possible future connection options for FirstNet and the PSAP/ECC, as well as provide brief overviews of use cases illustrating how PSAPs/ECCs are utilizing FirstNet service.</p>	<p><u>First Responder Network Authority</u> <i>Lesia Dickson</i></p> <p>Lesia Dickson is the Senior Manager for FirstNet’s Public Safety Engagement 14-state North-West Region. Prior to joining FirstNet, Lesia worked in Texas Emergency Management where she implemented and managed the Evacuation Tracking Network for the State of Texas, a system which coordinated a wide array of state, jurisdictional, and private sector resources in order to track thousands of people, pets, buses, and ambulances during widespread evacuations. Lesia has 25 years of experience with AT&T/SBC where she was Strategic Account Director for State Accounts and liaison to Texas Division of Emergency Management for emergency communications. Lesia received her BA and MBA from Texas A&M-Commerce. She lives in the northeast Texas area with her husband, Randy.</p>
<p>Session Title: AI and the Future of Public Safety</p> <p>Session Description An overview of the technology needed to stream live video from first responders and citizens into dispatch, first responders, and command staff. Along with technology best practices, we will discuss some of the practical applications, preparedness measures, and challenges the industry is seeing with this technology. Live video will change the future of dispatching. Is your team ready?</p>	<p><u>Equature</u> <i>Paul Frezza</i></p> <p>Paul Frezza has 17 years of experience working solely in the public safety sector, and is a certified Project Manager as well as an Emergency Number Professional. Having worked as a technical lead, project manager, support specialist, trainer, technical writer, and an industry specialist, he brings a broad range of operational knowledge on public safety projects.</p> <p>Working nationally, Paul interacts with PSAP directors, police chiefs, sheriffs, supervisors, and team leads in various capacities.</p>

<p>Session Title: Curbside SOS Towing Response Technology for 911</p> <p>Session Description Law enforcement communication centers, the police, and towing companies provide essential services to the public. The towing industry provides the necessary tools and services needed for emergency responders to perform their jobs and clear the roadways quickly and safely in their communities. The relationship between 911 centers, the police, and towing companies can sometimes be difficult and hard to manage. A new technology created, alleviates this and streamlines the towing dispatch process. It eliminates the time 911 dispatchers spend on the phone with towing service providers and eliminates potential communication errors during those phone contacts.</p> <p>This new technology provides your center with real-time ETA's and visual tracking of the responding tow operators, and a detailed history of each job for your records. The ability to update, change, or cancel requests without a phone call is vital to allow your dispatchers to be available for 911 calls. The technology can also be utilized to locate and dispatch the closest available tow operator to a scene to clear the roadway quickly and reduce on-scene time for emergency responders.</p>	<p><u>Curbside SOS</u> <i>John Wolffis</i></p> <p>John Wolffis is the VP of Dispatch Growth for Curbside SOS, a technology company focused on streamlining the towing process for 911 communication centers. John was previously the Patrol Captain for the Ottawa County Sheriff's Office where he retired after 28 years. During his time at the sheriff's office, he worked in patrol, community policing, and narcotics enforcement with the West Michigan Enforcement Team. John received extensive training throughout his career and holds instructor status in numerous law enforcement training courses. He is also an instructor at Grand Valley State University's police academy. He has been a Verbal Defense instructor for over 20 years and has conducted numerous presentations throughout the state during his career.</p> <p>As the Patrol Captain for Ottawa County, John was responsible for uniformed patrol operations, as well as the marine and traffic safety units. He dealt with numerous towing-related issues and understands the unique relationships existing between public safety and the towing industry.</p>
<p>Session Title: Got Indoor Maps?</p> <p>Session Description The location accuracy of wireless 911 calls continue to improve with new technologies like RapidSOS. As a result of more accurate caller locations indoors, maps detailing indoor spaces are now in demand for 911 call takers and emergency responders. Some cutting edge technology endeavors are now underway to allow our ECC's to take advantage of both publicly available and locally authoritative purpose built data sets.</p> <p>The presentation will discuss the technologies behind indoor maps and how it is being used for situational awareness and responder safety. Last, the presentation will discuss how</p>	<p><u>GeoComm, Inc.</u> <i>Stacen Gross</i></p> <p>Stacen Gross is the Territory Sales Manager with GeoComm and resides in the Omaha, Nebraska area. He is responsible for sales and customer account management across a large territory comprised of the Northeast, Midwest, and Northwest United States. Stacen also serves as the APCO Chapter Commercial Advisory member for both the Iowa and Nebraska APCO/NENA Chapters. As a part of this role, Stacen keeps tabs on technology advancements for ECC's and how the commercial partners are adapting the technology into their respective solutions. Stacen enjoys speaking about new technologies at state chapter conferences across the country.</p>

<p>indoor maps will play a critical role in future FCC “Z-Axis” requirements and how this information will be displayed to 911 call takers.</p>	
<p>Session Title: Location, Location, Location: Saving Time to Save Lives</p> <p>Session Description Knowing exactly where an incident is taking place is vital for emergency services to be able to respond efficiently and effectively. Unfortunately, location data isn’t always available or accurate, and incidents often take place in remote/rural/unaddressed locations, which are difficult to communicate. Being able to communicate precise locations to responders or partner agencies can be challenging if it is not a straightforward traditional address. We will discuss the challenges in location communication and how free, innovative technologies can be used by police departments to respond to incidents, pre-plan events and school incidents, and coordinate cross-agency responses. All to save time and lives.</p>	<p><u>what3words</u> <i>Ashley Marie Cashion</i></p> <p>Ashley heads what3words in the US, focused on developing partnerships with public safety partners. She joined what3words in the London HQ in 2017, taking the lead of the Automotive and Mobility team soon after, and later opening the first US office for what3words.</p> <p>Prior to what3words, Ashley spent nine years at CNN International, managing advertising sales across Africa and the Middle East from its London headquarters, with a stint in the UAE. She started her career at HGTV (Scripps Networks) in NYC, where she spent almost three years on the advertising sales team.</p> <p>Outside of the office, Ashly can usually be found chasing her toddler, hiking, or on the rare occasion, painting.</p>
<p>Session Title: Disaster and Crisis Preparedness Planning for PSAPs</p> <p>Session Description This has been a very tough year for everyone, including public safety. The delivery of public safety services has been impacted by the COVID-19 pandemic, civil unrest, and cybersecurity attacks. Agencies must be prepared to sustain operation capacity during disruptive events.</p> <p>Public safety officials must take action to enhance the resilience of agencies to respond to disruptive events, including natural disasters, technological hazards, and human-induced events. In addition to planning for resilience, a crisis communications plan prepares key messages to the public and pertinent stakeholders when an event takes place.</p> <p>This session will provide participants with an introduction to the standards, methodology, and processes that are used to develop an effective COOP and Crisis Communication Plan.</p>	<p><u>Mission Critical Partners</u> <i>Sherri Griffith Powell</i></p> <p>Sherri has over 25 years’ experience in 911 in both the public and private sector. She is a Senior Public Safety Consultant with Mission Critical Partners with experience planning for and managing NG911 implementations. Sherri has extensive knowledge in text-to-911, public education, training, wireless and VoIP deployments, as well as NG911 planning. She currently serves as the chair of NENA NG911 Public Education and Training Working Group and is on the Women in 911 Committee.</p> <p><i>Richard Gaston</i></p> <p>Richard has over 35 years of public safety experience, including executive positions in law enforcement, fire protection, emergency management, and public health preparedness. He holds a B.S. in Emergency Administration and Planning, and is accredited as a Certified Emergency Manager for 25 years. Richard specializes in emergency planning, vulnerability assessments, continuity of operations, and response operations.</p>

<p>Session Title: Leveraging the ALI Spill to Enhance Caller Response</p> <p>Session Description All the ALI information you should be receiving (or asking your SSP to provide) and what it can tell you about your caller.</p>	<p><u>INdigital Telecom</u> <i>Amy Brumbaugh-Smith</i></p> <p>Before moving to INdigital, Amy had worked at MCC Powers, an HVAC company, developing a building control user interface using a beta version of Microsoft Windows, Bell Labs (tools department of the SDE Division of 5ESS switch production), and DSA Associates (database tracking referrals and billing for the Department of Child Services in Indiana).</p> <p>She has worked for INdigital for over 14 years, beginning with current engineering on earlier SIP and ALI server software, then designing and implementing their ALI/selective routing database and software tools supporting the database.</p> <p>Amy has her BA in Peace Studies and French from Manchester College, and her MS in Math/Computer Science from the University of IL at Chicago.</p>
<p>Session Title: Real-Time Text Update</p> <p>Session Description PSAPs receive, on average, 80% of their calls from wireless carriers. The FCC issued a Report and Order that allows wireless carriers to provide Real-Time Text instead of TTY. So, what is RTT – is it a text or a voice call? How is it being delivered to 911 today and what will it look like in the future? What does this mean to call takers and how do they handle these types of calls? This session will provide valuable insight on how these calls are received today, how they should be handled, and how they can be received in the future.</p>	<p><u>NENA: The 911 Association</u> <i>April Heinze</i></p> <p>April Heinze is the 911 and PSAP Operations Director for NENA, the 911 Association. She is responsible for industry and innovations awareness, operational standards development, event productions, membership, and industry and media relations, along with other activities and projects.</p> <p>April has spent the vast majority of her nearly three-decade career in 911, focused on PSAP operations issues. Before joining NENA, she worked for Eaton County Central Dispatch where she began her 24-year tenure as a public safety telecommunicator and worked her way up to director. She was then recruited to work for one of the nation’s leading NG911 providers, spending nearly three years as a PSAP liaison and advocate. She was a member of the FCC Taskforce on Optimal PSAP Architecture, was the Vice-Chair of the NG911 Institute Board, and currently serves as the Vice-Chair and Senate Appointee to the State of Michigan’s State 911 Committee.</p>

Session Title:
Public Safety Broadband for Events

Session Description

Our agencies have come to rely on excellent network coverage and bandwidth for daily operations. Remote video, sensors, VoIP, drones, information sharing, and mobile clients provide force multipliers for our overtaxed agencies and increase safety, but these services often grind to a halt at large, congested events when we need them most.

Attend this session to learn more about options for data coverage through cellular providers, agency-provided network infrastructure, and satellite connectivity. We will discuss the advantages and disadvantages of each, best practices for deployment, and provide practical examples from local events, ranging from a concert held in a farm field with 20,000 attending to communications deployments for local COVID vaccination clinics.

Kalamazoo County Sheriff's Office
Sgt. Steven Stryd

Sgt. Steve Stryd is the Technology Sergeant for the Kalamazoo County Sheriff's Office, where he provides project management, implementation, and support for the sheriff's office and Office of Emergency Management systems, including mobile units, radios, video systems, and remote connectivity. He is a member of the Michigan Emerging Technology Subcommittee and the Michigan Communications Unit workgroup. He has deployed as a Communications Unit Tech and Communications Unit Leader for regional and state events, including most recently a 2019 Luke Bryan concert, 2020 COVID testing and vaccination clinics, and the 2021 presidential visit.