

## ***2025 Michigan Public Safety Telecommunications Conference***

### ***Monday Keynote: Unlocking the Shackles of Shame: Overcoming Shame and Stigma for Personal Empowerment Presented by: Lauren Sisler, ESPN***

Join Lauren Sisler on a transformative journey to overcome shame and break free from societal stigmas. This keynote offers a deep dive into personal empowerment, providing valuable insights and strategies to tackle and rise above shame and stigma. It aims to inspire a life characterized by freedom, strength, and true authenticity.

### ***Session 1: Encryption 101 for 911***

#### ***Presented By: Ray Hasil, Mason-Oceana 911***

PSAPs are feeling the pressure to begin moving toward encrypting any information obtained through LEIN that is transmitted via radio (voice). Encryption 101 for 911 presents the path and many challenges associated with implementing encrypted radio traffic for 911 centers and the agencies they serve. This session will present the fundamentals of encryption types and then deep dive into careful considerations that may not be readily apparent, as was experienced by Mason-Oceana 911 on their multi-year journey toward encryption.

### ***Session 2: Records Retention & Disposal: Making Life Easier***

#### ***Presented by: Lori Hinkley, Hinkley Training and Consulting***

This presentation covers a summary of Michigan records laws and why following them is critical. The presentation will include where to find current retention schedules and how to read them. Emphasis will be placed on emails and email management as well as proper records disposal.

### ***Session 3: Telecommunicator's Stress: The Unique Impact on Brain Health***

#### ***Presented by: Dr. Joel Robertson, Robertson Brain Health***

The aftermath of a challenging day or call can deeply affect a telecommunicator's mood, health, and behavior, influencing all areas of their life. Recognizing the toll these stressful events take on thinking, stress levels, and behavior is crucial to preventing negative outcomes. Such experiences can impair the brain's ability to filter and interpret information, leading to feelings of overwhelm, withdrawal, or heightened anxiety and depression. This session explores how our brains respond to stress and offers strategies to reduce the impact of cortisol and dopamine on our mental health, behaviors, and overall well-being.

### ***Session 4: Alerts, Warnings and Notifications. Oh My!***

#### ***Presented by Jaclyn Barcroft, Ryan Wilkinson, and Rob Dale***

This presentation will provide an overview of items to consider when planning for alerting, warning, and notifying the public during an emergency. We will discuss the importance of cross-border memorandums of understanding (MOUs) and how to leverage them to alert on behalf of another jurisdiction, the importance of monthly proficiency demonstrations, as well as tips on using the Message Design Dashboard to create effective message templates. We will also run through a short tabletop exercise to put what was learned during the session into practice.

### ***Session 5: Introduction to Radio for Dispatch: What is Behind the Console?***

#### ***Presented by: David Jones, EF Johnson, Inc – JVC Kenwood***

Public Safety radio systems have become quite complex and hide the "how and why" from the users. Dispatchers have also been inundated with new technologies. This forces dispatchers to focus on the tasks and lose some of the knowledge common in the past. Many find it valuable to be reintroduced to the technology, without having to become an 'expert'. We provide a basic understanding of the systems and their operation. This enables a working vocabulary of radio communications, helping dispatch staff communicate with the technicians and vendors. It also helps them communicate requirements and issues with managers and administrators. Attendees will acquire a basic understanding of the radio technologies in common use, Attendees will be provided a sufficient working

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vocabulary to effectively communicate with technical staff and vendors. Attendees will be provided with insights into new technologies that will be impacting radio communication in the coming years.

### ***Session 6: Michigan MABAS – What is it?***

***Presented by: Erik Youngblood, Emergent Health***

What is MABAS? MI MABAS organization – Who is the RED Center? Whom to call? How to call? What is the process? Who shows up? When to ask for resources when disaster strikes? Past incidents: Special Operation teams in the state.

### ***Session 7: 988 and 911: Coordination, Collaboration and Continuity of Care***

***Presented by: Amanda Girard, MiCAL***

In this presentation we will discuss what 988 is, specifically how it works here in Michigan, what 911 and 988 coordination in Michigan looks like, what collaboration is being done, and how this improves continuity of care for our Michigan communities.

### ***Session 8: 911 Went to Washington***

***Presented by: Samantha Sturgis, ENP, RPL and Lyndsay Keith, ENP***

A panel of 1st time attendees will discuss their experience at 911 Goes to Washington and share why it's something everyone should consider! Are you scared because legislation isn't your cup of tea? Do you think you aren't smart enough? We'll tell you why you're wrong!

### ***Session 9: Swatting – Frontline Awareness***

***Presented by: Bud Hicks, Mission Critical Partners***

Swatting is an emotionally charged incident that prompts massive public-safety responses. Incidents vary in size and complexity, with suspects often outside the victim's jurisdiction. While there's no national legislation, impacts include physical and mental harm. Good call-taking skills and technology are crucial in identifying swatting incidents. Collaboration, planning, and adherence to procedures are vital for effective responses and evolving to meet new challenges. Key Takeaways (must have 3):

- Swatting incidents are highly emotional and trigger significant public-safety actions, putting innocent citizens and responders at risk.
- Good call-taking skills, technology, and preplanning are essential for identifying and effectively responding to swatting incidents.
- Collaborative planning and adapting to evolving threats are crucial for successful outcomes, with buy-in across all organizational levels.

### ***Session 10: The Impact of 911 Dispatch on Families: A Spouse's Perspective***

***Presented by: Andrew Howland and Roxy Schafer***

The Impact of 911 Dispatch on Families: A Spouse's Perspective, focuses on the unique challenges faced by spouses and families of 911 dispatchers. Roxy Schafer and Andy Howland, spouses of 911 professionals, will share their personal experiences. The presentation highlights the demands of the job, its emotional toll on families, and the impact on family dynamics, such as managing irregular schedules, emotional strain, and communication difficulties. They will provide coping strategies and suggestions for strengthening family bonds despite the unpredictable nature of dispatch work. The session will also include an audience Q & A and conclude with remarks on the importance of support systems and open communication.

### ***Session 11: Alternative 911 Response: Best Practices for Increasing Staff Capacity & Dispatch Effectiveness***

***Presented by: Jim Hansen, WSI Technologies***

Today, nearly all 911 centers use dispatch diversion programs to enhance 911 dispatch efficiency, optimize public safety response and first responder resources, and better address community mental health needs. What

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preventing your center from ensuring that your telecommunicators are effectively diverting calls to the appropriate resources? Join us for this thought leadership session to discover best practices for boosting your staff capacity and enhancing dispatch effectiveness. By attending this session, you'll learn how to:

- Improve 911 staff capacity by ensuring accurate call transfer to alternative response partners (988, 311, nurse triage, community responders, etc.)
- Ensure optimal use of first responder resources and provide a tailored response that ensures callers get the exact help they need
- Maximize your agency's ROI by reducing unnecessary dispatches and associated costs.

### ***Session 12: Multitasking: A Costly Necessity***

***Presented by: Corey LeCureux, Grand Traverse Central Dispatch 911***

What is multi-tasking? Is it even possible to perform multiple tasks at the same time at a high level? This class will explore relevant research pertaining to the difference between multi-tasking and switch-tasking. Also, we will explore the practical benefits and costs of performing multiple tasks. Students will participate in a discussion about hiring practices and training in light of the science of switch tasking. How can successful multitaskers be identified and trained?

### ***Tuesday Keynote: The Fight After the Fight: Train 2 Win***

***Presented by: Officer Ann Marie Carrizales***

The "Fight After the Fight: Train 2 Win" goes into depth on the various types of treatments for post traumatic and critical incident stress and is designed to aid in creating a strategy for their own struggle. By gaining an understanding of what type of opponent they are up against and how it attacks, attendees will be better equipped to win! Making it home at the end of each shift just isn't enough if they don't know how to process the stressors once they get there. The focus of this presentation is to illustrate the importance of creating a strategy for addressing issues with post-traumatic stress (PTS) to avoid common pitfalls such as divorce, secondary traumatization of family members, mental illness, burnout, and in some cases, suicide. Most importantly, this presentation will provide them with the emotional tactics needed for survival against one of the most dangerous threats to their personal and professional lives that they could ever face...**their unprepared, untrained, mindset!** This course will provide them with strategies to WIN and remind them that they are not alone in the fight.

### ***Session 13: Understanding ALI***

***Presented by: Jaime Seling, and Phyllis Fuller, ENP, Peninsula Fiber Network***

Understanding the ALI that is being delivered to your CHE. Knowing about the newest classes of service that are out there and how they can impact the confidence and uncertainty of the location information provided to the call takers.

### ***Session 14: Dialing Up Defense: Cyber Incident Response for 911 Centers***

***Presented by: Jamie Ginn, OTM Cyber***

This session will cover possible methods for responding to a PSAP/ECC cyberattack by addressing both cyber and non-cyber aspects, including threat detection, system containment, coordination with external agencies, and maintaining operational continuity. It will explore securing infrastructure, managing public relations, ensuring regulatory compliance, and supporting personnel, all while focusing on minimizing disruption to emergency services and safeguarding public safety during and after an incident.

### ***Session 15: Power Driven AI – 911 Pivot***

***Presented by: Paul Frezza II, ENP, Equature***

The integration of artificial intelligence (AI) into the 911 industry is set to be a transformative shift, addressing critical challenges such as staffing shortages, training gaps, response efficiency, and quality management. Which

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companies are leading this charge, and how are they supporting 911 dispatch teams? How can these advanced technologies be implemented in your center to enhance operations? What is causing some manufacturers to fall behind, and which players will struggle to keep pace with the evolving landscape? This presentation will explore key topics and best practices in the industry, including: Tactical Artificial Intelligence, AI-Driven Audio & Data Analytics, AI-Powered Automated Quality Assurance, and AI-Coach & Training Solutions.

### ***Session 16: From Confusion to Clarity: A Dispatchers Guide to Handling Dementia Emergencies***

***Presented by: Erin Allwardt, ENP & Amber Wheaton, Calhoun County Consolidated Dispatch Authority***

From Confusion to Clarity: A Dispatchers Guide to Handling Dementia Emergencies is a presentation to fulfill the need for essential training about dementia and what emergency telecommunicators can do to make the process more efficient and easier on all involved.

### ***Session 17: Extended Reality in the ECC***

***Presented by: D. Jeremy DeMar, Intrado***

In this session, attendees will explore the groundbreaking integration of Extended Reality (XR) in Emergency Communications Centers (ECCs). Explore how XR technologies like VR, AR, and MR are revolutionizing ECC operations, enhancing training, situational awareness, and collaborative communication. Learn more about unlocking the potential of XR in optimizing emergency response for your center and public safety partners.

### ***Session 18: Culture and Leadership in a 911 Center. Are you a Thermometer or Thermostat?***

***Presented by: Neal Rossow, The Rossow Group***

A 911 Center has its own culture. Everyone in that center has a role in the success of that organization and the prevailing culture. A thermometer is reactive, passive and only reflects the atmosphere of the culture, usually the negative. A thermostat is proactive, influential and can change the atmosphere, not just measure it. So, are you a thermostat or a thermometer?

### ***Session 19: GIS Maps and Apps for the NG911 PSAP***

***Presented by: Mark Holmes, State of Michigan-DTMB***

The presentation will highlight how authoritative GIS data comes together to support the PSAP from NG911 call routing to supporting the mapping applications within the PSAP. The topics will include current GIS data sharing and how the GIS data is being used to route 911 calls in Michigan and how GIS data standards are evolving to support indoor mapping and 3D buildings within PSAP mapping applications. Included will also be an overview of a new GIS addressing data guide being developed to help Michigan counties and PSAPs maintain their GIS data. The presentation will highlight how many states are leveraging the National Address Database to proliferate authoritative GIS datasets across many systems for improved interoperability.

### ***Session 20: The Phoenix Project***

***Presented by: Elizabeth Howland, ENP, Dave Larton and Brodie Hinckley***

The Phoenix Project has assembled a team of 9-1-1 professionals to assist 9-1-1 Centers and their personnel in recovery efforts after a major emergency. Whether it be caused by an Active Shooter, natural or man-made disaster or other calamity, we're here to help with free expertise and resources...because we've walked the same path. Join us for a panel-like discussion discussing our traumatic experiences in the Comm Center and how we are still waking through recovery.

### ***Session 21: The Ripple Effect: How Caring and Attitude Transform the Comm Center***

***Presented by: Kris Inman, The Healthy Dispatcher***

Despite all the extensive preparation and training in 911 work, many aspects of the job remain beyond our control. We can, however, significantly influence powerful areas within our reach: our attitude, showing care for

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one another, and deliberately treating each other better. This session shifts the focus from the unchangeable to the impactful, emphasizing social support and belonging in an industry that desperately needs it. No amount of job knowledge can replace the assurance that your coworkers truly have your back. As Theodore Roosevelt said, "People don't care how much you know until they know how much you care." It's time to embrace the transformative power of caring for each other in 911 and discover how fostering a supportive, respectful workplace can enhance resilience, performance, and job satisfaction for all.

### ***Session 22: 911 Has Been Hacked. Cyberattack Recovery and Defense: A Dispatch Perspective***

***Presented by: Corey LeCureux and Joshua Way, Grand Traverse Central Dispatch 911***

Dispatch has been hacked!!! 911 has no network. 911 has no computers. The phones are down. Well, that sucks. In June of 2023, Grand Traverse County was hit by a ransomware attack. The attack was devastating, but the dispatch team persevered. They developed new systems and managed to overcome an extremely difficult challenge. Dispatch is full of really awesome people. They adapt and overcome. Hackers are real jerks.

### ***Session 23: From Peer to Sup: Equipping Supervisors with the Tools to Lead Well***

***Presented by: Dr. Richard Janka, 911 Training Institute***

From Peer to Sup: Equipping supervisors with the tools to lead well. This break out session will be an overview of the tools necessary to set supervisors up for success. This session will be beneficial for all supervisors. However, it will be especially useful for new or soon to be supervisors. It will include a summary of the communication styles identified in the DISC assessment and how to integrate that knowledge into leadership principles. This session will also provide guidance on having difficult conversations and working with generational differences.

### ***Session 24: The Leadership Compass: Finding Your True North***

***Presented by: Kris Inman, The Healthy Dispatcher***

"The Leadership Compass: Finding Your True North" is a dynamic breakout session designed to help 911 leaders discover and align with their authentic leadership style. In the high-pressure world of emergency response, staying grounded while guiding others is essential. This session will explore how leaders can identify their "true north" — the core values and principles that shape their decision-making and leadership approach. Attendees will learn how to stay focused under pressure, inspire their teams, and build trust in even the most challenging situations. Whether you're an experienced leader or new to leadership, this session will provide you with the tools to lead with confidence, clarity, and purpose. Find your true leadership direction and become the steady force your team needs!

### ***Wednesday Keynote (1): Burning Shield***

***Presented by: Jason Schechterle***

Jason Schechterle represents the human experience at its very best – an uphill climb from despair to describing himself as the luckiest person alive today. When a taxi smashed into police officer Jason Schechterle's patrol car, the fireball that consumed the vehicle should have killed him. But by a series of small miracles, Schechterle survived: Dying would have been easier...

### ***Wednesday Keynote (2): Gratitude is our Super Power***

***Presented by: Charles Hedgspeth, LevelUp 911 Training***

In this session, we will learn that every day is a great day to practice gratitude! By intentionally recognizing the good around us, we cultivate a mindset that fosters happiness and resilience at work and, more importantly, at home. When we can incorporate gratitude into our daily routine, we can live a more fulfilling and emotionally intelligent life.

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### ***Session 25: The AI Advantage in Call Centers: Enhancing Decision-Making in Emergency Situations***

***Presented by: Milan Mueller, Smart Response Technologies***

AI technology is helping to eliminate missed communication and avoid miscommunicating in critical situations, thereby enhancing the efficiency and effectiveness of ECCs by streamlining operations and improving the accuracy of responses. With AI-powered systems, call centers can quickly analyze incoming data rapidly, even during high-stress situations, prioritize emergencies based on severity, and route calls to the appropriate responders. AI can also assist in generating automatic notifications, reports and analytics, enabling call takers and dispatchers to focus on more complex issues. This integration leads to faster response times, better resource management, and overall enhanced emergency services, while boosting job confidence and competency, leading to a decrease in stress and burnout experienced by many 9-1-1 professionals.

### ***Session 26: Bridging the Silence: Transforming Emergency Response for the Deaf***

***Presented by: Earl Karcher, Tyler Technologies***

Raised by deaf parents and now raising a deaf child, Product Manager Earl Karcher from Tyler Technologies brings his personal perspective and law enforcement experience to public safety tech. Earl understands the unique challenges the deaf community experiences and works to bridge communication gaps through education and technology.

### ***Session 27: PTSD and the Dispatcher***

***Presented by: Manisha Leary, Frontline Strong Together***

To address work-related stress and trauma among these first responders and their immediate families. · Develop a comprehensive behavioral and mental health education program with access to treatment providers and resources throughout the State. · Provide training to strengthen and improve work-life resiliency, career longevity, and peer support teams with the agencies. · Discussing the history of PTSD, trauma, and other mental and behavioral health concerns that affect first responders in the State of Michigan. We have now included specific research for the dispatcher and how they can improve their mental/behavioral health and improve work/home life balance.

### ***Session 28: Get Ahead of Technologies: QA for Smarter 911 Centers***

***Presented by: Leeann May and Scot LeDuc, Replay Systems, Inc.***

Explore the cutting-edge tools and technologies revolutionizing Quality Assurance (QA) and recording systems for 911 centers. This presentation delves into the latest advancements in CAD integration, screen recording, automation, and big data analytics that streamline operations, reduce errors, and optimize resources. Learn how these innovations enhance communication platforms, enable comprehensive QA evaluations, and provide actionable insights for continuous improvement. We'll also discuss the benefits of independent QA contractors, emphasizing how objectivity and expertise can elevate your QA program to meet the highest industry standards. Attendees will leave with practical tips to implement these tools and strategies effectively, enhancing performance and compliance in their centers.

### ***Session 29: Emerging Technology in Public Safety: Enhancing Resilience and Response***

***Presented by: Caleb Branch and Rachel Morrison, INdigital***

We will explore cutting-edge technologies that are shaping the future of public safety. You will discover how Starlink's satellite connectivity ensures reliable communication in remote and disaster-stricken areas. Learn how MEVO's enhanced multiple abandon button options are designed to provide flexible call rerouting during emergencies. Additionally, we will dive into the power of GIS and geo-routing, showcasing how these tools can direct 911 calls to specific areas when disasters strike. Join us to see how these innovations are strengthening emergency response capabilities and supporting PSAPs in critical situations.

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### **Session 30: New Audit Process and CJIS Security Policy Updates**

**Presented by: Trevor Carlsen and Christine McPharlin, Michigan State Police**

Best practices for LEIN audits and review of new audit process and CJIS security policy updates.

### **Thursday Keynote (1): Effective Strategies for Dealing with Workplace Conflict**

**Presented by: Jason Long, LevelUP 911 Training**

This session will explore techniques for managing conflicts that may arise among co-workers and other personnel within the radio room. We will discuss the different types of conflicts that may occur, as well as the various types of employees involved. Additionally, we will provide strategies for effectively handling and managing conflicts within the agency, ensuring that a harmonious and productive work environment is maintained for all.

### **Thursday Keynote (2): Be an Inspiring Leader**

**Presented by: Joe Serio, Ph.D. The 360 Dispatcher**

In this highly interactive keynote, Joe Serio, Ph.D., shares the secrets to inspiring leadership that anyone can easily use on a daily basis at any level of an organization. This keynote explores the core of leadership and creates a roadmap your audience can use to become more inspired and inspiring to others. He then, for the first time, reveals the magic formula that will transform any comm center.