



Wyoming APCO/NENA Newsletter 2018 SUMMER EDITION

AUGUST 2018

A MESSAGE FROM THE CHAPTER PRESIDENT

IN THIS ISSUE

Working for Public-Safety Communications In the Cowboy State

by Glen Crumpton, CMCP, LCCCC Director, WY APCO-NENA Chapter President

New developments in technology may improve the location-based information delivered to Wyoming PSAPs. These changes could be available as soon as the end of 2018.

An announcement in June of 2018 advised the new iPhone IOS update will provide improved 9-1-1 mobile phone location information to the PSAP using the device GPS, cell tower(s) and Wi-Fi access point information. The improved location information is transmitted to a NG911 Clearinghouse and accessed by the PSAP.

To make this more interesting, PSAP access to Clearinghouse data can be free. Free access will require an internet browser connection, where the telecommunicator enters the active callers' mobile number to access the caller's location from the Clearinghouse data. Optional integration to your agencies existing 9-1-1 phone system may also be possible with a system upgrade.

A second technology advancement will potentially deliver wireless dispatchable location services (WDLS) to the PSAP. This solution would deliver enhanced location information through your current Automatic

Locations Information (ALI) data base, providing a dispatchable location regardless of the phone manufacturer or software version. The expected launch of this technology is at the end of 2018, and the cellular carriers will begin the process to deliver WDLS to the PSAP.

Questions remain on implementation of these new technologies and the impact on your Center's day-to-day operations. I encourage each of you to research the technologies and identify the best solution for your Center.

As always, please contact me if you have questions or concerns at the Laramie County Combined Communications Center, 307.633.4330.



Glen Crumpton, Chapter President



New Feature: WY's TAC Corner

Welcome to a new feature in our newsletter. Each edition will have topics related to Terminal Agency Coordinator (TAC) information. This edition we will address a topic that many aren't aware of. Visit page two to update your center's operations.

Page #2



WY APCO NENA 2018 Conference

We have great things planned for this year's conference held at the Casper Ramkota November 5th-7th. Page three will highlight the featured speakers.

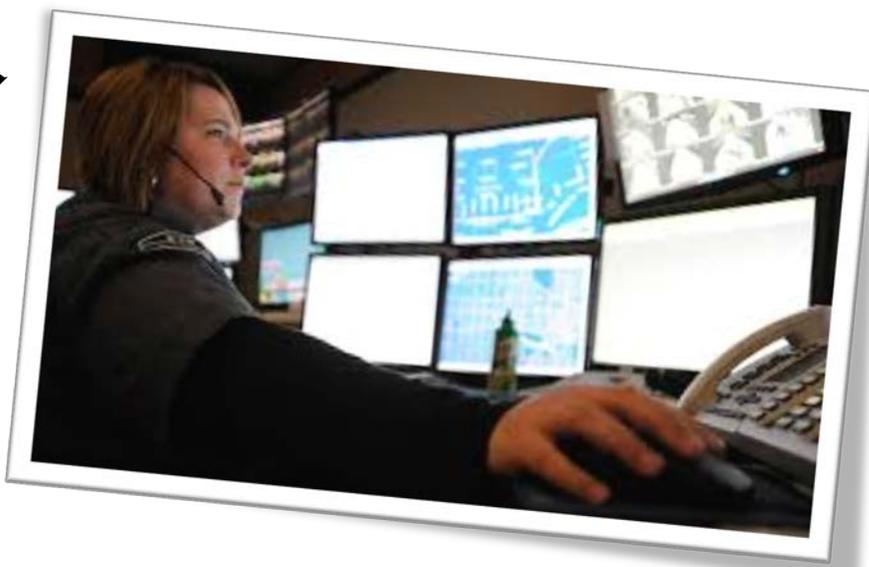
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WYOMING'S TAC CORNER

By Candice McCart

Hello! My name is Candice McCart, and I am the Terminal Agency Coordinator for the Laramie County Combined Communications Center in Cheyenne. This corner is intended to cover topics pertinent to using NCIC in the course of our jobs, by addressing questions and topic suggestions from both you and the Control Terminal. Some of it may be new to you, some of it may be review; it's all intended to be useful.

My first topic is Alternate Routing on OpenFox. Alternate Routing is used when the primary terminal your agency normally receives messages on is not functioning or receiving properly or will not be attended after usual business hours. That terminal can be re-routed to another terminal within your agency, or to a terminal at a neighboring agency. During business hours, you can contact the Control Terminal. After hours, this process can only be started or ended by the TAC for the involved agencies, OR someone the TAC has previously assigned for profile permissions through the Control Terminal. The process involves pulling the incoming traffic from the original terminal and is done on the intended receiving terminal.



On the intended receiving terminal, sign in to OpenFox and open the mailbox. In the command line, enter the following: **/SSR(space)xxx/SE(space)yyyy** and hit enter. {NOTE: (space is just that – a single space; xxx is the ID of the station being routed from, yyyy is the ID of the new receiving station; the station ID for a given terminal can be found in the top left corner 'Terminal xxxx', that 4-digit alpha-numeric is the ID for that specific terminal.}

Sending messages back to the original terminal involves cancelling the routing. Again, sign into the temporarily receiving terminal, open the mailbox, and in the command line enter the following:

/RSR(space)xxxx and hit enter. {NOTE: xxxx is the ID of the station that was originally routed from.}

This is intended only as a temporary fix. You should also be notifying the Control Terminal via e-mail or telephone that you have re-routed your traffic and notifying your IT department to get the problem resolved as soon as possible.

If you have any particular suggestions or questions for the TAC Corner, please submit them to candicer@laramiecounty.com And they will be addressed in a future newsletter.



Happy Dispatching

2018 SCHOLARSHIP CONTEST



2017's Conference Scholarship Winners
Liz Holtgreve and Valarie Gelinias

The Wyoming APCO-NENA Chapter is continuing their efforts to assist agencies in their efforts to send attendees to our annual conference. 2017's conference had two such attendees that won the scholarship contest.

It's a simple contest...write a 500-word essay on the topic of **"How Can One Person Improve Morale and Motivation in the Communications Center?"** The essay must be original and written by the applicant. The essay should be based on accurate research, industry knowledge, and realistic concepts, ideas, and technologies.

Where do I find the application?

www.wyomingapco.com

Submit the essay to:

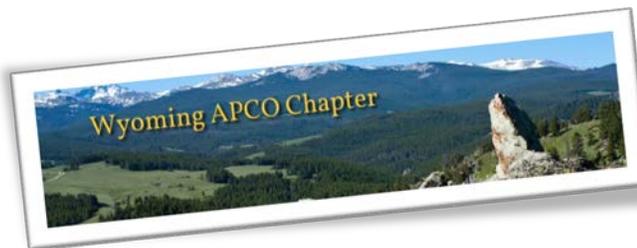
Terri Sherman
Converse County Joint Communications Ctr.
107 N 5th Street, Suite #114
Douglas, WY 82633
-or-
Terri.sherman@ccjcc.us

Essay deadline: September 21, 2018

Award Winner Notification:
September 28, 2018

What does the scholarship provide?

Recipients registration fee (valued at \$150)
20 POST training hours
1-night hotel stay at the Ramkota (your center will pay for the remaining night(s) lodging fees).



Wyoming APCO-NENA Chapter
Annual Conference

November 5th – 7th, 2018

Casper, Wyoming

Ramkota Hotel & Convention
Center

Featured Speaker for the 2018 Chapter Conference



Anna Brewer,
Former FBI
Special Agent
for Human
Trafficking,
Child
Abductions,
and criminal
Investigations

Anna Brewer is a former FBI Special Agent and a leading specialist in the field of human trafficking, child abductions, and criminal investigations. She has 20 years of experience as an FBI Special Agent who developed task forces within the law enforcement community to help educate and eradicate human trafficking and sexual exploitation of children. As a Special Agent assigned in Reno, Nevada, Anna established and managed an Internet Crimes Against Children Task Force and established and managed a child exploitation task force to combat child sex trafficking. In 2006, Anna was selected as an original member of the FBI's Child Abduction Rapid Deployment (CARD) Team and traveled throughout the United States to investigate child abductions. Anna served as the FBI's Behavioral Analysis Unit (BAU) Coordinator and, in that capacity, worked with threat assessment, threat analysis, and traveled throughout the United States to educate the community regarding incidents of violence in the workplace and at institutions of higher education.

Anna is a dynamic and engaging speaker who shares her own real-life experiences to document the spread of human trafficking and its pervasiveness into every community. She offers tools and tactics for identifying victims of human trafficking and provides education on how to manage when such a

situation is revealed. During our 2018 Wyoming APCO-NENA conference, Anna will be presenting "Human Trafficking 101: Realize, Recognize, and Respond." This presentation is designed for the audience to: **REALIZE** that sex trafficking happens...even in Wyoming; **RECOGNIZE** the signs (What will the first responder see? What will a citizen see? What does sex trafficking look like?); and **RESPOND** (If I **REALIZE** and **RECOGNIZE** sex trafficking, how do I respond?). She will also offer tips to assist first responders, including what types of questions dispatchers should ask that would be helpful to responding officers.

Anna currently works as an Investigator for the Nebraska Attorney General's Office assigned to investigate human trafficking in Nebraska and is also a Human Trafficking Training Consultant with the Women's Fund of Omaha. Anna is a member of the Nebraska Human Trafficking Task Force, and volunteers with various non-profit organizations and faith groups, including the Coalition on Human Trafficking (Omaha), to educate the community regarding human trafficking. In February 2016, Anna was recognized by Nebraska's Attorney General, Doug Peterson, with the Nebraska IMPACT Award, for her efforts to combat human trafficking in Nebraska. In March 2017, Anna was recognized by The American Mothers Inc. as both the State of Nebraska's "Mother of Achievement" and the "National Mother of Achievement" 2017.

THE APCO CORNER

Current updates on what's happening in the Association of Public-Safety Communications Officials organization. Our Chapter Representative is 1st VP Robin Etienne, Executive Director Sweetwater County Combined Communications

The Association of Public-Safety Communications Officials (APCO) International recently held their annual conference in Las Vegas earlier in August. New leadership was voted in. Listed is your new APCO Board of Directors:
President – Holley E. Wayt, ENP RPL
1st VP – Tracey M. Hilburn, RPL ENP
2nd VP – Margie Moulin, RPL, CPE
Immediate Past President – Martha K. Carter
Ex-Officio – Derek Poarch

"PSAPs simply must be able to receive emergency calls and data from the public, then process and share the calls and data with other PSAPs and responders in the field, regardless of jurisdiction, equipment, software or service provider, and without costly after-the-fact integrations or specialized interfaces." Derek Poarch

Western Regional Representative –
Desi Calzada

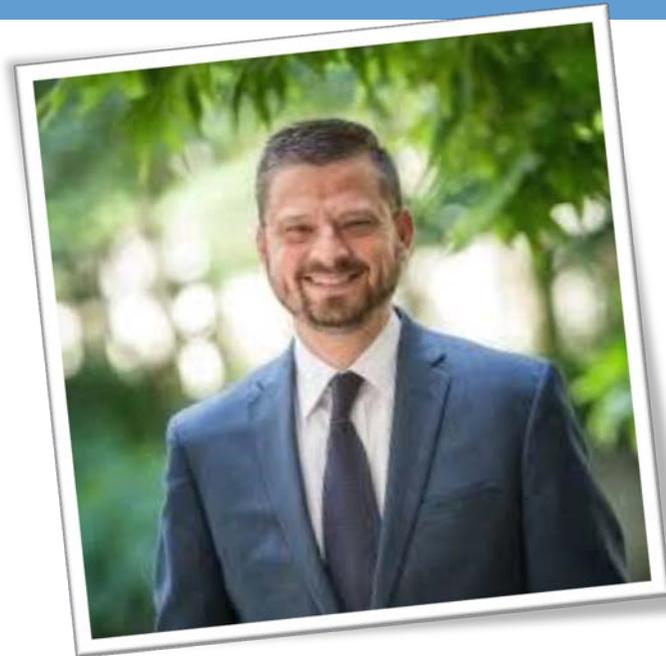


THE NENA CORNER

Get current updates on what's happening in the National Emergency Number Association. Our Chapter Representative is 2nd VP Terri Sherman, Communications Manager Converse County Joint Communications terri.sherman@ccjcc.us

The National Emergency Number Association (NENA) held their annual national conference in Nashville this year. On opening day, it was announced that the new iOS update will improve location services. Building on this concept, Uber committed to assisting NENA in improving 9-1-1 location services. The whole conference was energizing and closed with the new president's challenge to demonstrate a "Culture of Commitment".

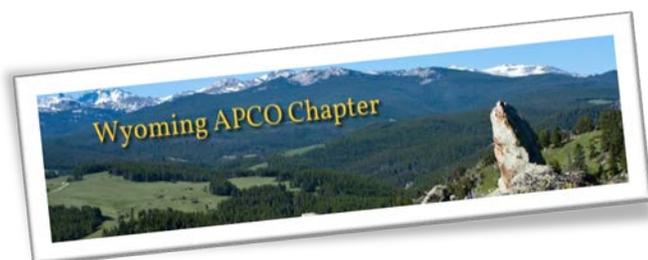
The 2018 NENA Board of Directors
President – Jamison Peevyhouse, ENP
1st VP – Monica Million, ENP
2nd VP – Gary Bell, ENP
Immediate Past President –
Ron McMullen, ENP
Western Director – Charles Cullen, ENP



"Whether you are behind the headset identifying time saving protocols to use on the next call, whether you're in the backroom deploying a cost-saving solution, whether you're in the lab testing new interconnections, whether you're in the administrative office trying to meet those public expectations, or whether you're in the board room focused on that five-year plan that's continually evolving

Wherever you are in 9-1-1...whatever you do in 9-1-1...whatever your role may be in 9-1-1, we all must exemplify a culture of commitment – commitment to our co-workers, commitment to our community, and, most importantly, commitment to our callers."

Jamison Peevyhouse, ENP, President



Featured Speaker for the 2018 Chapter Conference



**JEN "THE IRON JEN"
MCDONOUGH**

In her roles as a motivational storyteller and engaging Amazon Top 100 author, **Jen McDonough** works with first responders and high-stress organizations in helping them to cultivate courageous leaders through learning ways to build resiliency, reduce stress, calm chaos, and improve communication.

Jen and her family are most known for paying off over \$212,000 worth of debt and medical expenses in 4 years. Their story has been featured in local, national and international media. She is also an eight-time national weightlifter, MN Hall of Fame inductee, and two-time U.S. Olympic Festival medal winner as well as an Ironman triathlete. All 3 of Jen's books have hit Amazon's Top 100 categories, including her book *5 Minutes A Day to Living Beyond Rich*.

During our 2018 Wyoming APCO-NENA conference, Jen will be presenting three training sessions: "Calming the Chaos," "Courageous Mindset," and "Reducing Workplace Trauma and Drama."

- **"Calming the Chaos"**—Besides working in ever-changing work environments, our every-day heroes are fatigued, stressed out, and often times are on their way to becoming burned out from all the day-to-day pressures. These negative consequences can lead to dangerous and chaotic outcomes for not only the employees themselves, but also for their organizations, communities, and families. Jen will help attendees discover how to calm the chaos in their work and home environments using simple techniques that will empower them to overcome their obstacles.

families today. In this fun session, attendees will learn how to recognize the strengths, weaknesses, fears, stress triggers, communication preferences, and motivators for each of the personality styles so they can build resiliency, reduce stress, and create drama-free environments.



- **"Building a Courageous Mindset"**—How much better would our families, communities, and organizations be if we helped individuals develop a courageous mindset? In this engaging session, attendees will learn how to build resilience, overcome obstacles, and work in their strengths by developing a courageous mindset. Jen will show

Are you looking to become more involved with your chapter? We are looking for members to run a door prize committee. This committee would assist in going to local businesses gathering donated items to be given as door prizes at our conference. If you are interested in sitting on this committee or the Awards, Scholarship, or Silent Auction committees, contact the following:

Joey Williams: Awards Committee
jlwo5@ccgov.net

Cara Moore: Door Prize Committee
Cara.moore@wyo.gov

Terri Sherman: Scholarship or Scholarship Committee
Terri.sherman@ccjcc.us

- how the lack of a courageous mindset can cause stress, she'll identify destructive behaviors that promote chaos and discourage a courageous mindset and will teach four ways to develop a courageous mindset even during times of turbulence.

- **"Reducing Trauma and Drama: Understanding Personality Styles 101"**—Chaos, trauma, and drama due to communication breakdown is one of our biggest issues facing organizations, communities, and

WYOMING APCO-NENA CHAPTER ANNUAL AWARDS NOMINATIONS

Hello, it is not too early to start thinking about nominating a deserving individual for one of the Wyoming APCO awards to be given out during the APCO-NENA conference in Casper in November.

This year you can even nominate a group! It was suggested at last year's conference that we needed to consider a category that would recognize a group of individuals or perhaps even a communications center for an event or accomplishment(s) during the year.

Fortunately, APCO International has a category, **Public Safety Team of the Year**, which we have decided to implement for Wyoming APCO. Therefore, if you have a group or team of individuals that you feel should be recognized for their achievement(s) please nominate them in this category!

With the new category we now have five areas where an individual's or group's work can be recognized:

- Public Safety Team of the Year
- Public Safety Telecommunicator of the Year
- Public Safety Communications Information Technologist of the Year (IT)
- Public Safety Communications Radio Technologist of the Year (Radio Tech)
- Public Safety Communications Supervisor/Director/Manager of the Year

Check out the Wyoming APCO/NENA Chapter website, wyomingapco.com, as we get closer to the conference for the 2018 Award Nomination Forms.

I would like to thank the folks across the state that gave their time last year to serve on the awards committee and help select the award recipients for each category. I will probably be contacting you again this year to see if you would like to continue in the selection process. If you have not participated in the past and would like to help this year, please let me know.

Thank you,

Joey Williams
Awards Committee Chair
307-687-6126
jwilliams@ccgov.net



ANNUAL SILENT AUCTION

Each year our chapter raises funds for the Sunshine Fund. The fund provides a measure of financial assistance to those public safety communications professionals who experience a life altering event of a nature that places a significant financial burden upon them or their immediate family. Last year our silent auction raised \$800 and a portion of the money raised will be donated to the fund.

We invite every agency, whether you can attend the conference or not, to build and donate a gift basket for auction. We hold the silent auction the first night of our conference and it tends to be quite fun. Use your imagination and creativity and let's build a basket to help out those in need. If you would like to be on the committee, just contact Terri by email at terri.sherman@ccjcc.us or phone 307.358.1994.

ADVANCED COMMUNICATIONS TRAINING OPPORTUNITY

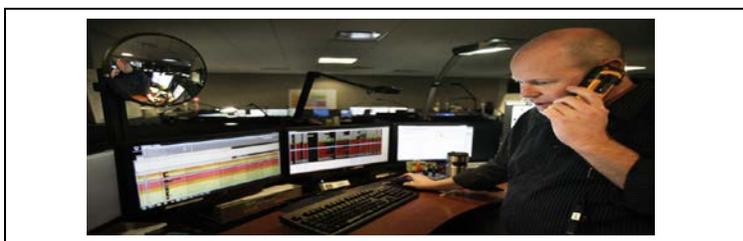
The Wyoming Law Enforcement Academy is hosting the Annual Public Safety Communications Continuing Education Credits Course for 2018 on September 12th-13th. They are holding the application period open for at least another week.

The Academy has designed this course for experienced dispatchers to increase their knowledge, skills and to better prepare them for the challenging situations they are exposed to on the job. Each year many of the course topics change – allowing for the Communications Professional to have an increase in training opportunities.

Topics include:

- ✓ Legal Updates
- ✓ Critical Incident Response
- ✓ Conflict Resolution
- ✓ Leadership Training
- ✓ NCIC & TTY Security Updates

Don't miss this opportunity to build your knowledge and skill set to improve performance, advance your career, and to network with personnel from other agencies just like yours.



This course provides 16 POST hours for a minimal training fee of \$110...What a bargain!

Find the application at www.wleacademy.com under Special Programs.

If you have any questions, don't hesitate to call Jesse Curtis at 307.358.3617 or email him at jesse.curtis@wyo.gov.