

25th Annual
Illinois
Public Safety
Telecommunications
Conference

October 18-21st 2009

**Crowne Plaza Hotel,
Springfield, IL**

**Sponsored by the Illinois Chapters of
APCO and NENA and the
Illinois Commerce Commission**



www.911conference.org



ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS CONFERENCE -2009

SPECIAL TRAINING SESSION

Sunday October 18th, 2009

Communications Center Supervisor

Tony Harrison of The Public Safety Group

A special one-day seminar designed to answer some of the most important topics & questions of Supervisors. This class has been specially designed for the Illinois Chapter of APCO and will include such topics as:

- Supervising during a disaster
- Liability issues
- Disciplinary issues
- Motivating communications professionals
- Dealing with difficult employees



Tony Harrison is the founder of The Public Safety Group. Tony has spent more than twenty years in the communications center. Tony has worked at small communications centers to major metropolitan communications centers. Tony is a Certified Emergency Number Professional. Tony has a BA in Criminal Justice and an MA in Political Science – Urban Affairs.

The Public Safety Group's motto is to provide the highest quality training at affordable prices. Our instruction is professional, motivational and can be customized specifically for your agency.

The Public Safety Group was incorporated in 1994 to train Public Safety professionals. The Public Safety Group has provided training for more than 1,000 public safety professionals a month all over the United States.

The Illinois Chapters of APCO and NENA are proud to bring Tony Harrison to the 25th Anniversary Public Safety Telecommunications Conference for this training opportunity.

ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS CONFERENCE -2009

PROGRAM SESSIONS

New this Year!

ETSB Roles & Responsibilities:

John Kelly, Ottosen, Britz, Kelly, Cooper & Gilbert, Ltd.
Marci Schroll, 9-1-1 Program Manager, I.C.C.

This training class is a new offering this year and is intended for ETSB Board Members. This is a three (3) hour split session class on Tuesday. This class will focus on the following:

- Illinois Open Meetings Act
- Attorney General Opinion Review
- Legislation
- And more...

The following is a list of programs and instructors:

Go to www.911conference.org for the most complete and up-to-date listing.

FCC Updates:

Bette Rinehart/Meg Grant, Motorola

Legal Issues:

John Kelly, Ottosen, Britz, Kelly, Cooper & Gilbert, Ltd.

Domestic Violence:

Tony Harrison, The Public Safety Group

9-1-1 Coordinators Roundtable:

Allan Davis/Marci Schroll, Bond County/ICC

NIU Shooting – (Forward, Together, Forward)

Lisa Miller, City of DeKalb Police Dept.

IL-TERT Member Updates:

IL-TERT Training Committee, IL-TERT

Narrowbanding

Steve Rauter, IL Narrowbanding Committee

Telecommunicator Liability:

Tony Harrison, The Public Safety Group

9-1-1 Public Education Networking:

Caryn DeMarco/Cathy Lamont, Will County
9-1-1/Franklin County 9-1-1

GIS Data Development: Preparing to get Lost EMnet:

John Hall, Microdata

Alan Choutka, IL PSIC/CASM – EMnet
Coordinator

Statewide Interoperability Executive Committee: Missing and Exploited Children:

Steve Jackson, IEMA

National Center for Missing and Exploited
Children

I Can Do It All By Myself:

T.G. Mieure, Mundelein Police Department

Planning & Conducting Communications

Meetings:

T.G. Mieure, Mundelein Police Department

PSAP Efficiency, Tips You Can Take to the Bank:

NICE Systems

Shared IT Services, Develop Your Own Cloud:

Jerry Irvine, Prescient Solutions

The Future of 9-1-1 GIS:

Contact One

Quality Monitoring in the PSAP:

Bill Behar, Commercial Electronics
Corporation

IT Security in a NG World:

Jeremy Smith, Plant/CML

NG-9-1-1, Educating Decision Makers:

Paul Fahey, Plant/CML

MABAS Update:

Chris Lienhardt, RED Center

Effective Technology Management Techniques

For PSAPs:

Mark Holmes, Kimball and Associates

The Varying Flavors of NG9-1-1:

Kimball and Associates

EMD in Illinois:

John Ferraro/Jason Kern, DU-COMM/
Highland Park Police Department

Deaf Callers:

Multi-Jurisdictional Interoperability

Captain Eric Johnson, U.S. Air Force

Communications Effectiveness:

ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS CONFERENCE -2009

The Illinois Public Safety Telecommunications Conference sponsored by Illinois APCO - INENA & ICC continues to be one of the largest and best such events in the country. The Conference Committee has worked hard to once again offer a comprehensive and informative program at this 25th annual conference.

THE CONFERENCE LOCATION

The headquarters hotel for the conference is the Crowne Plaza located at 3000 S. Dirksen Pkwy, Springfield. Rooms are also available at the adjacent Holiday Inn Express.

HOTEL RESERVATIONS

The standard room rate for the Crowne Plaza is **\$104.00** (plus 12% tax) and for the Holiday Inn Express **\$90.00** (plus 12% tax). Hotel reservations must be made directly with the hotel by using the housing form attached or found on 9-1-1 conference web site listed below.

CONFERENCE REGISTRATION INFORMATION

Please complete the registration form on the facing page. Payment must be either by check or credit card (MasterCard and Visa only). Day passes, which include the meal for that day, are also available; and extra lunch and banquet tickets may be purchased at the conference registration desk.

Additional information and forms are available on the web site:

www.911conference.org

Advanced registration deadline is September 25th, 2009

GENERAL CONFERENCE INFORMATION

NO SMOKING POLICY

Please observe the State of Illinois No Smoking Law and specific hotel regulations.

SPECIAL ARRANGEMENTS

If you or a guest has any disabilities, please let us know. The Conference complies with ADA requirements and will provide reasonable accommodation for conference participants upon notification.

ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION

Illinois APCO and INENA have formed an independent non-profit organization, IPSTA, to administer and manage the conference. Registration payments should be made payable to and mailed to IPSTA as indicated on the registration form.

