



Kansas Chapter

# FALL APCO Conference Class Schedule Sunday, October 10, 2010

Location: Hyatt Regency Wichita, Kansas

0800—Tuesday 1700	COML (Santa Fe Room)
1000—1200	APCO Board Meeting (Board Room)
1300—1700	Vendor setup (Eagle ABC)
1700—1900	REGISTRATION (Meeting Planner Office) and VENDOR ROOM — (Eagle ABC)
1900—2200	SOCIAL (Off-site Location) Sponsored by Voice Products

## ***Preparing For The Future By Learning Today***

VENDOR EXHIBIT AREA WILL BE  
OPEN:

Starting Sunday at 1700 hours and will close on  
Tuesday at 1300 hours

HOSTED BY:

911 Emergency Communications



*Sedgwick County...*  
*working for you*

# FALL APCO Conference Class Schedule – Monday, October 11, 2010

Hosted by: Sedgwick County Emergency Communications

0700—0800 REGISTRATION (Meeting Planning Office) - VENDOR ROOM (Eagle ABC)  
 0800—0900 OPENING REMARKS AND BREAKFAST – Blooper DVD (Eagle DE)  
 0900—1000 GENERAL SESSION—(Eagle DE) - Leadership & Service During Uncertain Times - Kathy Sexton  
 1000—1030 DEDICATED VENDOR VISITATION TIME – (Eagle ABC)  
 1045—1200 GENERAL SESSION – (Eagle DE) - Motobridge  
 1200—1300 LUNCH - Sponsored by the Sedgwick County Board of County Commissioners

	EAGLE F (40)	EAGLE G (40)	EAGLE H (40)	CHISHOLM/STIMSON (60)	SANTA FE TRAIL (25)	EAGLE ABC
1300 – 1345	Leading Customer Service Kristin Gill	Tactical & Incident Dispatch Don Gruver	Manager/Director Round Table Brad Gilges	GIS Essentials for the PSAP Professional Lin Bates	COML 0800 Sunday thru 1700 Tuesday	VENDOR EXHIBIT AREA
1345 – 1355	<b>BREAK</b>					
1355 – 1440	Supervisor Round Table Elora Randleas	Critical Incident Stress Management Don Gruver	Law Enforcement Quality Assurance Program Linda Staats	K9 Search and Rescue Tom Pletcher	COML 0800 Sunday thru 1700 Tuesday	VENDOR EXHIBIT AREA
1440 – 1510	<b>DEDICATED VENDOR VISITATION TIME</b>				COML 0800 Sunday thru 1700 Tuesday	VENDOR EXHIBIT AREA
1510 – 1555	. Office Ergonomics Tammy Brandt	. Child Abduction Response Team Diana Schunn	Project Management Overview Kent Koehler	Verizon Deployable Resources Darrin Gillihan	COML 0800 Sunday thru 1700 Tuesday	VENDOR EXHIBIT AREA
1555 – 1605	<b>BREAK</b>					
1605 – 1650	Media Relations and the Communications Center Dan Dillon	Child Advocacy Diana Schunn	EMD Bill Auchterlonie	Verbal Judo Jeff Weible/Donnie Phelps	COML 0800 Sunday thru 1700 Tuesday	VENDOR EXHIBIT AREA
1700 - 1745	Global Users Group	Kansas NENA				

1800—1900 VENDOR SOCIAL AND DRAWINGS (Eagle ABC)  
 1900—2030 BANQUET (Eagle DE)  
 2030—2100 Break  
 2100—2300 APCOs GOT TALENT (Eagle DE)

# FALL APCO Conference Class Schedule - Tuesday, October 12, 2010

0800—0930 GENERAL SESSION (Eagle DE) Two to Tango Part 1  
 0930—1000 DEDICATED VENDOR VISITATION TIME (Eagle ABC)  
 1000—1100 GENERAL SESSION (Eagle DE) Two to Tango Part 2  
 1100—1110 Break  
 1110—1200 GENERAL SESSION (Eagle DE) Texting to 9-1-1  
 1200—1300 LUNCH and BUSINESS MEETING (Eagle DE) – Sponsored by Motorola

	EAGLE F (40)	EAGLE G (40)	EAGLE H (40)	CHISHOLM/STIMSON (60)	SANTA FE TRAIL (25)	
1300 - 1350	Gang Unit Officers Miller and Guete	911 in the Community – Child Heroes and Volunteerism Karay Patterson	Americans with Disabilities Lindsey Mahoney	Victim's Assistance Michele Blunck	COML 0800 Sunday thru 1700 Tuesday	
1350 - 1400	BREAK					
1400 - 1450	Generations in the Workplace Brenda Stocklin-Smith	Crisis Intervention Team Narciso Narvais	CSI Cory Robivich/Alex Dean	Introduction to Radio Jason Moses	COML 0800 Sunday thru 1700 Tuesday	
1450 - 1500	BREAK					
1500 - 1550	Advanced Fire Dispatching Tim Millsbaugh	Health and Wellness – Mitigating Stress and Burnout BreeAnna Bennett	Discussion with Senators	Alcohol & Drug Free Workplace Harold Casey	COML 0800 Sunday thru 1700 Tuesday	

THANKS TO THE FOLLOWING SPONSORS FOR  
 HELPING TO MAKE THIS CONFERENCE A SUCCESS



Sedgwick County...  
working for you



# APCO CONFERENCE FALL 2010

## GENERAL SESSIONS:

**Leadership & Service During Uncertain Times** - Serving on the front line of communication with the public during times of crisis and emergency is a difficult job. This Opening Session will kick off the conference with reflections on how Public Safety Communications Officers can exercise leadership as they provide a critical service to the community. During tough economic times, stress levels run high, and creative thinking is required to solve problems and overcome barriers.

**Motobridge Orientation** - This course will educate attendees on the design and operational protocol of the MOTOBRIDGE statewide radio communications gateway system which will focus on the role of the communications officer in the overall procedure.

**Texting to 9-1-1** - Recent surveys by NENA and others indicate that the majority of young Americans incorrectly believe they can text to their local 9-1-1 center TODAY. Seven million hearing impaired Americans have largely standardized on text (SMS) as their preferred communication media. Life threatening situations (such as occurred at Virginia Tech) arise where making a voice call to 9-1-1 may give away the caller's physical location, and potentially endanger his or her life. What do you need to know to understand if your PSAP should implement a text solution? Who are the stakeholders in a successful text implementation? What potential impacts will 9-1-1 texting have on call volume, operating procedures and costs in your center?

**"Two to Tango"** - From conversation to confrontation, a lesson in communication and basic human interaction. The goal is to have better understanding of how to communicate, what to communicate, understanding the messenger, and a plan to be successful.

## BREAKOUT SESSIONS:

**9-1-1 in the Community** - Motivation is a word that most 911 centers know well; it's an important factor in fighting burnout. Motivation comes in different forms, from feedback to recognition to rewards, but can we motivate ourselves by helping others? This class will teach you how to get people involved with the community to help foster strong community relationships, and it will show you how working together outside of the center will build stronger relationships within the workplace.

**Alcohol & Drug Free Workplace** - The presentation will review facts regarding how alcohol and drugs impact our workplace environment including related cost, injuries and deaths. The presentation will also provide information on the signs and symptoms of addiction to alcohol and drugs, most popular drugs of use, and current trends in the central United States. Harold will discuss how to identify and recognize illicit drug use and alcohol abuse, intervention, and documentation.

**Child Abduction Response Team (CART)** – This is a rapid response team that has been trained in responding not only to child abductions but to any situation that the safety of a child is in question. The primary goal of the Sedgwick County Child Abduction Response Team is to provide a team of specialized workers and services which are available to provide assistance in cases involving the abduction or endangerment of children in Sedgwick County or in the State of Kansas, upon the request of a Law Enforcement Agency

**Child Advocacy Center of Sedgwick County (CACSC)** - The mission of the Child Advocacy Center of Sedgwick County is to promote the safety, health and emotional well-being of abused children and their caregivers by bringing together public, private and community partners. The primary function of the CACSC is to serve as the umbrella agency pulling multiple community agencies together to enhance collaboration and communication throughout the child abuse investigation process while improving support services to children and families. The purpose of the CACSC is to provide a comprehensive, culturally competent, multidisciplinary team (MDT) response to child abuse in a dedicated, child-focused setting.

**Critical Incident Stress Management** - Sometimes the calls we handle can overwhelm us and affect us in many ways. Learn to recognize the signs of critical incident stress and what you can do to help yourself and your coworkers, as well as the concept of CISM peer support interventions.

**Leading Customer Service** - As a manager or supervisor, you have daily opportunities to develop and direct your team to create positive experiences for customers. How do you motivate those around you to provide the best customer service experience possible? This class will give you tips on setting standards and developing employee's skills so that you may achieve your customer service objectives.

**Emergency Medical Dispatch (EMD)** – This session will address issues related to lightning strike injuries. He will discuss the types of lightning strikes as well as the types of lightning injuries. He will also explain the morbidity and mortality of lightning strikes. Lastly, he will provide instructions on how to avoid lightning and pre-hospital treatment of lightning injury.

**Americans with Disabilities Act (ADA)** - Are you familiar with who qualifies as a person with a disability? The 2008 ADA Amendments Act has significantly changed what it means to qualify as a person with a disability under the Americans with Disabilities Act (ADA). What does this mean for employers? This session will cover the recent changes in the law, as well as address both the legal and practical issues of reasonable accommodation. Learn what employers should be doing to ensure their employment actions are in compliance, as well as how to handle challenging situations that may arise regarding employees with disabilities.

**Advanced Fire Dispatching** -

**Gang Unit** - Officer Guete and Officer Miller are responsible for responding and investigating all violent crimes, including homicides, shooting, stabbings and all gang related incidents. Officer Guete and Officer Miller are also responsible for gathering and disseminating gang intelligence information to officers, detectives, and surrounding law enforcement agencies.

**Generations in the Workplace** - Every organization in the United States is experiencing a new set of workplace dynamics based upon the phenomenon of four generations working together – either in its own workforce or in its clients, customer and supplier base. *Generations in the Workplace* will focus on how to recognize, respond to and resolve differences involving generational issues where productivity, teamwork and customer satisfaction could suffer if not handled effectively. Participants will walk away with several tools, which will enable them to communicate effectively and build a respect-filled workplace where people of all generations can do their very best!

**GIS Essentials for the PSAP Professional** - Attendees will receive an overview of project management with a heavy emphasis on public safety and technology that will enhance the chances of successfully completing their projects. The information provided will be applicable to all sizes of projects and departments. Attendees are encouraged to have questions regarding current or future projects.

**Health and Wellness: Mitigating Stress and Burnout** - Control stress before it controls your life. This class helps you recognize physical dangers stress can cause and what can be done about it before it becomes too overwhelming.

**Intro to Radio Communication** - This course will provide, at a basic level: Communications systems types and common terminology, basic PSAP radio configurations and a high-level overview of FCC licensing and licensing reference tools

**K9 Search and Rescue** - This presentation will cover the basics of how a K-9 team operates, including the types of situations in which a K-9 team might be an appropriate resource. We will briefly discuss how the dogs work with scent and the different types of training that take place, such as wilderness, trailing, and human remains detection.

**Law Enforcement Quality Assurance** - This class will demonstrate how to ensure, not only the safety of the citizen and field units, but maximize customer service through the call taking process. We will have examples of calls to review substantiating this process of improving unit safety and customer service, regardless of the size of your communications center.

**Manager/Director Round Table** - This class is a round-table discussion designed for directors and managers of 9-1-1 / Communication's Centers to discuss issues they are having and looking for solutions found by other directors and managers. A topic list will be sought prior to the conference, but any topic will be available for discussion.

**Media Relations and the Communications Center** – Dan Dillon will discuss how KFDI reporters work with dispatchers and take questions. Because of his participation on several public safety boards, committees, and teams, he has a unique perspective that many people in the media do not have.

**Office Ergonomics** - Do you sometimes leave work feeling stiff and sore? Whether you are new to ergonomics or just need a refresher, this workshop will provide information on monitor height, keyboard and mouse placement, chair settings, and other tips to make you more comfortable at your job. The application of basic ergonomic principals can result in increased productivity, improved safety and health, improved work quality, lower lost time at work, and lower workers compensation claims.

**Project Management Overview** - Attendees will receive an overview of project management with a heavy emphasis on public safety and technology that will enhance the chances of successfully completing their projects. The information provided will be applicable to all sizes of projects and departments. Attendees are encouraged to have questions regarding current or future projects.

**Supervisors Round Table** – Will give supervisors the opportunity to sit down and discuss supervisory techniques, frustrations, triumphs and challenges with peers in an effort to impart knowledge or gain a new perspective. Perhaps you've tackled a problem with a unique approach that you want to share or perhaps you have an issue that you've tried to attack at every angle and you're out of ideas, either way this class is for you.

**Tactical Dispatch** - Major events (SWAT callouts, multiple alarm fires, MCI's) tax the dispatch center. These events often demand a dedicated channel and dispatcher but the normal calls continue to come in. Putting trained dispatchers in the field to handle that incident takes a huge load off the PSAP and gives the incident commander a valuable resource on scene.

**Verbal Judo** – This class will address active listening during call processing and some “do's and don'ts” that can be utilized immediately.

**Victim Assistance Unit** – This session will provide an overview of victim assistance and a brief history of victim's rights in Kansas.

## **BIOGRAPHIES:**

### **GENERAL SESSIONS:**

**Jason Moses**—is employed by the Kansas Adjutant General's Department and serves as the Interoperable Communications Coordinator within the Office of Emergency Communications. Although most of his public-safety career was spent in law enforcement, Moses enjoys a wide-range of public-safety and communications experience. Other than his law enforcement experience he has worked in public utilities, volunteer fire, Emergency Management, dispatch communications, and has been a member of the City Council in Oakley, Ks. Formerly, as a part of a family two-way radio business, Moses has experience in both commercial and public-safety radio systems.

**Kathy Sexton**—has been City Manager of Derby (population 22,000) since March 2006. Ms. Sexton earned the Master of Public Administration in 1992 and a Bachelor of Arts in English in 1989 from Wichita State University. She is an active member of the Kansas Association of City/County Management and a Credentialed Manager with the International City/County Management Association. Kathy currently serves as President of the Board of Directors of the Wichita Business Coalition on Health Care. She has been active with Visioneering Wichita since 2004 to set a strategic agenda for the Wichita metro area (four counties) and work over a 20-year period. Kathy is active in service to the community through the Rotary Club of Derby, American Red Cross Central Plains Blood Services Division Board of Directors, and the Derby Community Foundation. In 2008, she was recognized by the WSU Hugo Wall School of Urban and Public Affairs with the Alumni Award for Outstanding Public Service. *Ms. Sexton was Assistant County Manager of Sedgwick County Government from 2001 to February 2006.* From 1992 to 1995, when Kathy worked in the Governor's budget office in Topeka, she founded the Capital-Area Chapter of the Wichita State University Alumni Association. She later served on the Board of Directors and as President of the WSU Alumni Association and was recognized with its Young Alumni Award.

**Capt. Darin Scott**--Capt. Scott is an Operations Commander at the Topeka Police Department. He joined TPD in 1989, where he worked as a patrol officer for eleven years. He was promoted to Sergeant in 2001, then to Operations Commander in 2005. He was assigned to Professional Standards in 2007 and returned to the position of Operations Commander in 2008. Capt. Scott became a member of the TPD Crisis Negotiating Team, became nationally certified in crisis

negotiations in 2006, and then headed the unit until 2009. He holds a Bachelor of Science degree in Organizational Management and Leadership from Friends University and attended Pittsburg State University in the mid-80s. Capt. Scott also graduated from the Northwestern University School of Police Staff and Command in 2007.

**Eric Stenning**—is a member of the First Responder /Advanced Services team at Intrado and since 2008 has worked with multiple states, regions and counties to transition Public Safety Answering Points (PSAPs) to Next Generation 9-1-1 services. Eric has over twenty years experience in Public Safety technology including 911 Phone Systems (CPE), Computer Aided Dispatch (CAD), Record Management Systems (RMS), RF communications, broadband gateway and NG9-1-1 networks. Intrados' Advanced Services team, in partnership with major Telcos, is deploying Next Generation 9-1-1 across America and Eric utilizes this experience to provide a common sense approach to what call takers and managers need to know to plan for upcoming changes to 9-1-1.

#### **BREAKOUT SESSIONS:**

**Bill Auchterlonie**—began his career with EMS in 1975 as an EMT. He began working for Sedgwick County EMS that same year. He soon became an MICT in 1976 and became a Lieutenant, Captain, Training Officer-I/C and Major in his 30 years serving the citizens of Wichita and Sedgwick County. Currently, he is working for Hutchinson Community College, teaching the paramedic program. Bill also is an Emergency Medical Dispatch Instructor and Fellow with the National Academies of Emergency Dispatch. He has extensive teaching experience in EMD.

**Lindell (Lin) Bates**—spent over 10 years managing Engineering and Installation of Central Office Systems and Microwave for the Bell System. He has 10 years as a Building Wiring Consultant to Telco's and Private businesses with emphasis on Fiber-optics & Wireless networks. He has had national oversight of ACD Network design and sales of for Call Center hardware and software. And he has held senior positions in Sales Management for GIS/Mapping software, Remote Sensing and Photogrammetry.

**Michele Blunck**—has been with the Wichita Police Department for 26 years; working in various capacities. She was in SPIDER for ten years and Case Review for 13 years. She was promoted to supervisor of the Victim Assistance Unit in December of 2008.

**Tammy Brandt**—has been employed with Sedgwick County for 27 years. The last 4 years have been spent establishing and administering the County's ergonomic program. She has a Bachelors degree from Friends University along with a passion for fitness, wellness, and healthy computing.

**Harold Casey**—has a unique combination of education and experience consisting of both social and medical model administrative, managerial and clinical responsibilities. As a consultant, he has directed and assisted private and public sector facilities in the reorganization of staff development, new programming, and marketing. Presently, he is the CEO of the Substance Abuse Center of Kansas, a non-profit organization. He is responsible for the day-to-day operations providing assessments, referral and utilization review services to clients, referral agencies, and providers in the South /Central region of Kansas. This region consists of 18 counties located in South-Central Kansas. SACK employs 30 staff specializing in assessment, referral, case management/care coordination and pre-treatment services providing these services to state, county, and city organizations. Harold also directs EAP Plus contracting and facilitating Employee Assistance services for private companies. He has a BA degree from Wichita State University. He is a Senior Certified Alcoholism and Drug Addiction Counselor as well as Post President of The Kansas Alcoholism and Drug Addiction Counselors Association. He is certified with the State of Kansas licensing agency, Addiction and Prevention Services and certified as a Critical Incident Stress Debriefing specialist.

**Alex W. Dean**—is a thirteen year veteran of the Wichita Police Department and holds the position of Crime Scene Supervisor.. He is currently assigned to the Technical Services Bureau, Laboratory Section, Crime Scene Investigation Unit. His duties consist of collecting, processing, and preserving evidence at all types of crime scenes; coordinating and supervising forensic investigative efforts at major crime scenes; training of new Crime Scene Investigators; and daily administrative functions for the CSI Unit. Supervisor Dean has also served as a *Detective* within the Special Operations Bureau, Accident Follow-Up Unit; *Patrol Officer* and *Community Policing Beat Coordinator* within the Field Services Division; *School Liaison Officer* within the Support Services Division; and a *Radar Officer* within both the Special Operations Bureau and Field Services Division.

**Dan Dillon**—has been the KFDI News Director since February 1979. He also serves on the Child Abduction Response Team for Sedgwick County and the Emergency Planning board.

**Scott Ekberg**—is an Interoperable Communications Training Specialist with the Kansas Adjutant General's Department. He has more than 27 years of varied experience in law enforcement and emergency communications. Scott is a past president of the Kansas Chapter of APCO and was a Co-Project Manager in the development of the South Central Regional 911 Backup Center.

**Capt. Brad Gilges**—is the 9-1-1 Director for the Franklin County Sheriff's Office. Brad has worked for the sheriff's office for 34 years. He started as a dispatcher and then served as a road deputy. He was later promoted to detective. He served in that capacity until 1988 and then instrumental in the formation of the local Drug Enforcement Unit where he actively worked narcotic investigations for 2 years. In 1990 he became the 9-1-1 Director and still serves in that capacity. He also served as the Franklin County Narcotic's Unit supervisor until 2004. Brad also serves on the Kansas APCO Chapter Board of Directors as the Chapter Executive Committee-person since 2009.

**Kristin Gill**—began working for Sedgwick County Emergency Communications in 1998 as a dispatcher. In 2001, she received the award for "Dispatcher of the Year" from the Kansas Chapter of the Association of Public Safety Communications Officials International (APCO). Her nomination was forwarded, and she went on to receive the award for "International Dispatcher of the Year" from APCO International. In 2001, she was promoted to shift supervisor where she remained for six years. She served on the Law Enforcement Quality Assurance Committee, Quality Assurance Advisory Board, and served as the head of the 911 Awards Committee. Three years ago Kristin took on the position of 911 Training Supervisor. She also teaches Customer Service to new employees and supervisors at Sedgwick County.

**Don Gruver**—has been involved in emergency services since 1979 as a volunteer firefighter, EMT, and Communications Officer. Appointed as Assistant Director of Harvey County Communications in 2005, his primary duties are technical support, data systems administration and GIS mapping. He serves as a Tactical Dispatcher for the Harvey County Emergency Response Team and has been trained as an ICS Communications Unit Leader (COML). He also teaches ICISF Group Critical Incident Stress Management courses and has provided Critical Incident Debriefings statewide.

**Officer Javier Guete**—is a member of the Wichita police Department Gang Intelligence Unit. He is one of four gang intel. officers assigned to the investigations section. Officer Guete has been on the force since June of 2001. He was assigned to Patrol North 2<sup>nd</sup> shift. Patrol North Special Community Action Team SCAT and then the Gang Unit.

**Kent Koehler**—is a Senior IT Project Manager for Sedgwick County. He manages or has managed projects for nearly all of offices and departments within Sedgwick County. Kent has managed a multiple projects for public safety agencies throughout Sedgwick County. Kent has served on the Kansas Statewide Interoperable Executive Committee (SIEC) since it was formed. He is the APCO appointee to the group. He is the chairperson of the group. Kent is a certified project management professional (PMP). He is a graduate of Wichita State University. (BS and MBA).

**Lindsey Mahoney**—has served as Americans with Disabilities Act (ADA) Coordinator for Sedgwick County since 2008. In this capacity, she is responsible for coordinating the County's accessibility improvements to facilities, responding to citizen requests, as well as performing the Human Resource functions of facilitating accommodations for employees with disabilities. Lindsey is trained as an architect and practiced architecture, including renovations for accessibility improvements, in Kansas City prior to joining Sedgwick County. Lindsey serves as Vice Chair of the Wichita/Sedgwick County Access Advisory Board, whose mission is to enable persons with disabilities to participate in the full social and economic life of the community.

**Officer Roderick Miller**—has been with the Wichita Police Department since January 2000. He was assigned to Patrol North 3<sup>rd</sup> and 4<sup>th</sup> shift prior to becoming a member of the Gang Unit.

**Chief Tim Millspaugh**—has been in the Fire Service for 32 years—with the Sedgwick County Fire Department. He has been the Fire Marshal since 2005 and has been involved in many fire investigations, death investigations, and criminal investigations. Chief Millspaugh is a Nationally Certified fire and explosion investigator, a Certified Fire Protection Specialist, and has an AA degree in Fire Science. In his 32 years Millspaugh has responded to over 8,000 alarms, performed over 500 fire investigations and has dealt with 12 fire fatality investigations.

**Karay Patterson**—began her career with Sedgwick County Emergency Communications in 2000, and in 2001 she was first runner up for Kansas APCO's Dispatcher of the Year. She has worked in the QA department and is currently a CTO and a Senior Dispatcher; taking on supervisory duties as necessary. Karay

has been an active member of the 911 Awards Committee for half of her career. In that time, she has helped establish a positive morale throughout the center. This year, she was nominated for Dispatcher of the Year through International APCO and for a Public Service Award through Sedgwick County. The Public Service Award nomination stemmed from her ongoing involvement with volunteering in our community, and her ability to motivate others to participate.

**Lt. Donnie Phelps**—has an AA in criminal justice and a BS in Human Resources. He has been employed with the Wichita Police Department for 20 years. Prior to this, he worked as an officer for 9 years. He is currently assigned as the Lieutenant in the training section at the academy.

**Tom Pletcher**—has been active in support of emergency responders for almost twenty years. In addition to being Clinical Director for both COMCARE of Sedgwick County and the Wichita/Sedgwick County Critical Incident Stress Management team, he was formerly the Chief of the Sedgwick County Emergency Management K-9 Search Team, having worked his human remains detection dog, Molly.

**Elora Randleas**—has a background in customer service and has been with Sedgwick County Emergency Communications for six years, serving as a supervisor for three of those years. She is the direct supervisor for a team of twenty-five dispatchers and call takers. She oversees the Awards Committee; whose goal is to boost morale and encourage involvement in our community. She was a 2010 nominee for APCO International Supervisor of the Year and also a 2010 nominee for the Sedgwick County Excellence in Public Service Award.

**Cory M. Rodivich**—is a seven year veteran of the Wichita Police Department and holds the position of Crime Scene Supervisor. He is currently assigned to the Technical Services Bureau, Laboratory Section, Crime Scene Investigation Unit. His duties consist of collecting, processing, and preserving evidence at all types of crime scenes; coordinating and supervising forensic investigative efforts at major crime scenes; training of new Crime Scene Investigators; and daily administrative functions for the CSI Unit. Supervisor Rodivich has also served as a *Crime Scene Investigator* within the CSI Unit.

**Diana Schunn**—is the Executive Director of the Child Advocacy Center of Sedgwick County (CACSC). She serves as the voice of the CACSC and brings her passion for community development and education to wage a battle against child abuse in Sedgwick County. For nearly 20 years Diana has focused her efforts on helping victims of abuse and serving as an advocate in a variety of different ways. The heart of her job entails pulling together a multidisciplinary team where the Child Advocacy Center serves as the umbrella agency for the team. Prior to her appointment with the Child Advocacy Center, Diana served as the Director of the Sexual Assault Nurse Examiner/Sexual Assault Response Team (SANE/SART) Program at Via Christi Regional Medical Center in Wichita, Kansas for 15 years. She continues to offer educational opportunities on sexual assault and forensic nursing through her role as a SANE/SART Specialist with Via Christi Health.

**Brenda Jill Stocklin-Smith**—has the pleasure to serve over 3,000 employees on her caseload as the Diversity and Employee Relations Officer of Sedgwick County. Brenda is a faithful MU Tiger fan having graduated from MU with a HR degree and continues to work on her Executive MBA at Friends University. Having worked every job in Human Resources during her career, most recently she held the positions of HR Director at a large community hospital as well as HR Director for a large skilled nursing organization. Brenda became a supervisor in 1988 when she accepted a raise of \$.25 per hour more and began supervising 200 in-home services employees in 17 counties. She is delighted to be back as part of the HR team with many of her former colleagues at Sedgwick County as she worked on the HR team from 1993 to 1997. Brenda recently passed the Society of Human Resources (SHRM) PHR certification exam and believes it was the hardest test she ever has taken in her entire life.

**Linda Staats**—has over 22 years experience in emergency dispatching with 19 years of those years being with Sedgwick County Emergency Communications. She has been a supervisor for 12 years; five as the Quality Assurance supervisor. She was part of implementing the law enforcement quality assurance program in our department. She is ED-Q certified and reviews both medical and law enforcement calls.

**BreeAnna Tracy**—has been a dispatcher for Sedgwick County for nine years and a part of the training program for five years. She also acts in the capacity of Wellness Liaison for the department and is instrumental in bringing new ideas to the communications center employees.

# VENDOR EXHIBITS

## **911, INC**

*PAT KEELAN*  
8008 E ARAPAHOE CT  
CENTENNIAL, CO 80112  
303-487-5485

## **ATT**

*CURTIS GHORMLEY, JANEY MARDOCK, CINDY McVEY,  
PHILLIP RYAN, BRENT TREASE*  
154 N BROADWAY  
WICHITA, KS 67202  
316-293-3106

## **CENTURYLINK**

*TERRY TOLLEFSON*  
5454 W 110<sup>TH</sup> ST  
OVERLAND PARK, KS 66211  
913-345-6392

## **COMMERCIAL ELECTRONICS CORP**

*KAREN HOLTEN, MARK STEMMERMANN*  
1318 N BRAZOS  
SAN ANTONIO, TX 78207  
800-933-4077

## **INTERACT PUBLIC SAFETY**

*PAUL CLARK*  
102 W 3<sup>RD</sup> STE 750  
WINSTON-SALEM, NC 27101  
336-397-5300

## **KA-COMM, INC**

*STEVE BRITT, SHANNON MLYNAR*  
326 S CLARK CT  
SALINA, KS 67401  
785-827-8555

## **MOBILE RADIO SERVICE**

*AARON CORCORAN*  
156 S HIGHWAY 281  
GREAT BEND, KS 67530  
620-793-5443

## **MOTOROLA**

*MIKE FISHER, JON MARTIN*  
9401 INDIAN CREEK PARKWAY  
OVERLAND PARK, KS  
785-267-4177

## **PLANTCML/EADS**

*KELLY RICHARD, LENA PENWRIGHT*  
42505 RIO NEDO  
TEMECULA, CA 92590  
951-719-2100

## **SPATIAL DATA RESEARCH, INC**

*LIN BATES, JACQUE PEACE*  
14 E 8<sup>TH</sup> ST  
LAWRENCE, KS 66044  
785-842-0447

## **VOICE PRODUCTS, INC**

*STUART PETERS, PAT TESCHKE*  
8555 32<sup>ND</sup> ST N  
WICHITA, KS 67226  
316-616-1111

## **HUTCHINSON COMMUNITY COLLEGE**

*RON HOFFMAN*  
1809 ESSEX RD  
HUTCHINSON, KS 67114  
800-289-3501