



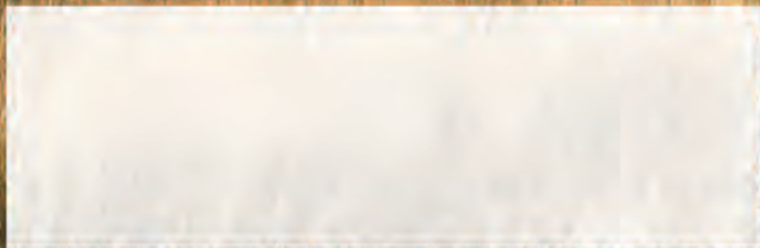
# Wavelength

A Public Safety Communications Journal

**Regina 2009 APCO  
Canada Conference  
Schedule**

**Small Communications  
Centres**

PUBLICATIONS AGREEMENT NUMBER 40025049



## The Power of Interoperability

### EADS COR<sup>P25</sup> leads the way in P25 Public Safety Radio Systems

- Unites all P25 applications and terminals on one digitally trunked core architecture
- IP-based, open-standards core network architecture that supports ISSI Interface
- Unique combination of control, flexibility, interoperability and choice



## The Core of Open P25 Communications

Open-Standards Technologies. Between Agencies. Across Geographies.

Interoperability, reliability and scalability are the foundation of our intelligent, IP-based, P25 architecture. In over 180 public networks in 65 countries, EADS is delivering on the promise of open, standards-based digital trunked radio systems with customized mission-critical communications solutions.

Contact us now to learn more about the power of COR<sup>P25</sup>.



EADS Secure Networks  
866.977.3237 • [www.eads-ps.com](http://www.eads-ps.com)





# APCO Canada Board of Directors

## PRESIDENT

### MAUREEN SCHMIDT

Deputy Fire Commissioner,  
Province of Saskatchewan  
maureen.schmidt@apco.ca

## VICE PRESIDENT

### CURTIS BROCHU

Public Safety Communications – Calgary  
curtis.brochu@apco.ca

## PAST PRESIDENT

### DONNA ANDERSON

Toronto Police Service  
donna.anderson@apco.ca

## DIRECTOR

### NANCY BANKS

Peel Regional Police Service  
nancy.banks@apco.ca

## DIRECTOR

### GAVIN HAYES

Halton Regional Police Service  
gavin.hayes@apco.ca

## DIRECTOR

### THERESA VIRGIN

Durham Regional Police Service  
theresa.virgin@apco.ca

## DIRECTOR

### SANDY VOGSTAD

RCMP – Prince George  
OIC – North District Operational  
Communications Centre (OCC)  
sandy.vogstad@apco.ca

# Not for Nothing

*Public safety communication centre's activities have evolved to a point where the vast majority are highly dependent on the technology that is in use and available within their organization. Successful business continuity then comes to rely on the personal and equipment dependencies present – those that allow for the work to carry on regardless versus those that can only continue whilst the supporting technology is present and operational.*

Such mundane things as handwriting and simple human interaction in the absence of technology are “arts” that are arguably no longer practiced daily. And the recent phenomenon that sees many “addicted” to their electronic personal devices has spread inside some organizations to find them highly relying upon the continued availability of supporting technologies even as the likelihood rises that these very tools will be the target of next stage terrorism.

This reliance on technological resilience has therefore begun cropping up during contingency planning. Only a handful of Canadian communications centres take their systems down to “nothing” during contingency exercises. Training in some organizations doesn't include a scenario where they may have to rely on “yesterdays” tools. “Dread” is the most common emotion named when one is asked how one might deal with the loss of the tools. Writing things down with pen and paper and speaking to one another to clearly and concisely get points across is in some instances unimaginable. This is especially true when one considers the level and degree of telecommunication consolidation that has occurred across the country – and around the globe. Texting, e-mailing, computer interfacing, mobile data terminals – all remove from common practice, common sense. The message may get lost when left to untrained managers and communications officers, as vulnerable personnel do not make for well-prepared staff.

The benefits for those that take a business continuity approach that includes a period of an absence of technology are immeasurable. From improved communication skills for all personnel to a degree of “hardiness” when faced with the unthinkable – these centres produce not only some of the best plans but also some of the finest staff and management. This is but a small part of business continuity planning but it's not for nothing that these types of exercises need to take place.

*Ted Harris  
Editor-in-Chief*



# PLANT CML<sup>®</sup>

an EADS North America Company

## We're NG911 Ready. Are You?

Join the many public safety professionals that continue to partner with PlantCML, ensuring they are ready for tomorrow.

### Our NG solutions provide:

- A common IP infrastructure promoting interoperability
- Next Gen modules facilitating non-traditional communications handling
- A clean, intuitive user interface that will reduce training and promote ease of use
- The advantage of open standards
- Flexible solution design architecture

### Featured NG Solutions:

- Call processing
- CAD, mapping & information management
- Data management & analytics
- Emergency notification
- P25 digital trunked radio systems
- Managed services

Right for today.  
Ready for tomorrow.



**Editor-in-Chief**  
Ted Harris | ted.harris@apco.ca

**Associate Regional Editors**

**Atlantic**  
Mike Sampson | masampson@ns.sympatico.ca

**Ontario**  
Theresa Virgin | TVIRGIN@drps.ca

**Pacific**  
Tally Wade | Tally.Wade@kwantlen.ca  
Heather Sorge | h.sorge@rcmp-grc.gc.ca

**Prairies**  
Tyler Thomas | tyler.thomas@calgary.ca

**Australasia**  
Des Bahr | des.bahr.apcoaustr.com.au

**India**  
Uma Nath | Uma\_a@emri.in

**USA**  
Tony Davidson | chiefd@atlantaga.gov

**Contributors**  
Des Bahr | Ted Harris | Steven E. Loomis  
Maureen Schmidt | Uma Nath

**Managing Editor**  
Scott Bryant | ScottUBryant@aol.com

**Art Director/Design**  
Binda Traver | binda.mac@cogeco.ca

**Advertising**  
John Birkby  
Ph 905-628-4309 | jbirby@andrewjohnpublishing.com

**Sales & Circulation Coordinator**  
Brenda Robinson | brobinson@andrewjohnpublishing.com

**Accounting**  
Susan McClung

**Translator**  
Gladys St-Louis

**Group Publisher**  
John D. Birkby | jbirby@andrewjohnpublishing.com

Wavelength is published five times per year by Andrew John Publishing Inc. with offices at 115 King St. W. Dundas ON, Canada L9H 1V1. We welcome editorial submissions but cannot assume responsibility for commitment for unsolicited material. Any editorial materials, including photographs, that are accepted from an unsolicited contributor will become the property of Andrew John Publishing Inc.

**FEEDBACK:** We welcome your views and comments. Please send them to Andrew John Publishing Inc., 115 King St. W. Dundas ON, Canada L9H 1V1. Copyright 2009 by Andrew John Publishing. All rights reserved. Reprinting in whole or in part is forbidden without express written consent from the publisher.

Publication Agreement Number 40025049 | ISSN 1709-2574

Return undeliverable Canadian addresses to:



115 King St. W. Dundas ON, Canada L9H 1V1



# Contents

## DEPARTMENTS

- 3 EDITORIAL:**  
Not for Nothing  
By Ted Harris
  - 7 MESSAGE FROM THE PRESIDENT**  
By Maureen Schmidt
  - 7 PENCIL IT IN:**  
Upcoming Events
  - 9 GLOBAL ALLIANCE REPORT**
  - 19 INDUSTRY INSIDER**
  - 21 INDIA REPORT:** *Introduction of New Members of EMRI Governing Board and New Chairman*  
By Uma Nath
  - 23 APCO AUSTRALASIA REPORT:** *New Police Patrol Car Due to Arrive in LA within Weeks*
- APCO CANADA CONFERENCE 2009**

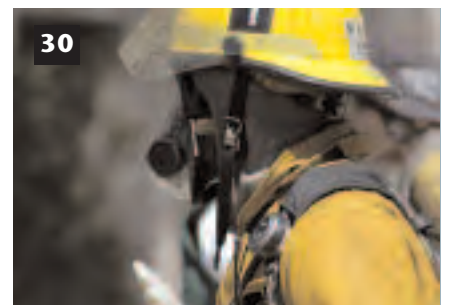
- 10 Keynote Speakers**
  - 12 2009 Conference Program**
- APCO CANADA NEWS**

- 17 2009 APCO CANADA MEMBERSHIP SURVEY RESULTS**



## FEATURES

- 25 SMALL COMMUNICATIONS CENTRES – *Designed to Serve***  
By Steven E. Loomis
- 28 EMS CHIEFS OF CANADA COME TO NIAGARA FALLS**
- 30 CBRN RESILIENCE**



# Ce n'est pas pour rien

*Les activités du centre des communications en sécurité publique ont évolué au point où la grande majorité dépend de la technologie qui est utilisée et disponible dans leur compagnie. La continuité des opérations fructueuse compte sur les dépendances du personnel et de l'équipement – ceux et celles qui peuvent poursuivre leur travail peu importe les conditions par rapport à ceux et celles qui ne peuvent travailler que lorsque la technologie est présente et fonctionnelle.*

Des choses banales telles que l'écriture courante, l'interaction humaine en l'absence de technologie sont un « art » qui n'est plus pratiqué de nos jours. Nous constatons également un phénomène d'accoutumance aux appareils électroniques personnels qui s'étend dans les compagnies. Ces personnes se fient entièrement à la disponibilité continue des outils technologiques même si la probabilité que ces mêmes appareils fassent l'objet de terrorisme.

La confiance en la résilience d'un système technologique a commencé à être questionnée au cours de la planification des mesures d'urgence. Seulement une poignée de centres de communications canadiens ferment complètement leur système au cours des exercices de mesures d'urgence.

La formation dans certaines compagnies n'inclut pas un scénario où tous doivent avoir recours à des outils de l'ancien temps. La « terreur » est l'émotion la plus commune lorsqu'on demande comment on pourrait fonctionner sans les outils technologiques. Écrire avec un stylo sur du papier et se parler de manière claire et concise pour faire passer le message dans certains cas est inimaginable. Cela est particulièrement vrai lorsqu'on considère le niveau et le degré de la fusion des télécommunications dans le pays et à travers le monde. L'envoi de messages textes, les courriels, l'interface informatique, les services mobiles de transmission des données – tous retirés de la pratique courante. Le message peut être perdu s'il est laissé avec des cadres ou des administrateurs non formés, puisque le

personnel à risque ne peut remplacer le personnel formé à cet effet.

Les avantages pour ceux et celles qui adoptent l'approche de la continuité des opérations qui comprend une période de privation de technologie sont incommensurables. Des techniques de communication améliorées pour tout le personnel à une certaine « hardiesse » face à l'impensable, ces centres élaborent non seulement les meilleurs plans mais produisent aussi les meilleurs employés et cadres. Il s'agit d'une petite portion de la planification de la continuité des opérations, mais ce n'est pas pour rien que ces types d'exercices sont en place.

Ted Harris  
Rédacteur en chef



## UPCOMING EVENTS

### Pencil It In

**APCO Canada Conference 2009**  
October 4-7, 2009  
Evraz Place,  
Regina,  
Saskatchewan

**APCO Australasia**  
March 14-17, 2010  
Melbourne Conference  
and Exhibition Centre,  
Melbourne, Australia

**BAPCO Conference**  
April 20-22, 2010  
Business Design Centre,  
Islington, London, UK

Go to the website for  
the latest committee and AGM Reports



Visitez le site  
Web pour les  
derniers rapports  
sur les finances,  
les comités et  
l'AGA

[www.apco.ca](http://www.apco.ca)

# Message from the President

*It is with very mixed emotions that I write my final Wavelength article as your president. It has been an honour and privilege to represent the public safety communications industry on your behalf.*

I have been very fortunate to work with a strong, knowledgeable board of directors with so much industry expertise. Also, the support of APCO Canada past presidents, dedicated committee chairs, Global Alliance partners, and front-line and corporate members, forms the backbone of this association. The ability to communicate the ideas, solutions and discussions of all these groups is a priority and a challenge.

As the public safety communication field expands in Canada, so must our association. As communication professionals, we are responsible to take on leadership roles and truly be the voice of public safety communications in Canada and around the world. By continuing to mature and expand our mandate, APCO Canada will be recognized and sourced as the authority on communication issues.

By remaining strategic, focused and professional APCO Canada can guide decision makers on public safety communication trends and obstacles. Continued partnerships with other similar public safety associations will ensure messages remain clear and consistent. I remain committed to our association establishing a full-time funded position that would provide stability and dedicate the necessary time to

expanding our initiatives.

Once again I must congratulate the current board of directors who has worked diligently on ensuring that our decisions remain transparent and in the best interests of our membership. Financial audits, request for proposals for contract services, and ensuring bylaws remain accurate and registered were accomplished through many hours of volunteer time. This same dedication is represented in communication centres across Canada every day and I could not be prouder of the work that you do.

I wish Curtis Brochu the best as he takes on the position of president. As past president I will continue to support the board and the membership to the best of my ability and look forward to participating on public safety initiatives across Canada. Thank you for the opportunity to serve as your president and I encourage all of you to consider taking on a leadership role in our exciting, dynamic profession.

Regards,

*Maureen Schmidt  
APCO Canada  
President*



**westcan**  
WIRELESS  
critical  
infrastructure  
integrators

- Two-Way Radio
- Data
- Network
- Warranty Service
- Rentals
- Technical Services

**Edmonton**  
12540 - 129 Street, AB, T5L 4R4  
780.451.2355

**Calgary**  
#14, 4001B - 19 Street NE, AB, T2E 6X0  
403.255.2355

**MOTOROLA**  
Authorized Two-Way Radio Dealer

**A·2·A**  
CERTIFIED

1.800.794.3926  
sales@westcanwireless.com  
www.westcanwireless.com



Reliable  
Push-to-Talk  
Always Ready  
Never Out of Touch



**SkyTerra Communications**  
10802 Parkridge Boulevard, Reston, VA 20191-4334  
Tel: +1 703 390 2700  
[www.skyterra.com](http://www.skyterra.com)

## Message de la Présidente

*C'est avec un certain regret que je rédige mon dernier article Wavelength en tant que présidente. Ce fut un honneur et un grand privilège de représenter l'industrie des communications en sécurité publique en votre nom.*

J'ai eu la chance de travailler avec un conseil de direction solide, bien renseigné et spécialiste de l'industrie. Le soutien des présidents sortants d'APCO Canada, des présidents des comités, des partenaires de l'Alliance globale et des cadres de premier niveau forme le réseau de base de cette association. La capacité de communiquer les idées, les solutions et les discussions de tous ces groupes constitue une priorité et représente un défi.

Notre association doit prendre de l'expansion au fur et à mesure que le domaine des communications en sécurité publique s'élargit au Canada. En tant que professionnels du domaine des communications, nous sommes responsables d'assumer un rôle de leadership et d'être vraiment la voix des communications en sécurité publique au Canada et partout au monde. En continuant à accomplir et à remplir notre mandat, APCO Canada sera reconnue comme l'autorité en matière de communications.

En conservant une attitude centrée, stratégique et professionnelle, APCO Canada peut guider les décideurs sur les tendances et obstacles en matière de communications en sécurité publique. Les partenariats avec d'autres associations semblables en sécurité publique permettront aux messages de demeurer clairs et cohérents. Je demeure engagée à notre association en établissant un poste à plein temps subventionné qui permettra de procurer la stabilité et de consacrer le temps qu'il faudra pour promouvoir nos initiatives.

Une fois de plus, je veux féliciter le conseil des directeurs actuel qui a travaillé avec diligence pour faire en sorte que nos décisions demeurent transparentes et qu'elles soient prises dans le meilleur intérêt de nos membres. C'est grâce aux nombreuses heures de bénévolat que les vérifications financières, les demandes de proposition pour les contrats de service ont pu être faites et que les règlements sont demeurés rigoureux et ont été respectés. Le même dévouement est représenté dans les centres de communications au Canada chaque jour et je ne peux pas être plus fière du travail que vous accomplissez.

Je transmets à Curtis Brochu mes meilleurs vœux de réussite à la présidence. En tant que présidente sortante, je vais continuer de collaborer avec le conseil et les membres du mieux que je vais pouvoir et j'ai bien hâte de participer aux initiatives en sécurité publique au Canada. Je vous remercie de m'avoir donné la chance d'occuper la présidence et vous encourage à assumer un rôle de leadership dans notre profession dynamique et énergique.

Cordiales salutations.

Maureen Schmidt  
Présidente, APCO Canada



*Since attending BAPCO in April, the Global Alliance group has circulated documentation regarding call handling standards that are being developed in Britain. It is the continued sharing and collaboration of this group that will ensure worldwide improvements to the public safety communications field.*

APCO Canada did attend the Global Alliance meeting at the International Conference and Exposition in Las Vegas. All four participating associations will provide an update through a briefing paper on local association activities. The agenda includes many topics including: call calling standards, Global Alliance support to developing nations, international telematics language, emergency notification requirements, simless call blocking, project MESA, plus updates on the website.

The Canadian briefing will provide updates on the recent and upcoming CRTC rulings concerning enhanced wireless implementation in Canada and the resulting media attention as well as the ongoing national interoperability group meetings. The annual report and strategic plan updates will be shared.

The next Global Alliance meeting is scheduled during the APCO Canada 2009 Conference in Regina, SK.

I look forward to reporting the discussions from both these meetings in the next publication of *Wavelength*.

The Global Alliance continues to be a resource for APCO Canada and its membership as well as our corporate partners. Please visit the Global Alliance website at [www.apcoglobalalliance.org](http://www.apcoglobalalliance.org)

Regards,

Maureen Schmidt  
APCO Canada President

# APCO Canada Conference 2009

## Keynote Speakers



**Dr. James T. Reese**

*Dr. James T. Reese, PhD, diplomate in criminal and police psychology, is an internationally known author, lecturer, and consultant in the specialty areas of coping with change, stress management, ethics-based leadership, and motivation.*

**D**r. Reese is a board certified expert in traumatic stress and is a fellow of the American Academy of Experts in Traumatic Stress. He has addressed the National Executive Institute for more than two decades, and has been faculty of the International Critical Incident Stress Foundation, the Institute for the Advanced Study of Crisis and Disaster Management, the prestigious FBI Academy, and adjunct faculty of the University of Virginia. He is a premier speaker for the National Trauma Center. Dr. Reese blends wit and wisdom as he addresses groups of all compositions, from the rank-and-file and supervisors to CEOs. Dr. Reese has addressed representatives of more than 350 *Fortune 500* companies. An original FBI criminal profiler (*Silence of the Lambs*), he retired as assistant unit chief of the FBI Behavioral Science Unit. His is co-author of *PSYCHOLOGICAL BODY ARMOR: Seven Strategic Lessons about Life, Resiliency, and Coping with Stress* (Chevron Publishing, Ellicott City, MD, 2007.) His latest book, co-authored with Cherie Castellano, MS, LCSW, is entitled, *LAW ENFORCEMENT FAMILIES: The Ultimate Backup*, (2007). He is CEO of James T. Reese and Associates, and Richmond Hill Press, LLC., with international headquarters in Williamsburg, Virginia.

### **Coping with Change and Adversity: Staying Bitter or Getting Better**

This presentation will provide an examination of the

uniqueness of stress experienced by those who serve and support others. Fewer people, less equipment, less support, lower budgets, and a demanding work environment creates a theatre in which we are asked to continue to act with dignity and surety, while dedicating ourselves to the well-being of others. There are proven ways to address these issues, to move forward, and create a sense of personal well-being while doing an outstanding job. It is virtually impossible to excel in today's world without a knowledge of the ways in which the world has changed and the advantages of proper coping skills. Each employee impacts upon the organization. Emphasis is placed on honouring your superiors, respecting each other, and serving those who depend on you. One of the most difficult concepts to understand as we continue our progress into the twenty-first century is "change." Change alone has caused more problems in organizations, as well as in the day-to-day lives of individuals, than any other issue. Change always appears to be threatening, it creates stress and with that, the potential harmful effects that follow. Whether the enemy we face is terrorism, or overwhelming stress at work, we can learn strategies to take care of ourselves so we can better serve others in times of need. Our problems stem not from "balancing our abilities" but rather "our ability to balance." It is time to ask the question: "Is my job a passion, or just a pension?" "Do I want to stay bitter, or get better?"

[www.jamestreese.com](http://www.jamestreese.com)



**Darci Lang, Professional Speaker and Trainer**

*Darci shares an easy to apply message that relates to everyone. The message is simple; you have a choice when it comes to your attitude, professionally and personally.*

**The choices you make effect yourself and your team.**

A positive attitude is the foundation of Darci's success. She has owned and operated three separate companies, worked with others and managed many different people. As owner of X-L Enterprises and past owner of the award winning Mallabar Tuxedo Rentals in Regina, Darci understands that working effectively within an area or unit requires you to work on yourself first.

As the demand increased for Darci to tell her personal story of turning business into success she turned to professional speaking and training – her third business endeavour. She then started to share her “*Focusing on the 90%*” message and others wanted to hear about her life story as well. She has been speaking and training for over 15 years. Darci is proud to call Regina home. She is wife to Darren and mom to Jayda and John.

Her dedication and entrepreneurial skill have paid off. She is now a bestselling author with her book *Focus on the 90%. One simple tool to change the way you view your life*. Darci has won The Saskatchewan Woman Entrepreneur of the Year Award and an Achieving Business Excellence (ABEX) Award. She was a finalist in the Canadian Woman of the Year Award and a three-time nominee for the nationally recognized Entrepreneur and Young Entrepreneur of the Year Awards.

She is truly someone who walks the talk.

[www.darcilang.com](http://www.darcilang.com)



**TRUNKED RADIO**



- Compact
- Low Power Consumption
- Fixed Infrastructure
- Transportable
- Redundancy
- VHF
- UHF
- T-Band
- 800 MHz

**P25 Trunked Radio Systems**



[www.danelec.com](http://www.danelec.com)  
 Tel (800) 664 4066  
 Tel (250) 382 8268  
[sales@danelec.com](mailto:sales@danelec.com)

# 2009 APCO Canada Conference Program

Please note this program is subject to change

## MONDAY, OCTOBER 5, 2009

0730 - 0830	OPENING BREAKFAST & CEREMONIES		
0830 - 1000	<p style="text-align: center;"><b>Keynote Speaker</b>  <b>Dr. James T. Reese, Ph.D., F.A.A.E.T.S., D.P.C.P., B.C.S.M.</b>            "Coping with Change &amp; Adversity: Staying Bitter or Getting Better?" (*Confirmed)</p>		
1000 - 1200	<p style="text-align: center;"><b>First Nation Drumming into Trade Show</b>            Trade Show Open 1000-1600 hrs</p>		
1200 - 1300	LUNCH ON THE TRADE SHOW FLOOR		
Session Room			
1300 - 1400	<p style="text-align: center;"><b>David Francois Black</b>  <b>Ottawa Police Service</b>  <b>Communications</b>            "Bull's Eye!            How You Can Target &amp; Hire the            Right Candidates for Your            Communication Centre"</p>	<p style="text-align: center;"><b>Dr. James T. Reese</b>  <b>Ph.D., F.A.A.E.T.S., D.P.C.P., B.C.S.M.</b>            "Success Without Stress:            Six Keys to Stress-Free Living"</p>	<p style="text-align: center;"><b>Shelby Lewis, BSEE, BSIT</b>  <b>Positron Public Safety Systems</b>            "Preparing the Network/PSAP for            Phase I, Phase II (Mandatory 2010),            &amp; NG-911 Location Based Services"</p>
1400 - 1500	<p style="text-align: center;"><b>Kristyn Emenecker</b>  <b>Verint Witness Actionable Solutions</b>            "The Perfect Storm: Why Quality            Assurance &amp; Training are Critical in            the Age of Video, Liability &amp;            YouTube"</p>	<p style="text-align: center;"><b>Rev. Mr. Rob Thomas</b>  <b>Halton Regional Police Service</b>  <b>Communications</b>            "Addiction Has No Profile"</p>	<p style="text-align: center;"><b>Motorola I</b>  <b>Motorola Canada</b>            (Presentation Title Pending)</p>
1500 - 1600	<p style="text-align: center;"><b>Nate McClure, ENP</b>  <b>AECOM Design, CTA Communications</b>            "Analysis or Paralysis?            Using Workload Analysis to            Determine Your Staffing Needs"</p>	<p style="text-align: center;"><b>Pamela Kaufman</b>  <b>APCO Institute, Inc.</b>            "Suicide Bombers – The Future of            Domestic Terrorism"</p>	<p style="text-align: center;"><b>Patrick Kiernan, M.B.A.</b>  <b>NICE Systems, Inc.</b>            "A Tale of Two Counties: PSAP            Efficiency Tips You Can Take to the            Bank"</p>
1600 - 1700	<p style="text-align: center;"><b>"On Scene" with "APCO Canada 2009"</b>            ~ Live Scenario ~</p>		
Evening	<p style="text-align: center;"><b>Enjoy Regina!!</b></p>		

## TUESDAY, OCTOBER 6, 2009

0730 - 0830	BUFFET BREAKFAST		
Session Room			
0830 - 0930	<p><b>J. Douglas Anthony</b> National Claims &amp; Litigation Directorate "How to be a Good Supervisor: Steps, Processes, &amp; How to Invest in Your Employees"</p>	<p><b>Nancy Banks, ENP</b> Peel Regional Police Communications "Saying No to Negativity"</p>	<p><b>Motorola II</b> Motorola Canada (Presentation Title Pending)</p>
0930 - 1030	<p><b>Jim Kuthy, Ph.D</b> Criticall Pre-Employment Testing Software "Personality Counts – Now What?"</p>	<p><b>Corinne Begg</b> British Columbia Ambulance Service Communications "100% Customer Service 100% of the Time"</p>	<p><b>Dave Thuringer, B.B.A.</b> Cartel Communication Systems Inc. "Communications Systems: Business Continuity Perspective – Are You Ready?"</p>
1030 - 1130	<p><b>Tally Wade, M.Ed.</b> Kwantlen Polytechnic University "Mentoring: What's Your Legacy in the Workplace?"</p>	<p><b>Allison Kapp, RD</b> (Presentation Title Pending – Topic: Shift Work &amp; Nutrition)</p>	<p><b>Thomas (Tom) Brown, B.S., M.S.E.E.</b> Tyco Electronics "Challenges &amp; Solutions for Video Over Wireless"</p>
1130 - 1300	LUNCH ON THE TRADE SHOW FLOOR		
1300 - 1400	<p><b>Sgt. Kelly A. Anctil</b> Royal Canadian Mounted Police – 'F' Division (Presentation Title Pending)</p>	<p><b>J. Douglas Anthony</b> National Claims &amp; Litigation Directorate "Be the Change"</p>	<p><b>Motorola III</b> Motorola Canada (Presentation Title Pending)</p>
1400 – 1500	<p><b>Sandy Vogstad</b> RCMP North District Operational Comm. Centre "Pensions &amp; Emergency Services Communicators"</p>	<p><b>Tanya Silletta</b> Victoria Police Department Communications "An Elephant in a Phone Booth"</p>	<p><b>Darren Goski, B.E.E., B.C.S.</b> SaskTel "Recommendations on Evolving Saskatchewan's 911 Network to NG-911"</p>
1500 - 1600	<p><b>Mike Reschny</b> Saskatoon Fire &amp; Protective Services Communications "Building Positive Teams"</p>	<p><b>Capt. Carly Arkell, BEng Aerospace</b> Canadian Forces Snowbirds – 431 Air Demonstration Squadron (Presentation Title Pending)</p>	<p><b>Elliot Fisch, MBA</b> Atrus, Inc. "Do You Know Where the AEDs in Your Community Are? Could You Direct a First Responder to One?"</p>
1800 - 2200	GALA DINNER AND ENTERTAINMENT Delta Regina Hotel		

# 2009 APCO Canada Conference Program

## WEDNESDAY, OCTOBER 7, 2009

0730 - 0830	<b>BUFFET BREAKFAST</b>		
0800 - 1000	<b>APCO Canada Annual Meeting</b> New & Non-Members also welcome!		
Session Room			
1000 - 1100	<p><b>Corinne Begg</b> British Columbia Ambulance Service Communications "Beyond Dispatch Basics"</p>	<p><b>Mike Reschny</b> Saskatoon Fire &amp; Protective Services Communications "Communications: A Key Role in Technical Rescue"</p>	<p><b>William (Bill) Book, B.S.E.E., M.S.E.E.</b> EADS Secure Networks North America "Key Criteria's to Implementing a Wide Area Open Standard P25 Solution"</p>
1100 - 1200	<p><b>Tally Wade, M.Ed.</b> Kwantlen Polytechnic University "The Serious Side of Humour – How the Effective Use of Humour Promotes Learning &amp; Retention"</p>	<p><b>Chaplain Tom McCullagh</b> Royal Canadian Mounted Police – 'F' Division "Understanding Boundaries"</p>	<p><b>Motorola IV</b> Motorola Canada (Presentation Title Pending)</p>
1200 - 1300	<b>LUNCH ON THE TRADE SHOW FLOOR</b>		
1300 – 1400	<p><b>Keynote Speaker</b> <b>Darci Lang</b> "Focus on the 90%" Sask. Women Entrepreneur of the Year, APEX Award Winner, YWCA Women of Distinction Award, Canadian Woman Entrepreneur of the Year</p>		
1400 - 1500	<p><b>Theresa Mura, BSW</b> Alzheimer Society of Saskatchewan "Helping People with Dementia – What You Need to Know"</p>	<p><b>Dan Heney, BAppBUS: ES</b> Deputy Chief, Prince Albert Fire &amp; Emergency Services "Critical Incident Stress Management (CISM)"</p>	<p><b>Motorola V</b> Motorola Canada (Presentation Title Pending)</p>
1500 - 1600	<p>Ron Morris Morris Interactive "The Power of ONE: Your Impact on the Universe"</p>	<p>Nancy Banks, ENP Peel Regional Police Communications "Missing Children!"</p>	<p>Anritsu Company (Presentation Title Pending)</p>
1800-2300	<b>FUN NIGHT</b> Food & Fun!		

*Please note this program is subject to change*

# 2009 APCO Canada Conference & Trade Show

## A Professional Showcase of Talent

Every year, APCO Canada joins with a host city and welcomes attendees from across the globe to join us in a partnership of learning and professional development. Each of us helps to create a portrait of our home organization by sharing verbal visuals of where we come from, and what it's like at our own PSAP's. We paint pictures using words and body language – some even go to the length of drawing out a schematic of their workplace – *that's talent!* Through these partnerships and personal paint brushes, we create a public safety mural that ensures APCO's vision of continued recognition and support of public safety communications in Canada remains superior.



### This year's APCO Conference will be held in our Queen City - Regina, Saskatchewan.

We are enthusiastically preparing to host what will be an amazing mosaic of learning opportunities and shared celebrations. We will be welcoming 'extended family' this year, by combining forces with "On Scene 2009". "On Scene" had its inaugural multi-agency training event last September, emerging as a successful collaboration of protective services personnel from Law Enforcement, Fire, and EMS. The most exciting aspect of their conference was an interactive scenario, where inter-agency relationships were put to the test, working and learning together to ensure prompt response and a successful save. We are hoping to contribute to the 2009 scenario, by attempting to incorporate the actual 'front-line' of public safety, **the Dispatcher!**

*It all starts with a call...*



### The 2009 APCO Canada theme, "Art of Communication: Partnership in Public Safety",

is a colourful expression of our professional expertise in communicative abilities to provide a high standard of public safety – the art of words can comfort, guide, acknowledge, and reassure. Our coded radio language translates into stories, and paints a scene that our field officers and personnel can mentally and physically prepare for. Dark humour, and light-hearted laughter, can draw us together in the best of times, and the worst of times. To our public clients, the colours and sounds surrounding the 'Art of Communication' can mean everything – the pattern of a familiar logo, the decals on an emergency vehicle, the trust in a uniform, and even the music of a siren, can mean that help is on the way.



### We invite everyone to Regina, from October 4-7, 2009

Come join us in a learning experience that will expand your public safety palette! In partnership with our outstanding vendors and sponsors, and introducing our new relationship with "On Scene 2009", this training event will truly highlight the many talents of our industry.

# NAVIGATOR 2010

THE PREMIER EDUCATIONAL CONFERENCE FOR POLICE, FIRE, AND MEDICAL DISPATCH

ORLANDO

APRIL 28-30



EXPANDED EXHIBIT HALL • PRE-CONFERENCE TRAINING • EDUCATION • INSPIRATION

888.725.5853 | [WWW.EMERGENCYDISPATCH.ORG](http://WWW.EMERGENCYDISPATCH.ORG)

**NAOED**  
NATIONAL ASSOCIATION OF  
EMERGENCY DISPATCHERS

# APCO CANADA NEWS

## And The 2009 APCO Canada Membership Survey Says . . .

Thanks to those who responded to the survey circulated earlier this year. This survey was developed to gather your opinions on the operation of your association and the board appreciates the feedback. There were 15 questions on the survey and 85 responses were submitted. Where comments to specific questions were offered a sampling has been included in this report. With this feedback, the APCO Board of Directors will analyze these results and verify that our strategic plan remains current and relevant.

### 1. How long have you been a member of APCO Canada?

- 10% – new members
- 59% – 1 to ten years
- 31% – more than 10 years

### 2. Does your APCO Canada membership meet your expectations?

- 73% – yes
- 27% – lacking

#### Additional Comments:

- Several requests for more training opportunities
- APCO needs to spend more time with Chief's Association to promote the benefits of membership
- Just started my membership and have enjoyed my first magazine
- Information is readily available and e-news makes staying current easy
- There needs to be more level of pride in being a member.
- A membership directory is required so that networking is readily available

### 3. Do you access the APCO Canada website regularly?

- 56% – yes
- 44% – no

### 4. If you do access the APCO Canada website, is it easy to navigate; and is the information on the site relevant to you?

- 85% – yes easy to navigate
- 4% – not easy to navigate
- 60% – yes the information is relevant
- 9.2% – no, the information is not relevant

### 5. Have you read the APCO Canada Strategic Plan?

- 40% – yes
- 60% – no

### 6. Does APCO Canada report on its financial condition in a manner that is transparent, i.e., available upon request as per the APCO Canada website and at each general meeting?

- 42% – yes
- 3% – no
- 55% – did not know it was available

### 7. What areas do you think APCO Canada should focus on?

- 31% – to develop a communication plan
- 69% – to develop an education plan
- 53% – to develop an industry relationship plan
- 36% – to develop an organizational plan

**8. Do you attend the APCO Canada Conference and Trade Show?**

- 67% – yes
- 33% – no

**9. From the list below, please rank which of the conference and trade show areas are important to you.**

	Very Important	Important	Neutral	Not Very Important
Pre-conference Courses	9.2%	30.3%	43.4%	11.8%
Educational Tracks	36.5%	44.6%	16.2%	1.4%
Trade Show	35.4%	49.4%	10.1%	5.1%
Networking Events	49.4%	40.5%	8.9%	1.3%
Location (city and venue)	39.7%	30.8%	23.1%	5.1%
Trade Show and Educational Sessions Under one Roof	43.6%	41.0%	12.8%	1.3%
Food	5.1%	27.8%	58.2%	7.6%
Committee Meetings	5.1%	30.4%	51.9%	11.4%
Awards Presentations	10.4%	37.7%	41.6%	9.1%
Keynote Speakers	31.6%	59.5%	8.9%	0.0%
Super Session Speakers	32.1%	57.7%	9.0%	1.3%
New Information and Ideas	58.8%	38.8%	2.5%	2.5%

**10. Do you participate in any provincial 9–1–1 committees?**

- 24% – yes
- 76% – no

**11. Do the APCO Canada e-mail blasts meet your communication needs?**

- 91% – yes
- 9% – no

**Additional Comments:**

- They are short and to the point
- Would like more details
- Even wider range of topics

**12. Do you want traditional publications i.e., Wavelength or should APCO Canada move completely to electronic notifications?**

- 23% – yes I want traditional publications
- 31% – no I want electronic notifications only
- 46% – I want both

**13. Do you want your APCO Canada executive to focus on Canadian issues or to continue to be involved in international initiatives?**

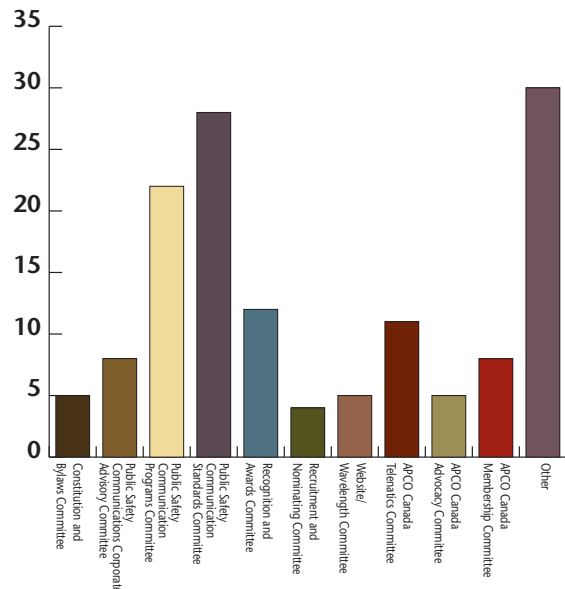
- 32% – Canadian issues only
- 68% – Continue with international initiatives

**14. APCO Canada relies on membership dues as a prime source of revenue for the running of the association. Assuming your agency pays your membership, if this was no longer available to you, would you pay on your own?**

- 51% – yes
- 31% – no
- 18% – not applicable

**15. The column “Other” in gray on this chart represents the number of responses that were not interested in participating on committees.**

As a member of APCO Canada, are you aware that the association has many committees that meet regularly via teleconference? Although not all committees are in need of new members right now there are some that are. Would you consider participating as a committee member, and if so, which committee(s)?



*Submitted by:  
Maureen Schmidt  
on behalf of the APCO Board of Directors*

# INDUSTRY INSIDER

## IOWA 9-1-1 CALL CENTER FIRST IN NATION TO SUCCESSFULLY TRIAL 9-1-1 TEXT MESSAGING

**Black Hawk County First 9-1-1 Call Center to Participate in Landmark Effort Enabling Speech and Hearing Impaired Citizens to Communicate Directly With 9-1-1 for Help; Service to go live this July**

**WATERLOO, IOWA** – The Black Hawk County Iowa 9-1-1 Service Board today announced that the Black Hawk Consolidated Public Safety Communications Center has become the first 9-1-1 Call Center in the country to successfully receive text messages sent directly to 9-1-1. This groundbreaking effort allows those with speech and hearing impairments to use text messaging to communicate directly with a 9-1-1 operator in an emergency. A broad team of communications companies including i wireless, Intrado Inc., Positron Public Safety, and RACOM Corporation were involved in this effort.

The organizations worked collaboratively to support the public safety needs of the nation's 31 million citizens with speech and hearing impairments who rely upon text messaging as a primary means of communications. Currently they must communicate with 9-1-1 operators using a relay center or a specialized communications device.

"The successful testing of text messaging to 9-1-1 from a wireless telephone is a tremendous emergency services advancement for individuals who have sensory disabilities," said Richard Ray, chair of the National Emergency Number Association's (NENA) Accessibility Committee. "I urge public safety agencies to accelerate the deployment of this technology and to encourage, support and celebrate efforts such as this."

"Increasingly text is becoming the way people communicate and public safety must be able to support 9-1-1 text messaging," said Chief Thomas Jennings, chairman, Black Hawk 9-1-1 Board. "We are excited to have the opportunity to participate on a solution to enable 9-1-1 texting for the Speech and Hearing impaired community as well as set the stage for adoption by the larger texting population."

[www.intrado.com](http://www.intrado.com).

[www.racom.net](http://www.racom.net).

## ATX TO BEGIN SENDING IN-VEHICLE EMERGENCY CALLS FROM TOYOTA, LEXUS VEHICLES TO PUBLIC SAFETY ANSWERING POINTS IN SUPPORT OF NEW SAFETY CONNECT TELEMATICS PROGRAM

**ATX Response Specialists Representing Safety Connect Subscribers to Begin Calling PSAPs in August**

**DALLAS – ATX GROUP**, a leading provider of connected vehicle (telematics) services to global automobile manufacturers, announced today that beginning this month, it will send location-enabled emergency calls to Public Safety Answering Points (PSAPs) from vehicles equipped with Safety Connect, Toyota Motor Sales (TMS) USA, Inc.'s, new proprietary telematics program for Toyota and Lexus vehicles.

ATX will support Safety Connect with such services as location-based Automatic Collision Notification (ACN), designated in-vehicle Emergency Assistance (SOS) button response, Roadside Assistance and Stolen Vehicle Location, each of which require a connection from ATX's Response Center to PSAPs either through 9-1-1 lines or dedicated emergency numbers.

For more than a decade, ATX has developed and deployed telematics programs to serve vehicle manufacturers whose owners have high expectations for safety, technical performance and customer service.

"Toyota is a company whose reputation has been built on providing quality service to its customers, and that also describes how they intend to work with the emergency response community," said Gary Wallace, vice president of corporate relations, who works closely with public emergency response organizations such as the National Emergency Number Association, the Association of Public Safety Communications Officials, the National Association of State 9-1-1 Administrators and the National Academies of Emergency Dispatch.

[www.atxg.com](http://www.atxg.com).

## DANIELS ELECTRONICS AND ZETRON INC ANNOUNCE A DIGITAL P25 ETHERNET FIXED STATION INTERFACE (FSI)

Victoria BC – Daniels Electronics Ltd., a leading supplier of high reliability LMR radio equipment, and Zetron Inc, a world leader in providing mission critical communication solutions, today jointly announced the development of a P25 Digital Ethernet Interface between their products, enabling direct digital connection from the Daniels P25 digital radio to the Zetron Acom Advanced Communication Console System in accordance with the TIA P25 Fixed Station Interface (FSI) standard.

The Daniels digital Universal Interface Card (UIC), provides a digital Ethernet connection from the Daniels MT-4 P25 radio system to other LMR subsystems such as IP-based dispatch consoles in a P25 network. In accordance with the TIA P25 general system model, this interface interconnects the Fixed Station (Daniels Radio) to a Console or RF subsystem at the Ef connection. The digital Ethernet Universal interface provides a digital audio signal directly to the console as well as a comprehensive suite of control signals allowing the dispatch console to see and manage all information associated with a call in an IP format.

“Our existing UIC has enhanced firmware to comply with the new P25 TIA Fixed Station Interface standard and, as a result of today’s announcement, will interface to the Zetron family of consoles. This adds another key piece to the P25 interoperability puzzle”, says Robert Small, president and chief operating officer of Daniels Electronics.

“Zetron is committed to supporting P25 standards”, said John Reece, President, Zetron. “We are pleased to be working with Daniels Electronics to create a solid interoperability solution between our products.”

[www.danelec.com](http://www.danelec.com)

[www.zetron.com](http://www.zetron.com)

## FORT ST. JOHN FIRE DEPARTMENT GOES LIVE WITH FDM SOFTWARE’S COMPUTER-AIDED DISPATCH (CAD) SYSTEM

**NORTH VANCOUVER, BC** – On June 22nd, 2009, The Fort St. John Fire Department officially launches its Computer Aided Dispatch (CAD) system provided by FDM Software Ltd., North America’s leading public safety software developer.

The Fort St. John Fire Department provides dispatch services for the communities of Fort St John, Charlie Lake, Hudson’s Hope, and Taylor, in addition to first responder EMS assistance to BC Ambulance throughout the coverage area. In 2006, the Department began looking for a solution that would help them optimize resources and provide the highest standard of emergency response. In January 2008, the Department implemented FDM’s Records Management System (RMS) to streamline data entry, reporting and analysis. The implementation of FDM’s fully integrated CAD system completes the project and enables dispatchers to quickly prioritize resource assignments during emergency response.

“We are very pleased to be moving forward with FDM’s integrated CAD and RMS system,” says Chief Fred Burrows. “Dispatchers can now access property, contact, and hazmat details in a single click for effective pre-arrival preparation contributing to a quicker and safer response.

[www.fdmsoft.com](http://www.fdmsoft.com)

# Introduction of New Members of EMRI Governing Board and New Chairman GVK Reddy

By Uma Nath



*Dr. GVK Reddy*

We are pleased to share with you that Dr. GVK Reddy, chairman of GVK has joined as chairman of EMRI. He will provide leadership, guidance, and resources to further strengthen the name and fame of EMRI. Now onwards, EMRI will be known as “GVK EMRI.”

GVK is a diversified business entity with a predominant focus on infrastructure and urban infrastructure projects. It also has a significant presence in the hospitality, services, and manufacturing sector.

Three new independent persons of eminence have been inducted to the board – Dr. Abid Hussain, ret. IAS, former ambassador of India to the

USA; Mr. DR Kaarthikeyan, former director of CBI and former director general in National Human Rights Commission; and Mr. A Ramakrishna, former dy. MD, and president of L&T-ECC.

The existing four independent directors – Mr. Rajat Gupta, chairman, ISB and senior partner emeritus, McKinsey & Company; Prof. Raj Reddy, Carnegie Mellon University; Dr. Jayaprakash Narayan, president, Lok Satta; and Mr. Krishnam Raju, secretary, Indo-American Cancer Society continue to remain on the board. Mr. Venkat Changavalli continues to be the CEO.


GVK is represented on our board by Dr. GVK Reddy, chairman, Mrs. G

Indira Krishna Reddy, Mr. GV Sanjay Reddy, vice chairman, and Mr. Som Bhupal (Mr. Krishnam Bhupal as alternate member).

GVK is committed to provide services at global standards, with improved transparency, guided by modern principles of management and leadership to serve the nation, and would work towards taking the organization across the country.

Thank you for your support and guidance.

Uma Nath is Wavelength’s Associate Editor for India and is the Lead Partner – Alliances and Partnerships, EMRI Hyderabad. Uma can be reached at: [uma\\_a@emri.in](mailto:uma_a@emri.in)



**A stolen vehicle with  
OnStar won't get far.  
Unless the thieves push it.**

## **Only OnStar<sup>®1</sup> has Remote Ignition Block to help recover a stolen vehicle safely and quickly.**

Introducing Remote Ignition Block<sup>2</sup>, a new capability that can send a remote signal to a stolen vehicle to keep it from restarting.

- Once an OnStar subscriber reports a vehicle stolen and requests our assistance, we can send a Remote Ignition Block signal to the vehicle. Which means the next time anyone tries to start it, nothing happens.
- An OnStar Advisor shares the vehicle's exact GPS location with you, which can lead to a speedier and safer recovery. And with Stolen Vehicle Slowdown<sup>2</sup>, we can reduce the engine power of a moving vehicle to help prevent dangerous high-speed chases.
- We've got the most comprehensive Stolen Vehicle Assistance service around. We're committed to developing leading-edge technologies to help our subscribers and protect everyone on the road. Learn more at [onstar.com](http://onstar.com).



1 OnStar services require vehicle electrical system (including battery), wireless service and GPS satellite signals to be available and operating for features to function properly. Subscription Service Agreement required. Call 1-888-4ONSTAR (1-888-466-7827) or visit [onstar.com](http://onstar.com) for OnStar Terms and Conditions, Privacy Statement, and details and system limitations. 2 Remote Ignition Block and Stolen Vehicle Slowdown are available on select 2009 and newer GM vehicles. Success varies with conditions. Visit [onstar.com](http://onstar.com) for details. The marks of General Motors, its divisions, slogans, emblems, vehicle model names, vehicle body designs and other marks appearing in this document are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates, or licensors. ©2009 GM. Buckle up, America! ©2009 OnStar. All rights reserved.

# New Police Patrol Car Due to Arrive in LA within Weeks

The NSA has initiated a project to develop a state-of-the-art and internationally recognised prototype police vehicle in which there has been significant interest in the project by the Los Angeles Police Department (LAPD), a leader in the provision of vehicle and technology solutions for US police departments. While active interaction between the LAPD and NSA goes back two years, the public announcement of that collaboration was made by the LAPD Deputy Chief Commissioner Charles Beck at the APCO Australasia Conference in Sydney, March 2009.

With the new NSA/LAPD prototype vehicle due to make its way onto LA streets within weeks, this project will break down the barriers between agencies worldwide, leading to a common platform to provide maximum benefits to those who are charged with protecting our communities.

Technology incorporated into this vehicle includes remote network access, automated number plate and fingerprint recognition technology, video surveillance/CCTV access, traffic information, and vehicle diagnostics.

The prototype police vehicle will be on display at booth 2256, and will be officially launched by LAPD Chief



Bratton at the 116th Annual International Association of Chiefs of Police (IACP) Conference and Exposition in Denver, Colorado, USA from October 3-7, 2009, the premier event for police in the US. For more information on IACP log onto <http://www.theiacpconference.org/>

NSA is a not-for-profit organization specifically created to prototype the

use of new technology to enable emergency services and first responder organizations to better achieve their future operational needs. As one key component of this mission, NSA recognized the importance of designing an emergency services vehicle from the ground up. For further information contact Des Bahr – Director Operations – NSA on +613 8680 2240 or [www.nsa-aust.com.au](http://www.nsa-aust.com.au)

# KENWOOD

Listen to the Future

Come  
See Us  
at Booths  
88,89,  
90,91



## Reliable Communications

Interoperability, system solutions to EMS, Police and Fire.

- Full Trunking Capability
- Analog to Digital Migration
- 6.25 kHz Digital Operation

1-800-775-0148 ext.312

[www.kenwood.ca](http://www.kenwood.ca)

©2008 Kenwood

# Small Communication Centres – Designed to Serve

By Steven E. Loomis, AIA

*The contemporary communications center, regardless of size, should be planned and designed for maximum operational capability and personnel comfort.*

## Small Communications Centre Challenges

While small communication centres have their own set of unique challenges, they are fundamentally similar to larger facilities. In some situations, the dispatch centre may be relegated to a secondary function within local law enforcement or fire department structure. Often in smaller departments, public safety dispatchers are assigned additional non-emergency related duties, such as control room back up for the jail. Small centres may not include secondary support spaces, such as training and incident command centres, but these functions can be designed to work in multipurpose rooms. These situations are far from ideal and demand appropriate planning and design to handle critical communication events.

Beyond the functional needs, providing attractive facilities to house public safety programs and its employees is essential to supporting and retaining a dedicated, qualified workforce. Officials recognize this need, as new communication cen-

ters and the renovation of existing centers are designed. Of the scores of public safety facilities around Canada and the United States, an overwhelming majority of these centers are comparatively small – accommodating fewer than 10 dispatch positions.

Given these conditions, potential solutions need to be examined to accommodate communities with small centres seeking to upgrade their operations to reflect capabilities associated with larger-scaled, stand-alone facilities. The bottom line issues facing communication centers are universal, regardless of size and location.

## Planning

The first step to developing the proper approach to this situation is planning. One of the key references is the National Fire Protection Association (NFPA) 1221 *Standard for the Installation, Maintenance, and Use of Emergency Communication Systems* – latest version 2009. This document sets forth the major criteria for the design of these facilities. A

basic question that arises early in the planning process is whether to provide a stand-alone facility or to provide this function as part of a larger public safety – or even administrative – facility. A stand-alone facility can provide a great deal of design flexibility for all the separate functions that must be incorporated, including the required setback or standoff distances. In addition, since the critical functions are distilled to this single facility, additional hardening usually provided is much easier to define and thus is easier to construct. Dispatch centres which are provided within larger structures must be separated from portions of the building occupied by functions other than emergency communications by a minimum of a two-hour rated fire barrier. The definition of emergency communications in this case includes all directly related functions including equipment rooms and dispatch staff break and toilet rooms, as well as administrative offices.

## Comforts

Small centers require special attention to the liveability features of the facility. The main communication room or dispatch floor should have taller ceilings (recommend no less than 10 feet) to provide a good measure of acoustic absorption and make the space feel more open. This height allows enough space so that indirect light fixtures can be used to

provide a diffused, even light throughout. Natural light is highly desirable in this area to provide the dispatchers visual relief and a connection to the diurnal cycle of night and day. Northern facing exterior glazing is preferred to prevent glare issues with the computer screens. Finally, acoustic absorptive material needs to be provided to keep the ambient sound to a minimum. This can be accomplished with wall panels, fabric furniture, and carpeting on the floor.

Employee amenities are important to all centres, but in small centres, these facilities should be accentuated to provide the much needed relief off of the dispatch floor. The break area, which may include a kitchenette and small dining area, may even include a connection to the exterior. It is recommended that staff toilets be located immediately adjacent to the dispatch area (but not in)

so that the lone graveyard shift dispatcher can get there and back quickly. Similarly, for convenience, consider providing a coffee bar within the work area. Additional staff facilities may include a small quiet room in combination with an emergency “bunk” room near the break area. This area may include a shower in the toilet and locker areas, in case of a long-term emergency which requires staff to stay over.

### Design for Maximum Operational Capability and Comfort

The contemporary communications center, regardless of size, should be planned and designed for maximum operational capability and personnel comfort. Technically and operationally demanding, dispatch is one of the most stressful positions in the public safety realm.

As one of the most critical public safety functions in emergencies, dispatch communications centres demand that planning for new or upgraded facilities meets the most stringent professional standards that a community can afford. Public safety communications facilities that do not meet the needs of its personnel are unreliable and hazardous to the people it is meant to serve.

*Steven E. Loomis, AIA, is an assistant vice president and the justice and public safety design director with HSMM AECOM (Virginia Beach, VA), has more than 20 years of professional architectural practice and has promoted programming, planning, and design focused on public safety issues. He can be reached at [steve.loomis@aecom.com](mailto:steve.loomis@aecom.com).*



## 2010 APCO Australasia Conference & Exhibition

Melbourne Convention Exhibition Centre, 14-17 March 2010



### APCO Australasia will be hosting the 2010 Conference & Exhibition in Melbourne

Once again APCOA will be bringing together a number of international qualified presenters speaking on the latest in Emergency Services' technology and issues and how to better serve the Public Safety community.

It's an interactive forum that showcases the latest in communications, search & research and surveillance technology, IT & ICT developments, protective apparatus and fleet emergency services vehicles displaying cutting edge in-car systems. APCOA events provide professional growth opportunities regardless of position or industry and draws people globally who are constantly searching the best ways to protect their communities.

[www.apcoaust.com.au](http://www.apcoaust.com.au)

+613 8680 2250



# EMERGENCY SERVICES COMMUNICATIONS TRAINING & CONSULTING

**FALL  
COURSES**  
*Now Posted in  
our Schedule  
Section.*

## Specialized Training for Communicators

IN PARTNERSHIP WITH ONTARIO COLLEGES

[www.provenways.ca](http://www.provenways.ca) • [info@provenways.ca](mailto:info@provenways.ca)



Niagara EMS Chief John Cunanne, Public Safety Minister Peter Van Loan, and the President of the EMS Chiefs of Canada and Toronto EMS Chief, Bruce Farr

# EMS Chiefs of Canada Come to Niagara Falls

Earlier this summer the Niagara Emergency Medical Services hosted the EMS Chiefs of Canada Conference and Trade Show and by all reviews it was a huge success. The evening before the start of the formal conference networking amongst colleagues began in earnest at the opening reception hosted by Niagara and sponsored by Crestline at the Hilton hotel.

The conference got underway at the Fallsview Casino and Resort with President Bruce Farr of the Emergency Medical Services Chiefs of Canada and Chief of Toronto EMS welcoming the delegates and speaking about the themes of the show which included leadership, change in service delivery model, patient expectations, core delivery, and edu-

cational needs. Chief of Niagara Emergency Medical Services John Cunanne and Conference Chair Neal Roberts also offered their welcome and formally recognized the hard work of the local conference committee for creating what would turn out to be a memorable and exciting week.

Minister of Public Safety Peter Van Loan was the keynote speaker and provided a rousing speech about the importance of emergency medical services in the community. Mr. Van Loan is responsible for the second largest department in the federal government and his areas of responsibility include national security, emergency management, law enforcement, corrections, crime prevention, and border security. As the

representative for the York-Simcoe riding he knows full well of the need for emergency services as his own area has been affected by crises in the past. "The 2003 blackout, the Barrie Tornado in Innisfil, and the flooding from Hurricane Hazel were all the proof needed to recognize that emergencies happen everywhere. Our government is taking steps to keep Canada safe, said Peter Van Loan. "We wholeheartedly believe that safe communities make for a stronger and better Canada and that emergency medical services are an integral part of that approach."

The EMSCC 2009 conference line up of 20 speakers that offered both education and insight. It included Mike Taigman, one of the leading figures in quality improvement and human



resources for emergency medical Service health care organizations. Mr. Taigman spoke on the subject of a patient-centred values-driven approach to change” in one of the excellent concurrent sessions. Other highlights included the presentation of Dr. Suzanne Mason from the UK’s University of Sheffield on the subject of their Emergency Care Practitioner Program and Mr. Rob Theriault’s talk about “the digital paramedic” – education in the 21st century. The conference also featured poster presentations that generated much interest among the attendees.

The final panel discussion surrounded community paramedicine and the future of EMS that was, on its own, worth the entire attendance fee. To read more about the direction EMSCC has laid out please read their white paper on the topic at “[www.emscc.ca/media.html](http://www.emscc.ca/media.html).”

All of the offered educational sessions were well attended throughout the conference, as was the trade show, which featured over 50 vendors. From oxygen masks, to the vehicles themselves, and everything in between the trade show offered attendees the very latest in EMS technology and tools.

The hosts of Niagara EMS nicely balanced the presentations, trade show, informal networking, and the social scene which surrounds the beautiful region. Tours were offered of historic Niagara-on-the-Lake, the many wineries, and of course tee times at

many of the 40 superb golf courses in the area were also made available.

As with any conference sponsorship was also a key ingredient to success and this one saw a host of support from companies that included Crestline, Demers, Physio Control, Ferno, Zoll, Allied Medical, Canadian Emergency News, and the Wine Council of Ontario.

The conference closed with well-deserved praise for the conference committee by the Canadian President of EMSCC, Mr. Bruce Farr.



*The EMS Chiefs of Canada Conference and Trade Show organizing committee*

*Back row: Rick Ferron, Chris Coker, John Cunanne, Kevin Smith, Steve Van Valkenburg*

*Front row: Carrie Beatty, Diane Tukonic, Neal Roberts, Denis Merrall, John Pereira, Not pictured: Lynn DeGrasse & Dave Goddard*





# CBRN Resilience

*In early July, in the same week that President Obama and Russian President Dmitry Medvedev signed an agreement to reduce their countries respective nuclear armories to 1,700 each, the BAPCO Journal attended a conference organized by Defence IQ entitled 'CBRN Resilience' (Chemical, Biological, Radioactive, Nuclear) to hear talks from leading emergency services professionals, concerning this niche but highly important area.*

## **Ensuring UK Resilience through Effective Fire and Rescue Service and Local Government Resolve – Sir Ken Knight**

**T**he first speaker of the morning was the Chief Fire and Rescue Advisor to the Government, Sir Ken Knight. He spoke about the need to ensure the emergency services have the necessary skills and equipment to be fully prepared to deal with the ongoing threat of terrorism and the CBRN risks inher-

ent in this. Sir Ken started by noting that the emergency services have, since around 2000, had a lot of good experience at dealing with large scale, one-off events, such as the foot and mount crisis, the fuel strikes, major flooding events and Buncefield. All these varied and unique events have helped provide a basis from which planning and training for CBRN incidents have been set out. Part of this has been the improvement in communication and a more “joined up operational platform” in which the emergency services have got a lot better at working together efficiently, and sharing best practice and information after both real events and training scenarios. Sir Ken also noted the investment being made by the government in this area, notably the New Dimension project which, since its formation after the terrorist attacks in New York on September 11, has received around £300m. This investment has helped to deliver new equipment, training and procedures to the fire and rescue service (FRS) to enhance national capabilities at dealing with CBRN threats. This has also involved the training of firefighters, first in Texas, and now at a purpose built facility at the Fire Service College in Morton Marsh, Gloucestershire, in the preparation for CBRN and USAR (Urban Search and Rescue) scenarios. As Sir Ken noted, the need to train firefighters is paramount to ensuring they are able to respond effectively to incidents as they occur; any CBRN threat that is encountered is likely to be of a large scale and highly complex so it is imperative firefighters can cope with the situation and have had training that mirrors the risks they could face at such incidents. This again led Sir Ken to underline the importance of best practice and information sharing – to make sure that when the time comes all the emergency services are able to work together efficiently and effectively. A final point from Sir Ken, on this theme, was the necessity of emergency services using a common language that would cover events, symbols and terminology so there

was no risk of miscommunication or confusion at key moments. A question from the floor, after Sir Ken’s talk finished, asked if he believed enough training events were being carried out to keep skills learnt in training sharp. He said they were, saying they were “sufficiently robust and disruptive” to keep people’s training fresh in their minds, and cited an upcoming event in Holland as an example of the ongoing scenario training firefighters were receiving.

### **Delivery of the Police National CBRN Operational Response Plan – Superintendent John Buttress**

The second talk of the morning was delivered by Superintendent John Buttress from the Police National CBRN Centre, a unit dedicated to training and preparing for potential CBRN incidents that was set up in October 2001. Superintendent Buttress started his talk by noting that Britain has always had to deal with unique and high-level events, from IRA terrorism to plane crashes. Therefore, he reasoned, for the government to have invested an additionally £80m in a centre solely concerned with CBRN would suggest they are aware of the risk it poses, and suggests they are conscious an attack of this nature is a possibility in the future.

He continued by noting that the CBRN threat is somewhat of an unknown because of the risk of suicide bombers – something not encountered in Britain previously – and the randomness of the targets, i.e., the general public, means it is harder to predict where an attack could occur. Therefore it is vital police officers are trained to be able to cope with incidents as and when they could occur – as Superintendent Buttress says, “to increase CBRN resilience through a series of phased investments.” As part of this Superintendent Buttress touched on two distinct areas. Firstly, the necessity of having the correct clothing

was covered, after the recent signing of a contract worth £18m that was recently signed to provide 12,000 CBRN quick-don PPE suits to officers, after an extensive tender process. It was noted that spending £18m on clothing that may never be used is a large outlay but a vital one that will help ensure the best possible response to an incident. The original clothing used, while able to cope with the conditions they could face, took around 40 minutes to put on, where as the new quick-don suits take just five minutes. Secondly, the importance of crowd control was another area that the Police National CBRN Centre has to consider and Superintendent Buttress explained that to provide this it has recently purchased a series of large barriers, which have been used in real situations, such as at a Cardiff v. Swansea football match. As well as this, an electronic messaging system, to provide information to those held behind barriers, has been purchased too. This has also been used at Glastonbury to remind those arriving to be aware of the risk of crime. “Familiarising officers with this equipment is vital as it means if they have to use it during a large-scale incident they are not coming to it cold,” said Superintendent Buttress.

While CBRN might, in the main, be a niche area, the investment the governments has made in the Police National CBRN Centre underlines the importance it places in this area, and the possibility it could be called into action and to date over 7,000 officers have been trained at this dedicated centre.

### **Hazardous Area Response Teams (HART) Teams – Steve Wheaton**

Steve Wheaton, Regional Head of Specialist Operations from the West Midlands Ambulance Service, gave the final talk of the morning sessions with regards Hazardous Area Response Teams (HART) and the role they play in providing emergency triage and treatment to patients in hazardous areas and warm zones. As

Wheaton noted, previously at large-scale incidents paramedics would have to stand on the edge of the inner cordon, waiting for patients to be brought to them before they could begin treatment. Obviously this was not a good way to operate and wasn't good for patients. Therefore the idea of setting up dedicated teams who would be trained to enter hazardous areas was put forward in 2004 after reports from incidents like 9/11 had been produced. The project was looked into by the Department of Health, to assess its viability and cost and they submitted a paper to government ministers recommending the teams in May 2005. Then, after the terrorist attacks in July, the project was fast-tracked and given approval in August.

As a result of this the plan is to have 12 HART teams based across the UK by the end of 2012. London will have two teams, covering the East and West of the city, while the North

West, covering Manchester and Liverpool, will also have two teams, due to the size of the area and the two populations in these cities. The HART teams are to be phased into their areas over 18 months, a period in which the teams are trained and provided with the necessary equipment, to bring them up to the required standard.

Since the inception of the HART teams Wheaton said there had been a good level of interest from ambulance staff to join. As a result the training encompasses both the teaching of the necessary skills and tests to ensure they are competent for the role, including psychological and physical assessments and resilience tests, all of which lasts nine weeks. After training a HART team consists of six paramedics, including a team leader. They remain dedicated HART staff to ensure their skills and training remains current while maintaining 24/7 dedicated incident coverage. As

well as training, the HART teams also work closely with fire services and other agencies in their areas to forge links and communications as they are often working closely together at incidents, said Wheaton.

HART teams also utilize a range of specialist vehicles that include a forward command vehicles fitted with the necessary equipment and technology for use at the site. This includes satellite communications, a self-contained Wi-Fi network, VoIP and GSM encrypted phones and the necessity of having access to this equipment means that a back-up of each vehicle has also been purchased so if one is taken out of action for any reason there is a back up on available. All this has been achieved with additional funding provided by the government, with the promise of continued funding of around £2.4m a year, something that Wheaton says has helped significantly in providing a basis for the project to move forward with the knowledge the

# ComLog™

With over 15 years of experience in voice recording, the CVDS **ComLog** Voice Recorder has the reputation of being one of the most reliable products on the market. At the end of the day, that's what it is all about, to give you a tool that you can depend on. Reliability is key.

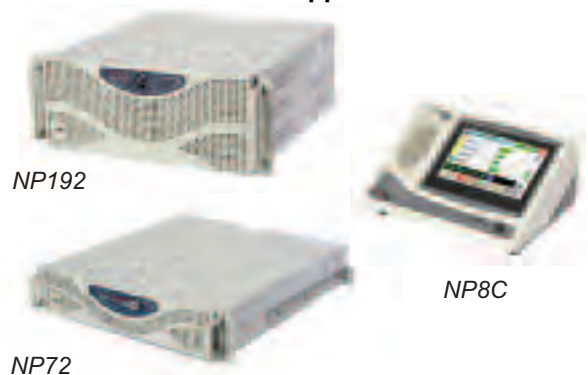
Every installation is special. Each with its unique requirements. At CVDS, we thrive on providing recording solutions for the largest clients with hundreds of channels for the smaller sites with only 4 channels. Every site is as important as the next. The ComLog family of recorders provide individual solutions to each. Whether the sources are analog, digital, or VoIP, telephone or radio, the ComLog does it. Whether storage requirements are simple or RAID, 25,000 to 750,000 hours, Hard Disk, REV, or NAS, the ComLog does it. Whether simple or fault tolerant configurations are needed, the ComLog does it.

We invite you to call or e-mail us to discuss YOUR recording requirements to select the best ComLog solution tailored specifically for your agency.

by  
**CVDS Inc.**

**Digital Voice Recording Systems**

**First in Performance - First in Reliability  
First in Support**



**T: 514-426-7879**

**F: 514-426-3511**

**Email: sales@cvds.com**

**www.cvds.com**



## Contact Information

### For Article Submission:

**Ted Harris**

EDITOR-IN-CHIEF

Ted.harris@apco.ca

### For Advertising Inquiries:

**John Birkby**

ADVERTISING SALES REPRESENTATIVE

905-628-4309

jbirkby@andrewjohnpublishing.com

### For Classified Advertising in *Wavelength* and APCO Canada Website Advertising:

**Brenda Robinson**

SALES AND CIRCULATION COORDINATOR

905-628-4309

brobinson@andrewjohnpublishing.com

### Send ad materials to:

115 King Street West,

Suite 220,

Dundas, ON L9H 1V1

(905) 628-4309 | 877.245.4080

866-849-1266 FAX

info@andrewjohnpublishing.com

## Classified Ads Specifications

Please fax this form along with a printed proof of your ad to 866-849-1266  
in order to have your order processed.

### Ad Sizes/Rates:

All classified ads are  
black and white

Prices subject to change without notice.

**PREPAYMENT REQUIRED.**

Canadian advertisers add 5% GST to total order.

10% discount for multiple orders.

<input type="checkbox"/>	<b>Please run my Text Only Classified Ad</b>	<b>Rate</b>
	<i>(text only, no images, black and white only)</i>	
	Minimum charge for 1 – 50 words \$100.00	
	\$2.00 for each additional word over 50.	

<input type="checkbox"/>	<b>Please run my Display Classified Ad</b>	<b>Rates</b>
	<i>[ad may contain picture(s) or logo(s)]</i>	
	1/8 page (3.5" wide x 2" high, business card size)	\$200.00
	1/4 page (3.5" wide x 4.25" high)	\$450.00
	1/2 page (3.5" wide x 6.5" high")	\$900.00



Ads must be typed and submitted in an electronic  
format either by mail or email to the address below.

No ads will be published unless full payment and  
faxed, printed proof is included with order.

### Ad to appear in:

Issue 1 (Jan)  Issue 2 (Mar)  Issue 3 (June)  Issue 4 (Aug)  Issue 2 (Oct)

### CONTACT INFO:

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_  
ORGANIZATION: \_\_\_\_\_ AGENCY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CITY/TOWN: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_  
PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_  
EMAIL: \_\_\_\_\_

## Advertising Terms

Andrew John Publishing Inc. (AJPI) is not responsible for any errors in electronic files supplied by the client. Similarly, AJPI accepts no responsibility for poor reproductions as a result of client-supplied materials. The advertiser and the advertising agency assume full liability for all advertising submitted, printed, or published. Ads not received on deadline may not be run. If not published, advertisers will be charged a 50% space-holding fee.



Published by  
**ANDREW JOHN  
PUBLISHING INC.**

www.andrewjohnpublishing.com

funding is in place for the future.

To conclude, Wheaton gave an example of the real-life benefits of HART, when called into action in Birmingham in April. "The original call suggested approx 30 ambulances would need to be sent to a swimming pool after a chlorine leak affected around 50 children. Obviously 30 ambulances is a huge amount and one a controller would find it almost impossible to send. However, once the true extent of the call was ascertained by commanders on the scene, it was evident that large amount of resources were required to provide oxygen therapy equipment, they were able to send a HART team, with their specialist equipment, to the incident to provide rapid triage and medical treatment. With the Multiple oxygen delivery system carried on their vehicles they were able to treat 40 children at the scene and only five ambulances were needed to transport more severe casualties to hospital," explained Wheaton. This was just one example of where HART teams are making a clear difference in today's operational environment and improving the care given to patients.



Reprinted with permission from BAPCO Journal, September 2009.

Visit us at  
booth #9  
at APCO!

## Check out the chatter.

Word is spreading about Genesis' Trunking Network Management Solutions. For over 20 years, Genesis has developed **wildly** innovative solutions for Motorola ASTRO<sup>®</sup>25, SmartZone<sup>®</sup>, SmartNet<sup>®</sup>, and now MOTOTRBO<sup>™</sup> systems. And in case you didn't catch the latest gab, GenWatch3<sup>®</sup> by Genesis is the replacement for Motorola SIMSII, SIP, SystemWatch<sup>®</sup> and SITE LENS<sup>®</sup>.

Find out what the fuss is all about.  
Discover the future of Trunking Network Management.

1 877.548.0465 (US & Can)  
www.genesisworld.com

# PROTECT THEM ASK THE RIGHT QUESTIONS



Quickly sending the RIGHT on-scene information to responding officers and updating it in real-time can help save lives. That's what the Police Priority Dispatch Protocol System<sup>®</sup> does better than any other. When your team takes a 9-1-1 call using ProQA<sup>®</sup> dispatch software, you can be confident that both your new and veteran dispatchers are doing it RIGHT and that responding officers are receiving the information they need to protect themselves and the citizens around them.

*We agree with what master mathematician Claude Shannon said in 1963:*  
"Information is the reduction of uncertainty"  
ProQA<sup>®</sup> Dispatch Software—reducing uncertainty for over 29 years

**Priority  
Dispatch**

**800-363-9127**  
[www.prioritydispatch.net](http://www.prioritydispatch.net)

ask the *right* question. get the *right* answers. send the *right* information.



**When lives are on the line,  
first responders need a partner  
they can count on.**

**From day-to-day operations to disaster response, Harris radios bring interoperability to public safety communications.**

As the leading provider of interoperable communications solutions to our soldiers on the battlefield, Harris now brings its experience and expertise to public safety. Building on our rich heritage in defense communications, we've introduced the Unity™ family of full-spectrum products for joint public safety operations on the local, state, and federal levels. Harris radios can now connect the soldiers that protect our freedom as well as the emergency personnel that protect our families. We help them talk and work as one.

To learn more about interoperability or to view products, visit [www.talkasone.com](http://www.talkasone.com)



*assuredcommunications*®

RF Communications • Government Communications Systems • Broadcast Communications

[www.harris.com](http://www.harris.com)