

“  
*GOT YOUR*  
**BACK TALK**”  
**MABAS ILLINOIS**  
**TRAINING SUMMIT 2017**



Training Summit 2017 Edition

Agenda 2017



Command Flyer	14
Dispatcher Flyer	15
Monday February 6	16
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Friday February 10	21
Guest Speakers	22-28

For More Information

MABAS, Illinois

847-403-0500



# MABAS / ITTF ANNUAL COMMAND TRAINING SUMMIT

**February 6, 2017 - February 8, 2017**

*Marriott, 201 Broadway Avenue, Bloomington-Normal, IL.*

**Registration Fee: \$250** Per Person / **NON-REFUNDABLE**

Contact the MABAS  
website for updated  
information  
[www.mabas-il.org](http://www.mabas-il.org)

- Registration Fee of \$250 Per Person
- Deadline January 15, 2017

Your Registration Fee includes:

Tired Travelers Hospitality Gathering  
2 Breakfasts / Refreshment Breaks / 1 Lunch  
2 Nights Lodging max-3 rooms per IL MABAS Division/County  
**NO OT/BF Is Available For This Year's Annual Training Summit**

Target Audience: Fire Chiefs / Deputy Fire Chiefs / MABAS Division Boards  
Law Enforcement / Emergency Management Agencies / Team Leaders

\* Out of State MABAS Divisions and additional attendees are welcome at their own expense due to restrictions by IL Terrorism Task Force Funds

## MABAS / ITTF TRAINING SUMMIT HIGHLIGHTS

*Subject to change*



### — Speaker Presentation — Highlights

- \* San Bernardino Terrorist Strike  
Fire Operations Perspective
- \* Are You The Next Terrorist Target  
Suspicious Indicators
- \* Paris Terror Attacks— Lessons Learned  
Complex Multiple Target Sites
- \* Terror And First Responders Focus  
FBI & Counter Terrorism

- \* Dallas Sniper And Peaceful Protestor Targets  
Hear The First Fire Chief's Experience
- \* Medical Perspective Protocols & Terrorist Bombings  
An Interactive Learning Curve
- \* Orlando Pulse Terrorist Tragedy  
Orlando Operations FD Chief's Experience
- \* Sandy Hook School Tragedy  
First Responders Hear From A Mother

— And More —

Summit Schedule Available On MABAS Website



Registration Deadline: January 15, 2017  
Website: [www.mabas-il.org](http://www.mabas-il.org)

Questions: Contact Jeanie Mercier ([mercier@mabas-il.org](mailto:mercier@mabas-il.org)) 630-640-9804  
or Michael Graves ([graves@mabas-il.org](mailto:graves@mabas-il.org)) 217-741-5632

# MABAS / ITTF ANNUAL DISPATCHER TRAINING SUMMIT

**February 8, 2017 - February 10, 2017**

*Marriott, 201 Broadway Avenue, Bloomington-Normal, IL.*

**Registration Fee: \$250** Per Person / **Non - Refundable**

Contact the MABAS  
website for updated  
information  
[www.mabas-il.org](http://www.mabas-il.org)

- Registration Fee of \$250 Per Person
- Registration Deadline January 15, 2017

*Your Registration Fee includes:*

- Tired Travelers Hospitality Gathering
- 2 Breakfasts / Refreshment Breaks / 1 Lunch
- 2 Nights Lodging—50% single person per room or 100% (2) attendees sharing a room
- NO OT/BF Is Available For This Year's Annual Training Summit**

Target Audience: Dispatcher Supervisors, Dispatchers

\* Out of State MABAS Divisions and additional attendees are welcome at their own expense due to restrictions by IL Terrorism Task Force Funds

## MABAS / ITTF TRAINING SUMMIT HIGHLIGHTS

*Subject to change*



— *Speaker Presentation* —  
*Highlights*



- \* Dallas Sniper Shootings During Protest March  
Hear From the 9-1-1 Dispatchers
- \* Sandy Hook School Tragedy  
Hear From The Mom's Perspective
- \* Orlando Pulse Nightclub Tragedy  
Hear From the 9-1-1 Dispatchers
- \* Leadership Under Fire

- \* When Bad Things Hit Good Dispatch Centers  
Steve Rauter—WESCOM
- \* Pride And Ownership In Your Center  
Rick Lasky Talks To Operators
- \* MABAS For Beginners & For Advanced OPS  
Coach-Practice-Exercise-More Practice
- \* Cheerleading For Your Team Mates

— And More —

Summit Agenda & Schedule Available On MABAS Website



Registration Deadline: January 15, 2017  
Website: [www.mabas-il.org](http://www.mabas-il.org)

Questions: Contact Jeanie Mercier ([mercier@mabas-il.org](mailto:mercier@mabas-il.org)) 630-640-9804  
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**MABAS-ILLINOIS TRAINING SUMMIT  
CHIEFS AND COMMAND  
February 6 – 8, 2017**

<b>Monday</b>	<b>February 6, 2017</b>
0730 – 0830	Continental Breakfast for Committee and Staff Members – <b>Redbird North Lobby</b>
0700 – 1700	Registration – <b>North End</b>
0830 – 0915	Committee Orientation & 2017 Briefings – <b>Redbird C/D</b> <b>Bill Clossen, Fire Certification Specialist, OSFM</b> overview of changes in certification programs
0915 – 1230	Committee Work Sessions
By-Laws Committee – <b>Hunt</b>	Water Rescue Committee – <b>Beaufort</b>
Fleet & Mechanics Committee – <b>Fell A</b>	TCD Committee – <b>Blackburn</b>
MIST Committee – <b>Fell B</b>	US&R Committee – <b>Redbird F</b>
TRT Committee – <b>Fell C</b>	HAZMAT Committee – <b>Broadway</b>
Operations Committee – <b>Redbird E</b>	Fire Intelligence Liaisons – <b>Redbird G</b>
0930 – 1030	Break – Set up near committee meeting rooms
1145 – 1230	Working Committee Lunches (Provided – delivered to Committee rooms)
1300 – 1345	<b>Welcome &amp; Dignitaries Comments – Redbird C/D</b> <b>Pledge of Allegiance</b> <ul style="list-style-type: none"> <li>- Chris Koos, Mayor, Town of Normal</li> <li>- Tari Renner, Mayor, City of Bloomington</li> <li>- Matt Perez, State of Illinois Fire Marshal</li> <li>- Mick Humer, Fire Chief, Town of Normal</li> <li>- Brian Mohr, Fire Chief, City of Bloomington</li> <li>- MABAS Leadership Team Executive Board</li> </ul>
1345 – 1515	<b>San Bernardino Terrorist Attack, Fire Department Experience, Lessons Learned in a Mass Shooting Incident – Redbird C/D</b> <b>Captain Tom Hannemann, San Bernardino County Fire Department</b> – Presentation will cover lessons learned with regard to response and care of victims in a mass shooting, incident, carried out by homegrown violent extremists.
1515 – 1530	Break – <b>Lobby Area</b>
1530 – 1615	Vendor Setup – <b>Redbird A/B</b>
1530 – 1700	<b>Suspicious Indicators Recognition &amp; Assessment – Redbird C/D</b> <b>Michael Rozin, President, Security Consulting LLC</b> – Presentation will provide non-law enforcement first responders with a critical skill to recognize pre-incident suspicious indicators related to terrorism incidents and assess threat potential; also enhance threat awareness and mitigation skills.
1615 – 1700	Vendor Briefing – <b>Redbird A/B</b>
1700 - 1715	Administrative Announcements & Day's Summary – <b>Redbird C/D</b>
1800 - 2030	Supper Served – <b>Redbird A/B</b> Tired Travelers with our Vendor Sponsors – <b>Redbird C/D</b>

**MABAS-ILLINOIS TRAINING SUMMIT  
CHIEFS AND COMMAND  
February 6 – 8, 2017**

<b>Tuesday</b>	<b>February 7, 2017</b>
0730 - 0830	Continental Breakfast for Summit Attendees – <b>Redbird Lobby</b>
0700 – 0900	Summit Registration – <b>North End</b>
0815 – 0830	Welcome and Admin. Announcements - General Session – <b>Redbird C/D</b>
0830 – 1030	<b>Paris Terrorists Attack Lessons Learned – Redbird C/D</b> <b>Abigail Williams, Intel Analyst, Department of Homeland Security; Ed Mills, Assistant Fire Chief of EMS, Washington D.C. Fire &amp; EMS</b> – The speakers represented the International Association of Fire Chiefs Terrorism Homeland Security Committee in Paris following the terrorist attack. This presentation will provide a briefing on what occurred, followed by the lessons learned from this attack.
1030 - 1045	Break with Vendors – <b>Redbird A/B</b>
1045 - 1215	<b>Terrorism Landscape / Domestic Counterterrorism Focus for First Responders – Redbird C/D</b> <b>Ann Rohrhoff, FBI, National Counter Terrorism Center, Midwest Region; Jason Shelton, Firefighter/Paramedic Los Angeles City Fire Department, Homeland Security Division and National Counter Terrorism Center; Jim Hamilton, National Counter Terrorism Center</b> – Presentation, briefings relating to the Terrorism Landscape (International) and Domestic Terrorism and the National Counterterrorism Center as part of the Joint Counterterrorism Assessment Team (JCAT).
1215 - 1315	<b>Working Lunch – Redbird E/F/G</b> <b>Anatomy of a Disaster</b> <b>Michael Graves, Branch Chief, Training and Exercises, MABAS-ILLINOIS; Darryl Dragoo, IEMA, Coordinator of the Strategic Planning Cell and SEOC Manager</b>
1330 - 1500	<b>Dallas Sniper Shooting, Lessons Learned – Redbird C/D</b> <b>Battalion Chief Tami Kayea, Dallas Fire Rescue</b> – Was the first Battalion Chief on the scene of the sniper shooting and assumed command of operations. This presentation will provide the briefing of the incident, lessons learned and how the Dallas Fire Rescue Department is moving forward following this incident. Battalion Chief Kayea knew there was always the potential for a large scale event and on July 7, 2016 found herself part of a national tragedy when Dallas Police Officers were ambushed leaving five dead.
1500 - 1545	Break with Vendors – <b>Redbird A/B</b>
1545 - 1715	<b>Medical Preparedness and Response to Terrorist Bombing Incident – Redbird C/D</b> <b>Battalion Chief Tom Christensen, Waukegan Fire Department and Bomb Team Coordinator</b> – The presentation will involve a multiple casualty bombing scenario. Attendees will make strategic or tactical decisions based on information presented to determine response resources and priorities. We will discuss and describe jurisdictional roles and responsibilities to a bombing incident; analyze the situation, develop an action plan to address the incident and resolve the situation. Attendees will be given an opportunity to demonstrate their understanding of key response issues to a major bombing incident, thru on-line voting via “Vote Vox” / phone applications interactively.
1715	Administrative Announcements & Day’s Summary – <b>Redbird C/D</b>
Evening	On Your Own – Enjoy Bloomington and Normal

**MABAS-ILLINOIS TRAINING SUMMIT  
CHIEFS AND COMMAND  
February 6 – 8, 2017**

<b>Wednesday</b>	<b>February 8, 2017</b>
0730 – 0830	Continental Breakfast for Attendees – <b>Redbird Lobby</b>
0830 - 1000	<b>Orlando / Pulse Night Club Tragedy, Lessons Learned – Redbird C/D</b> <b>Deputy Chief Richard Wales, City of Orlando Fire Dept.</b> – The presentation will provide a briefing of the tragic events at the Pulse Night Club and the collective lessons learned by the Department.
1000 - 1015	Break with Vendors – <b>Redbird A/B</b>
1030 - 1200	<b>Sandy Hook, Beyond Readiness, Response and Recovery – Redbird C/D</b> <b>Michele Gay, Co-Founder, and Executive Director, Safe and Sound: A Sandy Hook Initiative</b> – Michele shares her personal perspective on the Sandy Hook School response and recovery efforts. Based on her own experiences, those of victims, survivors, first responders, community leaders, educators, families and children in the Sandy Hook and Newtown community. Michele outlines the challenges, successes and lessons learned in the aftermath of tragedy and loss in order to better prepare others to response and recover from emergencies, crisis and disaster.
1200 - 1300	Lunch on your own
1300 - 1500	MABAS Executive Board Meeting – <b>Redbird C/D</b>
1500 - 1600	Raffle & Door Prizes – <b>Redbird C/D</b>

**MABAS-ILLINOIS TRAINING SUMMIT  
DISPATCHERS  
February 8 - 10, 2017**

<b>Wednesday</b>	<b>February 8, 2017</b>
0800 - 1600	Dispatcher Summit Registration – <b>Redbird North Lobby</b>
1000 – 1030	<b>Welcome to the 2017 MABAS-Illinois Dispatchers Summit – Redbird E/F/G</b>
1030 - 1200	<b>Dallas Sniper Shootings, Lessons Learned On The Dispatch Floor – Redbird E/F/G</b> <b>Captain Troy C’Debaca, Lieutenant Jennifer Osborne, Dallas Fire Rescue Dispatch Communications</b> – The sniper shooting of July 7, 2016, which took the lives of 5 police officers, was one of the most traumatic days in the City of Dallas. The rapidly unfolding events and sheer scope of this tragedy brought about numerous challenges to an already overloaded 911/Fire Dispatch system. Dallas Police, Fire-Rescue and DART Police officers answered the call to duty on this fateful night with focus, bravery and determination. With these types of shootings occurring almost regularly in our country, municipalities must learn from those with experience and be prepared to handle these rapidly evolving incidents as effectively as possible. This presentation will focus on may elements, some of which are staffing challenges, radio communications/needs, ICS communications with the IC and Unified Command, training before and after, utilization of Critical Incident stress Debriefing (CISM) and moving forward, i.e. Procedures and SOP’s, to name a few.
1200 - 1330	Lunch on your own! Explore Bloomington- Normal
1330 - 1500	<b>Sandy Hook, Beyond Readiness Response and Recovery – Redbird E/F/G</b> <b>Michele Gay, Co-founder, Executive Director, Safe &amp; Sound: A Sandy Hook Initiative</b> – Michele shares her personal perspective on the Sandy Hook School response and recovery efforts. Based on her own experiences, those of victims, survivors, first responders, community leaders, educators, families and children in the Sandy Hook and Newtown community. Michele outlines the challenges, successes and lessons learned in the aftermath of tragedy and loss in order to better prepare others to response and recover from emergencies, crisis and disaster.
1500 - 1600	Raffle & Door Prizes – <b>Redbird C/D</b>
1600 - 1630	Closing Administrative Remarks – <b>Redbird E/F/G</b>
1800 - 2030	Supper Served – <b>Redbird A/B</b> Tired Travelers with our Vendor Sponsors – <b>Redbird C/D</b> <b>Join us for our “Luau-themed” Gathering! Make sure to wear your Hawaiian Shirt!!</b>

**MABAS-ILLINOIS TRAINING SUMMIT  
DISPATCHERS  
February 8 – 10, 2017**

<b>Thursday</b>	<b>February 9, 2017</b>
0700 – 0800	Continental Breakfast and Registration for Attendees – <b>North Redbird Lobby</b>
0800 – 0945	<b>Orlando / Pulse Tragedy “Before and After Pulse, Lessons Learned in Communications”- Redbird E/F/G</b> <b>Matthew King, Assistant Manager, Orlando Fire Department Communications Division</b> – Presentation will touch on how the Orlando Fire Department Communications Division operates and how it has changed after the incident at the Pulse nightclub. The focus will be on what we as a Division learned and how we can be better prepared for large scale tragedies in the future.
0945 - 1000	<b>Break – North Redbird Lobby</b>
1000 - 1130	<b>Dispatch Simulator Available for Beginners – Blackburn</b> <b>Jamie Fleisner, Shelly Lemons and William Neumann</b> <b>MABAS for Beginners – Redbird E/F/G</b> <b>1. MABAS 101 – What the heck is MABAS?</b> <b>Tom Clifton and Joe McGrath</b> <b>2. Fire Engine? Fire Truck? What’s the difference?-</b> A general review of the fire service. <b>Matt Diamond</b> <b>3. Radio 101 –</b> Hey you, it’s me! A review of the ins-and-outs of the radio world. <b>Andy Russell</b>
	<b>MABAS Advanced – Redbird D</b> <b>1. Statewide Plan –</b> What do you need to get more help. <b>Mark Sikorski</b> <b>2. The STIC –</b> The evolving role of Dispatchers working with the Statewide Terrorism & Intelligence Center. <b>Johnathon Paholke and Alana Sorrentino</b> <b>3. Prepare for Departure-</b> Leave it better than you found it! <b>Chris Lienhardt</b>
1130 - 1230	<b>Leadership Under Fire! – Redbird E/F/G</b> <b>How to be a better leader, regardless of your rank!</b> <b>Colonel Royal Mortenson (Ret), Director, Illinois Fire Service Institute</b>
1230 - 1330	<b>Working Lunch – Redbird D</b> <span style="float: right;"><b>When bad</b></span> <b>things happen to good Communication Centers. How to handle the extraordinary</b> <b>issues within your center!</b> <b>Steve Rauter, Executive Director, WESCOM</b>
1400 - 1515	<b>Major Incident Simulation – Redbird E/F/G</b>
1530 - 1700	<b>Get Fired Up About the Job You Do / Pride &amp; Ownership in the Dispatch Center –</b> <b>Redbird E/F/G</b> <b>Rick Lasky, Fire Chief (ret) Lewisville, Texas Fire Dept. Emergency Service</b> <b>Consultant, Author, Motivational Speaker and Educator</b>
1700 - 1715	Closing Remarks – <b>Redbird E/F/G</b>
Evening	Enjoy dinner on your own in Bloomington – Normal!



MABAS-ILLINOIS TRAINING SUMMIT  
DISPATCHERS  
February 8 - 10, 2017

<b>Friday</b>	<b>February 10, 2017</b>
0730 – 0830	Continental Breakfast for Attendees – <b>North Redbird Lobby</b>
0830 – 0930	<b>MABAS Status Update - An Organization Briefing – Redbird E/F/G</b> <b>Chief Jay Reardon, CEO, MABAS-ILLINOIS</b>
0930 - 0945	Break – <b>North Redbird Lobby</b>
0945 - 1230	<b>Head, Heart, Guts &amp; Spirit – How to be your best when it matters most! - Redbird E/F/G</b> <b>Sam McKee</b>
1230 - 1245	2017 Dispatcher Summit – Closing Remarks – <b>Redbird E/F/G</b>

## MABAS-ILLINOIS COMMAND SUMMIT KEYNOTE SPEAKERS

**Tom Hannemann, Captain, San Bernardino County Fire Department**, Former San Bernardino City Fire Chief began his fire service career in 1991 as a volunteer firefighter with Cal Fire in Highland, California. Chief Hannemann had been with the San Bernardino Fire Department since October 1992. He was hired by the City as a paramedic/firefighter and worked his way up through the ranks, performing in many of the specialty fields within the department including hazardous materials, training, before his promotion to Deputy Chief in 2014, where he oversaw the day to day operations of the department. He began his tenure as San Bernardino City Fire Chief in July 2015. Due to financial constraints placed on the fire department from the municipal bankruptcy the City had filed for, the fire department was eventually outsourced to the San Bernardino County Fire Protection District in July of 2016. He and all members of the organization were transferred to the County FPD, where he currently works as a Fire Captain. He has earned a Bachelor's Degree in Management and a Master's Degree in Public Administration from Troy University. He is a California State Certified Chief Officer.

**Michael Rozin, President of Rozin Security LLC**, an international security risk management, training and proactive security services firm comprised of professionals from elite government security agencies, national militaries, law enforcement and intelligence services. Mr. Rozin serves as a Special Deputy at Hennepin County (MN) Sheriff's Office Intelligence Unit. Michael is recognized as the creator of the Suspicion Indicators Recognition & Assessment (SIRA), a proactive counter-terrorism system.

Mr. Rozin worked as Special Operations Captain focused on counter terrorism at the Mall of America. His work here is recognized at the Department of Homeland Security as a leading approach to securing large public spaces. He served in a special operations combat unit in Israel Defense Forces. After military service he joined the Israel Airport Authority as a field agent for Ben-Gurion International Airport in Tel Aviv. He is a graduate of the Institute for Counter-Terrorism in Hertzliya, Israel and completed the Advances Security and Anti-Terrorism Training at Israeli Academy under the oversight of the Israel Security Agency (Shin Bet).

**Abigail Williams, Intel Analyst, Department of Homeland Security**, joined the Department of Homeland Security's Office of Intelligence and Analysis in 2012. She previously worked for the Federal Bureau of Investigation as an Intelligence analyst in the Counterterrorism Division.

**Ed Mills, Assistant Chief of EMS Operations, Washington D.C. Fire & EMS**, is an 18 year veteran of the D.C. Fire & EMS Department, previously served as the Deputy Fire Chief of Operations in 2014 and Deputy Fire Chief of Special Operations in 2013. Chief Mills has a well-rounded career in the fire service which includes being a B.C. for Special Operations and a Captain for the Hazardous Materials Unit. Chief Mills earned his Bachelor of Science Degree in Fire Science Administration from the University of the District of Columbia. He has also received Hazardous Materials and Weapons of Mass Destruction training from the NFA, Center for Domestic Preparedness, U.S. Department of Homeland Security, Department of Counter Terrorism, Fairfax County Criminal Justice Academy and the University Of Maryland Fire & Rescue Institute.

**Ann C. Rohrhoff (CG)(FBI), National Counter Terrorism Center, Midwest Region**

## MABAS-ILLINOIS COMMAND SUMMIT KEYNOTE SPEAKERS

**Jason Shelton, Firefighter / Paramedic, Los Angeles City Fire Department, National Counter Terrorism Center**, is a 15 year veteran of the Los Angeles City Fire Department as a Firefighter / Paramedic assigned to the Homeland Security Division as the lead Specialist for the Tactical Emergency Medical Support (TEMS) Unit. His unit is responsible for providing tactical support to numerous local and federal agencies. Jason is currently assigned to the National Counterterrorism Center (NCTC) as part of the Joint Counterterrorism Assessment Team (JCAT), a team of first responders that are integrated into the national intelligence community. Past assignments have included the Los Angeles area fusion, Joint Regional Intelligence Center (JRIC), as an assessor in the CI/KR section. He is a member of several local, state and federal working groups for terrorism response and serves as an instructor for the State of California on Unified Response to Violent Incidents. Jason is also a veteran of the United States Navy serving over 10 years in Naval Special Warfare as a SEAL, completing multiple deployments around the world.

**Jim Hamilton, National Counter Terrorism Center**

**Darryl Dragoo, IEMA, Coordinator of the Strategic Planning Cell & SEOC Manager**, has been employed with the State of Illinois for 32 years, working in nuclear safety and emergency management. Darryl has been a Certified Emergency Manager since 2001 and has participated in several working groups responsible for the development of the national and international standards on Emergency Management and Homeland Security. He is currently serving as the Chair of USAR Standards Committee and Vice Chair of the EMAP Technical Committee and has served as the team lead for numerous national and international emergency management and homeland security program assessments.

**Michael Graves, Branch Chief for Training and Exercises for MABAS-ILLINOIS**, is a retired military and continues to work with the Department of Defense in the area of domestic response readiness. He is an Incident Command instructor for the Illinois Fire Service Institute and the Illinois Emergency Management Agency. He works in various areas of emergency management and disaster response and has presented around the nation.

**Tami Kayea, Battalion Chief, City of Dallas Fire Rescue**, has been a firefighter and paramedic with the Dallas Fire Rescue Department for 20 years. She progressed up through the ranks within the Department and has served as a Battalion Chief for over 7 years. As Battalion 1, she is stationed downtown and is the busiest Battalion in the City. Tami has her Master's Degree in Management and Leadership and is a graduate of the Executive Fire Officer Program. She has presented on this topic at the EFO Symposium at the National Fire Academy.

**Tom Christensen, Battalion Chief, Waukegan Fire Department and Bomb Team Coordinator**, provides protection to Lake and McHenry Counties. He has over 29 years with Waukegan, with 20 of these years as a Certified Explosive Technician. Tom received his Bachelors Degree in Fire Science from Southern Illinois University. He continues furthering his education acquiring multiple certifications through various State and Federal agencies. He teaches explosive safety as an instructor for the DHS sponsored Incident Response Program at New Mexico Institute of Mining and Technology and at the College of Lake County. Tom is also a member of the F.B.I. Chicago Stabilization team, providing response for Midwest incidents involving radiological and explosive threats. In 2010 he received the Illinois State Fire Marshal's Medal of Valor and in 2012 the American Legion's National Firefighter of the Year.

## MABAS-ILLINOIS COMMAND SUMMIT KEYNOTE SPEAKERS

**Richard Wales, Deputy Chief, City of Orlando Fire Department**, proudly serves the City of Orlando with over 25 years of service and locally in the fire service since 1989. He has served in many roles throughout his tenure with the Orlando Fire Department. Spending over 5 years in the role of District Chief as the Department's health and Safety Officer, he pioneered the new position for the Department and brought important issues to resolution. In his next role as the Fire Training Division's Assistant Chief, he solidified ISO class 1 compliance and efficiency to provide maximum use of resources, technology and training staff to bring real world scenarios in a training atmosphere and capture those training contact hours. His next position as the Assistant Chief of EMS tasked him with creating a Fire Based Transport service for the sick and injured citizens and visitors in the City. This ground breaking value added service provided critical continuity of EMS services to our patients all while providing new positions and a strong revenue stream into the City. Additionally, he assured Fire Accreditation compliance with EMS requirements and pursuit of accreditation. Chief Wales was appointed to Deputy Chief in 2014 where he oversees the EMS and Transport Division, Quality Assurance, GIS, Records Section, Communications / 911 Center, Emergency Management and Technology / Information Systems. He holds a Bachelor's of Science Degree in Organizational Management and an Emergency Medical Services Technology Associate in Science Degree.

**Michele Gay, co-founder and Executive Director of Safe and Sound; A Sandy Hook Initiative**, following the tragic loss of her daughter, Josephine in the Sandy Hook School tragedy, Michele joined Sandy Hook mother Alissa Parker to establish Safe and Sound Schools as a national resource for school safety. Michele travels across the country sharing her inspiration, recovery and school safety education and advocacy. She conducts school safety workshops and seminars, presenting Safe and Sound School safety model and resources and facilitating school safety development in communities across the country.

## MABAS-ILLINOIS DISPATCHERS SUMMIT KEYNOTE SPEAKERS

**Troy C'DeBaca, Captain, Fire Dispatch Communications City of Dallas**, has served the citizens of Dallas with the Dallas Fire-Rescue Department for over 19 years. He spent over 13 of those years as a paramedic/firefighter before being promoted to officer and being assigned to Fire Dispatch Communications. The last 6 years, he has served as an officer in Fire Dispatch and is currently the shift duty officer for D-Shift. He studied at Mountain View College as well as the University of North Texas and has since gone on to earn his Master Firefighter Certification. Although it was never his intention to spend much time in Communications, he has become inspired and committed to help Dallas Fire Dispatch continue to evolve and improve service to Dallas firefighters and the citizens they serve.

**Jennifer Osborne, Lieutenant, Fire Dispatch Communications City of Dallas**, is a 17 year veteran of the Dallas Fire-Rescue Department and has been assigned to Fire Dispatch for the last 11 years. She spent the first 6 years of her career as a paramedic and a firefighter in South Dallas before transferring to the Communications Center. She earned her undergraduate degree in Biology from Salisbury University in Salisbury Maryland and enjoyed her first career as a laboratory research scientist in immunology before joining the Fire Department. She recently earned a Masters Degree in Physician Assistant Studies from the University of Texas Southwestern Medical School. She was part of the go-live team when Dallas Fire-Rescue transitioned to its current CAD system (VisiCAD by Tritech) and was involved in the configuration of the program. She has never been more proud to serve and be part of their first responder community.

**Michele Gay, is the Co-founder and Executive Director of Safe and Sound; A Sandy Hook Initiative**, following the tragic loss of her daughter Josephine, in the Sandy Hook School tragedy, Michele joined Sandy Hook mother, Alissa Parker to establish Safe and Sound Schools as a national resource for school safety. Michele travels across the country sharing her inspiration, recovery and school safety education and advocacy. She conducts school safety workshops and seminars, presenting Safe and Sound School Safety model and resources and facilitating school safety development in communities across the country.

**Matthew King, Assistant Manager, Orlando Fire Department Communications Division**, has been a member of the department for 11 years. He holds a Bachelor's Degree in American Government and a Bachelor's Degree in International Relations, both from the University of Central Florida. Matthew is an APCO Certified Training Officer, Communication Center Supervisor and Fire Service Communications Officer.

**Colonel Royal Mortenson**, has an extensive, distinguished and decorated military career. During his 29 plus years of service, he commanded and served our country at many levels, in various venues throughout the world. In his final year of service Colonel Mortenson was assigned as the Director of the United States Marine Corps Command and Staff College, Marine Corps University, Quantico, VA. He assumed his current duties as the Director of the Illinois Fire Service Institute (IFSI), University of Illinois, Urbana-Champaign in September 2012, and is a member of the Illinois Terrorism Task Force and the Chairman of that organization's training committee.

## MABAS-ILLINOIS DISPATCHERS SUMMIT KEYNOTE SPEAKERS

**Steve Rauter**, is the Executive Director of Western Will County (IL) Communication Center (WESCOM). He has been in the fire service since 1972 and holds an AAS Degree from College of DuPage and completed Bachelor of Science program work from Southern Illinois University, Certification from the Illinois Fire Service Institute for Fire Officer III, along with countless other related certifications. Steve is also a Board Member of the Will County Emergency Telephone System Board, a Board Member of the Illinois Chapter of Association of Public Safety Communications Officials (APCO) and has been published and quoted by numerous news and media outlets.

**Rick Lasky**, is an emergency services consultant, author, motivational speaker and former Chief of the Lewisville, Texas Fire Department. Originally from the Chicago area, Lasky worked in various capacities for police and fire departments in Illinois and Idaho before moving to Lewisville, where he was the city's Fire Chief for 11 years. He retired as Chief in 2011 to become a full-time consultant and educator. He has written one book, *Pride and Ownership* and co-authored another.

**James (Jay) P. Reardon, Fire Chief (ret) Chief Executive Officer, MABAS-ILLINOIS**, has served in various capacities of Fire and Emergency Services since 1967. His career has involved local and federal government services. He has served as Fire Chief in three different states and the last of which he retired from the Village of Northbrook, Illinois. Jay also retired from the U.S. Air Force following twenty-eight (28) years of active and reserve duty as a Non-Commissioned and Commissioned Officer.

Chief Reardon earned a Bachelors of Science Degree from Southern Illinois University, a Masters of Public Administration from Western Michigan University and a Postgraduate Fellowship from JFK School of Government, Harvard University. Chief Reardon currently serves as instructional staff for Southern Illinois University and Northwestern University.

Over Chief Reardon's career numerous awards and honors were received. Chief Reardon has authored numerous published articles and was recognized as Illinois Fire Chiefs of the Year, *Fire Chiefs Magazine* International Career Fire Chief of the year, both in 2002 and the International Association of Fire Chiefs prestigious President's Leadership Award in 2004. Chief Reardon was also named the Air Force Reserve's Disaster Preparedness Officer in the year 1998.

Chief Reardon is the previous President (1999-2010) and current Chief Executive Officer for the MABAS (Mutual Aid Box Alarm System) Illinois, coordinating 1,100 member agencies in support of large scale incidents, disaster responses and terrorist attacks.

**Sam McKee**, has 15 plus years of experience coaching and training leaders of all kinds: from Amazon and Netflix to Google, high-tech to healthcare, from chocolate factories to Ivy-league universities, from Beyonce's musical director to an NFL coach, from aerial firefighting pilots to public school teachers. Sam helps companies and teams accelerate relationships, crystallize vision, boost engagement and achieve results that matter. Most importantly, Sam is a life-long fan of the World Champion Chicago Cubs and often teaches leadership classes for Wrigley Company. His Portland based company is Evergreen Leadership, LLC, [www.evergreenleader.com](http://www.evergreenleader.com)

## MABAS-ILLINOIS DISPATCHER SUMMIT WORKSHOP PRESENTERS

**Jamie Fleisner**, presently works for Elgin Emergency Communications which dispatches for the City of Elgin, Illinois Police and Fire Departments and the South Elgin FPD. She has been with Elgin for 14 years and is currently the Deputy Director. As a Tele-communicator she has worked in all facets of their communications center, including training, MABAS Division 2 Committee member and major projects.

**Shelley Lemons**, is a shift supervisor at Kane County Emergency Communications (KaneComm) where she has been working for over 23 years. KaneComm is a multi-jurisdictional police/fire/EMS PSAP as well as the secondary dispatch center for MABAS Division 13.

**William Neumann**, is currently the Director for Orland Central Dispatch a fire/EMS based center in Orland Park, since 2005. He started his interest in emergency communications while being a POC firefighter until 2013. A member of the MABAS TCD Committee and he also responds to incident scenes as a support dispatcher.

**Tom Clifton**, has 27 years experience in the fire service and is currently a full time firefighter/paramedic with the Lockport Township FPD. He also has 26 years experience as a Tele-communicator, currently working part time with the Orland Fire District and WesCom (Plainfield) Dispatch as a TCD. Tom is the newest member of the team that presents the Regional Dispatch Seminars.

**Joe McGrath**, has been an emergency communications and fire service professional for 27 years. He is actively working as a MABAS Tele-communicator for over 20 years. He is currently serving as Training and EMD Coordinator for the Justice Police Department in addition to dispatching for the Orland Central Dispatch which is the primary dispatch center for MABAS Division 19, 22 and 24.

**Matt Diamond**, is a Wheeling (IL) Police Department dispatcher with over 30 years of experience in our field. Over the years, he has held numerous positions including Training Officer, Tactical Dispatcher and is a former Firefighter/EMT. Currently, he is also serving as the Huntley (IL) FPD Photographer.

**Andy Russell**, is a Lieutenant with the Buffalo Grove Fire Department and a Captain with the Peotone FPD. He has been in the fire service for 17 years and has always had an avid interest in radios, dispatch and communications. He serves as the liaison to Northwest Central Dispatch for the Buffalo Grove Fire Department and sits on several committees as well as having been a member of the MABAS TCD committee for 5 years.

**Mark Sikorski**, is a full time Tele-communicator/Shift Coordinator for R.E.D. Center / Division 3 in Northbrook, since 2007. He joined the fire service in 1987 and is currently a part-time Administrative Assistant with the Peotone FPD. He started his emergency communications career at Orland Central in 1997 and eventually worked his way up to Director of Communications, before leaving to join R.E.D Center. As part of a group supported by the MABAS TCD Committee, he also travels across the state presenting the Regional Dispatch Seminars to other Tele-communicators and members of the fire service.

## MABAS-ILLINOIS DISPATCHER SUMMIT WORKSHOP PRESENTERS

**Johnathon Paholke**, is the MABAS intelligence representative at the STIC in Springfield and part time TCD with Effingham City 911, since 2005, dispatching Police, Fire and EMS. He has served on numerous committees with MABAS Division 54. He is currently a member of the Board, MABAS FILO Committee and the Effingham County 911 Board. He also is part of the team who presents the Regional Dispatch Seminars throughout the State.

**Alana Sorrentino**, has been tasked with the development and management of the Emergency Management Information Sharing the State of Illinois Fusion Center, the recruitment of key stakeholders, daily operations and the dissemination of pertinent information to those with a need to know. She is responsible for doing outreach to 102 counties in Illinois. Ms. Sorrentino has travelled the state speaking to and educating her partners on the importance of information sharing, current threats, social media analysis, the seven signs of terrorism, special events, cyber security and disaster intelligence. Ms. Sorrentino has presented at the local, regional, state and federal level.

**Chris Lienhardt**, is a 27 year member of the Public Safety community, serving the past 19 years at R.E.D Center, currently the Acting Director, as well as the Antioch Fire Department Deputy Fire Chief. Chris was part of the very first MABAS Conference, as well as part of the team who presents the Regional Dispatch Seminars throughout the State since 2011.

**Pete O'Leary**, is presently Fire Chief for the City of Fond-du-Lac, Wisconsin. Chief O'Leary is no stranger to MABAS having grown up with the system while working at the Wheaton, Illinois Fire Department. He has also served as the Durham, NH. Fire Chief. As Chief in Fond-du-Lac he has spearheaded efforts to bring MABAS Division 120 online when the entire county began the process. Chief O'Leary has presented at the International Fire Chiefs Conference, National Information Officers Association and Wisconsin Fire Chiefs.

*Hope to see you in Bloomington Normal*

MABAS ILLINOIS

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