



SCOTTSDALE, ARIZONA

 **innovation** by design  
SCOTTSDALE • OCTOBER 7-10, 2019  
**VERSATERM** • Re:Invent Users Workshop

 **VERSATERM**

  
**THE SCOTTSDALE**  
RESORT at MCCORMICK RANCH

**KITCHEN WEST**  
RESTAURANT

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

Welcome to the Desert!

On behalf of Versaterm, it is my pleasure to welcome you to the Versaterm Re:Invent Users Workshop and to Scottsdale, an oasis in the desert.

This is your workshop where we hope you too will gain insights into innovative ideas. Versaterm remains on an "innovation treadmill" where we are in the midst of re-inventing our software designs and solutions based upon our #NaturalUse principles. We are certainly not done and, quite frankly, will never be complete – Innovation by Design is the theme and our company mantra.

Creativity is contagious and our commitment is to keep re:inventing ourselves, our solutions and our relationships.

As said in the past, this Workshop is your opportunity to share your experiences and learn from others and hopefully exercise your creative gene - "stay curious" and don't be afraid of change, it's inevitable. We often say we want change but, all too often, get locked into "this is the way we do it" rather than open our minds and take risks. You can't move the yardsticks unless you run a play and in order to run a play, you have to take some risk. Certainly, our software solution set is changing with redesigns that may interrupt your world as you see it or, as it is often known, "someone moved your cheese". This change is inevitable and required to bring innovative new methods to the forefront with a target to simplify for the majority. And, in order to bring in our new methods such as AI, we'll need to modify some approaches. The goal always remains #NaturalUse.

Please leverage this Workshop as your opportunity to not only contribute but exercise your creativity. We have worked diligently to put together plenary and workshop sessions that will educate and hopefully inspire. And, as usual, don't forget to check out vConnect for copies of the presentations (<https://vconnect.versaterm.com/home>).

We balance the learning with ample social activities to further the sharing and opportunities to connect with others. Don't just be a participant - engage! Remember, what you take for granted may be innovative to others and vice versa. Hopefully you can re:invent yourselves and your agency with ideas and methods proven by others – leverage each other's experiences.

On behalf of all those at Versaterm, I thank-you for the opportunity to be your partner – we have the best partners/customers and feel very fortunate to be part of your community. Enjoy the workshop and everything that Scottsdale and the desert has to offer – it's a very unique place with a western motif.

Thank you,

Warren Loomis  
President and CEO  
Versaterm



## Instructions to access the vConference mobile app using your smart phone or tablet

Conference ID: UW2019

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### Download from iTunes

1. Open App Store from iOS device
2. Search for “vConference”
3. Select “vConference”
4. Tap “Install”



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3. Select “vConference”
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(i.e. laptops, Blackberry users)

1. Open Browser
2. Enter <http://web.conbop.com/vdx/>
3. Enter conference ID: UW2019
4. Tap “Enter Conference”



#### Accessing Conference after install

1. Tap “vConference” icon to launch app
2. Enter Conference ID UW2019
3. Tap “Enter Conference”
4. Time to explore the Conference!

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1. Tap “vConference” icon to launch app
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4. Enter new Conference ID



## Quick Reference Agenda



Tuesday, October 8, 2019									Wednesday, October 9, 2019									Thursday, October 10, 2019									
7:15 AM	Breakfast and Registration Opens								7:15 AM	Breakfast and Registration Opens								7:15 AM	Breakfast and Registration Opens								
8:30 AM	Opening Ceremonies								8:30 AM	Daily MC announcements								8:30 AM	Using Drones for Public Safety (Halifax Regional Fire and Emergency Services)								
8:45 AM	Welcome by Master of Ceremonies								8:45 AM	The Versaterm vCloud Solution (Amazon Web Services, Platinum Sponsor)								8:45 AM	Support the SWAT team (Austin Police Department)								
9:00 AM	Keynote Presentation Driverless Cars (Arizona Institute for Automated Mobility IAM)								9:00 AM	Blue Skies with Versaterm vCloud (Beaverton Police Department)								9:00 AM	Effective Management of NCIC Entries (Chandler Police Department)								
									9:20 AM	Community-Powered Bike Recovery Service (Vancouver Police Department)								9:15 AM	Use of Deconfliction in Online Cases (Tampa Police Department)								
									9:40 AM	Innovation Award Introduction (Dylan Tansey, Versaterm)								9:30 AM	Vehicle Data: The Powerhouse of Your Investigation (CARFAX, Platinum Sponsor)								
9:45 AM	The Art of the Possible (ESRI, Platinum Sponsor)								9:45 AM	Innovation Award #3: Community Security Camera Registration System (Tampa Police Department)								9:45 AM	Technology, Collaboration, Controversy, and the Future of Policing Emerging/Contemporary Issues; Executive Leadership (Fairfax County Police Department)								
10:00 AM	Modernizing Community Safety (Toronto Police Service)								10:00 AM	Innovation Award #2: Multi-Jurisdictional RMS Implementation (Saskatchewan Ministry of Environment Multi-Ministry)																	
10:15 AM	Hacktivate Mesa: Engaging our Youth to Solve Community Problems (City of Mesa)								10:15 AM	Innovation Award #1: GPS for Officer Location (Windsor Police Service)																	
10:30 AM	Break								10:30 AM	Break								10:30 AM	Break								
11:00 AM	The Search for the Missing (Salt Lake City Police Department)								11:00 AM	The Power of Collaboration using vMDT (Sacramento County Probation Department)								11:00 AM	Papago I	Maricopa II	Papago II	Maricopa III	Apache I	Maricopa I	Apache III-IV	Apache II	
11:15 AM	Executive Leadership for Technology & Innovation (Bakersfield Police Department)								11:15 AM	Key Human Trafficking Indicators for First Responders (Anaheim Police Department)									3A.1	3A.2	3A.3	3A.4	3A.5	3A.6	3A.7	3A.8	
11:30 AM	Versaterm's Innovation Path (Versaterm President & CEO)																		[HANDS-ON] CAD 7.6 Dashboards	MDT Designer Tips & Tricks	[BYOD] New Electronic Accident Entry (RMS/MRE)	CDN RMS Hot Topics	Training in Today's Technology World	US RMS Hot Topics	CDN RMS System Adminis- tration	Changing Police Culture	
12:00 PM	Lunch								12:00 PM	Lunch								12:00 PM	Lunch								
1:30 PM	Maricopa II	Papago II	Maricopa I	Papago I	Maricopa III	Apache I	Apache II	Apache III-IV	1:30 PM	Papago I	Apache III-IV	Maricopa II	Maricopa III	Maricopa I	Papago II	Apache I	Apache II	1:30 PM	Apache I	Papago I	Apache III-IV	Apache II	Papago II	Maricopa III	Maricopa I	Maricopa II	
	1A.1	1A.2	1A.3	1A.4	1A.5	1A.6	1A.7	1A.8		2A.1	2A.2	2A.3	2A.4	2A.5	2A.6	2A.7	2A.8		3B.1	3B.2	3B.3	3B.4	3B.5	3B.6	3B.7	3B.8	
	The New CAD 7.6	[BYOD for vMobile] The New MDT 7.7 & vMobile 2.0	The New US RMS 8.1	[HANDS-ON] US RMS System Adminis- tration	The New CDN RMS 8.0	Data Analysis Tips & Tricks	Managing Sustainment	Versaterm vCloud		[HANDS-ON] CAD Tips & Tricks	Fire/EMS Dispatch Recommendations	The New US MRE 8.0	The New CDN MRE 7.5TV + 8.0	US RMS Case Mgmt New Features	[BYOD] CDN RMS Cool Features	Human Trafficking	Creating Text Templates		Fire/EMS Roundtable	[HANDS-ON] MDT Designer	Property Mgmt & Disposal Roundtable	CCJS Updates	[BYOD] Query and Browse Tips & Tricks	Success with NIBRS	Flag Records Tips & Tricks	Modernizing the Information/ Records Branch	
2:30 PM	Break								2:30 PM	Break								2:30 PM	Break								
3:00 PM	Papago I	Apache I	Maricopa I	Apache III-IV	Maricopa III	Papago II	Apache II	Maricopa II	3:00 PM	Maricopa I	Maricopa III	Apache I	Maricopa II	Papago II	Apache III-IV	Papago I	Apache II	3:00 PM	Business Meeting								
	1B.1	1B.2	1B.3	1B.4	1B.5	1B.6	1B.7	1B.8		2B.1	2B.2	2B.3	2B.4	2B.5	2B.6	2B.7	2B.8										
	[HANDS-ON] The New CAD 7.6	Integrated Officer Activity Dashboard	The New US RMS 8.1 cont'd	US Property Tips & Tricks	The Future CDN RMS 8.1	[BYOD] The New vRMS Mobile	Data Analysis Overview	Managing Maps and Streets for CAD & MDT		NG9-1-1	CAD Interfaces	MRE Configu- ration Tips & Tricks	Mobile Innovations	[BYOD] US RMS Cool Features	CDN RMS Workflow Tips & Tricks	[HANDS-ON] Versaterm Analytics	Maintaining MNI Integrity										
Evening Activities																											
5:00 PM- 8:00 PM	Vendor Showcase								4:00 PM	No scheduled activities								6:00 PM	Client Appreciation Night								
8:30 PM	Hospitality								9:00 PM	Offsite Hospitality																	
Call Takers and Dispatchers			Police / Fire / EMS 1st Responders			RMS (US and CDN)			RMS (US only)			RMS (CDN only)			Data Analysts			Property			Management & Training			Technical			



## 2019 Versaterm Re:Invent Users Workshop - Scottsdale, Arizona Tuesday, October 8, 2019 - Day 1



TIME	Tuesday, October 8, 2019 - DAY 1							
7:15 AM	Breakfast and Registration Opens							
8:30 AM	Opening Ceremonies							
8:45 AM	Welcome by Master of Ceremonies - John Pettinger, Versaterm							
9:00 AM	<b>Keynote Presentation:</b> Driverless Cars, Arizona Institute for Automated Mobility IAM							
9:45 AM	The Art of the Possible - ESRI, Platinum Sponsor							
10:00 AM	Modernizing Community Safety - Inspector Greg Watts & Sgt. Paul Jones, Toronto Police Service							
10:15 AM	Hackivate Mesa: Engaging our Youth to Solve Community Problems - Evan Allred, City of Mesa							
10:30 AM	Break							
11:00 AM	The Search for the Missing - Assistant Chief Tim Doubt, Crime Analysis Supervisor Amberly Doubt & Senior Police Intelligence Specialist Karen Kener, Salt Lake City Police Department							
11:15 AM	Executive Leadership for Technology & Innovation - Captain Jeremy Grimes, Bakersfield Police Department							
11:30 AM	Versaterm's Innovation Path - Warren Loomis, President & CEO, Versaterm							
12:00 PM	Lunch							
1:30 PM	Maricopa II	Papago II	Maricopa I	Papago I	Maricopa III	Apache I	Apache II	Apache III-IV
	1A.1	1A.2	1A.3	1A.4	1A.5	1A.6	1A.7	1A.8
	The New CAD 7.6  Dan Gentile & Juan Pedro Martinez, Versaterm	<b>[BYOD for vMobile]</b> The New MDT 7.7 & vMobile 2.0  David Peacock, David Briglio & Philip Larsen, Versaterm	The New US RMS 8.1  Kevin Long & Scott Patrick, Versaterm	<b>[HANDS-ON]</b> US RMS System Administration  Mike Laporte, Shaun Burch & Kris Skorko, Versaterm	The New CDN RMS 8.0  Kelly Barker, Ali Ahmed & Bill Bell, Versaterm	Data Analysis Tips & Tricks  Amberly Doubt, Salt Lake City PD	Managing Sustainment  Lt. Tony Bogart, Fullerton PD	Versaterm vCloud  Richard Pagé, Versaterm
2:30 PM	Break							
3:00 PM - 4:00 PM	Papago I	Apache I	Maricopa I	Apache III-IV	Maricopa III	Papago II	Apache II	Maricopa II
	1B.1	1B.2	1B.3	1B.4	1B.5	1B.6	1B.7	1B.8
	<b>[HANDS-ON]</b> The New CAD 7.6  Dan Gentile, Karl Good & Shelly Danielson, Versaterm	Integrated Officer Activity Dashboard  Huy Ho & Dylan Tansey, Versaterm	The New US RMS 8.1 (continued)  Kevin Long, Versaterm	US Property Tips & Tricks  Nicole Rapp, Anaheim PD & Scott Patrick, Versaterm	The Future CDN RMS 8.1  Allan Wilson & Kelly Barker, Versaterm	<b>[BYOD]</b> The New vRMS Mobile  Kim Vachon, Brae Walker & Paul Gauthier, Versaterm	Data Analysis Overview  Abel Liyansky, Versaterm	Managing Maps and Streets for CAD & MDT  Anastassia Oudatchina & Juan Pedro Martinez, Versaterm
Evening Activities								
5:00 PM - 8:00PM	Vendor Showcase							
8:30 PM	Onsite Hospitality Suite at The Stillman Suites							
Call Takers and Dispatchers	Police / Fire / EMS 1st Responders	RMS (US & CDN)	RMS (US only)	RMS (CDN only)	Data Analysts	Property	Management & Training	Technical



## 2019 Versaterm Re:Invent Users Workshop - Scottsdale, Arizona Wednesday, October 9, 2019 - Day 2








TIME	Wednesday, October 9, 2019 - DAY 2							
7:15 AM	Breakfast and Registration Opens							
8:30 AM	Daily MC Announcements - John Pettinger, Versaterm							
8:45 AM	The Versaterm vCloud Solution - Amazon Web Services, Platinum Sponsor							
9:00 AM	Blue Skies with Versaterm vCloud - Taylor Hollandsworth, Beaverton Police Department							
9:20 AM	Community-Powered Bike Recovery Service - Det/Cst. Rob Brunt, Vancouver Police Department							
9:40 AM	Innovation Award Introduction - Dylan Tansey, Versaterm							
9:45 AM	Innovation Award #3: Community Security Camera Registration System - Derek Lang & Shar Ishee, Tampa Police Department							
10:00 AM	Innovation Award #2: Multi-Jurisdictional RMS Implementation - Brad Johns & Jamie Paschke, Saskatchewan Ministry of Environment							
10:15 AM	Innovation Award #1: GPS for Officer Location - Sean McFadden & Jennifer Piasecka, Windsor Police Service							
10:30 AM	Break							
11:00 AM	The Power of Collaboration using vMDT - Brian Richards & Brad Marietti, Sacramento County Probation Department							
11:15 AM	Key Human Trafficking Indicators for First Responders - Happy Medina, Anaheim Police Department							
12:00 PM	Lunch							
1:30 PM	Papago I	Apache III-IV	Maricopa II	Maricopa III	Maricopa I	Papago II	Apache I	Apache II
	2A.1	2A.2	2A.3	2A.4	2A.5	2A.6	2A.7	2A.8
	<b>[HANDS-ON]</b> CAD Tips & Tricks  Brodie Taillefer, Dan Gentile & Shelly Danielson, Versaterm	Fire/EMS Dispatch Recommendations  Murrell Morley, Portland-BOEC	The New US MRE 8.0  Derek Smith & Antonio Ndorimana, Versaterm	The New CDN MRE 7.5 TV & 8.0  Paul Gauthier, Versaterm	US RMS Case Management New Features  Kevin Long & Scott Patrick, Versaterm	<b>[BYOD]</b> CDN RMS Cool Features  Bill Bell, Chris Evans & Dean Dixon, Versaterm	Human Trafficking  Happy Medina, Anaheim PD	Creating Text Templates  Angelique Watson, Tempe PD
2:30 PM	Break							
3:00 PM - 4:00 PM	Maricopa I	Maricopa III	Apache I	Maricopa II	Papago II	Apache III-IV	Papago I	Apache II
	2B.1	2B.2	2B.3	2B.4	2B.5	2B.6	2B.7	2B.8
	NG9-1-1  Juan Pedro Martínez & Sue Langlois, Versaterm	CAD Interfaces  Brodie Taillefer & Patrick Maleki, Versaterm	MRE Configuration Tips & Tricks  Justin Jones, Denver PD	Mobile Innovations  Sgt. Frailan Young, Mesa PD & Cliff Barnes, Denver PD	<b>[BYOD]</b> US RMS Cool Features  Rick Bistline, Kris Skorko & Philip Larsen, Versaterm	CDN RMS Workflow Tips & Tricks  Stephanie Lemaire & Kelly Barker, Versaterm	<b>[HANDS-ON]</b> Versaterm Analytics  Abel Liyansky, Versaterm	Maintaining MNI Integrity  Marjorie Cousineau, PRIME-BC
Evening Activities								
4:00 PM	No Scheduled Activities							
9:00 PM	Offsite Hospitality Suite at Rockbar (Old Town Scottsdale)							
Call Takers and Dispatchers	Police / Fire / EMS 1st Responders	RMS (US & CDN)	RMS (US only)	RMS (CDN only)	Data Analysts	Property	Management & Training	Technical



## 2019 Versaterm Re:Invent Users Workshop - Scottsdale, Arizona

### Thursday, October 10, 2019 - Day 3



TIME	Thursday, October 10, 2019 - DAY 3							
7:15 AM	Breakfast and Registration Opens							
8:30 AM	Using Drones for Public Safety - Stephen Nearing, Halifax Regional Fire and Emergency Services							
8:45 AM	Support the SWAT Team - Brandon Gilstrap, Austin Police Department							
9:00 AM	Effective Management of NCIC Entries - Robert Olson, Chandler Police Department							
9:15 AM	Use of De-confliction in Online Cases - Derek Lang & Shar Ishee, Tampa Police Department							
9:30 AM	Vehicle Data: The Powerhouse of Your Investigation - CARFAX for Police, Platinum Sponsor							
9:45 AM	Technology, Collaboration, Controversy, and the Future of Policing Emerging/Contemporary Issues: Executive Leadership - Major Christian P. Quinn, Fairfax County Police Department							
10:30 AM	Break							
11:00 AM	Papago I	Maricopa II	Papago II	Maricopa III	Apache I	Maricopa I	Apache III-IV	Apache II
	3A.1	3A.2	3A.3	 3A.4	3A.5	 3A.6	 3A.7	3A.8
	<div>[HANDS-ON]</div> <div>CAD 7.6 Dashboards</div> <div>Karl Good, Anastassia Oudatchina &amp; Dan Gentile, Versaterm</div>	<div>MDT Designer Tips &amp; Tricks</div> <div>Patrick Maleki &amp; John Pettinger, Versaterm</div>	<div>[BYOD]</div> <div>New Electronic Accident Entry (RMS/MRE)</div> <div>Derek Smith, Ali Ahmed, Brae Walker &amp; Antonio Ndorimana, Versaterm</div>	<div>CDN RMS Hot Topics</div> <div>Kelly Barker &amp; Stephanie Lemaire, Versaterm</div>	<div>Training in Today's Technology World</div> <div>Richard Cashmore, Toronto PS</div>	<div>US RMS Hot Topics</div> <div>Rick Bistline, Dylan Tansey &amp; Philip Larsen, Versaterm</div>	<div>CDN RMS System Administration</div> <div>Bill Bell &amp; Chris Evans, Versaterm</div>	<div>Changing Police Culture</div> <div>Cpt. Jeremy Grimes, Bakersfield PD</div>
12:00 PM	Lunch							
1:30 PM	Apache I	Papago I	Apache III-IV	Apache II	Papago II	Maricopa III	Maricopa I	Maricopa II
	3B.1	3B.2	3B.3	 3B.4	3B.5	 3B.6	3B.7	3B.8
	<div>Fire/EMS Roundtable</div> <div>Murrell Morley, Portland-BOEC</div>	<div>[HANDS-ON]</div> <div>MDT Designer</div> <div>Patrick Maleki, Karl Good &amp; John Pettinger, Versaterm</div>	<div>Property Management &amp; Disposal Roundtable</div> <div>Scott Patrick, Versaterm</div>	<div>CCJS Updates</div> <div>Warren Silver, Statistics Canada</div>	<div>[BYOD]</div> <div>Query &amp; Browse Tips &amp; Tricks</div> <div>Amberly Doubt, Salt Lake City PD</div>	<div>Success with NIBRS</div> <div>Tamika Ware, Austin PD &amp; Ken Feucht, Minneapolis PD</div>	<div>Flag Records Tips &amp; Tricks</div> <div>Amy Farnham &amp; Nikolle Bunting Aurora PD</div>	<div>Modernizing the Information/Records Branch</div> <div>Leslie Nguyen, York Regional Police</div>
2:30 PM	Break							
3:00 PM	Business Meeting							
Evening Activities								
6:00 PM	Client Appreciation Dinner at The Orange Sky Restaurant atop the Talking Stick Casino & Resort							
Call Takers and Dispatchers	Police / Fire / EMS 1st Responders	RMS (US & CDN)	RMS (US only)	RMS (CDN only)	Data Analysts	Property	Management & Training	Technical



## Learn How Location Intelligence Empowers Next Generation 911

**Empowering First Responders:** Create powerful web and mobile applications by using our out-of-the-box tools or APIs and SDKs found in our ArcGIS for Developers site.

**Consuming IoT for NG911/NG112:** Benefit from open standards by consuming and analyzing Internet of Things (IoT) and Next Generation 911 (NG911) sensor data in a flexible environment built for improved analysis and visualization.

**Improving Address Databases:** Enhance local address accuracy and take advantage of z-axis data, geocoding best practices, and the use of data hubs for information sharing.

**Borderless Boundaries:** Look beyond jurisdictional boundaries, introduce basemaps from ArcGIS® Online, and create Public Safety Answering Point (PSAP) buffers.

**2D–3D Migration:** Get acquainted with tools for migrating from 2D–3D data, address your indoor location and routing challenges, and enhance collaboration for improved building information modeling (BIM) and z-axis and 3D capabilities.



Scan the QR Code to download the new e-book  
5 Ways GIS Empowers Next Generation 911 .

For more information, visit [go.esri.com/911](https://go.esri.com/911) .



## DETAILED AGENDA

### PRE-WORKSHOP | SUNDAY, OCTOBER 6, 2019

**2:00PM – 6:00PM**     **REGISTRATION DESK OPEN FOR DELEGATE CHECK-IN**  
**Location:** Pueblo III-IV Meeting Room

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### MONDAY, OCTOBER 7, 2019

**7:30AM – 1:00PM**     **GOLFING**  
**Location:** McCormick Ranch Golf Club

**12:00PM – 7:00PM**     **REGISTRATION DESK OPEN FOR DELEGATE CHECK-IN**  
**Location:** Pueblo III-IV Meeting Room

**7:00PM – 1:30AM**     **WELCOME RECEPTION, FOLLOWED IMMEDIATELY BY VERSATERM  
SPONSORED HOSPITALITY SUITE**  
**Location:** The Scottsdale Resort at McCormick Ranch (Bennie's Outdoor Courtyard)

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## DATA-DRIVEN DECISIONS FOR FIRE & EMS



#### LiveMUM

Manage resources through real-time, computer-aided move-ups with live coverage maps, coverage gap alerts and optimized move-up recommendations based on day of week and time of day.

#### ADAM

Maintain and improve your response capabilities with evidence-based analytics and predictive modeling for new station planning, mutual-aid, Accreditation, optimized deployment, strategic planning and advanced response time analysis.

#### BARB

Automated building of static run-cards when CAD and/or AVL systems are inoperative for critical planning, mutual aid, and special events including parades, marathons and presidential visits.

#### DiVa

Must-have dispatch tool when the CAD system is down - built to accommodate department specific dispatch policies. DiVa supports run-card lookup by both station and unit type, providing run orders and address verification.

#### ASENT

Optimize patient transport services in real-time by adjusting job assignments based on patient status, resource proximity, capability, and crew skill set to meet required response time commitments.

#### Fatigue Manager

Reduce crew fatigue without sacrificing response to priority calls with optimal recommendations for rest and meal breaks based on crew status, unit location and call volume.

www.DeccanIntl.com  
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858.764.8400



**esri**

Partner Network  
Silver



DECCAN  
INTERNATIONAL

The diagram is a hand-drawn illustration. At the top, a flow shows 'Data Integrator' pointing to 'Reporting Data Mart Amazon Redshift', which points to an 'AMAZON QUICKSIGHT' sticky note, which then points to 'Business Users' (represented by two stick figures) and a 'CAPACITY' cloud. Below this, a larger flow shows 'Data Integrator + Big Data' pointing to 'Dev DW Amazon Redshift'. From 'Dev DW Amazon Redshift', three arrows labeled 'SQL', 'ETL', and 'Amazon Athena' point to 'Data Analysts + Data Scientists' (represented by three stick figures). To the left of this flow is a 'Data Lake Amazon S3' box and a bar chart labeled 'C-SAT'. To the right is an 'AMAZON REDSHIFT' sticky note and a pie chart with segments labeled A, B, C, and D. The background features a detailed drawing of a satellite with solar panels and antennas, set against a cosmic background with a bright red nebula and stars.

# FREEDOM TO INNOVATE

The federal government trusts the cloud with the most functionality, innovation, and experience.

# aws is how

[www.BuildOn.aws](http://www.BuildOn.aws)

## **Day 1 Morning – Plenary Sessions**

**TUESDAY, OCTOBER 8, 2019**

**7:00AM – 3:00PM**     **REGISTRATION DESK**  
**Location:** Pueblo III-IV

**7:15AM – 8:30AM**     **BREAKFAST**  
**Location:** Vista Verde Dining Room

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**8:30AM – 9:00AM**     **OPENING CEREMONIES & WELCOME MESSAGE**  
**Speaker:** Master of Ceremonies: John Pettinger, Versaterm  
**Location:** Grand Coronado Ballroom

**9:00AM – 9:45AM**     **KEYNOTE PRESENTATION: DRIVERLESS CARS**  
**Speakers:** Arizona Institute for Automated Mobility (IAM)  
Marisa Walker, Senior Vice-President of infrastructure, Arizona Commerce Authority,  
Andrew Gerard, Captain, Highway Patrol, Special Enforcement Bureau &  
Matt Clark, Government Relations Director, Arizona Department of Transportation  
**Location:** Grand Coronado Ballroom  
**Description:** The State of Arizona is working together with private enterprise research to make autonomous vehicles (driverless cars) a reality. There can be a number of questions and concerns from first responders. This presentation will share the progress, status and unique issues that are presented with an autonomous vehicle.

**9:45AM – 10:00AM**     **THE ART OF POSSIBLE**  
**Speaker:** Mike King, ESRI - Platinum Sponsor  
**Location:** Grand Coronado Ballroom  
**Description:** TBC

**10:00AM – 10:15AM**     **MODERNIZING COMMUNITY SAFETY**  
**Speakers:** Inspector Gregory Watts & Sergeant Paul Jones, Toronto Police Service  
**Location:** Grand Coronado Ballroom  
**Description:** This presentation will showcase an overview of the findings of the Toronto Police Service Transformational Task Force and the work that is underway to implement those improvements. They will discuss the goals of the project, lessons learned and the innovative uses of technology that are helping them to reach their target.

**10:15AM– 10:30AM**     **HACKTIVATE MESA: ENGAGING OUR YOUTH TO SOLVE COMMUNITY PROBLEMS**  
**Speaker:** Evan Allred, City of Mesa  
**Location:** Grand Coronado Ballroom  
**Description:** Earlier this year, the City of Mesa partnered with local area high schools, colleges and businesses in sponsoring Hacktivate Mesa, a two-day event aimed at sparking critical thinking and introducing participants to how data can provide a structure in thinking about and solving local community issues. Hear about what participants learned, shared and even some unexpected surprises that came along the way. And how Mesa is planning to make Hacktivate Mesa 2020 bigger and better.

**10:30AM – 11:00AM BREAK**

**11:00AM – 11:15AM THE SEARCH FOR THE MISSING**

**Speakers:** Assistant Chief Tim Doubt, Crime Analysis Supervisor Amberly Doubt & Senior police intelligence Specialist Karen Kener, Salt Lake City Police Department

**Location:** Grand Coronado Ballroom

**Description:** Salt Lake City Police Department will share their innovative crime analysis methodologies on how they investigate missing person cases.

**11:15AM – 11:30AM EXECUTIVE LEADERSHIP FOR TECHNOLOGY & INNOVATION**

**Speaker:** Captain Jeremy Grimes, Bakersfield Police Department

**Location:** Grand Coronado Ballroom

**Description:** This presentation will cover the history of the Bakersfield Police Department's use and management of the Versaterm suite of products. There will be an overview of lessons learned during seventeen years of utilizing this product. Also discussed will be the critical roles that agency executive leadership plays in the management of technology infrastructure, specifically Versaterm related products.

**11:30AM – 12:00PM VERSATERM'S INNOVATION PATH**

**Speaker:** Warren Loomis, President & CEO, Versaterm

**Location:** Grand Coronado Ballroom

**Description:** Each year, Warren speaks to the attendees about the year ahead and the innovative projects on the horizon.

**12:00PM – 1:30PM LUNCH**

**Location:** Vista Verde Dining Room

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**Day 1 Afternoon – Workshops**

**TUESDAY, OCTOBER 8, 2019**

**1:30PM – 2:30PM 1A.1 THE NEW CAD 7.6**

**Speakers:** Dan Gentile & Juan Pedro Martínez, Versaterm

**Conference Stream:** Call Takers & Dispatchers Focus (All Agencies)

**Location:** Maricopa II

**Description:** This session will showcase the latest product features in Versaterm's new vCAD version 7.6.

**1:30PM – 2:30PM 1A.2 BRING YOUR OWN DEVICE THE NEW MDT 7.7 & vMOBILE 2.0**

**Speakers:** David Peacock, David Briglio & Philip Larsen, Versaterm

**Conference Stream:** Police/Fire/EMS 1st Responders Focus (All Agencies)

**Location:** Papago II

**Description:** This session will showcase the latest product features in Versaterm's new vMDT 7.7 and vMobile 2.0 applications. Participants will have the opportunity to try vMobile 2.0 on their own mobile device. Delegates who register for this class will be provided with setup instructions a few weeks before the workshop and Versaterm will register each participant's device ahead of time.

<b>1:30PM – 2:30PM</b>	<b>1A.3 THE NEW US RMS 8.1</b>
<b>Speakers:</b>	Kevin Long & Scott Patrick, Versaterm
<b>Conference Stream:</b>	RMS Focus (U.S. Agencies)
<b>Location:</b>	Maricopa I
<b>Description:</b>	This session will showcase the latest product features in Versaterm's new US vRMS version 8.1. <i>This session continues in the same room after the break.</i>
<b>1:30PM – 2:30PM</b>	<b>1A.4 HANDS-ON TRAINING US RMS SYSTEMS ADMINISTRATION</b>
<b>Speakers:</b>	Kris Skorko, Mike Laporte & Shaun Burch, Versaterm
<b>Conference Stream:</b>	RMS Focus (U.S. Agencies)
<b>Location:</b>	Papago I
<b>Description:</b>	This session will cover common tasks that RMS application administrators are typically responsible for, in their role of managing and monitoring the overall usage of the system. Topics include user access & security, configuration settings & table values, audit logs, duplicate names, and other special tables such the offense table, text templates and routing rules.
<b>1:30PM – 2:30PM</b>	<b>1A.5 THE NEW CDN RMS 8.0</b>
<b>Speakers:</b>	Kelly Barker, Ali Ahmed & Bill Bell, Versaterm
<b>Conference Stream:</b>	RMS Focus (Canadian Agencies)
<b>Location:</b>	Maricopa III
<b>Description:</b>	This session will showcase the latest product features in Versaterm's Canadian vRMS version 8.0. There will also be a discussion on upgrades and source updates.
<b>1:30PM – 2:30PM</b>	<b>1A.6 DATA ANALYSIS TIPS &amp; TRICKS</b>
<b>Speaker:</b>	Amberly Doubt, Salt Lake City Police Department
<b>Conference Stream:</b>	Data Analysts Focus (All Agencies)
<b>Location:</b>	Apache I
<b>Description:</b>	This course will showcase how to enter, extract, and use data from vRMS for Statistical Reports, Crime Analysis and Intelligence Analysis. Discuss the importance of accurate and comprehensive data entry (garbage in/garbage out) for all levels of the agency. The attendees will use the built-in tools for data analysis (Unload Function, Search Nearby, etc.). We will discuss different tools that can be used to extrapolate data from vRMS (i.e. Cognos, Tableau, Palantir, Crystal Reports, SQL, etc.).
<b>1:30PM – 2:30PM</b>	<b>1A.7 MANAGING SUSTAINMENT</b>
<b>Speaker:</b>	Lt. Tony Bogart, Fullerton Police Department
<b>Conference Stream:</b>	Management & Training Focus (All Agencies)
<b>Location:</b>	Apache II
<b>Description:</b>	This session will cover the importance of having a dedicated team at your agency, responsible for supporting your end-users, and overseeing the proper usage of your Versaterm systems.
<b>1:30PM – 2:30PM</b>	<b>1A.8 VERSATERM vCLOUD</b>
<b>Speaker:</b>	Richard Pagé, Versaterm
<b>Conference Stream:</b>	Technical Focus (All Agencies)
<b>Location:</b>	Apache III-IV
<b>Description:</b>	For those interested in the Versaterm vCloud solution, this session will give you a behind the scenes look into its functioning and design. The session will touch on security and compliance, authentication, networking, administration, migration strategies, as well as time to answer any of your specific questions.

**2:30PM – 3:00PM      BREAK**

<b>3:00PM – 4:00PM</b>	<b>1B.1 HANDS-ON TRAINING THE NEW CAD 7.6</b>
<b>Speakers:</b>	Dan Gentile, Karl Good & Shelly Danielson, Versaterm
<b>Conference Stream:</b>	Call Takers and Dispatchers Focus (All Agencies)
<b>Location:</b>	Papago I
<b>Description:</b>	In this hands-on workshop, participants will have the opportunity to try out the new product features in Versaterm's new vCAD version 7.6.
<b>3:00PM – 4:00PM</b>	<b>1B.2 INTEGRATED OFFICER ACTIVITY DASHBOARD</b>
<b>Speakers:</b>	Huy Ho & Dylan Tansey, Versaterm
<b>Conference Stream:</b>	Police/Fire/EMS 1st Responders Focus (All Agencies)
<b>Location:</b>	Apache I
<b>Description:</b>	This session will preview the innovative RMS officer activity dashboard. Activity information (calls, community proactive activity, remarks, status changes, messages, locations, events, arrests, etc.) is recorded and collected in all your systems. The activity dashboard provides officers and supervisors a consolidate view of this information, with quick and easy access to drill down for additional information, as well as the ability to map information captured with GPS locations.
<b>3:00PM – 4:00PM</b>	<b>1B.3 THE NEW US RMS 8.1 (CONTINUED)</b>
<b>Speaker:</b>	Kevin Long, Versaterm
<b>Conference Stream:</b>	RMS Focus (U.S. Agencies)
<b>Location:</b>	Maricopa I
<b>Description:</b>	This session will showcase the latest product features in Versaterm's new US vRMS version 8.1 (part 2 of 2).
<b>3:00PM – 4:00PM</b>	<b>1B.4 US PROPERTY TIPS &amp; TRICKS</b>
<b>Speakers:</b>	Nicole Rapp, Anaheim Police Department & Scott Patrick, Versaterm
<b>Conference Stream:</b>	Property Focus (All Agencies)
<b>Location:</b>	Apache III-IV
<b>Description:</b>	In this session, Versaterm will cover the neat (and new) features in the US RMS Property module, to see which sites are leveraging them (and if not, why). Anaheim PD will also share their tips and tricks with how they manage property.
<b>3:00PM – 4:00PM</b>	<b>1B.5 THE FUTURE CDN RMS 8.1</b>
<b>Speakers:</b>	Allan Wilson & Kelly Barker, Versaterm
<b>Conference Stream:</b>	RMS Focus (Canadian Agencies)
<b>Location:</b>	Maricopa III
<b>Description:</b>	This session will showcase a sneak peek of some of the new product features that users can expect in Versaterm's future Canadian vRMS version 8.1.
<b>3:00PM – 4:00PM</b>	<b>1B.6 BRING YOUR OWN DEVICE THE NEW vRMS MOBILE</b>
<b>Speakers:</b>	Kim Vachon, Brae Walker & Paul Gauthier, Versaterm
<b>Conference Stream:</b>	RMS Focus (All Agencies)
<b>Location:</b>	Papago II
<b>Description:</b>	This session will provide a first-look at Versaterm's new mobile RMS look & feel, design features and implementation benefits. Plan to use your smartphone or tablet (alternatively a laptop will work).
<b>3:00PM – 4:00PM</b>	<b>1B.7 DATA ANALYSIS OVERVIEW</b>
<b>Speaker:</b>	Abel Liyansky, Versaterm
<b>Conference Stream:</b>	Data Analysts Focus (All Agencies)
<b>Location:</b>	Apache II
<b>Description:</b>	This session will cover an overview of Versaterm's Data Analysis solution, touching on Versaterm's approach and methodology, data enablement, the vDM, vCAP 3G (Tableau) and Tableau samples.

**3:00PM – 4:00PM**

**Speakers:**

**Conference Stream:**

**Location:**

**Description:**

**1B.8 MANAGING MAPS AND STREETS FOR CAD & MDT**

Anastassia Oudatchina & Juan Pedro Martínez, Versaterm  
Technical Focus (All Agencies)

Maricopa II

This session will cover CAD & MDT topics related to maps and streets, such as the support for new Quartz (100.5) version, the new vector tile Packages, the new vGIS (which replaces VGI), how to configure CAD Mapviewer to stream video feeds, how to use KML and Map services, how to configure maps, Google street view, etc.

**5:00PM – 8:00PM**

**Location:**

**Description:**

**VENDOR SHOWCASE**

Arizona Ballroom

Join us as we explore what our many exhibitors have to offer! Hot & cold food stations & door prizes!

**8:30PM – 1:30AM**

**Location:**

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Ballroom!

**5:00PM - 8:00PM**

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**VERSATERM** • Re:Invent Users Workshop

## Day 2 Morning – Plenary Sessions

WEDNESDAY, OCTOBER 9, 2019

**7:00AM – 3:00PM**     **REGISTRATION DESK**  
**Location:** Grand Coronado Loggia (AM) & Apache Loggia (PM)

**7:15AM – 8:30AM**     **BREAKFAST**  
**Location:** Vista Verde Dining Room

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**8:30AM – 8:45AM**     **DAILY MC ANNOUNCEMENTS**  
**Speaker:** John Pettinger, Versaterm  
**Location:** Grand Coronado Ballroom

**8:45AM – 9:00AM**     **THE VERSATERM vCLOUD SOLUTION**  
**Speaker:** Peter Famiglietti, Amazon Web Services, Platinum Sponsor  
**Location:** Grand Coronado Ballroom  
**Description:** Why public safety agencies are moving to the cloud.

**9:00AM – 9:20AM**     **BLUE SKIES WITH VERSATERM vCLOUD**  
**Speaker:** Taylor Hollandsworth, Beaverton Police Department  
**Location:** Grand Coronado Ballroom  
**Description:** In 2018, the Beaverton Police Department, along with our partner the Washington County Sherriff's Office, embarked on a journey to the cloud by adopting the vCloud RMS. From inception to completion, the move to the vCloud RMS was a journey with a clear and achievable vision. This presentation will provide a high-level overview of that journey and give a glimpse behind the scenes of the implementation of what became known as the Public Safety Network (PSNET). We'll share lessons learned, our decision-making process and the resources that were needed to complete our vCloud RMS journey.

**9:20AM – 9:40AM**     **COMMUNITY-POWERED BIKE RECOVERY SERVICE**  
**Speaker:** Det/Cst. Rob Brunt, Vancouver Police Department  
**Location:** Grand Coronado Ballroom  
**Description:** Vancouver Police Department will share their innovative approach to handling bicycle registrations and thefts.

**9:40AM – 9:45AM**     **INNOVATION AWARD INTRODUCTION**  
**Speaker:** Dylan Tansey, Versaterm  
**Location:** Grand Coronado Ballroom

**9:45AM – 10:00AM**     **INNOVATION AWARD #3 COMMUNITY SECURITY CAMERA REGISTRATION SYSTEM**  
**Speakers:** Derek Lang & Shar Ishee, Tampa Police Department  
**Location:** Grand Coronado Ballroom  
**Description:** Wouldn't it be great to know where the privately-owned security cameras are when a crime occurs? Tampa PD's Community Security Camera Registration project showed how the Street Check Record can be used to track and register the location of privately-owned security cameras, thus providing fast access to that information when investigations require it. This project also engendered support from the community and private industry, in that the citizens could be directly involved in fighting crime! This project showed real vision and the value of involving the community!



### TOUGHBOOK 31

13.1" Fully rugged 810G | 6' Drop | IP65

- 1200 nit gloved touchscreen
- Windows® 10 Pro
- Intel® Core™ i5 vPro™ processor (i7 and 32GB optional)
- DVD drive and optional insertable CAC reader
- 19.5-hour battery life (28.5 with optional media bay battery)
- TPM 2.0 security



### TOUGHBOOK 54

14" Semi-rugged 810G | 3' Drop | IP51

- Optional 1000 nit gloved multi touch model
- Windows® 10 Pro
- Intel® Core™ i5 vPro™ processor (i7 and 32GB optional)
- Optional discrete graphics, 2nd drive, DVD, fingerprint, insertable or contactless CAC reader and more
- 10-hour battery life (17 with optional media bay battery)<sup>1</sup>
- TPM 2.0 security available upon request



### TOUGHBOOK 33

12" Fully rugged 810G | 4-5' Drop | IP65

- 1200 nit gloved multi touch + digitizer display
- Windows® 10 Pro
- Intel® Core™ i5 vPro™ processor (i7 and 16GB optional)
- Infrared webcam (7th Gen CPU model)
- Optional quick-release SSD
- Generation of vehicle dock backwards compatibility with available vehicle dock adapter (VDA)
- 10-hour battery life (20 with optional long life battery)<sup>2</sup>
- TPM 2.0 security



### TOUGHBOOK 20

10.1" Fully rugged 810G | 4-5' Drop | IP65

- 800 nit gloved multi touch gloved display with digitizer
- Windows® 10 Pro
- Intel® Core™ i5 vPro™ processor (16GB optional)
- Infrared webcam (i5 CPU model)
- Built-in dual purpose handle that functions as a kickstand
- 8.5-hour battery life (17 with optional 2nd battery)
- TPM 2.0 security available upon request



### TOUGHPAD FZ-G1

10.1" Fully rugged 810G | 4' Drop | IP65

- 800 nit gloved multi touch + digitizer
- Windows® 10 Pro
- Intel® Core™ i5 vPro™ processor (i7 optional)
- Optional barcode, Thermal Sensor Camera, magstripe, insertable or contactless CAC reader and more
- 11-hour battery life (22 with optional long life battery)
- TPM 2.0 security



### TOUGHPAD FZ-M1

7" Fully rugged 810G | 5' Drop | IP65

- 800 nit gloved multi touch gloved display
- Windows® 10 Pro
- Intel® Core™ vPro™ processor
- Optional barcode, magstripe, insertable CAC reader and more
- 8-hour battery (18 with optional long life battery)
- TPM 2.0 security available upon request



### TOUGHBOOK L1

7" Fully rugged 810G | 5' Drop | IP65 & IP67

- 380 nit gloved multi touch gloved display
- Android™ 8.1
- Qualcomm® quad-core processor
- NFC and optional portrait or landscape barcode reader
- Optional 4G LTE



### TOUGHBOOK N1

4.7" Fully rugged 810G | 6' Drop | IP66 & IP68

- 500 nit gloved multi touch gloved display
- Android™ 8.1
- Qualcomm® quad-core processor
- NFC, barcode reader and optional magstripe reader
- Dual SIM multi-carrier data with cellular voice capability
- 12-hour battery (19 w/opt long life battery)



### TOUGHBOOK T1

5" Fully rugged 810G | 5' Drop | IP66 & IP68

- 420 nit gloved multi touch gloved display
- Android™ 8.1
- Qualcomm® quad-core processor
- Barcode with optional triggered pistol grip
- 95db speaker
- Optional 4G LTE data with cellular voice capability



### TOUGHPAD FZ-X1

5" Ultra rugged 810G | 10' Drop | IP68

- 500 nit gloved multi touch gloved display
- Android™ 5.1.1
- Qualcomm® quad-core processor
- NFC, barcode reader and optional magstripe reader, pistol grip or DEX cable
- Dual SIM multi-carrier data with cellular voice capability
- 14-hour of continuous use and hot-swappable

Battery testing results for Windows PC's are based on MobileMark 2014 at 150 nit and using no cellular mobile broadband.

<sup>1</sup>Battery life for Touch and Performance models.

<sup>2</sup>Battery life for 7th Gen CPU model.

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<b>10:00AM – 10:15AM</b>	<b>INNOVATION AWARD #2: MULTI-JURISDICTIONAL RMS IMPLEMENTATION</b>
<b>Speakers:</b>	Brad Johns & Jamie Paschke, Saskatchewan Ministry of Environment
<b>Location:</b>	Grand Coronado Ballroom
<b>Description:</b>	How would you feel about implementing an RMS that would allow officers spread out over 400,000 square miles in four different provincial (or state) ministries to work using the same tool - Versadex? This very large implementation project proved that different types of enforcement organizations can actually share a common multi-jurisdictional Records Management System! We were impressed that this implementation impacts approximately 95% of the law enforcement officers employed by the Province of Saskatchewan from four different Ministries! A Global Admin Team (sustainment for all agencies) has emerged from the project as a catalyst to manage ongoing change and progress.
<b>10:15AM – 10:30AM</b>	<b>INNOVATION AWARD #1: GPS FOR OFFICER LOCATION</b>
<b>Speakers:</b>	Sean McFadden & Jennifer Piasecka, Windsor Police Service
<b>Location:</b>	Grand Coronado Ballroom
<b>Description:</b>	We often know where our patrol vehicles are, but once the officers are out of the car how do you monitor their location? And what would that be worth for officer safety? This outstanding project made use of Smart Phone technology, the GPS system, and the Versaterm vMobile product to enhance officer and public safety. The location of officers is tracked separately from the vehicle, so that you always know where your people are. This is a large step forward in officer safety, but we were impressed that this system has already been instrumental in saving the life of a citizen!
<b>10:30AM – 11:00AM</b>	<b>BREAK</b>
<b>11:00AM – 11:15AM</b>	<b>THE POWER OF COLLABORATION USING vMDT</b>
<b>Speakers:</b>	Brian Richards & Brad Marietti, Sacramento County Probation Department
<b>Location:</b>	Grand Coronado Ballroom
<b>Description:</b>	This shows the power of collaboration in this joint project with the Sheriff's Department to implement MDTs for Sacramento County Probation Officers that conduct field compliance checks with adult and juvenile probationers. The business need and project scope will be covered, as well as the adjustments that were made to better meet the needs of Probation. It also addresses the "lessons learned" during this effort, as well as the overall value of sharing MDT data amongst local justice partners to improve Officer Safety.
<b>11:15AM – 12:00PM</b>	<b>KEY HUMAN TRAFFICKING INDICATORS FOR FIRST RESPONDERS</b>
<b>Speaker:</b>	Happy Medina, Anaheim Police Department
<b>Location:</b>	Grand Coronado Ballroom
<b>Description:</b>	Detective Medina will share his experience of investigating human trafficking cases and that it is much more than just a "victimless crime". Detective Medina will explain the characteristics of a human trafficking victim and how a first responder (Fire, EMS, Dispatcher, and Police) can identify a victim to better help them.
<b>12:00PM – 1:30PM</b>	<b>LUNCH</b>
<b>Location:</b>	Vista Verde Dining Room

## **Day 2 Afternoon – Workshops**

**WEDNESDAY, OCTOBER 9, 2019**

**1:30PM – 2:30PM**

**Speakers:**

**Conference Stream:**

**Location:**

**Description:**

### **2A.1 HANDS-ON TRAINING CAD TIPS & TRICKS**

Brodie Taillefer, Dan Gentile & Shelly Danielson, Versaterm

Call Takers and Dispatchers Focus (All Agencies)

Papago I

In this hands-on workshop, participants will have the opportunity to discover CAD-related tips & tricks using Versaterm's latest vCAD 7.6 version (featuring tips that also apply to previous vCAD releases). This session will also cover how to make use of some of the many configuration options within vCAD.

**1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **2A.2 FIRE/EMS DISPATCH RECOMMENDATIONS**

Murrell Morley, Portland-BOEC

Call Takers and Dispatchers Focus (All Agencies)

Apache III-IV

Save seconds, even minutes off your response times using Versaterm recommendation features. We will be discussing the use of risk levels, special services, time penalties, coverage areas, AVL, and other features to help improve response times.

**1:30PM – 2:30PM**

**Speakers:**

**Conference Stream:**

**Location:**

**Description:**

### **2A.3 THE NEW US MRE 8.0**

Derek Smith & Antonio Ndorimana, Versaterm

Police/Fire/EMS 1st Responders Focus (U.S. Agencies)

Maricopa II

This session will showcase the latest product features in Versaterm's new US vMRE 8.0 version.

**1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **2A.4 THE NEW CDN MRE 7.5TV & 8.0**

Paul Gauthier, Versaterm

Police/Fire/EMS 1st Responders Focus (Canadian Agencies)

Maricopa III

This session will showcase the latest product features in Versaterm's new Canadian vMRE 7.5.TV (treeview version) and will provide a preview of the planned changes in the next version (vMRE 8.0).

**1:30PM – 2:30PM**

**Speakers:**

**Conference Stream:**

**Location:**

**Description:**

### **2A.5 US RMS CASE MANAGEMENT NEW FEATURES**

Kevin Long & Scott Patrick, Versaterm

RMS Focus (U.S. Agencies)

Maricopa I

This session will showcase the product enhancements in Versaterm's latest US vRMS versions, designed to improve user experience for investigators and supervisors as they manage their workloads.

**1:30PM – 2:30PM**

**Speakers:**

**Conference Stream:**

**Location:**

**Description:**

### **2A.6 BRING YOUR OWN DEVICE CDN RMS COOL FEATURES**

Bill Bell, Chris Evans & Dean Dixon, Versaterm

RMS Focus (Canadian Agencies)

Papago II

This BYOD session will allow participants to experience a handful cool features in the CDN vRMS version, such as Search Nearby, Crime Dashboard and Saved Searches (and more!).

**1:30PM – 2:30PM****Speaker:****Conference Stream:****Location:****Description:****2A.7 HUMAN TRAFFICKING**

Happy Medina, Anaheim Police Department

Management & Training Focus (All Agencies)

Apache I

As a continuation to the plenary session on "Key Human Trafficking Indicators for First Responders", this session will dive into further details including the details about where prostitution occurs including human trafficking and the internet.

**1:30PM – 2:30PM****Speaker:****Conference Stream:****Location:****Description:****2A.8 CREATING TEXT TEMPLATES**

Angelique Watson, Tempe Police Department

RMS Focus (All Agencies)

Apache II

This session will cover text templates in the vRMS. Using Form Painter, we will walk through creating, compiling and testing a text template with fields from check boxes to lookups, date fields to agency-created tables, all of which can be optional or mandatory. We will also walk through importing and exporting, proving access to a template in the MRE and going thorough several example templates that can provide your agency ideas on template use in the RMS.

**2:30PM – 3:00PM****BREAK****3:00PM – 4:00PM****Speakers:****Conference Stream:****Location:****Description:****2B.1 NG9-1-1**

Juan Pedro Martínez & Sue Langlois, Versaterm

Call Takers and Dispatchers Focus (All Agencies)

Maricopa I

This session will provide an update on the latest NG911 developments in both Canada and United States. Topics will include technical aspects, such as support for NENA standards and the new EIDO format, as well as policy and process topics, such as NG911 voice trials in Canada and how they impact Versaterm customers.

**3:00PM – 4:00PM****Speakers:****Conference Stream:****Location:****Description:****2B.2 CAD INTERFACES**

Brodie Taillefer & Patrick Maleki, Versaterm

Call Takers and Dispatchers Focus (All Agencies)

Maricopa III

This session will provide an overview of various existing supported interfaces such as paging, station alerting, CAD to CAD, and new interfaces supported in vCAD 7.6 such as Axon, etc.

**3:00PM – 4:00PM****Speaker:****Conference Stream:****Location:****Description:****2B.3 MRE CONFIGURATION TIPS & TRICKS**

Justin Jones, Denver Police Department

Police/Fire/EMS 1st Responders Focus (All Agencies)

Apache I

A properly configured MRE system can increase officer productivity, reduce report creation times, and provide a positive user experience. This course will focus on customizing the MRE 7.5 tree view system with these goals in mind.

**3:00PM – 4:00PM****Speakers:****Conference Stream:****Location:****Description:****2B.4 MOBILE INNOVATIONS**

Sgt. Frailan Young, Mesa Police Department  
& Clifford Barnes, Denver Police Department

Police/Fire/EMS 1st Responders Focus (All Agencies)

Maricopa II

In this session, Mesa PD will share their successful experiences implementing Versaterm's vMobile solution using the integrated capture, fingerprint and eSignature features, and Denver PD discuss the technical aspects of vMobile connectivity on an iOS platform leveraging Cisco AnyConnect and Intune per-app VPN. They will also discuss the AVL preemption considerations using a CAD interface. A demonstration of the Morpho fingerprint reader integration with the MDT and MRE applications will be given and then facilitate discussion on streamlining ID processes and policy / officer workflow considerations.

<b>3:00PM – 4:00PM</b>	<b>2B.5 BRING YOUR OWN DEVICE US RMS COOL FEATURES</b>
<b>Speakers:</b>	Rick Bistline, Kris Skorko & Philip Larsen, Versaterm
<b>Conference Stream:</b>	RMS Focus (U.S. Agencies)
<b>Location:</b>	Papago II
<b>Description:</b>	This session will allow participants to experience a handful of cool features in the US vRMS version, such as Search Nearby, Link Analysis, Event Trending (and more!)
<b>3:00PM – 4:00PM</b>	<b>2B.6 CDN RMS WORKFLOW TIPS &amp; TRICKS</b>
<b>Speakers:</b>	Stephanie Lemaire & Kelly Barker, Versaterm
<b>Conference Stream:</b>	RMS Focus (U.S. Agencies)
<b>Location:</b>	Apache III-IV
<b>Description:</b>	This session will cover tips & tricks in the Canadian vRMS, to help investigators and supervisors manage their workloads.
<b>3:00PM – 4:00PM</b>	<b>2B.7 HANDS-ON TRAINING VERSATERM ANALYTICS</b>
<b>Speaker:</b>	Abel Liyansky, Versaterm
<b>Conference Stream:</b>	Data Analysts Focus (All Agencies)
<b>Location:</b>	Papago I
<b>Description:</b>	This hands-on session will allow participants to experience Versaterm's powerful analytics solution using Tableau.
<b>3:00PM – 4:00PM</b>	<b>2B.8 MAINTAINING MNI INTEGRITY</b>
<b>Speaker:</b>	Marjorie Cousineau, PRIME-BC
<b>Conference Stream:</b>	RMS Focus (All Agencies)
<b>Location:</b>	Apache II
<b>Description:</b>	This session will provide participants an overview of common indexing issues in the Master Name Index that impede MNI integrity. The Master Name Record vs Case Specific Record will be discussed and how transcription decisions affect the MNI. The session will also cover tools/strategies for maintenance to improve the quality of the Master Name Index for all users.
<b>4:00PM – 9:00PM</b>	<b>NO SCHEDULED ACTIVITIES</b>
<b>9:00PM – 1:30AM</b>	<b>VERSATERM SPONSORED OFFSITE HOSPITALITY SUITE</b>
<b>Location:</b>	Rockbar Inc., 4245 N. Craftsman Court, Scottsdale AZ 85251
<b>Description:</b>	Join us for a fun night of entertainment at Rockbar Inc. as we enjoy the live music of Pretty Cül, a local rock band! Light snacks and beverages will be provided. Shuttle service to and from The Scottsdale Resort at McCormick Ranch will be provided from 5pm to 2am.



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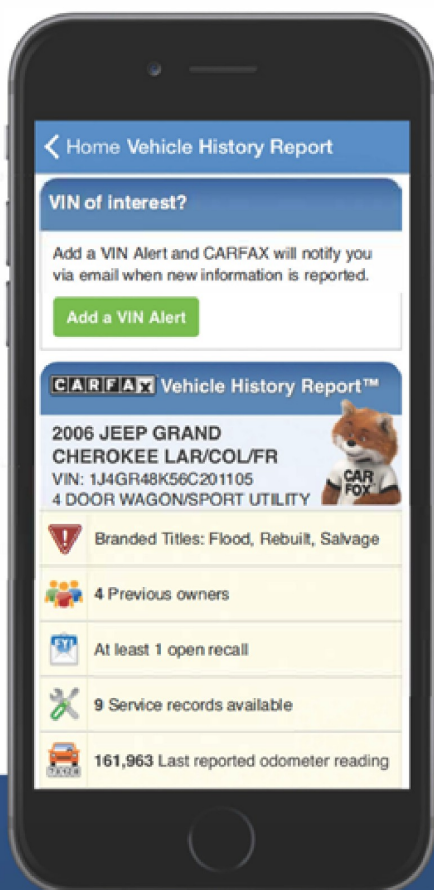
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### Day 3 Morning – Plenary Sessions

THURSDAY, OCTOBER 10, 2019

**7:00AM – 3:00PM**      **REGISTRATION DESK**

**Location:** Grand Coronado Loggia (AM) & Apache Loggia (PM)

**7:15AM – 8:30AM**      **BREAKFAST**

**Location:** Vista Verde Dining Room

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**8:30AM – 8:45AM**      **USING DRONES FOR PUBLIC SAFETY**

**Speaker:** Stephen Nearing, Halifax Regional Fire and Emergency Services

**Location:** Grand Coronado Ballroom

**Description:** The Halifax Regional Fire and Emergency Services will share their experiences on their current and future use of drones for public safety including CAD.

**8:45AM – 9:00AM**      **SUPPORTING THE SWAT TEAM**

**Speaker:** Brandon Gilstrap, Austin Police Department

**Location:** Grand Coronado Ballroom

**Description:** This presentation will discuss Austin Police SWAT team's request for a software solution that can document their operations, protect the integrity and confidentiality of their reports and provide view capability to certain users. Instead of purchasing another product, the SWAT team and the Records Bureau worked together to create a solution within Versadex. The process and solution will be discussed along with the cost savings and the satisfaction of the SWAT team.

**9:00AM – 9:15AM**      **EFFECTIVE MANAGEMENT OF NCIC ENTRIES**

**Speaker:** Robert Olson, Chandler Police Department

**Location:** Grand Coronado Ballroom

**Description:** This presentation will explain how Chandler PD is getting information about missing persons and stolen vehicles on NCIC faster. This led to a revised process where the entries could get to Records quicker, be identified as a priority entry, be approved by a supervisor and of course, get on NCIC quicker. Chandler worked through the process issues and came up with a way to accomplish the stated objectives. If you have similar problems, this project is a blueprint for you.

**9:15AM – 9:30AM**      **USE OF DE-CONFLICTION IN ONLINE CASES**

**Speakers:** Derek Lang & Shar Ishee, Tampa Police Department

**Location:** Grand Coronado Ballroom

**Description:** The Tampa PD saw a concern similar to that in traditional narcotic investigations, in that there was potential for competing/conflicting investigations to be occurring at the same time which could result in a 'blue on blue' situation. With the utmost concern for officer safety during online investigations, the department needed to provide a solution to de-conflict online social media profiles used for conducting online investigations.

**9:30AM – 9:45AM**      **VEHICLE DATA: THE POWERHOUSE OF YOUR INVESTIGATION**

**Speaker:** Michael Ledoux, CARFAX for Police, Platinum Sponsor

**Location:** Grand Coronado Ballroom

**Description:** CARFAX for Police will dive into the strategies and techniques agencies across US and Canada leverage for crimes of all calibers. Hear how their investigative tools have transformed the way agencies target suspects and vehicles of interest.

**9:45AM – 10:30AM**

**TECHNOLOGY, COLLABORATION, CONTROVERSY, AND THE FUTURE OF POLICING  
EMERGING/CONTEMPORARY ISSUES**

**Speaker:** Major Christian P. Quinn, Fairfax County Police Department

**Location:** Grand Coronado Ballroom

**Description:** As law enforcement becomes increasingly complex, the adoption of emerging technology is essential to effectively deliver police service in an equitable and efficient manner. However, navigating challenges such as identifying appropriate use cases, community acceptance, competing socio-political interests, and fiscal considerations can be daunting. Successful strategies that are working in the rapidly evolving domain of public safety technology will be examined. This presentation will discuss emerging programs such as facial recognition, covert tracking, unmanned aerial vehicles (drones), and DNA phenotyping to offer insights with respect to assuaging community concerns related to privacy, legal issues, and data retention policies.

**10:30AM – 11:00AM**

**BREAK**

**Day 3 Morning – Workshops**

**THURSDAY, OCTOBER 10, 2019**

**11:00AM – 12:00PM**

**3A.1 HANDS-ON TRAINING CAD 7.6 DASHBOARDS**

**Speakers:** Karl Good, Anastassia Oudatchina & Dan Gentile, Versaterm

**Conference Stream:** Call Takers and Dispatchers Focus (All Agencies)

**Location:** Papago I

**Description:** In this hands-on workshop, participants will have the opportunity to configure and experience the Browser Status Screen dashboards in vCAD. The session will include new chart types supported with vCAD 7.6 such as response times line graphs and elapsed time charts.

**11:00AM – 12:00PM**

**3A.2 MDT DESIGNER TIPS & TRICKS**

**Speakers:** Patrick Maleki & John Pettinger, Versaterm

**Conference Stream:** Police/Fire/EMS 1st Responders Focus (All Agencies)

**Location:** Maricopa II

**Description:** This session will cover tips & tricks on how to effectively use the MDT Designer to configure the MDT for your Police and/or Fire first responders. This session will also review deployments and build conditions.

**11:00AM – 12:00PM**

**3A.3 BRING YOUR OWN DEVICE NEW ELECTRONIC ACCIDENT ENTRY (RMS/MRE)**

**Speakers:** Derek Smith, Ali Ahmed, Brae Walker & Antonio Ndorimana, Versaterm

**Conference Stream:** Police/Fire/EMS 1st Responders Focus (All Agencies)

**Location:** Papago II

**Description:** This session will showcase Versaterm's new electronic accident data collection design (for MRE and RMS users).

**11:00AM – 12:00PM**

**3A.4 CDN RMS HOT TOPICS**

**Speakers:** Kelly Barker & Stephanie Lemaire, Versaterm

**Conference Stream:** RMS Focus (Canadian Agencies)

**Location:** Maricopa III

**Description:** This roundtable will cover hot topics that are relevant to Canadian police agencies using the Versaterm vRMS, such as Gender Diversity changes, CPIC Photos, Mobility, Dashboards and more.

<b>11:00AM – 12:00PM</b>	<b>3A.5 TRAINING IN TODAY'S TECHNOLOGY WORLD</b>
<b>Speaker:</b>	Richard Cashmore, Toronto Police Service
<b>Conference Stream:</b>	Management & Training Focus (All Agencies)
<b>Location:</b>	Apache I
<b>Description:</b>	In this session, the Toronto Police Service will discuss the new master student course developed by Toronto to help recruits adjust back into a training mode and the techniques used to help officers stay engaged in class. There will be a focus on Mentimeter so bring your cell phones and tablets so you can engage with the rest of the group, he will also introduce other tools to assist in training such as google docs, video scribe, quizlet, to name a few. Richard will look at training methods and strategies and how police services need to challenge the old industrial way of teaching and introduce new attendees to the video web site created to assist with Versadex training.
<b>11:00AM – 12:00PM</b>	<b>3A.6 US RMS HOT TOPICS</b>
<b>Speakers:</b>	Rick Bistline, Dylan Tansey & Philip Larsen, Versaterm
<b>Conference Stream:</b>	RMS Focus (U.S. Agencies)
<b>Location:</b>	Maricopa I
<b>Description:</b>	This session will cover hot topics that are relevant to US police agencies using the Versaterm vRMS, such as gender changes, sobriety tracking, use of force tracking, and property sex/rape kit.
<b>11:00AM – 12:00PM</b>	<b>3A.7 CDN RMS SYSTEM ADMINISTRATION</b>
<b>Speakers:</b>	Bill Bell & Chris Evans, Versaterm
<b>Conference Stream:</b>	RMS Focus (Canadian Agencies)
<b>Location:</b>	Apache III-IV
<b>Description:</b>	This session will cover the common tasks that RMS application administrators are typically responsible for, in their role of managing and monitoring the overall usage of the system. Topics include user access & security, configuration settings & table values, audit logs, duplicate names, and other special tables such the charge table, text templates and routing rules.
<b>11:00AM – 12:00PM</b>	<b>3A.8 CHANGING POLICE CULTURE</b>
<b>Speaker:</b>	Captain Jeremy Grimes, Bakersfield Police Department
<b>Conference Stream:</b>	Management & Training Focus (All Agencies)
<b>Location:</b>	Apache II
<b>Description:</b>	There is an international challenge in attracting people to a career in policing due to such factors such as increased media scrutiny, shift work, the inherent danger of being a cop in today's world, the increase in mental health issues, including the fact that a good pension and job security are no longer attractive factors to our younger generation. Bakersfield PD will share their innovative approach in hiring new officers by changing their police culture from within.
<b>12:00PM – 1:30PM</b>	<b>LUNCH</b>
<b>Location:</b>	Vista Verde Dining Room



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## **Day 3 Afternoon – Workshops**

**THURSDAY, OCTOBER 10, 2019**

### **1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.1 FIRE/EMS ROUNDTABLE**

Murrell Morley, Portland-BOEC

Call Takers and Dispatchers Focus (All Agencies)

Apache I

This session will be a round-table discussion on topics related to Fire and EMS, moderated by the City of Portland's 911 Bureau of Emergency Communications.

### **1:30PM – 2:30PM**

**Speakers:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.2 HANDS-ON TRAINING: MDT DESIGNER**

Patrick Maleki, Karl Good & John Pettinger, Versaterm

Police/Fire/EMS 1st Responders Focus (All Agencies)

Papago I

This hands-on session will allow participants to learn how to effectively use the MDT Designer.

### **1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.3 PROPERTY MANAGEMENT & DISPOSAL ROUNDTABLE**

Scott Patrick, Versaterm

Property Focus (All Agencies)

Apache III-IV

This session will be a roundtable discussion, moderated by Versaterm, to discuss how US police agencies manage the disposal of property. This session will also be an opportunity to gather ideas from representatives on how the system can be enhanced to better support the Property unit's processes.

### **1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.4 CCJS UPDATES**

Warren Silver, National Training Officer at the Canadian Centre for Justice Statistics, Statistics Canada

RMS Focus (Canadian Agencies)

Apache II

This session will cover CCJS updates for Canadian police agencies. Topics include: organized crime, hate crime, firearms, cannabis, and gender categories.

### **1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.5 HANDS-ON TRAINING QUERY & BROWSE TIPS & TRICKS**

Amberly Doubt, Salt Lake City Police Department

RMS Focus (All Agencies)

Papago II

This course will take a hands-on approach to showing users how data within Versadex can be mined for finding specific information or for creating statistical reports. Users will follow along on their own devices to learn advanced query and browse techniques to include Person History, Records of Movement, Relationship Reports, and Link Analysis. Users will participate in an electronic Treasure Hunt to demonstrate and fine-tune the skills they learned.

### **1:30PM – 2:30PM**

**Speakers:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.6 SUCCESS WITH NIBRS**

Tamika Ware, Austin Police Department &  
Kenneth Feucht, Minneapolis Police Department

RMS Focus (U.S. Agencies)

Maricopa III

In this session, Minneapolis PD and Austin PD will share their experiences on how their agencies were successful in transitioning from UCR to NIBRS reporting.

**1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.7 FLAG RECORDS TIPS & TRICKS**

Amy Farnham, & Nikolle Bunting, Aurora Police Department

RMS Focus (All Agencies)

Maricopa I

This session will cover best practices on how to leverage the power of Flag records and touch on the unique features. Aurora will be showing the many different ways a Flag record can be used and how it benefits the user and agency. A discussion will follow allowing participants to share their use of Flag records in their agency.

**1:30PM – 2:30PM**

**Speaker:**

**Conference Stream:**

**Location:**

**Description:**

### **3B.8 MODERNIZING THE INFORMATION/RECORDS BRANCH**

Leslie Nguyen, York Regional Police

RMS Focus (All Agencies)

Maricopa II

This session will discuss the results of York Regional Police conducting a business process review within their Information Management Bureau. After being live with the Versadex suite of products for 16 years, it was time to modernize the roles and responsibilities of Information Management ensuring we can support the everincreasing workload, strategically align resources to gain proficiencies and eliminate duplication all while managing risk. Recommendations streamlined processes, increased knowledge, skills and abilities of resources, therefore having the ability to support future organizational technical solutions.

**2:30PM – 3:00PM**

**BREAK**

**3:00PM**

**Speaker:**

**Location:**

### **BUSINESS MEETING**

Eldon Amoroso, Chairman, Users Workshop Steering Committee

Grand Coronado Ballroom

**6:00PM**

**Location:**

### **CLIENT APPRECIATION DINNER**

The Orange Sky Restaurant atop the Talking Stick Casino & Resort



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