



## **Third Discussion Session with Emergency and Security Systems of the Americas**

### **The importance of Continuity-of-Operations Plans**

Tuesday, July 28<sup>th</sup>, 2020

#### **Profiles**

##### **Laurie Flaherty**

Coordinator, National 911 Program, U.S. Department of Transportation

For more than 15 years, Laurie has been the Coordinator of the National 911 Program, which is housed within the U.S. Department of Transportation. In that capacity, Laurie has managed the program that has given 911 a federal “home;” fostered collaboration among 911 organizations and agencies at all levels of government; served as an inclusive convener for the public and private organizations involved in delivering state and local 911 service; and a trusted source of tools, resources and information to help the 911 community deliver optimal 911 service. The National 911 Program also administers a grant program, specifically to support the upgrade of the U.S. 911 system.

##### **Richard Gaston, CEM**

Public Safety Consultant at Mission Critical Partners

Richard Gaston offers more than 30 years of practical public safety experience spanning law enforcement, fire protection, emergency medical services, emergency management, and business continuity management. Richard has managed public safety agencies at the city and municipal level including serving as the Chief Fire Marshal for Travis City (Austin, Texas). Richard has maintained accreditation as a Certified Emergency Manager (CEM) through the International Association of Emergency Managers since 1994.

##### **Heather McGaffin, ENP, Project Manager**

PSAP Operations/Training/Governance at Mission Critical Partners

Heather McGaffin has 18 years of experience in Public Safety with 14 of those being in Public Safety Communications. She has served in the role of PSAP Administration, Dispatcher, Shift Supervisor, and Communications Supervisor. One of her primary responsibilities was Computer-Aided Dispatch (CAD) Operations and Training in a consolidated center for Police, Fire, and Emergency Medical Services (EMS). Recently, Heather has worked in the National Capital Region to develop a Computer-Aided Dispatch-to-Computer-Aided Dispatch (CAD2CAD) Strategic Plan. Heather provides the ability to interact with PSAPs



to survey their current CAD programs and identify how they can interwork to create a CAD2CAD solution regionally. In a PSAP setting, Heather has participated in the procurement and implementation of a Computer-Aided Dispatch/Records Management (CAD/RMS) system and an upgrade, assisted with the buildout of a multidiscipline CAD/RMS system, and developed a training program for CAD and Mobile Data Terminal (MDT) users. Heather currently provides governance and training support to clients implementing Next Generation technologies and networks.

**Jackie Mines**

Senior Consultant at Mission Critical Partners

Jackie Mines brings a unique blend of public safety expertise in technical knowledge, strategic planning, operations coordination and establishing and leveraging existing partnerships with a focus on interoperable emergency communications. As the former director of a state-level department of public safety, Ms. Mines is a change agent with outstanding strategic vision, leadership, communication and organizational skills that resulted in one of the first national deployments of an NG911 system backbone. She was responsible for overseeing the statewide deployments of the radio system, NG911, the Integrated Public Alert and Warning System (IPAWS) services and led the First Responder Network Authority (FirstNet) consultation efforts for the commissioner of public safety. In her role at Mission Critical Partners (MCP), Jackie has served the National 911 Program, the State of Arizona 9-1-1 Program, New Jersey FirstNet, Michigan FirstNet, Nebraska, Oklahoma and the Association of Central Oklahoma Governments. Leveraging her three decades of experience and team leadership to support mission critical infrastructure and public safety initiatives.