



May 2011

Points of Interest:

- NENA/APCO Award
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- User Meeting Agenda

SHIELD TECHNOLOGY CORPORATION DISPATCH

Congratulations to Iowa NENA/APCO Award Recipients

Iowa Telecommunicator of the Year—Robert Lane, Jr. Jackson County 911

Shield wishes to congratulate Robert Lane, Jr. for receiving this years Iowa Telecommunicator of the Year Award.

According to Brad Koranda, Chief of Police for Maquoketa Police Department, "On July 4th, 2010 at approximately 11 am Robert's years of experience and training were put to the test when a tragic event occurred during the Heritage Day Parade in Bellevue, IA.

That morning, Robert was working alone in dispatch when he received the first of many calls reporting a horse out of control in the parade and people injured. Over the course of two hours, Robert dispatched and coordinated twelve ambulance services, two fire departments, two helicopter services and law enforcement along with numerous out of town emergency personnel...Robert's

ability to do his job calmly and effectively



during this time of extreme stress was a shining example of what makes a telecommunicator a true professional."

Iowa TEAM Telecommunicators of the Year—

Delaware County Communications Center

Congratulations to the Team of Delaware County 911 Dispatchers:
Loretta Welcher
Mary Kleinschrodt
Linda Fangmann
Kathy Corkery



Margie Recher
Carrie McNamara
Tracey Baldwin
Reenie Breyer
Sgt. Rick Carnicle

for outstanding service during the historical breach of the Lake Delhi Dam on July 24th, 2010.

Off duty dispatchers were asked to respond to the 911 center to assist in the large scale evacuation of the area below the dam including Jones County where a county fair was being held. Delaware County and the City of Manchester experienced notably one of the worst natural disasters in the history of this area caused by massive flooding.

The Delaware County Communications team succeeded in handling evacuations, adversity and challenges with competence. Bruce Trapp, Chief of Police, Manchester Police Department, states, "I have found that one key to a successful operation is a staff that is knowledgeable, well trained, professional and given the right tools for success. These are employees who truly care about the job at hand, their co-workers and citizens they serve."

Customer Services

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ShieldWare®

Welcome Aboard!

Shield wishes to welcome the following agencies who have recently joined the Shield technology family. Many of the agencies below have gone through extensive conversions to preserve existing historical data, which helps to eliminate the need to operate dual systems.

Mecklenburg Co., VA. Sheriff's Office

Sheriff Danny Fox
ShieldWare® CAD
ShieldWare® Records Management
ShieldWare® Jail Management
ShieldWare® Civil

Winnebago Co., IA. Sheriff's Office

Sheriff Douglas Jenson
ShieldWare® Records Management
ShieldWare® Jail Management
ShieldWare® Civil
ShieldWare® Mobile

Winnebago Co., IA. Comm. Center

Supervisor Jennifer Ackerman
Emergency Manager Andy Buffington
ShieldWare® CAD
ShieldWare® Mobile
ShieldWare® NCIC

Forest City, IA. Police Department

Chief of Police Daniel N. Davis
ShieldWare® Records Management

Buffalo Center, IA. Police Dept.

Chief of Police Pat Conroy
ShieldWare® Records Management

Lake Mills, IA. Police Department

Chief of Police Dave Thomas
ShieldWare® Records Management

W. Burlington, IA. Police Dept.

Chief Alex Oblein
ShieldWare® Records Management

Webster Co., IA. Comm. Center

Comm. Supervisor Heidi Markley
ShieldWare® CAD
ShieldWare® AVL

Webster Co., IA. Attorney's Office

County Attorney Ricki L. Stubbs
ShieldWare® Records Management

Chickasaw Co., IA. Sheriff's Office

Sheriff Marty Larsen
ShieldWare® CAD
ShieldWare® Records Management
ShieldWare® Jail Management
ShieldWare® Civil

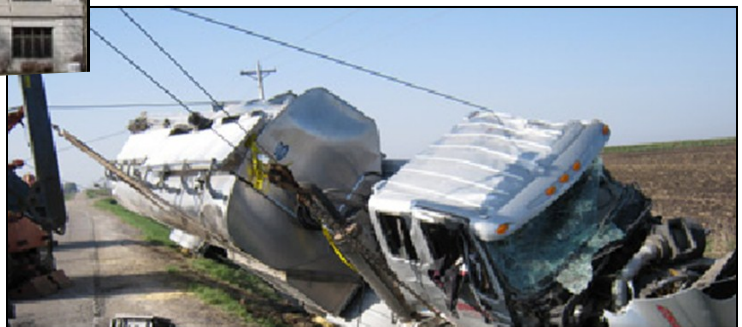
Des Moines Co., IA. Sheriff's Office

Sheriff Michael Johnstone
ShieldWare® Records Management
ShieldWare® Jail Management
ShieldWare® Civil

Jackson County, IA. Sheriff's Office

Sheriff Russ Kettmann
ShieldWare® Records Management
ShieldWare® Jail Management

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PUBLIC SAFETY
Software Professionals

Integrated Public Safety Solutions

Data Sharing

After 9/11 the word “interoperability” became the buzz word for bigger and more complex sharing of law enforcement data – from local to state to national to international venues.

The **Black Hawk County CJIS** agencies in Iowa were pioneers in local data sharing back in the late 1970’s when they implemented their Records Management System to include the Black Hawk County Sheriff’s Office, Cedar Falls Police Department, Evansdale Police Department and the Waterloo Police Department. They continue to share data on the local level.

The following are some of the other data sharing venues our clients are involved with:

OLLEISN (Ohio Local Law Enforcement Information Sharing Network) is a secure, Internet-based system designed to

enable Ohio local law enforcement agencies to share law enforcement information with each other. Local agencies submit information to OLLEISN through a secure Internet pathway to the Ohio Attorney General’s Ohio Law Enforcement Gateway (OHLEG) Office. OLLEISN retrieves and shares multi-jurisdictional information about persons, locations and property related to: wants and warrants, incident data, alerts and other locally collected information.



N-Dex (National Data Exchange) is a national information sharing system that helps solve crimes and connect the dots between people, places, and events.

The FBI’s Criminal Justice Information Services Division in West Virginia was asked by the Department of Justice to develop and maintain N-DEX. Information

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Welcome Aboard continued

Readlyn, IA. Police Department
Chief Steve Aiello
ShieldWare® Mobile

Tripoli, IA. Police Department
Chief Michael Johnson
ShieldWare® Mobile

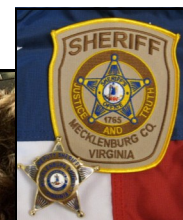
MARMAC, IA. Police Department
Chief Randall Grady
ShieldWare® Mobile

Greene County, IA. Sheriff’s Office
Sheriff Tom Heater
ShieldWare® Civil
ShieldWare® Records Management

Charles City, IA. Police Department
Chief Mike Wendel
ShieldWare® Records Management

Floyd County, IA Sheriff’s Office
Sheriff Rick Lynch
ShieldWare® Records Management
ShieldWare® Jail Management
ShieldWare® Civil
ShieldWare® CAD Call Taker

Floyd County, IA Comm. Center
Supervisor John Gohr
ShieldWare® CAD
ShieldWare® Records Management
ShieldWare® NCIC



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**Public Safety
Software Professionals**

Shield User Meeting Agenda

Tuesday, May 3rd – 9:00 a.m. to Noon

SWCAD and SWCAD related workshops: Medical interfaces: SWCAD and remote interfaces, texting, paging, faxing, email; SWCAD roundtable

Tuesday, May 3rd – 1:15 p.m. to 4:00 p.m.

System Manager workshops: General information for management of ShieldWare[®] products; New technology and the virtual option alternatives

Tuesday, May 3rd – 1:15 p.m. to 4:00 p.m.

SWCivil workshop: Entry of papers and receipting of monies; Forms and reports; the Checkbook

Wednesday, May 4th – 9:00 a.m. to 10:00 a.m.

URI Integrations presentation on Ndex

Wednesday, May 4th – 10:00a.m. to 2:00 p.m.

SWRMS Workshops: SWRMS and Evidence Room Management; Searches; Combining Arrest records

Wednesday, May 4th – 2:00 p.m. to 4:00 p.m.

SWJail Workshop

Data Sharing continued from page 3

from the FBI's website defines the vision of N-DEX: to enable the sharing of complete, accurate, timely, and useful information across jurisdictional boundaries and to provide new investigative tools that enhance the nation's ability to fight crime and terrorism.

LInX - NCIS launched the Law Enforcement Information Exchange (LInX) initiative in 2003. The project was designed to enhance information sharing between local, state, and federal law enforcement in areas of strategic importance to the Department of the Navy. LInX provides participating law enforcement partner agencies with secure access to regional crime and incident data and the tools needed to process it, enabling investigators to search across jurisdictional

boundaries to help solve crimes and resolve suspicious events. LInX sites are currently operated by NCIS and its partners in nine regions throughout the U.S.



The nine regions are:

- **Northwest**, encompasses 217 agencies within the State of Washington, as well as parts of Oregon and agencies within the State of Alaska;
- **Hampton Roads**, encompasses 106 agencies in the Norfolk and Richmond areas of Virginia;
- **Southeast**, with 69 agencies in the northern area of the State of Florida, as well as agencies in the southeastern

area of the State of Georgia;

- **Gulf Coast**, with 32 agencies in the southeastern coastal area of Texas;
- **Hawaii**, with 6 agencies;
- **Rio Grande**, with 39 agencies in the central area of New Mexico;
- **National Capital Region**, with 126 agencies in southern Maryland, northern Virginia and the District of Columbia;
- **North Carolina**, with 47 agencies' data in the eastern portion of the state; and
- **Southern California**, comprised of 34 agencies.

A Northeast region is presently in development and includes 20 agencies in the southeastern section of Connecticut.

Data Integration with the City of Roanoke – Shield clients in the Roanoke, VA area will be participating in this local data sharing project.