

## DARYL P. OSTENDORF

Hello, North Region members! Thank-you for taking the time to review my qualifications and experience for the position of North Central Region Manager. I have been involved in public safety and NENA for over 20 years. The Chapters are the foundation of NENA's vitality as a member driven trade Association. I'm proud to serve as Illinois NENA Region VI Director and Support Services Supervisor for MECOMM / O'Fallon, Illinois Police Department. A member of the "X" generation, I am married to an amazing wife, have three very independent grown children and recently became a grandpa to a beautiful boy!

I have lived and breathed Public Safety / 9-1-1 for over twenty years - having had varied opportunities spanning PSAP operations, management, procurement, budgeting, training, and QA. I began in 1993 as a Telecommunicator in a small Southern Illinois PSAP. In the late 1990s I began working part-time at the St. Clair County IL ETSB, where my duties included training, ADA compliance checks and Emergency Medical Dispatch Reviews. Even more importantly, assisting in test calls that led to the first successful implementations of WirelessPhase II in Illinois. In 2003, I transitioned to a full-time position with St. Clair County as a Radio System Supervisor. In this role, and under the guidance of a reknowned Public Safety industry and past NENA President (Norm Forshee) my duties were wide spread, yet all relative to the purchase/acquisition, installation, programming and training for the then new P25 700/800 MHz digital simulcast trunked radio system, one of the first in the state of Illinois. Also during this time, I took the lead on two grant opportunities for communications equipment (ICE and PSIC), totaling over \$10M. During the period of the radio implementation, I was also tasked with assisting in the planning and implementation of a building upgrade/remodel and relocation of the County's PSAP.

In 2012, I began working at the O'Fallon, Illinois Police Department as PSAP Manager. Beyond routine duties, Illinois had recently passed legislation requiring PSAP consolidation; our PSAP was affected. To meet this objective, I worked closely with O'Fallon administration as well as two other Police Departments, three Fire Departments and an EMS service to facilitate consolidation. As many of you may be aware, upgrading and/or renovating a PSAP is a challenging venture! I served as Project Manager for renovation of the current O'Fallon PSAP managing to a budget of almost \$1M - including a new CAD/RMS system and radio system upgrade. I was honored to be recognized for my leadership efforts by the Southern Illinois Police Chiefs' Association with the Blue Light Award; an award given for dedication and being an exemplary role model.

2016 brought with it an opportunity to expand my horizons and put my experience to an even greater use - I became the Illinois NENA Region VI Director, where I represent the interests of twenty-one counties. Working with the counties and chapter membership, and the Illinois NENA Executive Board this opportunity



allowed me to further my knowledge in the 9-1-1 field as well as network with colleagues across the state. Elevating the professional recognition of Telecommunicators Training is a cornerstone of efficiently delivering emergency response services. I Co-Chair the Illinois Telecommunicator Standards and Certification Committee, which is a joint venture with Illinois APCO to bring legislation and standardized training to all Telecommunicators in Illinois. I am a member of the Region 13 Regional Conformance Review Committee (RCRC) and hold the position of Vice-Chair. This afforded me the opportunity to gain knowledge about the FCC as well as the managed spectrum of frequencies.

In addition to my work experiences, I have attended a multitude of trainings and certifications during my tenure as a Telecommunicator, Supervisor and Manager, with the most recent and exciting being the NENA ENP Certification. I continue to mentor and train Telecommunicators no matter their experience level, rookie or veteran. In fact, I continue to volunteer my services to the local Mobile Training Unit. Lastly, I attend the Accelerated Degree Program at Lindenwood University to complete my Bachelor's Degree for Business Administration; I have one cluster remaining before attaining my goal in May, 2019.

Why is it important for you to vote, and most importantly vote for me to represent you? In following NENA's mission: *'The 9-1-1 Association improves 9-1-1 through research, standards development, training, education, outreach and advocacy.'*, it becomes ever so apparent that continued success and vitality of an organization thrives with fresh energy and perspectives. I bring fresh energy and enthusiasm, and through my experiences, fresh perspectives. Innovations in public safety, labeled as Next Generation, should be seen as the Now Generation and the challenges, lessons learned, and new opportunities for not only the North Central region, but nationally, should be addressed head on to ensure they are leveraged and not overlooked or missed. How do we accomplish this? Access, involvement and innovation. Access to the North Central Region Director continued engagement and involvement in NENA fostering innovation of technological ideas and practices. When elected as your North Central Region Director, I will carry the voices, concerns, ideas and suggestions to the Executive Board to promote and continue NENA's mission. I am very driven and committed to *our* profession and if there is only one thing for you to know about me, it is the fact I will do everything possible to best represent you - a valued NENA member ... you will not be disappointed. Please feel free to contact me with any questions.

**“The secret of change is to focus all of your energy, not on fighting the old, but on building the new.” – Socrates**