

# Chris Freeman, BS, MS, ENP, CPE, RPL, CMCP

DIRECTOR


Marshall County 911



## Contact Information

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## Achievements

- Elected to the nations NG911 Institute Board of Directors
- Voted 2018 KY APCO Director of the Year 
- Region 3 KY TERT Coordinator
- Chair of the KENA ENP Scholarship Committee
- Organized and moderated Kentucky's 1<sup>st</sup> 911 Summit in 2018 and 2019 – a PSAP Director Workshop 
- KENA/APCO Education Committee Member – Technical Track Chair for 2018 KESC
- Developed and Implemented the BMECC 911 Citizens Dispatch Academy 
- Served on NENA Workgroups – Changing Role of the NG911 Telecommunicator and Professional Standards and Development
- Achieved NCMEC PSAP Partnership Certification 
- Published Work: Law Enforcement's Social Media Punitive Anomaly

## Biography

My experience, industry knowledge and passion for training in 9-1-1 has evolved through two decades of changes that have brought us to Next Generation 9-1-1. Not only do I have extensive 9-1-1 knowledge, I also employ the leadership ability to research, develop and implement innovative Next Generation 9-1-1 based projects in the PSAP and advanced standardized training for the NG 9-1-1 professionals of the future.

As a Telecommunications Academy Instructor, I identified that the state of Kentucky lacked in its ability to provide upper management and PSAP Director's with advanced tools for educational development in NG 9-1-1. For that reason, I envisioned, developed and provided a training event that drew national attention – Kentucky's first ever, The 911 Summit. My focus is to champion an effort and bring to the forefront a push for incentivized training for telecommunicators and an establishment of rights and protections for telecommunicators in Kentucky through state legislation while creating a regionalized center that establishes proper wages and roles for Telecommunications.

I have 22 years' experience in Public Safety. I have 12 years' experience as a Public Safety Dispatcher, in which I dispatched for 4 separate agencies. Uniquely, I have dispatched for a privately-owned agency, a small county E-911 center, an 11 county Kentucky State Police Post, as well as, dispatched through practical exercise in the course of training dispatchers statewide as part of Kentucky's Public Safety Dispatch Academy.

I have 12 years of supervisory and leadership experience in which I have interpreted, applied public safety legislation, and worked alongside lawmakers, especially during my time with the Kentucky State Police. I have supervision experience within a State Police ran dispatch center, as the Criminal Records Dissemination Branch Supervisor at the Kentucky State Police Criminal ID and Records Branch, as a Law Enforcement Training Instructor at DOCJT and lastly as a Multi-Jurisdictional consolidated 911 PSAP as a Director at Barren-Metcalf ECC. I just recently accepted the position at Marshall County 911 in Kentucky.

## Work Experience



### Director

2017 – 2019

Barren-Metcalf Emergency Communications Center

Directs a 911 public safety answering point, emergency telephone system and centralized emergency dispatch center responsible for dispatching all police, fire and ambulance services within the City of Glasgow, Counties of Barren and Metcalfe. Manages a 1.3 mil budget for a six position multi-jurisdictional center serving 60,000 people taking over 60,000 call for service a year with a staff of 16 full time and 4 part time staff.



### Law Enforcement Training Instructor


2011 – 2017

Kentucky Department of Criminal Justice Training

Coordinates and provides Dispatch Academy instruction and develops lesson plans in general Law Enforcement Telecommunications, Law Information Network of Kentucky Informational Systems, National Crime Information Center System, Telecommunications data base files.

- ≡ Researches and develops curriculum for the Public Safety Dispatch Academy.
- ≡ Coordinates all aspects of the 5 week Public Safety Dispatch Academy.
- ≡ Presents new curriculum and curriculum updates to the Kentucky Law Enforcement Council for approval and recertification.
- ≡ Interprets Kentucky Revised Statutes and Kentucky Administrative Regulations
- ≡ Programs and maintain all aspects of the 911 simulators used by the Public Safety Dispatch Academy.
- ≡ CJIS TAC for the Kentucky Department of Criminal Justice Training.

## Achievements (Cont.)

- Successfully Rebranded Barren 911 Center and Trademarked the Logo 
- Implementation of the 911 Simulators in the Public Safety Dispatch Academy.
- Designed Crisis Intervention implemented at Kentucky's Department of Criminal Justice Training
- Developed first Advanced Telecommunications Online class that met the IACET Standards.
- Designed Advanced Telecommunications Active Shooter Class.
- Guest Speaker at the Kentucky Emergency Services Conference from 2011-2018.
- Guest Speaker at the 2016 Tennessee Emergency Number Association (TENA) Conference.
- Commissioner's Commendation, Telecommunications Support, Kentucky State Police Awarded for a meritorious lifesaving act.
- Coordinator of Public Safety Dispatch Academy 107, the first Class of Distinction under the new curriculum.
- Implemented a Tactical Dispatch Team in our Center that acts as a liaison to law enforcement with NG 9-1-1 technologies.

## Professional Projects

- 2011 Redesign of Public Safety Dispatch Academy Curriculum
- Worked with CPI/OpenFox to redesign Kentucky Criminal History
- Advised in the Development and Implementation of Kentucky E-Warrants at the Kentucky State Police
- Advised in the development of Criminal History E-Disposition workflow at the Kentucky State Police Criminal ID and Records Branch

- ≡ Coordinates trainees' schedules and on the job training of instructional staff.
- ≡ Travels to PSAPs across the state, as well as the 911 services board and other committees to speak with staff about their in-service and academy training needs.
- ≡ Conducts interviews and preliminary investigations into student disciplinary infractions.

### Program Coordinator

2007 – 2011



Kentucky State Police Criminal Records Dissemination Section

- Supervised the section of the Kentucky State Police that conducted all Kentucky Criminal Background Checks.
- ≡ Interprets laws, regulations, policies and procedures regarding the dissemination of Kentucky Criminal History data.
- ≡ Reviews records and reports submitted by program recipients or Kentucky State Police staff for compliance with legal, regulatory or policy standards.
- ≡ Requests and collects Criminal History dispositions, edits and analyzes data, and writes comprehensive program status reports for executive and managerial superiors.
- ≡ Ensures the productivity of the section to create over a million dollars in revenue for the Kentucky State Police Agency.

### Police Telecommunicator

2003 – 2007



Kentucky State Police

Public Safety Dispatcher for 11 Kentucky Counties. Supervised from 2005-2007.

### 911 Dispatcher

1999 – 2003



Whitley County E-911

Public Safety Dispatcher for Whitley County Kentucky.

### EMS Dispatcher

1998 – 2001



Mountain Lifeline

Emergency Medical Services Dispatcher for privately owned EMS company.

## Certifications

### Professional

- Emergency Number Professional
- CALEA Accreditation Manager
- Law Enforcement Training Instructor Certification (80 hours)
- Crisis Intervention Instructor (88 hours)
- Criminal Justice Information Systems (CJIS)(40 hours)
- Certified Training Officer (40 hours)

### Leadership

- APCO Certified Public Safety Executive (CPE)
- NENA Center Manager Certification Program (40 Hours)
- Situational Leadership Instructor (40 hours)
- KLEC Leadership Certification (420 hours)
- Traffic Incident Management Instructor (24 hours)
- Terminal Agency Coordinator (40 hours)
- APCO Registered Public Safety Leader (RPL)

### Experiential Learning

- Low Ropes Facilitator (40 hours)
- High Ropes Facilitator (40 hours)



## Education



**Bachelor of Science  
Criminal Justice**

Eastern Kentucky University 2007



**Master of Science  
Criminal Justice**

Eastern Kentucky University 2016

