



First Contact 9-1-1, LLC

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Meet Our First Contact 9-1-1 Instructional Services Team

"It's the people that make the dream...into a reality..."

- Walt Disney



Neal Haight from Binghamton, New York is the Training Coordinator for the Broome County Office of Emergency Services 911 Center, where he also writes Policy and Procedure and assists with Quality Assurance. In 1997, Neal began working for Broome County 911 as an Emergency Services Dispatcher. He was promoted to Shift Supervisor in 2001 and was moved into his current administrative roles in 2009. He has been serving in the training capacity since 2004. Neal helps lead the Incident Dispatch Team and responds to planned and emergency events from the Mobile Command Unit. He is a qualified as a Communications Unit Leader (COML).

Neal is currently certified as an *EMD* and *EMD-Q* by the National Academies of Emergency Dispatch. He is an APCO Agency Instructor teaching the 40-hour Basic Telecommunicator course, Communications Training Officer, Fire Communications and Communications Center Supervisor. Neal is also a certified General Topics Instructor through the NYS Division of Criminal Justice Services. He has been teaching Basic and Advanced Dispatch courses for the State of New York since 2005.

Neal is a member of the Association of Public Safety Communications Officials, International (APCO) and completed the Registered Public Safety Leader (RPL) program in 2014, as well as completing coursework in Emergency Management at Jacksonville State University.

Neal has been an active volunteer firefighter for the past twenty-three years and has served in a variety of capacities, including Assistant Chief of Training for the department. He also teaches firefighting and Incident Command System courses for the State of New York.

Neal spends his downtime with his wife and two energetic sons, who enjoy playing baseball and hockey.



Cathy 'C. J.' Jones-Gooding from Hilton Head, South Carolina is the Communications Director for Hilton Head's 9-1-1 Communications Center. Cathy has more than fifteen years' experience in the field.

Cathy's certifications include Emergency Medical Dispatcher (with honors) and a Quality Assurance certificate, both through the National Academy of Emergency Medical Dispatch; NIMS IS-700 and 800 through FEMA; and has completed the Communications Center Supervisor Course through APCO. She is also a member of APCO and NENA.

Cathy is a former firefighter/EMT, holds a Bachelor's Degree in German and Political Science, and is currently pursuing her MBA.



Randall Larson from Eureka, California has more than 29 year's experience in emergency communications for both police and fire, most of it spent comfortably on the midnight shift. Randall is a former Technical Information Specialist with California Urban Search & Rescue Task Force 3, and served with the Olympic Public Safety Command at the 2002 Olympic Winter Games in Salt Lake City, Utah.

Randall is a Founding Member of the National Incident Dispatchers Association, the California Fire Chiefs Association, Communications Section (Northern Division), and is one of the state's leading Incident Dispatch instructors.

Randall has published numerous articles in the fire service, homeland protection, and public safety communications publications and has been the Editor of 9-1-1 Magazine since 1995. A recipient of the 2005 Higgins and Langley Swiftwater Rescue Media Award from the National Association of Search and Rescue, Randall is a prolific writer in several fields of interest. He is an online music columnist and reviewer, and has written six books on a variety of subjects.



Dave Larton from Morgan Hill, California, FC911's Operations Section Chief, has more than thirty-five years of emergency services experience, including thirteen as a Dispatcher / Trainer for the Gilroy, (CA) 9-1-1 Communications Center. He was named the 1999 recipient of the Ramona Raymond Pillar of Excellence Training Award by the Santa Clara County Public Safety Communications Managers Association, and was twice named the Department's Dispatcher of the Year.

A nine-year veteran of the Department's Hostage Negotiation Team, Dave has served as a Tactical Dispatcher, a certified Basic and Advanced Hostage Negotiator and Technical Specialist. He is a California POST certified Peer Crisis Counselor, and is a member of the International Critical Incident Stress Foundation (ICISF). He is a certified S-258 Communications Incident Technician (COM-T) as well as an Incident Communications Center Manager (INCM) and a Type 3 Communications Unit Leader (COML). He is also a certified Basic Law Enforcement Instructor with the Texas Commission on Law Enforcement (TCOLE).

As a Communications Specialist with California's Urban Search & Rescue Task Force 3, Dave responded to the World Trade Center in September of 2001. Dave also served with the Olympic Public Safety Command at the 2002 Olympic Winter Games in Salt Lake City, Utah. He is rated as a Weapons of Mass Destruction First Responder, and is a graduate of the Federal Department of Homeland Security's COBRA WMD School in Anniston, Alabama.

Dave is a Founding Member of the National Incident Dispatchers Association, a member of the California Association of Hostage Negotiators, NENA, APCO, a former Vice President of the California Fire Chiefs Association (Communications Section, Northern Division), the California Tactical Dispatchers Association, the California Association of Police Training Officers, and the National Association of Field Training Officers. Dave is a former Commercial Vice President for NENA's California State Chapter, CALNENA.

He is the Associate Editor of *9-1-1 Magazine*, and has been a contributing author for *Homeland Protection Professional* magazine.

Dave is a member of the Training Unit of the California Governor's Office of Emergency Services, Telecommunications Branch, Rescue and Recovery Division.

Dave is the co-author of ***"Incident Dispatcher: A Guide for the Professional Tactical and Incident Dispatcher"***. He has been a technical consultant to the media, including script preparation for the 'Ally McBeal' television show and the History Channel.



Perrin Larton from Morgan Hill, California has been a Manager of Medical Research for the last sixteen years with a nationally known medical biotech company. Perrin is a member of the American Association of Tissue Banks and is a Certified Tissue Bank Specialist, and her current medical research includes the development of future medical treatments for Parkinson's disease, diabetes and spinal cord injuries.

Perrin brings to First Contact 9-1-1 a specialty in Human Resource Management, including the writing of Policy and Procedure Manuals, HIPAA standards management in Emergency Services, and the development of Homeland Security - related grant proposals. She is a frequent speaker at 9-1-1 Conferences, where she teaches 9-1-1 Ethics and Liability, Leadership and Management and Disaster Preparedness classes.

An experienced Emergency Medical Technician – Defibrillation medic, Perrin has more than 15 years of experience in Emergency Medical Services aboard an ambulance in San Benito and Santa Clara County, California. As well as being a former 9-1-1 dispatcher, Perrin has been a popular EMT / Paramedic Adjunct Instructor in the San Francisco Bay Area.

With what little free time she has, Perrin likes to cook fantastic meals for her family, tends to her backyard collection of fragrant tree roses and rides herd on her fourteen grandchildren. She serves as a docent at the Morgan Hill History Museum, and is currently writing a book on her family's genealogy.

Perrin's vision originally established First Contact 9-1-1, and she currently leads the company's Instructional Services Team, as well as serving as its Finance / Administration Section Chief.



Paul Logan from Madison, Wisconsin has more than 22 years of dispatch experience including nearly 15 years with the Dane County Public Safety Communications Center in Madison, where he currently serves as Support Services Manager. Paul has earned the professional designation of Registered Public-Safety Leader (RPL) from APCO, and is President of the Wisconsin chapter of APCO.

Paul served as a Communications Specialist, assigned to Aviation Security Operations at Hill Air Force Base as a member of the Olympic Public Safety Command, for the 2002 Olympic Winter Games in Salt Lake City, Utah.

A former EMT, Paramedic & Firefighter, from 1989-1991 Paul was an Emergency Medical Services Specialist (EMT-D) with New York City, NY EMS. He is currently certified as an EFD, EMD & EMD-Q by the National Academies of Emergency Dispatch, and has extensive experience in EMD Quality Assurance / Quality Improvement (QA/QI). He is a certified Public Information Officer through FEMA.

An NAED Certified Instructor of the 40-hour Emergency Telecommunicator Course, Paul is also a popular instructor of Telecommunicator Stress Management. He is a frequent contributing author for 9-1-1 Magazine as well as a popular presenter at local, state and national conferences.