



APCO 2010 EAST COAST REGIONAL CONFERENCE

CONFERENCE SCHEDULE

To receive the most up-to-date Conference Announcements and Schedule Updates before and during the Conference – please sign up for **get notified**. To subscribe, visit www.apcoeastcoast2010.com.



Sunday, April 25, 2010

9:00AM – 3:00PM

PRECONFERENCE CLASS

“Officer Down” – What Dispatchers Need to Know

Lt. Robert Graham

This course seeks to inform the dispatcher of their role in Officer Safety, including: How to recognize “red flags”, how to remain cool under pressure, How to develop policies and procedures for handling in the line of duty death calls of injuries, and how to prepare for the aftermath, and how to react to the phases of crisis and the intense emotion that follow an officer down call.

9:00AM – 12:00PM

PRECONFERENCE CLASS

Communications Skills in a Tool Box

Angie Schutz, ENP

Communications in a Toolbox: Teambuilding Skills for the PSAP: In the diverse environment of a call center, why do we all communicate so differently? Why is information perceived differently and why are tasks completed so differently at times? In the energetic and interactive workshop, participants will discover why they communicate the way they do and graysounderstand more why we all are so different.

1:00PM – 3:00PM

PRECONFERENCE CLASS

Think Like A Giraffe – A Reach for the Sky Guide

Stephen Gower

No one has to stay where they are! Our marvelous potential for creativity and maximum performance can ignite a fresh attitude and an improved behavior. We can discover, or rediscover, Direction, Discipline, and Delight as the three keys toward growth.

12:00PM – 5:00PM

CONFERENCE REGISTRATION OPEN

5:00PM

EARLY EXHIBITOR SETUP

7:00PM – 10:00PM

WELCOME RECEPTION

Entertainment provided by DJ Steve



APCO 2010 EAST COAST REGIONAL CONFERENCE

CONFERENCE SCHEDULE

Monday, April 26, 2010

8:00AM – 5:00PM CONFERENCE REGISTRATION OPEN

8:00AM – 11:30AM EXHIBITOR SETUP

8:30AM – 10:00AM TRAINING SESSIONS

Stay Sane and Find Your Game

Eric S Trogdon, MPA, CCM

Ever wonder what it takes to handle a hostage negotiation? Join this mediator, Police SWAT Hostage Negotiator and author to build your skills for handling conflicts and disputes during your professional and personal life. In this interactive presentation, you will discover surprisingly simple STEPS to control everyday conflicts and how to work through difficult disputes. Participants will learn how conflicts grow, how to apply simple negotiation techniques, and discover tools to handle challenging public confrontations and volatile situations.

Identifying and Hiring Quality People

David Dodd

Do you always feel like hiring new employees is a "crap shoot"? Are you tired of hiring people that never seem to be the "right fit" for your agency or this profession? This presentation discusses some of the tools needed to create accurate job descriptions and an in-depth look at some best practice options in the overall hiring process. A must see presentation for managers. Time will be allocated for discussion and exchange of ideas at the end of the presentation.

Deadly Mistakes

Connie R Gartin

Outdated equipment, software that crashes, understaffing and "victims" calling 9-1-1 to complain about their fast-food order or misbehaving children at home. These situations create problems for every communications center and are out of our control, for the most part. But a sloppy or lazy Telecommunicator, while not the most FREQUENT problem, is the most SERIOUS problem in our profession. Critical Errors - Deadly Mistakes. Could this be you?

More Than Just Mappin It! Preparing for NG911 through Data Synchronization

John Greene

As our industry edges ever closer to Next Generation Technologies, GIS and mapping become a vital component of public safety. The lifeblood of NG911 is proper data synchronization. NG911 systems will soon rely on GIS data to determine not only where the call is coming from but also which PSAP the call should be. These systems will also leverage the GIS data to determine which responder is within the shortest drive distance of the call. Don't miss this presentation on NG Data Synchronization and how it affects GeoSpatial Selective Routing (GSR) and NG911 Solutions.



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10:30AM – 12:00PM

TRAINING SESSIONS

NC Telecommunicator Emergency Response Team (TERT)

Jesse Creech, ENP

NC TERT was the idea of representatives from six PSAP's from across the state who met in September of 2001. From the first TERT deployment in January of 2003 to assisting Louisiana after Hurricane Katrina, NC TERT, along with Florida, Texas, and several other states stand ready to assist PSAP's throughout their state, as well as others in times of manmade or natural disasters. This session will give a history of NC TERT from the beginning to the present.

Leadership

William Wheeler

Leadership is a key component of any efficient organization, no matter the level of supervision or management one may hold. Caring, Leadership Traits and Principles, Mentoring and Counseling are the topics that will be discussed in this presentation. A good leader is not born. It takes time, dedication and effort to become a good leader.

The Good, The Bad, and The Ugly

Lt. Robert Graham

This presentation seeks to inform the dispatcher on the good things dispatchers do, as well as, some of the errors that occur in the dispatch center. This presentation also defines some of the so-called "ugly" incidents, which could possibly lead to injuries or loss of life to others. Ugly things are defined as mistakes that should never be made. Learning material for this course will include 9-1-1 tapes, videos, memos and articles.

The Last Iteration of the Last Generation of Technology

Myron Herron

Many agencies are facing a difficult decision to either upgrade or replace their existing PSAP technologies at a time when a whole new generation of technologies are becoming available. When migrating to these Next Generation Technologies, will the investment made today in "NG Ready" or "NG Compatible" technologies have any value? Do these "NG Ready / compatible" systems represent the last iteration of the last generation or the first of the next generation? This presentation will discuss the affect a Next Generation Emergency services IP Network (ESInet) will have on PSAP technologies.

12:00PM

GRAND OPENING OF EXHIBITOR HALL

Lunch Served

12:00PM – 5:00PM

EXHIBITOR HALL EXCLUSIVE HOURS

7:00PM – 12:00AM

MONDAY NIGHT DINNER, NETWORKING, AND ENTERTAINMENT

Dave and Busters Restaurant – Concord Mills Mall

Transportation Provided



APCO 2010 EAST COAST REGIONAL CONFERENCE

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Tuesday, April 27, 2010

8:00AM – 5:00PM **CONFERENCE REGISTRATION OPEN**

8:30AM – 10:00AM **TRAINING SESSIONS**

Beyond Text Messaging – Incorporating Non-traditional Data Sources

Lisa Henderson-Welsh

This session focuses on understanding the uses and limitations of non-traditional multimedia data in the public safety context. While text messaging continues to receive disproportionate media attention, it is really just the tip of the iceberg in terms of the exciting opportunities and challenges that lie ahead in the NG9-1-1 world.

Supervising Problem Employees

Lt. Robert Graham

Every dispatch center has at least one problem employee whom, for whatever reason will not do "what they are supposed to do", "when they are supposed to do it", or "how they are supposed to do it". This session will give the dispatch supervisor the tools they need to supervise the behaviors of the problem employee.

The Eagle and The Goose

David Black, RGS, MPF

This humorous and high-energy presentation starts with a short history lesson then "dives" into 2 ponds, each describing different personality types we come across every day! Coupled with insightful stories and famous quotes, the audience will enjoy learning how to work with these people and gain courage in doing so. The reoccurring theme is about the choices we make in life and being positive. This presentation is guaranteed to make you laugh and learn.

Recent Developments in Moving to the National 700MHz Broadband Network Toward a Reality

Arthur S Katz

This session will review current status of national and local progress toward the Future nationwide interoperable 700 MHz public safety network, including FCC and Congressional action as of April 2010, as well as consider key issues that local agencies should consider in preparing to build out local portions of the 700 MHz network. We will also review where the local agencies that have requested FCC waivers to begin 700 MHz stand in their processes and what lessons can be drawn from that experience.

9:00AM – 2:00PM **EXHIBITOR HALL OPEN**

10:30AM – 12:00PM **TRAINING SESSIONS**

Sexual Harassment in the Dispatch Center

Lt. Robert Graham



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Everyone deserves to work in a harassment free job, free from unwanted sexual advances, dirty jokes and retaliation. This session will define the fine line between sexual harassment, what it is and what it is not. Topics include: Quid Pro Quo, Hostile work environment, What is Sexual Harassment, and How to handle a sexual harassment case when it occurs in the dispatch center.

Bulls Eye!! How You Can Target and Hire the Right Candidates for Your Communications Center

David Black

In 2008 the Ottawa Police Service's Communication Centre completely revamped its hiring process to "target and hire" the right candidates. With serious time lines, new technology for testing, and the internet as the primary tool for communication and advertizing, how did these Canadians pull it off? Actually, this process was originally created by an American Police Service and presented at an APCO Conference. The Ottawa Police Service tweaked it to suite our needs and now it's time to give back to APCO!

Crisis Intervention for Telecommunicators

Angie Schulz, ENP and Crystal McDuffie, ENP

All Telecommunicators at one point in their career will experience a caller who is delusional or hallucinating due to mental illness or substance abuse. Many have never experienced mental illness and therefore do not always understand the challenges this person faces. For the telecommunicator this presents a challenge in obtaining correct and necessary information for responders. In this unique presentation come experience what it is like in the mind of the mentally ill.

The Role of Satellite Communications for Emergency Management

Jim Corry

Communication is critical to coordinating emergency response and rescue efforts; however, public safety agencies face challenges when disasters result in destroyed or congested landlines. Today, public safety and government agencies are employing satellite communications, including satellite talkgroups to ensure officials have a reliable, interoperable communications system in place. The Satellite Mutual Aid Radio Talkgroup (SMART) program employs push-to-talk technology communications to ensure multi-agency interoperability. In two years, more than 20 national and regional talkgroups have been established for public safety communications interoperability. This presentation will provide attendees with an overview of how the public safety community is utilizing satellite technology.

12:00PM

LUNCH IN EXHIBITOR HALL

2:00PM – 3:30PM

APCO TOWN HALL MEETING

3:45PM – 5:00PM

LOCAL PSAP TOURS

*Cabarrus County Sheriff's Office Communications (Police / Fire / EMS)
Charlotte Fire Communications (Fire)*



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City of Concord Communications (Police / Fire)

3:45PM – 5:00PM

TRAINING SESSION

What Do They See When They See You Coming? Leadership Re-think.

Stephen Gower

How others perceive you is your business!

It is not as simple as we think. Attitude and behavior are important building blocks for relationships, but they are not the only ingredients necessary in constructing patterns of meaningful interaction, communication, and effective performance.

Through What Do They See When They See You Coming? Participants will be given the unique opportunity to factor perception into the leadership-equation. Participants will discover that their attitudes and actions do not automatically flow untarnished to another. Perception gets in the way.

The purpose or objective of this presentation is to enable participants to learn to lead, communicate, and encourage their team members. They will more closely resemble what the other partner thinks he sees or desires him to see.

Through this presentation, participants will achieve the following objectives:

- *Accept The influence of perception against reality.*
- *Affirm The power of external and internal influence over relationships.*
- *Analyze Contradictions between attitude and behavior.*
- *Express A presence of integrity.*
- *Understand The power of presuppositions and preoccupations.*
- *Modify Both attitude and behavior when appropriate.*

In What Do They See When They See You Coming? Participants will learn to F-L-E-X!

9:00PM – 12:00AM

BAND ENTERTAINMENT

Jim Quick and the Coastline Band

Wednesday, April 28, 2010

8:00AM – 5:00PM

CONFERENCE REGISTRATION OPEN

9:00AM – 12:00PM

APCO CONSORTIUM MEETING

9:00AM – 12:00PM

APCO COMMERCIAL ADVISORY COMMITTEE MEETING

9:00AM – 2:00PM

NC SUN MEETING

Harrisburg – B Room



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10:00AM – 11:30AM

TRAINING SESSIONS

Preparing for Tomorrow's Technology: The New, Expanded Role of Recording in the NG911 World

Kristyn Emenecker

In a Next-Generation 9-1-1 world, voice, data and video recording solutions, along with other new related technologies take on an expanded role, providing valuable intelligence to PSAP operations management, training and quality management and even investigators. This session will provide an overview of what's coming, including: The use of cutting-edge speech analytics to gather actionable intelligence from recorded calls, new tools to assist with training, quality and staff performance, and the return on investment (ROI) your PSAP can expect from these new tools.

Communications Center Planning: How to Be Ready When Disaster Happens

David Dodd

Disasters can be natural or man-made. They can cause a minor interruption in services or a total center failure, requiring evacuation to another facility. This presentation deals with some basic equipment and personnel challenges you may face, while operating in a disaster situation, and provide you with information you can take back to your facility to evaluate your disaster plan.

Protecting Law Enforcement Responders

Powerphone Representative – TBA

This presentation is specifically designed to educate telecommunicators in understanding the risks faced by law enforcement officers and their integral role in enhancing officer safety. Attendees will learn to better identify threats to officers by establishing a safer response environment, and providing pre-arrival instructions to both callers and responders. Topics include: Felonious line of duty deaths, High-risk incidents in progress, Groups that target law enforcement, Officer safety in motor vehicle stops and domestic violence calls, Barricaded suspects and active shooters, Radio dispatch procedures and etiquette and Descriptive information gathering.

Ten Ways to Improve Your Public Safety With GIS

Curtis Hinton and David Holdstock

This session will give Public Safety Officials 10 ways to maximize the investment in public safety software tools and GIS. Topics will include critical GIS data and how best to create/acquire it, immediate access to mission critical data, AVL and mobile solutions, protecting your citizens with emergency notification, reliable data (addresses, MSAG, and ALI), training and the latest trends in GIS software.

1:00PM – 2:15PM

TRAINING SESSIONS

NC Telecommunicator Emergency Response Team

Jesse Creech, ENP



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Training for the Trainer: Creating a Syllabus and a Training Manual

John Korman and Shinar Hayes

This presentation will provide attendees with the tools necessary to create a training syllabus and training manual for new employees. Topics include: Job announcement description and qualifications, New employee welcome guide and training manual, topics to include in a training syllabus, chapters in a training manual, allocating time for each topic / objective, placement of instruction topics within the syllabus, and selecting instructors and assigning topics.

Deadly Mistakes

Connie Gartin

Outdated equipment, software that crashes, understaffing and "victims" calling 9-1-1 to complain about their fast-food order or misbehaving children at home. These situations create problems for every communications center and are out of our control, for the most part. But a sloppy or lazy Telecommunicator, while not the most FREQUENT problem, is the most SERIOUS problem in our profession. Critical Errors - Deadly Mistakes. Could this be you?

Discovering Convergence and Increasing Reliability for Public Safety

John Gaffney

When considering deploying converged technologies, it is important to understand the nuances in IP telephony - meeting the expectations of users that voice communication will be both ubiquitous and available when it's needed. This converged vision for PSAP's goes well beyond just duplicating critical resources and spreading them around geographically. Topics will cover the ability to leverage VoIP technology to: go beyond standard hot-standby redundancy and provide active / active configuration of critical technology, load share 9-1-1 calls between PSAP's, provide advanced ACD capabilities to leverage 9-1-1 call takers across multiple PSAP's.

2:45PM – 4:00PM

TRAINING SESSIONS

Simple Ways to Manage Stress in a 9-1-1 Center

Constance Mulgrew and Kris Bechtel

Working in a 9-1-1 call center is a very challenging and stressful job. Often times leaving the telecommunicator emotionally and physically drained. High levels of stress can cause individuals to become depressed and have periods of insomnia. Stress can cause the body to wear down physically and become more susceptible to illness. The job of the telecommunicator is never going to "get easier". It is up to each individual to find constructive ways of dealing with stress that the job naturally brings. I'd like to share some simple and inexpensive ways of handling stress and fatigue in the workplace.



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Designing a “Fundable” Solution

Rob Clark

This session focuses on creating innovative proposals designed to secure funding for next generation public safety solutions from non-traditional sources while remaining sustainable in the long-run under traditional 9-1-1 revenues after the initial grant funding has been exhausted. Topics include: Adapting your public safety objectives to match the non-traditional funding that is always available, Designing modern, interconnected solutions that provide for local autonomy with the benefits of regional or statewide data sharing capabilities, Using scenario-based "if then" justifications to create compelling fundable multi-jurisdictional solutions, Satisfying multiple stakeholder objectives to bridge traditional jurisdictional and political divides to secure funding and enhance probabilities of success and Securing the funding once it has been identified.

Skill Building for the Communications Training Officer

Angie Schutz, ENP

As a Communications Training Officer or a Trainer, one of the most difficult skills is how to evaluate a new employee objectively when creating an evaluation. Evaluations and feedback can break a new employee. In this interactive session, learn how to convert daily observation reports to goals for performance improvement instead of a laundry list of mistakes.

Get Behind the Wheel: Building a Roadmap to NG911

Dan Robinson

There will be many twists and turns along the way to Next Gen 9-1-1. Don't get left on the roadside. Get behind the wheel. Start creating your own roadmap to Next Gen 9-1-1. Topics include: Fundamentals - What will NG 9-1-1 look like, what are the building blocks, how are they interrelated, Milestones - When are the key landmark events on the road to NG 9-1-1, when is it coming, what steps can you take to get ready, what technologies are available in the interim, and Funding - How and where can you begin to look for funding for NG 9-1-1?

6:00PM – 12:00AM

CLOSING BANQUET

Entertainment provided by Chain Sain