

Atlantic APCO 2017 Conference

PROGRAM DESCRIPTIONS

October 23 – 25, 2017

DATE: Monday, October 23, 2017

TIME: 11:00 AM to 11:50 AM

LOCATION: Camden Room

TITLE: **One Common Goal: People-Oriented PSAP Leadership**

PRESENTER: Adam Timm, Lead Trainer/Co-Founder, The Healthy Dispatcher

DESCRIPTION:

The people in your PSAP are your most valuable resource. Studies show that eight out of the top ten stressors at the PSAP have nothing to do with the work itself, and most of these stressors reflect poor leadership. This presentation outlines the power of a people-oriented approach, the keys to successful implementation, and offers powerful stories of success from communication center managers around the country. In this session, participants will learn proven ways to identify simple ways to make a positive impact, implement policies that create lasting change, and motivate employees to act with the organization's best interest in mind.

BIOGRAPHY OF PRESENTER:

Adam Timm is a bestselling author and keynote speaker on the topics of personal resilience and peak performance for 9-1-1 telecommunicators. He shares proven tools that work. Adam spent over a decade as a 9-1-1 operator for the Los Angeles Police Department, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving the LAPD, Adam started his training company, "The Healthy Dispatcher," to bring tools for resilience to this challenging profession. He is a board-certified stress management consultant and the Author of two books, including the #1 bestseller, "Stress Is Optional! How to Kick the Habit," and the popular, "Dispatcher Stress: 50 Lessons on Beating the Burnout." Adam's articles and blog posts on Dispatcher Wellness and Effective PSAP Leadership have been read by tens of thousands.

DATE: Monday, October 23, 2017

TIME: 11:00 AM to 11:50 AM

LOCATION: Rockland Room

TITLE: **Next Gen Multimedia Recording, Incident Reconstruction and QA/QI: Are You Ready?**

PRESENTER: Chris Gallahan, Public Safety Manager, NICE

DESCRIPTION:

NG9-1-1 and Public Safety LTE will radically transform emergency communications as PSAPs become touchpoints for managing more types and greater volumes of multimedia information. These changes will shatter current concepts of "voice logging," making communications recording, Incident reconstruction and Quality Assurance/Improvement more complex. In this session, we will examine these impacts on your 9-1-1 center, and share insights and best practices to help you prepare.

BIOGRAPHY OF PRESENTER:

Chris Gallahan is Public Safety Manager for the Mid-Atlantic Region of NICE. Having spent more than a decade in the voice recording industry, first with Dictaphone, now with NICE Systems, Chris has been involved in hundreds of successful recording solution implementations for 9-1-1 and is a frequent speaker at public safety conference. He has presented at the combined New York State 911 Coordinators/Atlantic APCO conference, the New Jersey NENA Spring and Fall conferences, the APCO/NENA-SIEC Fall conference, and others.

DATE: Monday, October 23, 2017

TIME: 11:00 AM to 11:50 PM

LOCATON: Rockport Room

TITLE: **The Progress of FirstNet**

PRESENTER: Michael Varney, Regional Lead for CT, MA, ME, NH, RI, VT., FirstNet

PRESENTER: David A. Cook, Regional Lead for NJ, NY, PA., FirstNet

PRESENTER: Bruce Fitzgerald, AT&T

DESCRIPTION:

This presentation will provide the latest information available on the progress of FirstNet; the nationwide public safety broadband network. Information will include details on what FirstNet is and current status of activities within the Atlantic Chapter states. The information provided will include presentations by FirstNet and regional AT&T Representatives each detailing their roles and activities implementing the national public safety broadband network.

BIOGRAPHY OF PRESENTERS:

Michael Varney is the FirstNet Region 1 Lead responsible for FirstNet consultation efforts for the New England States. He joined FirstNet after serving for over 28 years in Information Technology and Public Safety Communications positions at the State of Connecticut where he most recently served as the Statewide Interoperability Coordinator and FirstNet State Point of Contact. In those roles he also served as the Chairman of the National Council of Statewide Interoperability Coordinators and as their representative on the FirstNet Public Safety Advisory Committee. In addition Michael has a strong public safety background serving for over 30 years in leadership roles in fire and emergency medical services.

David Cook has 40 plus years in public safety working as a local law enforcement evidence technician, Fire Chief, New York State Certified Emergency Medical Technician, Director of Public Safety for Rensselaer County, New York, installed and Directed County's E-9-1-1 Center, project managed installation of trucked 800 MHz radio system, and County Emergency Manager. He founded New York State 9-1-1 Coordinators' Association and past Vice President of New York State Emergency Managers' Association. Mr. Cook is the FirstNet Region 2 Lead providing liaison between project office in Reston, Virginia and local governments and responders in New York, New Jersey and Pennsylvania.

Bruce Fitzgerald -

DATE: Monday, October 23, 2017

TIME: 1:00 PM to 1:50 PM

LOCATION: Camden Room

TITLE: Building Effective Work Relationships: Communication and Your Role in Personal and Team Morale and Motivation

PRESENTER: Angela Bowen, Manager, Curriculum Services, Georgia Public Safety Training Center

DESCRIPTION:

This course looks at different communication styles and how effective communication has a direct effect on the morale and motivation of teams and individual team members. Case studies will be used to illustrate negative consequences of miscommunication and how to overcome communication challenges. This course is primarily targeted for public safety communications personnel, but is appropriate for law enforcement officers, firefighters, emergency medical, emergency management, and public safety support professionals. Attendees will learn to identify four (4) styles of communicating commonly found in the workplace, suggestions for interacting between communications styles, the effect of poor communication on teams and individual team members, examples of miscommunication or poor communication that resulted in negative consequences, specific challenges to effective communication within the public safety setting, and how to overcome communication challenges.

BIOGRAPHY OF PRESENTER:

Angela is certified by the Georgia Peace Officers Standards and Training Council as a Senior Instructor and has worked in public safety for more than twenty-eight years, working her way up from front-line Telecommunicator, serving as a Communications Training Officer and Shift Supervisor before becoming a part of the management team. She spent eleven years as a Training Coordinator and Professional Standards Manager at an Atlanta area 9-1-1 center before accepting a position as the coordinator of the communications training program for the Georgia Public Safety Training Center. Angela currently works as the Curriculum Services Manager in the Instructional Services Division at GPSTC. As a Life Member of APCO and represents the State of Georgia at the international level as the Executive Council Representative for the Georgia Chapter. Angela has served as a member of the Georgia APCO conference committee for several years and as the Co-Chair of the Georgia Emergency Communications Conference since 2009. Angela is a past chairs of the APCO International Communications Center Standards (CCSC) and Conference and Exposition Advisory (CEAC) Committees. She currently serves as the chair of the APCO Group Leaders, liaisons between APCO committees and the Board of Directors. Angela has a Master's degree in Post-Secondary Education with a concentration in Adult Education from Troy University and a Bachelor's degree in Criminal Justice from St. Leo University. She also holds a certificate of Paralegal Studies and an Associate's degree in Psychology from Clayton State University.

DATE: Monday, October 23, 2017

TIME: 1:00 PM to 1:50 PM

LOCATION: Rockland Room

TITLE: PSAP Cyber Attack: A Thanksgiving Story

PRESENTER: Timothy Lorello, President & CEO, SecuLore Solutions, LLC

DESCRIPTION:

San Francisco Municipal Transport was hit by a much publicized nasty ransomware attack over Thanksgiving. What most people do not know is that a county PSAP was hit by the same hacker. Only the creative efforts of the IT staff prevented the loss of their entire 9-1-1 call-taking capability. Cyber-

attacks on public safety are real and potentially devastating. Learn about this ransomware attack, what was done to stop it, and what they learned to prevent it from happening again.

BIOGRAPHY OF PRESENTER:

Tim Lorello is President & CEO of SecuLore Solutions, a cybersecurity firm focused on protecting our nation’s most important number: 9-1-1. Prior to founding SecuLore, Mr. Lorello spent 21 years at TeleCommunication Systems (TCS), where he served as the company’s Chief Marketing Officer and pioneered many 9-1-1 initiatives for wireless, VoIP and NG9-1-1. Prior to TCS, Mr. Lorello spent almost 12 years at AT&T Bell Laboratories. Mr. Lorello is a frequent speaker on 9-1-1 technology topics at APCO, NENA, and IWCE events as well as at the FCC. He holds 20 patents, a MSEE from Northwestern University and a BA in Physics from the University of Chicago.

DATE: Monday, October 23, 2017
TIME: 1:00 PM to 1:50 PM
LOCATION: Rockport Room

TITLE: **Powered by Experience: Career Longevity in 9-1-1**

PRESENTER: Adam Timm, Lead Trainer/Co-Founder, The Healthy Dispatcher

DESCRIPTION:

A recent APCO study estimated that 97% of 9-1-1 telecommunicators will not retire from the profession – a sobering statistic that highlights the challenges of the job. Another study found that two out of three wish to stay in the profession until retirement. To continue in this rewarding profession for the long haul, you need the tools, perspective and support required for it to happen. This presentation provides essential strategies for success at the personal level and an inspiring look at the difference you’re making in the world. In this session, participants will learn proven ways to understand the #1 thing that gets in the way of staying healthy, identify underlying thought patterns that cause overwork and empower their PSAP with tools to thrive.

BIOGRAPHY OF PRESENTER:

Adam Timm is a bestselling author and keynote speaker on the topics of personal resilience and peak performance for 9-1-1 telecommunicators. He shares proven tools that work. Adam spent over a decade as a 9-1-1 operator for the Los Angeles Police Department, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving the LAPD, Adam started his training company, “The Healthy Dispatcher,” to bring tools for resilience to this challenging profession. He is a board-certified stress management consultant and the Author of two books, including the #1 bestseller, “Stress Is Optional! How to Kick the Habit,” and the popular, “Dispatcher Stress: 50 Lessons on Beating the Burnout.” Adam’s articles and blog posts on Dispatcher Wellness and Effective PSAP Leadership have been read by tens of thousands.

DATE: Monday, October 23, 2017
TIME: 4:10 PM to 5:00 PM
LOCATION: Camden Room

TITLE: **Advances in Fire Service Communications**

PRESENTER: John Facella, P.E., C. Eng, Manager, Panther Pines Consulting, LLC

DESCRIPTION:

Many fire service injuries or line of duty deaths have been attributed to communications problems. The industry has been working to remedy this situation in a variety of ways. This presentation will highlight some of the major advances that are being made and will be broken into three (3) sections: (1) A status report on the upcoming National Fire Protection Association (NFPA) 1802 standard on Portable Radios for use by Emergency Services Personnel in the Hazard Zone. This standard will offer to the fire service a portable radio designed for the unique environment and hazards which they encounter. (2) A status report on the current 2016 NFPA 1221 standard on Emergency Services Communications Systems. A number of recent changes to this standard will be discussed including the timing of answering calls for service, numbers of telecommunicators on duty, and in-building communications problems. (3) A non-commercial overview of new areas of development in communications equipment. This presentation will be of interest to PSAP personnel and PSAP supervisors, emergency managers, communications technicians, and supervisors at all levels within public safety agencies.

BIOGRAPHY OF PRESENTER:

John Facella, P.E., C. Eng., is the Manager and Principal at Panther Pines Consulting, LLC, specializing in public safety communications consulting. He has over 30 years in the wireless industry, including 28 years working for both Motorola and Harris, and over 2 years as a senior vice president with a large national consulting company. He has held positions including systems engineering, systems engineering management, project management, and Director of Public Safety Markets. Mr. Facella has been a frequent presenter at the IWCE and APCO wireless industry trade shows, and has written numerous articles. After Hurricane Katrina, he spent 10 days assisting the city in recovering its communications assets. He was a 10 year member of the International Association of Chiefs of Police Communications Committee, and was a 9 years member of the International Association of Fire Chiefs Communications Committee. He currently serves on the NPSTC Broadband EMS Working Group, and the National Fire Protection Association 1221 and 1802 committees. He has a BSEE from Georgia Tech, is a registered professional engineer, and a Chartered Engineer in the UK. Mr. Facella served in the U.S. Army Signal Corps as a platoon leader. He is a life member of the IEEE, and is a Fellow, Life Member and Vice President of the Radio Club of America. He also has 30 years of experience as a part-time fire fighter and EMT, currently serves on a department in Maine, and has numerous certifications.

DATE: Monday, October 23, 2017

TIME: 4:10 PM to 5:00 PM

LOCATION: Rockland Room

TITLE: NG9-1-1: Seeing the Big Picture to Manage Operational Details

PRESENTER: Joe Schirripa, ENP, Support Engineer, West's Safety Services

DESCRIPTION:

"First" first responders know that Informed response helps save lives. Don't miss this practical discussion concerning necessary details supporting the big picture offered by IP-based systems. This session will provide a brief overview of the ESInet, and necessary elements such as GIS data prep, integrated text-to-9-1-1 and integrated command & control to fully meet the challenges of NG demands.

BIOGRAPHY OF PRESENTER:

Revised – 10/20/2017

Joe Schirripa is a National Support Engineer with West's Safety Services. Mr. Schirripa's 22 year tenure in Public Safety began in EMS and Dispatch. He quickly transitioned to a PSAP in West Virginia where he dispatched law enforcement, fire and EMS Agencies; followed by roles as CAD administrator and 9-1-1 systems administrator. In addition, Joe served as the PSAP's community outreach and education coordinator, as well as the mapping and addressing assistance. Mr. Schirripa is active in the profession and has served on the APCO International Data Transfer Committee, the NENA/APCO Urgency Algorithm/3rd Party Call Center EMD joint workgroup, and the Chapter Commercial Advisory Member for the West Virginia Chapter of APCO. He currently serves as the West Virginia State NENA Chapter Treasurer.

DATE: Monday, October 23, 2017

TIME: 4:10 PM to 5:00 PM

LOCATION: Rockport Room

TITLE: PTSD – Who Me? Ya YOU!

PRESENTER: Tracy Eldridge, Instructor, The Public Safety Group

DESCRIPTION:

Post-Traumatic Stress affects everyone in the public safety circle, including telecommunicators. However, it does not always start in the Communications Center, but it sure can end up there. This session will take a look at where post-traumatic stress starts and where it has the potential to end. We will learn about the PTSD time line that includes the events leading up to, warning signs, diagnosis, ways to get help and how to have it but not let it have you!

BIOGRAPHY OF PRESENTER:

Tracy has been in Public Safety since the late 90's, she is currently the 9-1-1 Operations Lead at RapidSOS, prior to that she was the Chief Dispatcher for a Massachusetts Communications center from 2003 to 2016. She is also a firefighter/EMT. Her passion for teaching telecommunicators, EMTs and firefighters started in 2006 and in her spare time since 2013 she travels around the country teaching telecommunications with The Public Safety Group and is also working with the Denise Amber Lee Foundation on their Quality Assurance initiative.

DATE: Tuesday, October 24, 2017

TIME: 11:10 AM to 12:00 PM

LOCATION: Camden Room

TITLE: Germ Warfare (Your Dirty Little Secret)

PRESENTER: Drew Womble, Director of Operations/Eastern Sales Manager, C*C*S (Communication Center Specialists)

DESCRIPTION:

One person gets sick and then everyone is sick? Sneezing, coughing, watery eyes....Do you feel like an advertisement for a cold and allergy medicine? We provide an in-depth session on how today's germs effect your work environment as well as a look at the effects of dust (Dust mites) in dispatch. Save \$money\$ in OT & equipment repair. Learn how to keep your team and their equipment healthy & effective to do their best.

BIOGRAPHY OF PRESENTER:

Drew Womble is the Eastern Regional Sales Manager in addition to his role as Director of Operations for Communication Center Specialists. He manages sales east of Oklahoma as well as customer relations and working with our sales firms. In addition, he oversees the daily operations and special projects of CC*C*S nationwide. Drew’s background includes Fire, EMS, and Law Enforcement. He has been employed with C*C*S for two years starting as one of the crew members and working his way up. He brings direct knowledge of the industry, enthusiasm, and superior customer service.

DATE: Tuesday, October 24, 2017

TIME: 11:10 AM to 12:00 PM

LOCATION: Rockland Room

TITLE: **Town Hall Meeting**

PRESENTERS: Panel: APCO International Executive Committee of the Board of Directors
Martha K. Carter, President, APCO International
Holly E. Wayt, First Vice President, APCO International
Tracey Hilburn, Second Vice President, APCO International
Cheryl J. Greathouse, Immediate Past President, APCO International

DESCRIPTION:

This Town Hall Meeting is an opportunity for conference attendees to meet and speak with your Executive Committee members of the APCO Board of Directors. The Executive Committee will speak on issues of importance for all our public safety professionals. They will give attendees the opportunity to ask any question or talk about a public safety topic that is important to our members.

DATE: Tuesday, October 24, 2017

TIME: 11:10 AM to 12:00 PM

LOCATION: Rockport Room

TITLE: **Recommended Minimum Training Guidelines – A National Effort to Enhance Telecommunicator Professionalism**

PRESENTER: Christopher R. Martin, Training and Accreditation Supervisor, Monroe County/City of Rochester (NY) 911 Center

PRESENTER: Nathan Lee, President, Denise Amber Lee Foundation

DESCRIPTION:

The skillset required of a 9-1-1 Telecommunicator is very complex and minimum training is imperative to provide the tools and education they need to meet public expectations and improve the quality of emergency services in your agency and your state. This session will examine the opportunity to enhance the 9-1-1 communications profession through minimum core curriculum elements that are appropriate for your agency or state to use to train aspiring and current 9-1-1 telecommunicators and provide the foundation for their ongoing professional development. The session will also provide a “toolkit” and supporting material for moving forward and ensuring success.

BIOGRAPHY OF PRENETERS:

Christopher R. Martin, RPL has been a certified instructor since 1976. He possesses an AAS Degree in Public Safety Communications and is certified by APCO to teach PST-1, CTO, FSC and CCS. As a New York State Division of Criminal Justice Services Master Instructor and Certified Ethical Awareness for Law Enforcement Officers Moderator, he has taught for many years at his home agency as well as presenting an Ethics session at an APCO Atlantic Conference. In the New York State EMS program, he presents communications lectures for college level courses at Monroe Community College. He has taught for the New York State Municipal Police Training Council as a Lead Instructor in their General Topics Instructor School, Basic Police Officer curriculum, Police Supervisor School and in their Public Information Officer training classes. He currently serves as the Training Director for the Monroe County (NY) 911 Center and in his spare time is a Judge for the Village of Brockport.

Nathan Lee is the founder and President of the Denise Amber Lee Foundation which he formed after the preventable murder of his wife, Denise, in 2008. He has made it his life's work to honor his courageous wife by promoting better training, standardized protocols, Quality Assurance, and technological advance for 9-1-1 so that it meets the expectations of all citizens. His testimony before the Florida Legislature in 2010 led to the passage of Florida's first ever training and certification standard for all 9-1-1 telecommunicators. He has also testified before a Missouri legislative committee to demonstrate the critical nature of 9-1-1 in support of more funding to their state's 9-1-1 system. The preventable death of his wife has garnered national attention on the need for a consistently trained and certified 9-1-1 workforce. Nathan and his wife's story have been featured on Dateline NBC, ABC's Primetime, CNN, Dr. Phil, Larry King, Good Morning America and numerous other national venues. Determined not to have Denise die in vain, Nathan is partnering with the 9-1-1 industry and using the powerful emotional ammunition of these tragic events to drive change in public policy. It is hoped that the public awareness and disgust of these tragedies, if channeled and focused in a responsible way, will lead to legislative changes in funding, training, certification, and technology so that no other family endures this type of pain and suffering again. The foundation has attained national prominence and respect for its efforts to improve public safety with Nathan speaking at over 20 state and national 9-1-1 conference. He recently lent his voice to a FCC workshop on cell phone location accuracy. He and the work of the Denise Amber Lee Foundation have been credited with several state initiatives to established uniform training and certification standards and was recognized by several national 9-1-1 industry associations as the industry "Advocate of the Year" In 2011.

DATE: Tuesday, October 24, 2017

TIME: 1:00 PM to 1:50 PM

LOCATION: Camden Room

TITLE: **Identifying and Dealing with Problem Employees**

PRESENTER: Stephan M. Bunker, Municipal Representative, Maine E911 Advisory Council

DESCRIPTION:

This presentation will provide attendees with guidance on how to identify and predict problem employees. Attendees will be given tried and true methods to identify common traits, along with suggested methods to deal effectively with such employees. This session will show how to design and apply Performance Improvement Plans (PIP), approaches to annual evaluations and review the consequences of NOT dealing with such employees, to include civil litigation actions.

BIOGRAPHY OF PRESENTERS:

Stephan M. Bunker has 49 years of public safety experience in the areas of police, fire, EMS, corrections and dispatch. He is retired from the Maine E911 Bureau where he served as a Training & Certification Manager. He is the CEO of Maine 911 LLC and is a Police/Fire Dispatch Trainer. He has been called to testify as an Expert Witness in public safety matters. Mr. Bunker is an International Senior Member of APCO, a member of NENA, IAED, and ISFSI. He is a 26 year veteran of the US Army serving as a Military Police Sergeant and a retired member of the US Coast Guard Reserves (LCDR). In 2009 Mr. Bunker was APCO International’s Trainer of the Year and 2012 received Dr. Jeff Clawson’s Leadership Award. As a member of the Atlantic Chapter of APCO Mr. Bunker is a three time Atlantic Chapter Conference Host.

DATE: Tuesday, October 24, 2017

TIME: 1:00 PM to 1:50 PM

LOCATION: Rockland Room

TITLE: **The Automated Secure Alarm Protocol (ASA to the PSAP): A Win-Win No-Brainer for Public Safety and the Alarm Industry**

PRESENTER: Bill Hobgood, Project Manager, Public Safety Team, City of Richmond (VA)

PRESENTER: Christopher R. Martin, Training and Accreditation Supervisor, Monroe County/City of Rochester (NY) 911 Center

DESCRIPTION:

The ASAP program has expanded to more than twenty-seven PSAPs in eleven states and some of the largest alarm monitoring companies including ADT and Tyco. Learn about the agencies that participate in the program, project outcomes and witness a live demo. Participants will hear outcomes from ASAP-user agencies describing how the program reduces 9-1-1 processing and response times to alarm events while eliminating mistakes, miscommunication, and telephone calls between alarm monitoring companies and 9-1-1 PSAPs.

BIOGRAPHY OF PRESENTERS:

Bill Hobgood is a Project Manager for the City of Richmond’s Department of Information Technology, Public Safety Team and a Project Coordinator for APCO’s Communications Center & 9-1-1 Services Department. Bill has worked in the public safety domain for 45 years. Before switching to his present IT career, Bill was a Senior Communications Officer for Richmond. He was presented with the first Communications Officer of the year award in 1982. Bill has been awarded the Richmond 2006 Sherwood Reeder award, APCO’s 2007 Information Technologist of the year, the E911 Institute’s 2009 9-1-1 Technician award, named a 2010 Top Doers, Dreamers and Drivers, and awarded the CSAA’s inaugural Public Sector award in 2015. Bill is recognized as a Subject-Matter-Expert on the ASAP project.

Christopher R. Martin, RPL has been a certified instructor since 1976. He possesses an AAS Degree in Public Safety Communications and is certified by APCO to teach PST-1, CTO, FSC and CCS. As a New York State Division of Criminal Justice Services Master Instructor and Certified Ethical Awareness for Law Enforcement Officers Moderator, he has taught for many years at his home agency as well as presenting an Ethics session at an APCO Atlantic Conference. In the New York State EMS program, he presents communications lectures for college level courses at Monroe Community College. He has taught for the New York State Municipal Police Training Council as a Lead Instructor in their General Topics Instructor School, Basic Police Officer curriculum, Police Supervisor School and in their Public Information Officer

training classes. He currently serves as the Training Director for the Monroe County (NY) 911 Center and in his spare time is a Judge for the Village of Brockport.

DATE: Tuesday, October 24, 2017

TIME: 1:00 PM to 1:50 PM

LOCATION: Rockport Room

TITLE: **NG9-1-1 – Understanding Some Attack Strategies and Defenses Against Adversaries**

PRESENTER: Devi Momot, President/CEO, Twinstare Technologies

DESCRIPTION:

Brief Overview of ESInet. Introduction to Recommendations of Federal Organizations with some demonstration of Cyber-Attacks and Defensive Measures showing effective detection and/or protection against them. There are many ways the NG9-1-1 systems are threatened today. The adversaries know that you possess the crown jewel of information in your centers. You have the information on citizens, facilities, hazardous materials, and so on. Whether an adversary wants monetary gain, or to wreak havoc or embarrass us, you have information that helps with either. It is essential we deny access to adversaries while keeping access readily available to the emergency services professionals. This session will provide insight to hacking techniques to give you an inside look on how some are accomplished. It will also provide some defensive antidote to combat against the examples. This session is for all levels, beginner to advanced IT-savvy people. The session will enforce reasons that NG9-1-1 PSAPs need to embrace a “Security First” perspective, as recommended by organizations such as Homeland Security. Being connected to and accessible from the Internet, compared to stand-alone legacy 9-1-1 systems, changes everything.

BIOGRAPHY OF PRESENTER:

Devi Momot holds the CISSP, GSEC and GISP certifications and is the President/CEO of a progressive technology company. Ms. Momot has a unique ability to communicate and articulate the complex issues surrounding privacy and security threats of today. Using understandable and relatable information along with real life examples, she maintains the interest of her audience. For the previous decade, much of the communication and education available in Security and Privacy has been technically focused. Momot’s efforts are to increase the knowledge level for non-technical leaders, whose decisions and future, require a better understanding of threats, security and privacy and to those technical advisors who work with non-technical leaders and require their buy in. Momot is a credential holding Information Security Professional and advises customers on the importance of privacy and security awareness and practice. Momot speaks nationally on the topic of Security and Privacy. She also has attended “Leading Professional Service Firms” at the Harvard Business School. She has a BS from the State University of New York, a certification in Telecommunications Management from Golden Gate University, and an AAS in Electrical Engineering from Mohawk Valley Community College. She is a present member of a number of advisory boards and Board of Directions, such as the Sophos Partner Advisory Council, Mitel Advisory Counsel, Channel Intelligence Consortium, and many others. Born and raised in Northern New York, Momot enjoys family activities, ongoing learning, the outdoors and welcomes the opportunity to raise awareness and action when it comes to improving security and privacy.

DATE: Tuesday, October 24, 2017

TIME: 2:10 PM to 3:00 PM

LOCATION: Camden Room

TITLE: What Should I Measure and Why? Key Performance Indicators and Best Practices

PRESENTER: Todd Sims, Operations Manager (ret.), Mecklenburg EMS Agency 9-1-1 Communications Center

PRESENTER: Michael Salonish, Consultant, DataTech911

DESCRIPTION:

The definition of a Key Performance Indicator (KOI) is a measurable value that demonstrates how effectively an agency is achieving a key objective. Organizations use KPIs to evaluate their success at reaching targets. There are hundreds of EMS-related KPIs established by federally funded national organizations, state departments and regional/local agencies. Based on extensive research and interviews with over 200 EMS leaders, the presenters will share how high-performing agencies are measuring their operational performance and how data quality influences their effectiveness and reliability. The practical application of KPIs will be presented, and participants will learn specific actions to take, as well as outcomes to expect, when using KPIs for quality improvement. By using real time analytics, EMS organizations can be alerted immediately as KPIs become out of compliance. Participants will actively participate in discussion of presentation materials, case studies, and personal experiences to understand what KPIs are applicable to their agency and why they should be measured.

BIOGRAPHY OF PRESENTERS:

Todd Sims, EMD, EFD, assisted with the creation of MEDIC, the Mecklenburg EMS Agency 9-1-1 Communications Center, and served as its 9-1-1 Supervisor, Unit Hour Coordinator, and Operations Manager for over 30 years. Todd participated in the development of technologies and processes to better serve frontline employees and significantly improve morale. He developed and implemented dynamic System Status Management (SSM) technology and monitored operational metrics using Unit Hour Utilization (UHU) when planning and adjusting workload levels in order to effectively utilize resources and improve response.

Michael Salonish was the principal investigator for research conducted under a DHS SBIR contract to investigate the measurement and analysis of EMS KPIs in real time. With a strong background in big data analytics developed through early career focus on the development of Command, Control, Communications, Computers and Intelligence (C4I) solutions for the Army and Intelligence Community, Michael transitioned into using data analytics to support operations improvement. Michael provides product management for DataTech911 Public Safety applications. He holds a BSEE from Fairleigh Dickinson University and an MSEE from Johns Hopkins University.

DATE: Tuesday, October 24, 2017

TIME: 2:10 PM to 3:00 PM

LOCATION: Rockland Room

TITLE: How New Technologies Are Creating New Models for Radio Maintenance

PRESENTER: Jim Zaleta, Sales Manager, LocusUSA

DESCRIPTION:

This session will cover a broad range of topics to include challenges facing radio system managers today, current models of maintenance, auto-tune service monitors, introduction of an over-the-air analyzer,

networked systems, and automatic frequency control. A summary of this session is that new technologies enable cost-effective maintenance, optimized system performance helps ensure first responder safety and help in eliminating the question of whether an issue is with the subscribers or the system.

BIOGRAPHY OF PRESENTER:

Jim Zaleta is the Sales Manager for North America at LocusUSA. He has worked in Public Safety and Government sales for over twenty years with RF communications and IT networking solutions. Jim studied engineering at Cornell University and Business at the Florida Institute of Technology. He conducts both customer and partner training for LocusUSA. In addition to English, Jim also speaks French and Italian.

DATE: Tuesday, October 24, 2017
TIME: 2:10 PM to 4:00 PM – **This is a 2 Hour Session**
LOCATION: Rockport Room – **First Hour**
Designated Landing Zone – **Second Hour**

TITLE: **LifeFlight of Maine Ground Safety Course**

PRESENTER: Jonathan “JR” Roebuck, Communications Specialist/Remote Access & Landing Zone Coordinator, LifeFlight of Maine

DESCRIPTION:

The LifeFlight of Maine Ground Safety Course is a power point presentation offered by the program to Educate all potential users of the service to the proper utilization of the program and the setting up of a landing zone. It encompasses request criteria, communications, LZ setup, program structure, and aircraft capabilities. During the second hour of this course the LifeFlight helicopter will be landing on site if weather conditions allow and no emergency flight activity.

NOTE: For Maine attendees two (2) hours of Telecommunicator CEU time will be permitted for those who attend both hours of the presentation session.

BIOGRAPHY OF PRESENTER:

Jr HAS BEEN WITH LIFEFLIGHT OF Maine since 2003. During his time with LifeFlight of Maine, he has established the Remote Access Project which consists of the building of an off highway infrastructure of landing zones involving recreation and industry. He has also consolidated and vetted all of the programs reference materials relating to landing zones into a central database. JR comes from a Law Enforcement background, and is a reserve patrolman in his off time.

DATE: Tuesday, October 24, 2017
TIME: 3:15 PT to 4:00 PM
LOCATON: Camden Room

TITLE: **Regional Communications for Pipeline Events**

PRESENTER: Lara T. Bailey, Senior Right of Way Specialist, M&N Operating Co. (Enbridge)
PRESENTER: Chris Drummey, Area Manager, M&N Operating Co. (Enbridge)

DESCRIPTION:

This presentation introduces attendees to the M&NOC natural gas transmission pipeline and an overview of emergency response, including the responsibilities of a communications center in the event of a pipeline emergency.

BIOGRAPHY OF PRESENTERS:

Lara Bailey is a Senior Right of Way Specialist for M&N Operating Co. (Enbridge), and she has worked for the company for over 26 years. She is currently responsible for right-of-way activities for approximately 300 miles of natural gas transmission pipeline in Maine, New Hampshire and Massachusetts. Lara delights in spending time with family and friends and performing on bassoon and contrabassoon with a few local orchestras. She also enjoys volunteering, cooking, hiking, biking and kayaking. Lara has a B.A. in Music, a B.S. in Business Administration and is pursuing a Master's degree in Organizational Leadership.

Chris Drummey is the Area Manager for M&N Operating Co. (Enbridge) and is responsible for overseeing the operations of a variety of natural gas transmission pipeline facilities in Maine, New Hampshire and Massachusetts. Chris has worked in the natural gas field for over 28 years and started his career with the Algonquin Gas Transmission Company. He has gained experience working in various roles and positions throughout his career, including the construction and commissioning of the M&N pipeline in 1998/1999. In his spare time Chris enjoys spending time with his family, boating and playing ice hockey.

DATE: Tuesday, October 24, 2017

TIME: 3:15 PM to 4:00 PM

LOCATION: Rockland Room

TITLE: **Preparing for the Unthinkable**

PRESENTER: John Facella, P.E., C. Eng, Manager, Panter Pines Consulting, LLC

DESCRIPTION:

The first duty of government at any level is to protect its citizens. Unfortunately that duty has become infinitely harder in this era of the Internet, asymmetric warfare, and random acts of violence by perpetrators both inside and outside of a jurisdiction. The pieces are already in place for mayhem as we saw during Hurricane Sandy in 2012: a vulnerable electric grid, over-reliance on the internet, false news propagated by social media, and increasing dis-respect for law enforcement and civil authority. The lifeline of government authority and public safety services is communications, yet those communications are likely to be severely stressed in such an event, as they were at Sandy and Hurricane Katrina. Many experts in emergency management agree that it is not a question of if, but rather how soon such a massive event will occur. It will impact every agency, large and small, within the region concerned. This presentation will discuss how government agencies at the local and state/provincial level can prepare for that unthinkable event which awaits us in the future. Very specific advice for ensuring communications survival will be given. Most of the concepts can be implemented even by smaller and mid-sized agencies with budget constraints. This presentation will be of interest to PSAP personnel and PSAP supervisors, emergency managers, communications technicians, and supervisors at all levels within public safety agencies.

BIOGRAPHY OF PRESENTER:

John Facella, P.E., C. Eng., is the Manager and Principal at Panther Pines Consulting, LLC, specializing in public safety communications consulting. He has over 30 years in the wireless industry, including 28

years working for both Motorola and Harris, and over 2 years as a senior vice president with a large national consulting company. He has held positions including systems engineering, systems engineering management, project management, and Director of Public Safety Markets. Mr. Facella has been a frequent presenter at the IWCE and APCO wireless industry trade shows, and has written numerous articles. After Hurricane Katrina, he spent 10 days assisting the city in recovering its communications assets. He was a 10 year member of the International Association of Chiefs of Police Communications Committee, and was a 9 years member of the International Association of Fire Chiefs Communications Committee. He currently serves on the NPSTC Broadband EMS Working Group, and the National Fire Protection Association 1221 and 1802 committees. He has a BSEE from Georgia Tech, is a registered professional engineer, and a Chartered Engineer in the UK. Mr. Facella served in the U.S. Army Signal Corps as a platoon leader. He is a life member of the IEEE, and is a Fellow, Life Member and Vice President of the Radio Club of America. He also has 30 years of experience as a part-time fire fighter and EMT, currently serves on a department in Maine, and has numerous certifications.

Date: Wednesday, October 25, 2017

TIME: 9:00 AM to 9:50 AM

LOCATION: Camden Room

TITLE: **Tools for FCC License Maintenance**

PRESENTER: Judy, Stone, APCO AFC Team Leader, APCO International

DESCRIPTION:

This session will take the attendee through the application process to maintain their license after being granted. It will cover how to find information on the FCC's ULS program and how to interpret the information to be found for each license. We'll examine in depth how to complete the Form 601, and learn what information the FCC wants and requires in the form they prefer. We will also look at the agency's responsibilities after it receives its license from the FCC.

BIOGRAPHY OF PRESENTER:

Judy Stone joined the APCO AFC Team as a Processor in June of 2004 and was promoted to Team Leader in 2012. Judy processes FCC Form 601 applications for completeness and accuracy. She currently assists in managing more than 67 RF professionals and frequency coordinators across the country. She performs VHF, UHF, 800 and 700 MHz coordination. Judy is an expert in the Universal Licensing System and SpectrumWatch online program for creating and submitting applications for coordination.

DATE: Wednesday, October 25, 2017

TIME: 9:00 AM to 9:50 AM

LOCATION: Rockland Room

TITLE: **Leave Your "EGO" at the Door**

PRESENTER: Nathan Lee, President, Denise Amber Lee Foundation

DESCRIPTION:

Utilizing the events of the Denise Amber Lee story, this session will bring to light the importance of teamwork inside of a 9-1-1 communication center, as well as how egos can prevent the job from getting done. In turn, potentially causing devastating circumstances. During the Denise Amber Lee tragedy, the

lack of teamwork was a defining factor in the failure in proper communication, which led to missed opportunities to capture the suspect and prevent the murder of Denise. Dispatchers from all ranks will leave with a sense of pride for the integral job they perform every day.

BIOGRAPHY OF PRESENTERS:

Nathan Lee is the founder and President of the Denise Amber Lee Foundation which he formed after the preventable murder of his wife, Denise, in 2008. He has made it his life's work to honor his courageous wife by promoting better training, standardized protocols, Quality Assurance, and technological advance for 9-1-1 so that it meets the expectations of all citizens. His testimony before the Florida Legislature in 2010 led to the passage of Florida's first ever training and certification standard for all 9-1-1 telecommunicators. He has also testified before a Missouri legislative committee to demonstrate the critical nature of 9-1-1 in support of more funding to their state's 9-1-1 system. The preventable death of his wife has garnered national attention on the need for a consistently trained and certified 9-1-1 workforce. Nathan and his wife's story have been featured on Dateline NBC, ABC's Primetime, CNN, Dr. Phil, Larry King, Good Morning America and numerous other national venues. Determined not to have Denise die in vain, Nathan is partnering with the 9-1-1 industry and using the powerful emotional ammunition of these tragic events to drive change in public policy. It is hoped that the public awareness and disgust of these tragedies, if channeled and focused in a responsible way, will lead to legislative changes in funding, training, certification, and technology so that no other family endures this type of pain and suffering again. The foundation has attained national prominence and respect for its efforts to improve public safety with Nathan speaking at over 20 state and national 9-1-1 conference. He recently lent his voice to a FCC workshop on cell phone location accuracy. He and the work of the Denise Amber Lee Foundation have been credited with several state initiatives to established uniform training and certification standards and was recognized by several national 9-1-1 industry associations as the industry "Advocate of the Year" In 2011.

DATE: Wednesday, October 25, 2017

TIME: 9:00 AM to 9:50 AM

LOCATION: Rockport Room

TITLE: **Realizing the Full Potential of NG9-1-1 – The Role of Originating Service Providers**

PRESENTER: Ray Paddock, VP Government Markets Business Development, Inteliquent

DESCRIPTION:

NG9-1-1 standards provide the foundation for enhanced features for our citizens and visitors. Text and Real Time Text to 9-1-1, call routing based on the exact location of a caller as opposed to approximate location, and submission of data, photos and even video are all supported in the standards. However, to fully realize the vision of NG9-1-1, Originating Service Providers (OSPs) have an important role to play. This session will cover the role OSPs are currently playing and the impact on available NG9-1-1 functionality.

BIOGRAPHY OF PRESENTER:

Ray Paddock has over 17 years of experience in all aspects of NG9-1-1. Ray has assisted three states and one major metropolitan city in the development of their NG9-1-1 REPs, designed developed and sold NG9-1-1 systems for three vendors, responded to open dockets at the FCC both in person and through formal fillings and participates on several NENA Work Groups including as the chair of the Policy Routing Rules group. As a consultant to NENA, Ray developed the Industry Collaboration Events (ICE), which

tests multi-vendor NG9-1-1 interoperability and managed the program through its first several years of operation.

DATE: Wednesday, October 25, 2017

TIME: 10:00 AM to 10:50 AM

LOCATION: Camden Room

TITLE: **ABC's of APCO EMD/IntelliComm™ Software DEMO**

PRESENTER: Darlene Hines, EMD Program/Sales Coordinator, APCO Institute

DESCRIPTION:

During the course of this presentation I will be bringing you full circle with the APCO EMD program: The initial implementation process, training options, guide cards, software, and recertification.

BIOGRAPHY OF PRESENTER:

Darlene Hines is currently the EMD/Sales Coordinator for APCO Institute, Daytona Beach, Florida. She has been with APCO since 2006 and serves as the lead for assisting PSAPs with the implementing of the APCO EMD program. Darlene is also instrumental with the other facets of APCO International with regards to training, training options, as well as Fire and Law Enforcement Guidecards

DATE: Wednesday, October 25, 2017

TIME: 10:00 AM to 10:50 AM

LOCATION: Rockland Room

TITLE: **The New Improved SpectrumWatch and CAPRAD FCC Frequency Application System (How to simplify your FCC frequency application process to save time and money)**

DESCRIPTION:

This presentation will provide attendees with valuable technical information regarding the recent improvements to the Federal Communications Commission Radio Frequency Application Process. The presentation will describe the integration of the Computer Aided Pre-Coordination and Research Data Tool (CAPRAD) with the FCC SpectrumWatch 601 Frequency Authorization Request Application Document. This integration of services allows applicants to process a 700/800 MHz frequency request more efficiently and allows applicants to review the status of their applications in real time. Local AFC advisors will introduce attendees to the new application, known as "CAPADAP", and describe important features and facets that will enable applicants to submit, monitor, and complete the application process to successfully file for radio frequency authorizations from the Federal Communications Commission in a more timely manner. The APCO International Spectrum Management Division provides a nationwide state-by-state volunteer local advisor network as one of four FCC authorized coordinators of public safety exclusive and shared frequency spectrum. Attendees will receive an in-depth overview of an important frequency engineering software tool utilized by all APCO local frequency advisors and have an opportunity to discuss their specific radio frequency needs and objectives.

PRESENTERS: Panel: Local Frequency Advisors
James Kowalik – New Hampshire
Jerry Zarwanski – Connecticut
John Ruggiero – Massachusetts/Rhode Island

Jeff Smith – Maine
Joseph Yurman – New York
Morty Leiffer – New York –North

DATE: Wednesday, October 25, 2017

TIME: 10:00 AM to 10:50 AM

LOCATION: Rockport Room

TITLE: **QA/QI and All Those Important Reasons Why**

PRESENTER: Anthony Guido, ED-Q Instructor, Priority Dispatch Corp.

DESCRIPTION:

QA and QI are a growing necessity in Emergency Communications. Centers with high performing and engaged dispatchers are more likely to have a QA program in place that supports the staff's performance. Those agencies address two important things, positive feedback and remediation needs. During this session we will discuss the downfalls of an error based QA system, how it slows progress and creates a fear of review. As we shift toward a pro-active QA system we will cover the "why" behind all those important evaluations and feedback sessions. Learn some tips to improve the perception of your quality program by taking a new look at how each review can be an opportunity to develop yourself and the teams you are working with.

BIOGRAPHY OF PRESENTER:

Anthony Guido is the Performance Improvement Coordinator for Northwell Health Center for Emergency Medical Services (CEMS) in New York and a consultant with Priority Dispatch Corp. He has worked quality, training and supervision roles in Fire, EMS, and Police emergency communications since 2001. As coordinator of his center's Quality Improvement Unit (QIU) he was instrumental in the center's recognition as the state's first Accredited Center of Excellence (ACE). He is a frequent contributor to the IAED Journal of Emergency Dispatch and an IAED Certified Quality Instructor for Medical, Fire and Police Protocol.