

PROGRAM

APCO 2017 Atlantic Chapter Conference – Rockport, Maine

NOTE: This is a living document and will be updated from time to time so please check back for changes and additions.

MONDAY – October 23, 2017

SESSION TOPIC: One Common Goal: People-Oriented PSAP Leadership

BY: Adam Timm, The Healthy Dispatcher

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 comm center managers around the country. Learning objectives: Identify simple ways to make a positive impact; Implement policies that create lasting change; Motivate employees to act with the organization's best interest in mind.

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

BY: Chris Gallahan, NICE

NG9-1-1 and Public Safety LTE will radically transform emergency communications as PSAP's 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.

SESSION TOPIC: PSAP Cyber Attack: A Thanksgiving Story

BY: Timothy Lorello, SecuLore Solutions, LLC

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 top it, and what they learned to prevent it from happening again.

SESSION TOPIC: Advances in Fire Service Communications

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

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 3 sections: A status report on the upcoming National Fire Protection Association (NFPA) 1082 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; 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, number of telecommunicators on duty, and in-building communications problems; 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.

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

BY: Joe Schirripa, West Safety Services

“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-bases 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.

TUESDAY – October 24, 2017

SESSION TOPIC: Germ Warfare (Your Dirty Little Secret)

BY: Jenny Mason, Communication Center Specialists

One person get 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.

SESSION TOPIC: Rail Safety & Protocols for Emergency Communications Specialists

BY: Michail Grizkewitsch and Norma Griffiths, Federal Railroad Administration

Railroads travel through tens of thousands of local jurisdictions serviced by approximately 30,000 local emergency response agencies. As a result of moving heavy equipment through multiple jurisdictions, there are incidents which require local emergency response assistance. One thing that makes these reports unique from most other reports to and from PSAP’s is that the location of the incident is not tied to a civic address. This presentation will outline how a PSAP can contact a railroad, locate an incident, and what resources are available to PSAP’s.

SESSION TOPIC: Recommended Minimum Training for 9-1-1 Telecommunicators

BY: Nathan Lee, Denise Amber Lee Foundation and Chris Martin, Monroe Count/City of Rochester 911

The skillset required of a 911 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 911 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.

SESSION TOPIC: LifeFlight of Main Ground Safety Course (This is a two (2) Hour Session)

BY: Jonathan “JR” Roebuck, LifeFlight of Maine

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

The LifeFlight of Maine Ground Safety Course is a PowerPoint 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 presentation the LifeFlight helicopter will be landing on site if weather conditions allow and no emergency flight activity.

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

BY: Todd Sims, Data Tech 911

The definition of a Key Performance Indicator (KPI) is a measurable value that demonstrates how effectively an agency is achieving key objectives. This presentation will provide participants with an identification of KPIs that are important in EMS system operations.

There are hundreds of EMS related KPIs established by federally funded national organizations, State EMS Agencies, as well as regional/local entities. With so much variability in any given dimension (rural, suburban, urban, annual call volume, organization type, etc.), a “one size fits all” application is not feasible. This presentation will look at how agency culture, requirements, and organization impacts priority and focus.

Participants will learn specific actions to be taken and outcomes to be expected when using KPIs for quality improvement. KPIs measured in real-time and historically have implications on the type of actions taken and outcomes observed.

WEDNESDAY – October 25, 2017

SESSION TOPIC: Aging in the Communications Center – Final Report & Recommendations

BY: Maureen Will, Newtown Emergency Communications Center

This presentation will give an overview of the work of the task force which researched the effects on the performance of Telecommunicators as they age. The task force provided deliverables such as training recommendations, equipment recommendations and standards recommendations. Presentation follows up on 2016 program which outlined the report, this program will give further recommendations on the research.

SESSION TOPIC: ABC’s of APCO EMD

BY: Darlene Hines, APCO Institute

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