

APCO 2018 Atlantic Conference

PROGRAM DESCRIPTIONS

October 15 – 17, 2018

DATE: Monday – October 15, 2018

TIME: 11:00 AM to 11:50 AM

LOCATION: Conference 5

TITLE: **Telecommunicators Role in CIT and Senior Issues**

PRESENTER: Officer MaryHelen McCarthy, Patrol Officer/CIT Officer, Newtown (CT)
Department of Police Services

DESCRIPTION:

This presentation will give an overview of the work of CIT Officers and the role that dispatchers play in gathering information and working with the CIT officers. Presenter will provide information to audience on how CIT officers work and special circumstances surrounding investigations and programs in dealing with senior citizens. This is a unique opportunity to bring back information to agencies on CIT and senior programing.

BIOGRAPHY OF PRESENTER:

Officer McCarthy has been with the Newtown Department of Police Services since 1999. She has a Master's in Education and a Master's Certificate in Victim Services. She is a certified CIT officer and has been honored in 2017 as the CIT Officer of the Year. Her work with seniors in Newtown has been state and locally recognized and she is affectionately known by the Communications staff as our "Senior Cop".

DATE: Monday – October 15, 2018

TIME: 11:00 AM to 11:50 AM

LOCATION: Mystic Ballroom – Salon A

TITLE: **Wellness and Peer Support: Establishing a Peer Support Network for 9-1-1 Telecommunicators**

PRESENTERS: Anne Camaro, Assistant Director of Administration and Training, City of Cambridge (MA) Emergency Communications

PRESENTERS: Elizabeth Belmonte, Training Supervisor, City of Cambridge (MA) Emergency Communications

DESCRIPTION:

Recent studies have shown that dispatchers are just as exposed as field personnel to PTSD and trauma. Police and Fire services have long had peer support networks and crisis intervention

teams to intervene and assist during times of distress. Telecommunicators are in most cases not included in those activities. This session will describe how three Massachusetts PSAPs have come together to establish a peer support network for telecommunicators and describe how promoting wellness will increase productivity and longevity in the communications center.

BIOGRAPHY OF PRESENTER:

Anne Camaro has been working in the 9-1-1 field since graduating from UMASS Lowell in 2006 with a Bachelor's Degree in Criminal Justice. She spent the first 8 years of her career with the Framingham Police Department as the lead police dispatcher, trainer and union representative. In 2014, Anne was hired by the Town of Maynard for the position of Director of Communications to combine police and fire dispatch services into one civilian operated center. More recently, Anne made the move to the big city by taking her current position as Assistant Director of Administration and Training with the Cambridge Emergency Communications Department. Anne is a passionate trainer, who has dedicated her career to helping others learn the 9-1-1 profession. She also holds a Master's Degree in Public Administration from Arkansas State University, and a Post Graduate Certificate in Local Government Leadership and Management from Suffolk University. Anne is an active member of the Massachusetts Communications Supervisors Association (MCSA), and sits on MCSA's training committee. Anne is a change agent, who looks to constantly improve the 9-1-1 profession and how others learn it.

BIOGRAPHY OF PRESENTER:

Elizabeth Belmonte started her education in Communications and Spanish Education at Emerson College. Fourteen years ago she decided that she wanted to take a chance in the field of Emergency Communications and started her career with Cambridge Emergency Communications. While in Cambridge, Elizabeth has worked as a Certified Trainer for 10 years and has served as the Union steward for 2 years. In 2014 she was recognized by the APCO Atlantic Chapter as "Trainer of the Year". More recently, Elizabeth was promoted to Training Supervisor in her department and is excited about the new energy she brings to the training department. She holds a Bachelor's Degree in Human Resource Management from Columbia Southern University and is currently working on being certified as a Mediator. In the near future, she is looking to continue her education with a Master's Degree in Public Administration. Elizabeth is passionate about training and education and has committed herself to the profession of Emergency Communications.

DATE: Monday – October 15, 2018
TIME: 11:00 AM to 11:50 AM
LOCATION: Mystic Ballroom – Salon A

TITLE: **The Seven Cybersecurity Challenges of ESInet**

PRESENTER: Timothy Lorello, President & CEO, SecuLore Solutions

DESCRIPTION:

Our Public Safety infrastructure is evolving. PSAPs are preparing to receive multimedia and data from citizens in need of help, and First Responders are beginning to use FirstNet and other Public Safety Broadband networks. As our cities become smarter and we deploy Internet of Things devices both inside and outside our centers, we become ever more interconnected to IP-based networks. These advances bring great benefits to all parties: citizens, 9-1-1 telecommunicators, dispatchers and first responders. However, they also bring new and different vulnerabilities for which public safety will need to be prepared. In this session, we will discuss the seven cybersecurity challenges that our 9-1-1 centers face with this transition, how to address them, and what questions you should be asking your vendors.

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 15, 2018
TIME: 1:00 PM to 1:50 PM
LOCATION: Conference 5

TITLE: **Meet & Greet/Town Hall Meeting**

PRESENTERS: Panel: APCO International Executive Committee of the Board of Directors

DESCRIPTION:

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

DATE: Monday – October 15, 2018

TIME: 1:00 PM to 1:50 PM

LOCATION: Mystic Ballroom – Salon A

TITLE: **CTO Program: Beyond the Cookie Cutter Approach**

PRESENTERS: Anne Camaro, Assistant Director of Administration and Training, City of Cambridge (MA) Emergency Communications

PRESENTERS: Elizabeth Belmonte, Training Supervisor, City of Cambridge (MA) Emergency Communications

DESCRIPTION:

CTOs are usually our first line of defense against bad employees. They are working side by side with our new hires and most times have the most accurate and candid descriptions of problematic behavior. However, are they reporting those to us, and is the reporting efficient? This session will dive into a new school of thought when it comes to CTO reporting. Shifting the responsibility of learning to the trainee, and giving you the most accurate and detailed reports to ensure risk management.

BIOGRAPHY OF PRESENTER:

Anne Camaro has been working in the 9-1-1 field since graduating from UMASS Lowell in 2006 with a Bachelor's Degree in Criminal Justice. She spent the first 8 years of her career with the Framingham Police Department as the lead police dispatcher, trainer and union representative. In 2014, Anne was hired by the Town of Maynard for the position of Director of Communications to combine police and fire dispatch services into one civilian operated center. More recently, Anne made the move to the big city by taking her current position as Assistant Director of Administration and Training with the Cambridge Emergency Communications Department. Anne is a passionate trainer, who has dedicated her career to helping others learn the 9-1-1 profession. She also holds a Master's Degree in Public Administration from Arkansas State University, and a Post Graduate Certificate in Local Government Leadership and Management from Suffolk University. Anne is an active member of the Massachusetts Communications Supervisors Association (MCSA), and sits on MCSA's training committee. Anne is a change agent, who looks to constantly improve the 9-1-1 profession and how others learn it.

BIOGRAPHY OF PRESENTER:

Elizabeth Belmonte started her education in Communications and Spanish Education at Emerson College. Fourteen years ago she decided that she wanted to take a chance in the field of Emergency Communications and started her career with Cambridge Emergency Communications. While in Cambridge, Elizabeth has worked as a Certified Trainer for 10 years and has served as the Union steward for 2 years. In 2014 she was recognized by the APCO Atlantic Chapter as "Trainer of the Year". More recently, Elizabeth was promoted to Training Supervisor in her department and is excited about the new energy she brings to the training

department. She holds a Bachelor's Degree in Human Resource Management from Columbia Southern University and is currently working on being certified as a Mediator. In the near future, she is looking to continue her education with a Master' Degree in Public Administration. Elizabeth is passionate about training and education and has committed herself to the profession of Emergency Communications.

DATE: Monday – October 15, 2018

TIME: 1:00 PM to 1:50 PM

LOCATION: Mystic Ballroom – Salon B

TITLE: **Using the Cloud for a Non-Traditional Approach to Solve Interoperability Issues**

PRESENTER: Michael Salonish, Managing Partner, DataTech911

DESCRIPTION:

Dispatch systems are busier, more widespread, and far more complex than ever before. 9-1-1 calls and their associated data need to get to the right dispatchers for transfer to the right responders. As demand increases and resources tighten, concerns about the possibility of misdirected or delayed dispatches increase. When existing systems handle multiple live incidents, involving multiple agencies, across multiple municipalities, the chance of missed calls increases. Near real time automated rule-based call notification between communication centers, dispatch facilities, and responding agencies is necessary to shorten response times and better coordinate emergency response.

BIOGRAPHY OF PRESENTER:

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.

Michael holds a BSEE from Fairleigh Dickinson University and an MSEE from Johns Hopkins University.

DATE: Monday – October 15, 2018

TIME: 4:10 PM to 5:00 PM

LOCATION: Conference 5

TITLE: **There's No Such Thing as Routine**

PRESENTER: Tina Chaffin, Training Specialist, Training 9-1-1 Heroes

DESCRIPTION:

This course will cover Line of Duty Death statistics, areas of common complacency in a variety of call types, danger areas for all responders (not just police), recent events involving responder ambushes, and avoiding Telecommunicator liability. Telecommunicators receive a variety of calls considered “routine”, this can lead to complacency. Telecommunicators must be prepared for any call to become dangerous in the “blink of an eye”. Recognizing areas of complacency is the key to ensuring responder safety. This is a hard topic, but unfortunately it is necessary.

BIOGRAPHY OF PRESENTER:

Tina Chaffin has more than 22 years of experience as a front-line Telecommunicator for Police, Fire, and EMS agencies. She has experience with large and small cities, an international airport, state school, and county jurisdiction. She is very passionate about training Telecommunicators. Tina continuously updates her training material to include recent events, and up-to-date statistics.

DATE: Monday – October 15, 2018

TIME: 4:10 PM to 5:00 PM

LOCATION: Mystic Ballroom – Salon A

TITLE: 9-1-1 Quality Assurance and Performance Measurement Best Practices

PRESENTER: Chris Gallahan, Public Safety Manager, NICE

DESCRIPTION:

All the training in the world is useless without standards to train to and metrics to measure against to drive continuous improvement. These ideas are the driving force behind the APCO/NENA standard for Quality Assurance/Improvement (QA/QI) and new standards currently under development. Whether your 9-1-1 center is still trying to get a QA program off the ground, or you simply feel you can do better, you won't want to miss this session. We'll share ten 9-1-1 QA and performance measurement best practices that align with the new standard and incorporate lessons learned from some of the highest performing PSQAPs and experts.

You'll learn about:

- How to design your program to align with the APCO/NENA QA/QI ANSI Standard;
- Best practices and tips to ensure an effective and efficient QA/QI program, including: how to overcome resistance to your QA program, selecting the right Quality Assurance Evaluator, how many and which call to QA, calibrating for consistency, and more;
- Performance measurement industry standards and what metrics and objectives are most commonly used by PSAPs today;
- The pitfalls and challenges of tracking performance metrics and how to do it more efficiently and effectively.

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, Chris has been involved in hundreds of successful recording solution implementations for 9-1-1 centers throughout the Eastern U.S. Chris has a wealth of experience and knowledge related to 9-1-1 center technologies and NG9-1-1 and is a frequent speaker at public safety conference.

DATE: Monday – October 15, 2018

TIME: 4:10 PM to 5:00 PM

LOCATION: Mystic Ballroom – Salon B

TITLE: **You thought you were getting WHAT?**

PRESENTER: Cheryl S. Giggetts, Principal Consultant, CTA Consultants LLC

DESCRIPTION:

Successfully managing the expectations of your stakeholders can mean the difference between success and failure for your project. When implementing a complex technology project often the most insurmountable hurdle is not the technology, rather it is meeting the expectations of your stakeholders. This can be difficult because not only is this management critical when defining the requirements for the project it remains difficult throughout the implementation and deployment of the project. You must deal with: management changes during the project, new stakeholders that come aboard in the middle of the project; and the most difficult of all is the “but he/she said that is what we were going to get”. How do you complete a successful complex technology project while managing the expectations of your stakeholders?

Communications, Communications, Communications – we will explore a variety of methods to successfully manage the expectations of all stakeholders (even your managers).

BIOGRAPHY OF PRESENTER:

Ms. Giggetts is Principal Consultant at CTA Consultants. She has over 33 years of experience in management, and 28 years in the Wireless Telecommunications industry, highly specialized in Public Safety Communications and E9-1-1 Services for local, state, and the federal government. Cheryl serves as principal consultant on large and complex public safety critical communications programs. She focuses on program integration, scope and schedule management, often involved with dynamic, multi-level project schedules, resources leveling, expedited project tasking, project milestone fulfillment and coordinating technical and non-technical disciplines. Her experience also include developing strategies for funding, sustainability, and governance. An integral part of developing these elements involves gap analysis, risk analysis, and risk mitigation, which lay the foundation for a successful project/program business strategy.

DATE: Tuesday – October 16, 2018
TIME: 11:10 AM to 12:00 PM
LOCATION: Conference 5

TITLE: **Telecommunicators Role with K-9 Handlers**

PRESENTER: Officer Felicia Figol, Patrol Officer/K-9 Handler, Newtown (CT) Department of Police Services

DESCRIPTION:

This presentation will give an overview of the work of K-9 Handlers and the role that dispatchers play in successful training/tracking and search events. Officer Figol will provide information to attendees on how successful partnerships are formed between the handler and their dog and how Telecommunicators can help them do their job function better and keep them safe.

BIOGRAPHY OF PRESENTER:

Officer Figol has been with the Newtown Department of Police Services since 2004. Prior to her service with Newtown she was an Arizona State Trooper. Off. Figol has been a K-9 handler since 2010 and her current partner is Aris. She has been involved in Crime Prevention and the Explorer Program in Newtown and is a strong supporter of Telecommunicators.

DATE: Tuesday – October 16, 2018
TIME: 11:10 AM to 12:00 PM
LOCATION: Mystic Ballroom – Salon A

TITLE: **Front Line Leaders**

PRESENTER: Tony Harrison, President, Public Safety Group

DESCRIPTION:

Public Safety needs more great leaders. Being a leader in the communications center is more about being the supervisor. This class will focus on the importance of having front line leaders. The class will provide you with what you can do to become a better front line leader.

BIOGRAPHY OF PRESENTER:

Tony is the President of The Public Safety Group. He has more than 30 years of public safety communications experience. He has lectured to over 20,000 public safety professionals in more than 150 cities, 48 states and 3 countries and has presented at national APCO and NENA conferences. He holds a BA in Criminal Justice and a MA in Political Science. Tony spent many years with the Oklahoma City Police Department's Communications Division and was the supervisor on-duty during the bombing of the Murrah Federal Building. He also holds the distinction of APCO life member & Emergency Number Professional (ENP) from NENA.

DATE: Tuesday – October 16, 2018
TIME: 11:10 AM to 12:00 PM
LOCATION: Mystic Ballroom – Salon B

TITLE: **The Automated Secure Alarm Protocol (ASAP to the PSAP): A “No-Brainer that’s Faster Than Fast**

PRESENTERS: Bill Hobgood, Systems Developer Lead, Public Safety Team, City of Richmond VA – Dept. of Information Technology, Public Safety

PRESENTERS: Anita Ostrowski, Vice President of Central Station Services, Vector Security, Inc.

DESCRIPTION:

The ASAP program has expanded to more than forty PSAPs in twelve 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 PRESENTER:

Bill Hobgood is a Systems Developer Lead 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 46 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 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 Computerworld Laureate, designated as one of Government Technology Magazine’s 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.

BIOGRAPHY OF PRESENTER:

Anita Ostrowski is the Vice President of Central Station Services for Vector Security, Inc. and responsible for the operations of all alarm monitoring centers with the Vector Security, Inc. operations. Ms. Ostrowski joined in Vector Security Inc. in 1985. Then in late 2006 Anita was promoted to her current position Vice President Central Station Services. She is a member of the Central Station Alarm Association (CSAA) ASAP to PSAP outreach committee as well as the technical committee.

DATE: Tuesday – October 16, 2018
TIME: 1:00 PM to 1:50 PM
LOCATION: Conference 5

TITLE: **Are You Ready When the Call Comes? (There has been a rail incident)**

PRESENTERS: Michail Grizkewitsch, MG-Transportation Analyst (HQ-DC), USDOT – Federal Railroad Administration

PRESENTERS: Norma Jean Griffiths, NJG-Grade Crossing & Trespassing Regional Manager (R1), USDOT – Federal Railroad Administration

DESCRIPTION:

Overview of the Federal Railroad Administration. When to call the FRA and when to call the railroad when you are notified of an incident at or near the railroad tracks. What questions do I need to ask the railroad and the caller? What web based tools are available to me? If I don't have access, how do I get access? NLETS and GIS overviews. What is the Emergency Notification System (ENS); what are the blue ENS signs about; what is the Railroad Locator App: how can I get it; how do I use it, what information can I get from it. Does my 9-1-1 Center have the appropriate protocols in place? Evaluation of what you do have and how to get what you don't have. Are we ready when the call comes? Resources: Names, phone numbers, e-mails.

BIOGRAPHY OF PRESENTER:

Michail Grizkewitsch, Federal Railroad Administration's (FRA) Railroad Trespassing Program Analyst, works with federal, state, and local government officials throughout the United States establishing and implementing highway-rail grade crossing safety improvement and trespass prevention programs. Mr. Grizkewitsch has been a part of the FRA's Office of Safety since 2004 specializing in railroad trespassing prevention programs and the creating of numerous 1st responder information videos. In addition, Mr. Grizkewitsch coordinates efforts to enhance highway-rail grade crossing safety and trespass prevention through partnerships with all 1st Responders, commercial motor vehicle, and various other community safety organizations.

BIOGRAPHY OF PRESENTER:

Norma Jean Griffiths is a Crossing & Trespassing Regional Manager with the Federal Railroad Administration (FRA). She supports the FRA's Highway-Rail Grade Crossing Safety and Trespasser Prevention Programs in Region 1 which includes New England, New York and New Jersey. Before joining the FRA, she held a variety of administrative and safety positions in the legal and airline industries, town government and the railroad industry including a brief stint as dispatcher. Norma has been a Member, Chairman of the Board and Temporary/Acting State Coordinator for Maine Operation Lifesaver. She is a qualified Operation Lifesaver OLAV, Trainer/OLAV Coach and course instructor. She attended University College in Bangor, Maine, Basic Railroad Claims School at Lawrence Technological University in Michigan along with a variety of safety, OSHA and emergency management over her 20 plus year career as a railroader. Norma has also served on several national program committees, and hosted the Annual ASLRRRA Claims & Liability Seminar attended by over 200 railroaders, lawyers, and

insurance and liability prevention professionals. Norma has received Team Awards for her work on the FRA's Video Series for 9-1-1, fire and law enforcement and Railroad Safety Audit Management Program.

DATE: Tuesday – October 16, 2018

TIME: 1:00 PM to 1:50 PM

LOCATION: Mystic Ballroom – Salon A

TITLE: **Regionalization and Innovation in the command center**

PRESENTER: Robert Reardon, Captain, Duxbury Fire / ROCCC Regional Old Colony Communications Center

DESCRIPTION:

Captain Rob Reardon has worked as the Duxbury Fire Department for seventeen years. In 2013 DXFD took dispatch into the fire station from its previous location in the police station. With a complete overhaul DXFD began the process of regionalizing and brought in three additional towns by 2018. The dispatch center which is known as the ROCCC (Regional Old Colony Communications Center) now processes approximately 200 calls a day and on average 70,000 calls a year. The ROCCC handles Fire, Police, DPW and Harbormaster dispatch duties for the four towns. This class will go over the ROCCC's experiences with regionalization in smaller communities. We will review the first five years of a startup regional center. We will show you how we have got to where we are today.

BIOGRAPHY OF PRESENTER:

Rob Reardon is a Captain in the Duxbury Fire Department where he has worked for the last 16 years. Captain Reardon managed the ROCCC (Regional Old Colony Communications Center) since its inception in 2013. He was instrumental in the regionalization of four towns dispatch operations within the Town of Duxbury. Captain Reardon has secured millions of dollars in grants for the ROCCC and in 2017 received the highest award in the state. He has worked tirelessly through hiring, training and technology to be a model for 9-1-1 regionalization.. The ROCCC was the 1st dispatch center in Massachusetts to use NG9-1-1 and served as a pilot for The State 911 Department. The ROCCC was also the 1st regional dispatch center in Massachusetts to take cell phone calls direct. Prior to the ROCCC taking cell phone calls direct the only other center in the state providing this service were Boston and Nantucket. Prior to working at DXFD Captain Reardon worked for ten years in the media for television stations and major newspapers as an award winning photographer.

DATE: Tuesday – October 16, 2018

TIME: 1:00 PM to 1:50 PM

LOCATION: Mystic Ballroom – Salon B

TITLE: **Why NG9-1-1 Might Actually be MORE Cyber Secure Than Legacy E9-1-1 Networks**

PRESENTER: Timothy Lorello, President & CEO, SecuLore Solutions

DESCRIPTION:

Cybersecurity often has a chilling effect on public safety agencies that are considering the deployment of NG9-1-1 systems. Because NG9-1-1 is an all-IP network, many believe this makes these systems more vulnerable to cyber attack. However, evidence is beginning to show that NG9-1-1 networks will be more cyber-secure than current systems. This talk will explore the cybersecurity challenges facing legacy and NG9-1-1 systems, provide comparative evidence, and discuss why an NG9-1-1 system might actually be safer.

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: Tuesday – October 16, 2018

TIME: 2:10 PM to 3:00 PM

LOCATION: Conference 5

TITLE: **When The 9-1-1 Call Involves Someone You Know**

PRESENTER: Brian LaMonica, Public Safety Dispatcher, Southampton Village (NY) Police Department

DESCRIPTION:

On September 23rd, 2017 Brian LaMonica's worst nightmare came true. His wife was struck by an unoccupied military Humvee and was critically injured. Driving to the hospital he realized his 20 year old son with 5 months on the job took the 9-1-1 calls for his mother's accident and did not know it was her. In this heart wrenching presentation, he will review the incident, his dealing with the media, the mistakes he made and how the pre-arrival instructions given by the dispatchers saved his wife's life.

BIOGRAPHY OF PRESENTER:

Brian is a Telecommunicator for the Southampton Village Police Department located on Long Island, New York for the past 18 years. Brian is currently the President of the APCO – Atlantic Chapter. In his spare time Brian is a Volunteer Firefighter for the Brookhaven Fire Department. He is married with three children.

DATE: Tuesday – October 16, 2018

TIME: 2:10 PM to 3:00 PM

LOCATION: Mystic Ballroom – Salon A

TITLE: **DHS/OEC Mission and Latest Initiatives**

PRESENTERS: Marty McLain, Sector Supervisor Eastern U.S., US Dept. of Homeland Security Office of Emergency Communications (DHS/OEC)

PRESENTERS: Chris Tuttle, Regional Coordinator, US Department of Homeland Security, Office of Emergency Communications (DHS/OEC)

DESCRIPTION:

Briefing on the Mission and Responsibilities of DHS/OEC and status of current initiatives to include partnership with the National Governor’s Association for Emergency Communications Governance Workshops; development of the 2019 National Emergency Communications Plan; efforts that impact emergency communications support under the Incident Command Structure (ICS); and the Interoperable Communications Technical Assistance Program (ICTAP) status by State.

BIOGRAPHY OF PRESENTER:

Marty McLain is a Sector Supervisor for the Office of Emergency Communications within the Department of Homeland Security. He supervises OEC’s Regional Coordinators for the Eastern United States. The OEC Coordinators facilitate interoperability of public safety communications capabilities to include, wireline, wireless, satellite, land mobile radio and broadband infrastructures. OEC Coordinators’ responsibilities include supporting the preparation, planning, coordination and improvement of resilient emergency communications capabilities and operations; providing OEC with feedback and assessments of emergency communications activities, accomplishments, issues, gaps, and constraints across the Nation; and consulting with stakeholders to promote emergency communications at all levels of government.

Prior to joining the OEC, Mr. McLain was a Program Manager supporting IT Services at the Departments of State and Transportation. At the White House Communications Agency he was responsible for the deployment of personnel and equipment to support the President’s worldwide travel. A career telecommunications officer, Mr. McLain retired from the United States Air Force after serving in a variety of command and staff positions. Mr. McLain graduated from the University of Massachusetts at Lowell with a Bachelor of Science degree in Mathematics and holds a Master’s degree in Management from Troy State University.

BIOGRAPHY OF PRESENTER:

Chris Tuttle is the DHS Office of Emergency Communications (OEC) Coordinator for Region 2, which includes the states and territories of New Jersey, New York, Puerto Rico and the U.S. Virgin Islands. Since 2010, Chris has supported and promoted the nationwide improvement of emergency communications capabilities, while addressing the complex issues facing the emergency communications ecosystem. Chris continues to build trusted relationships, enhance collaboration, and stimulate the sharing of best practices and information between all levels of government, critical infrastructure owners and operators. Over the last eight years, Chris has been involved with several national and regional level ESF #2 activations, to include; Hurricane Maria, Hurricane Irma, Hurricane Sandy, Hurricane Irene, Tropical Storm Chantal, Super Bowl 48 and Pope Francis Visit – 70th General Assembly of the United Nations in New York City.

Chris' previous experience includes Hazardous Materials/Counter-Terrorism Program Manager at the Rhode Island Emergency Management Agency and Manager of Emergency Operations in Public Safety Department at the Port Authority of New York and New Jersey (PANYNJ). Chris' work at the PANYNJ focused on radio and wireless communications, specifically interoperable emergency communication within New York City, New York, and New Jersey. In addition, Chris' experience includes a variety of crisis management and emergency response planning and training projects for corporate and public sector organizations throughout the United States. His public safety experience includes 24 years as a volunteer firefighter (currently serving as Chief of Department, Maywood, NJ), continuing to work over the last ten years as a part time 9-1-1 dispatcher (City of Hackensack, NJ Fire Department), and emergency management coordinator for his home town. Mr. Tuttle holds a Bachelor of Arts degree in Political Science and History from the University of Rhode Island.

DATE: Tuesday – October 16, 2018

TIME: 2:10 PM to 3:00 PM

LOCATION: Mystic Ballroom – Salon B

TITLE: **Finding the Elusive Wireless 9-1-1 Caller**

PRESENTER: Nicole Pianalto, Director, Support Engineering, Government Solutions, West Corporation, Safety Services Division

DESCRIPTION:

How many times have you answered a wireless 9-1-1 call and the caller couldn't give you a dispatchable address? Have you had a wireless 9-1-1 call go abandoned and thought that there was no way – or a better way – to find the caller's location? Join this session to learn about exciting new location technologies. Explore with us the options for using Wireless Dispatchable Location Services (WDLS) and commercial data to help you locate your next wireless 9-1-1 caller.

BIOGRAPHY OF PRESENTER:

Nicole Pianalto is Director of Support Engineering with West Government Solutions, Safety Services Division. Ms. Pianalto's career in communications began as a dispatcher after graduation from San Jose University. Throughout her more than 30 year tenure in Public Safety, she has served in communications positions from Dispatcher to Deputy Director in three different PSAPs. Nicole also held a position at AT&T in their public safety division working in a sales support capacity for Customer Premise Equipment and 9-1-1 Network.

DATE: Tuesday – October 16, 2018

TIME: 3:15 PM to 4:00 PM

LOCATION: Conference 5

TITLE: **Making the Transition to RTT in 9-1-1**

PRESENTER: Toni Dunne, NG911 National Account Manager, Hamilton Telecommunications

DESCRIPTION:

The FCC has taken steps towards replacing analog TTYs with a mandate to implement real-time test (RTT) on cellular networks. RTT is a new communications technology that will have a significant impact for the deaf and hard of hearing and PSAPs everywhere. This session will include a brief historical review of wireless TTY mandates, the new FCC ruling and deadlines, a short RTT Video for an overview of the topic, and explore what steps are needed to make it a reality. Why is this important? In an emergency, EVERY SECOND COUNTS! RTT provides the ability for a more timely response and helps to save lives and property.

BIOGRAPHY OF PRESENTER:

Toni Dunne has over 28 years' experience within the public safety industry and currently is the NG9-1-1 National Account Manager for Hamilton Telecommunications. Throughout her career she has been a staunch advocate for equal access to emergency services for people with disabilities. Ms. Dunne is a past president of the TX APCO, as well as the TX NENA Chapters, before serving as the Southeast Regional Director of the NENA Executive Board. She also served on the FCC Emergency Access Advisory Committee, and was co-chair of the FCC Disability Advisory Committee's (DAC) Emergency Communications Subcommittee. Most recently, she has been appointed to serve on the National 9-1-1 Program's NG9-1-1 Roadmap Steering Group.

DATE: Tuesday – October 16, 2018

TIME: 3:15 PM to 4:00 PM

LOCATION: Mystic Ballroom – Salon A

TITLE: **Next Generation 9-1-1. Is Your PSAP Ready?**

PRESENTER: Von Beals, NG9-1-1 Business Manager, Motorola Solutions

DESCRIPTION:

As NG9-1-1 continues to evolve, various solutions are being deployed and new advancements are occurring at rapid speeds. Many of those advancements will impact your agency's PSAP and other entities supported by 9-1-1. Learn how to leverage new NG9-1-1 capabilities, its impact to the public safety eco-systems, and how to prepare your PSAP to be ready for what's next.

BIOGRAPHY OF PRESENTER:

With over 42 years of Public Safety Communications experience, Von has served in numerous roles including, past California NENA Chapter President, past President of the California Fire Chiefs Association Communications Division, Southern California, Governor's Task Force on Wireless 9-1-1 in California, the NENA Education Committee, and the FIRESCOPE Communications Committee. He was also a founding father of the 9-1-1 for Kids program. In addition to his current role as NG9-1-1 Business Manager at Motorola Solutions, Von continues his Public Safety service as a Captain with Travis County Fire ESD #12 in Austin, TX.

DATE: Tuesday – October 16, 2018

TIME: 3:15 PM to 4:00 PM

LOCATION: Mystic Ballroom – Salon B

TITLE: **Demystifying the Dark Web and NG9-1-1 Protection**

PRESENTER: Devi Momot, Chief Executive Officer, Twinstat Technologies

DESCRIPTION:

This session will provide insight into the dark web and provide examples of what type of information is bought and sold. NG9-1-1 systems are expected to be more targeted in the coming years by creeps and thieves as well as troublemakers. Attendees will be provided ideas to defend against such threats to hopefully reduce the risk of successful attack and breach on your centers.

BIOGRAPHY OF PRESENTER:

Devi Momot holds the CISSP, GSEC and GISP certifications and is the Chief Executive Officer 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 focus is to increase the knowledge level for non-technical leaders, whose decisions and future, require a better understanding of threats, security and privacy. Her passion lies in key sectors of which Emergency Services, E9-1-1 and NG9-1-1 are one. Keeping creeps, thieves and cheats out of the important networks of Emergency Services is crucial today, allowing those who want to handle our emergencies running smoothly and without interruption is key.

Momot has multiple credentials that are highly regarded by the Information Security Profession and advises customers on the importance of privacy and security awareness and practice. She 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 board and Board of Directors, such as the Sophos Partner Advisory Council, Channel Intelligence Consortium, and many others. Born and raised in Northern New York, Ms. Momot enjoys family activities, ongoing learning, and the outdoors and welcomes the opportunity to raise awareness and action when it comes to improving security and privacy.

DATE: Wednesday – October 17, 2018

TIME: 9:00 AM to 9:50 AM

LOCATION: Conference 5

TITLE: **Firefighting 101 – What Every Dispatcher Needs to Know**

PRESENTER: Stephan Bunker, Fire Instructor, Maine Fire Service Institute, Maine E911 Advisory Council

DESCRIPTION:

This presentation will emphasize the importance of educating dispatchers in the understanding of the fire service that they dispatch for. Included is how they can support the needs on the fire ground, and enhance fire ground safety. Included will be the basics of firefighting tactics and strategies, tools/equipment/vehicles, their name uses, and the terminology used on the fire ground, heard over the radio. An emphasis will be placed on the safety of firefighters while in route and once at the scene, to include discussions on how to reduce emergency vehicle collisions, other topics such as “MAY DAY” calls, P.A.S.S. devices, when/how they alert, how they sound. The presentation will conclude with a review of firefighter fatalities and the role that communications played. The presenter will promote programs such as “ride-alongs” which help build better understanding between dispatchers and firefighters.

BIOGRAPHY OF PRESENTER:

Stephan M. Bunker is a 50 year veteran of the public safety field. Prior service as a US Army military police officer & K-9 handler, followed by 23 years in the US Coast Guard Reserves, retiring as a LCDR. He has served as a municipal police officer, county deputy sheriff, corrections officer, volunteer EMT, police academy cadre, school resource officer, and county dispatch shift supervisor. Stephan is retired from the Maine State Regulatory Authority where he managed training and certification for all centers. He continues to serve as a volunteer firefighter and state fire training instructor. He is an appointee on the state E9-1-1 Advisory Council, representing municipal government, where he is a 20 plus year selectman in his hometown. He now works as a training consultant and expert witness in the 9-1-1 dispatch field

and has presented in numerous national and regional conferences. He is an APCO International Senior Member, along with membership in NENA and IAED.

DATE: Wednesday – October 17, 2018

TIME: 9:00 AM to 9:50 AM

LOCATION: Mystic Ballroom – Salon A

TITLE: **How your PSAP can receive life-saving data from millions of iPhones & IoT devices**

PRESENTER: Tracy Eldridge, Public Safety Community Engagement Manager, RapidSOS

DESCRIPTION:

PSAPs have been promised major improvements associated with 9-1-1 calls: more accurate location information, location-based call routing, multimedia to the PSAP, and much more. Citizens, reliant on smartphones and other IoT devices, expect their data to be available to public safety in an emergency. This session looks at how PSAP managers, supervisors and telecommunicators can utilize life-saving data from the NG9-1-1 Clearinghouse (from sources like Apple, Uber, and Waze) in their PSAP workflow. By analyzing real-life case studies, 9-1-1 professionals will leave with a clear understanding of how NG9-1-1 Clearinghouse data can improve response times and provide first responders with unprecedented situational awareness.

BIOGRAPHY OF PRESENTER:

Tracy has been in Public Safety since the late 90's. She is currently the Public Safety Community Engagement Manager at RapidSOS. She was the Chief Dispatcher for a Massachusetts Communications Center from 2003 to 2016 and is also a firefighter/EMT. Her passion for teaching telecommunicators, EMTs and firefighters started in 2006 and in her spare time she travels around the country teaching telecommunicators with The Public Safety Group.

Wednesday – October 17, 2018

TIME: 9:00 AM to 9:50 AM

LOCATION: Mystic Ballroom – Salon B

TITLE: **Next Generation Public Safety Applications and Microwave Backhaul in the LTE/5G Era**

PRESENTER: Ronil Prasad, Director, Regional Marketing – North America, Aviat Networks

DESCRIPTION:

This informative session will discuss evolution of microwave technology to support traditional public safety requirements as well as new applications and technologies such as LTE and 5G. The presentation will review requirements and delve into trends and technologies that enhance capacity and operational simplicity of microwave in preparation for next generation networks.

BIOGRAPHY OF PRESENTER:

Ronil Prasad is responsible for the creation and execution of strategic marketing plans and drives outbound marketing activities in North America for Aviat Networks. His primary goal is to work with internal groups within Aviat and customers to extract requirements and translate technical features and capabilities into compelling value propositions. These value propositions drive high level messaging, strategy and positioning to help guide the sales team through the market and competitive environment. Ronil has worked for Aviat Networks (formerly Harris Stratex Networks) for over 16 years and has held various sales and sales management positions throughout this time.

DATE: Wednesday – October 17, 2018

TIME: 10:00 AM to 10:50 AM

LOCATION: Conference 5

TITLE: **My Office Is Sick....Literally!**

PRESENTER: Jenny Mason, Care Specialist, Russ Bassett Care

DESCRIPTION:

Is your office environment effecting your ability to perform at your best? Do words like; Sick Building Syndrome, Biological Pollutants & Multiple Chemical Sensitivity mean anything to you? If you don't know, you don't want to miss this class! We will discuss how the space you and your teams are working in may affect moods, health and the ability to be the most productive as well as the effects of the same issues on the basic infrastructure of your physical office (furniture, technology & cable management). What you don't know may be the major cause of high turnover/low retention, unwanted costs related to staff illness, and costly repair/replacement of damaged furniture and equipment.

BIOGRAPHY OF PRESENTER:

Jenny Mason resides in Oregon with her family. She has worked with the PSAP marketplace for 14 years; marketing, selling, installing and maintaining 9-1-1 dispatch furniture. Her background includes sales, sales management, product development, marketing and professional training. Jenny is currently leading the new Russ Bassett Care division and the chair elect for the International APCO Commercial Advisory Council. Her passion has been to help create a healthier environment for first responders across the nation and beyond. She has trained at many 9-1-1 conference and is known for her engaging, energetic presentations.

DATE: Wednesday – October 17, 2018
TIME: 10:00 AM to 10:50 AM
LOCATION: Mystic Ballroom – Salon A

TITLE: **Pathways to Leadership**

PRESENTER: Jennifer Siracusa, Software Sales Coordinator, APCO International

DESCRIPTION:

APCO's strategic goals have long recognized the ongoing need to refresh, strengthen, research and expand training and resources to meet the needs of public safety communications. A key element of this commitment is support for fostering new generations of leaders for the industry and the organization. This session will explore the transition from telecommunicator to supervisor and the new duties and responsibilities that come with the promotion. It will further explore the professional development programs, notably APCO's RPL and CPE, available to those who wish to go to the next level of managers and leaders.

BIOGRAPHY OF PRESENTER:

Jennifer Siracusa works with APCO Institute as a Software Sales Coordinator as the Outside Sales of the APCO IntelliComm™ Software. Jen serves as the primary sales, training and customer support specialist for new and current APCO IntelliComm™ customers. Prior to joining the APCO Institute, Jen worked in a PSAP for 14 years as a Public Safety Telecommunicator, communications training officer and supervisor, She has taught numerous conference classes on the supervisory role in the PSAP and is the author of numerous articles on the PSAP environment.

DATE: Wednesday – October 17, 2018
TIME: 10:00 AM to 10:50 AM
LOCATION: Mystic Ballroom – Salon B

TITLE: **So You Need To File an FCC Application For Radio Frequency Authorization?**

PRESENTERS: Panel – APCO AFC Spectrum Management Office – Local Frequency Advisors:
James Kowalik
Jerry Zarwanski
Joseph Yurman
John Ruggiero

DESCRIPTION:

This presentation will provide attendees with the latest FCC filing solutions available regarding the Federal Communications Commission Radio Frequency Authorization Application Process. The presentation will describe the filing options potential licenses may utilize to properly fill out and file the FCC 601 Frequency Authorization Request Application Document. These options

include direct (paper document) mail filing and multiple online tools developed to speed the application process. The presentation will further describe Applicant filing requirements and a brief description of the radio engineering details needed for frequency-dependent technical parameters which must be included with each application.

Co-Presenters from the APCO AFC Spectrum Management Office New England Region will be present to answer questions at the completion of the presentation and will also be available for more detailed discussion at the APCO AFC advisor's table.