DATE: Monday – November 11, 2019
TIME: 1:00 PM to 1:50 PM
LOCATION: Race Point Room

TITLE: PSAP Performance Metrics: How Does Your PSAP Measure up?

PRESENTER: Chris Gallahan, Public Safety Manager, NICE

DESCRIPTION:
We’ve all heard the saying “You can’t manage what you can’t measure.” This especially rings true in 9-1-1, where seconds can mean the difference between life and death. All 9-1-1 centers have performance targets – but how do you know if you’re measuring the right things? And is there an easier way to track metrics than spending countless hours manually compiling spreadsheets and data? In this session, we’ll share best practices on the “what, why and how” of creating and measuring PSAP KPIs and reveal results from the recent PSAP Performance Metrics benchmarking survey.

By attending this presentation, participants will get:
- Insight into commonly used PSAP KPIs (e.g. the NENA Call Answering Standard/Model Recommendation, NFPA 1221, NFPA 1710, and more)
- The inside scoop on results from the PSAP Performance Metrics benchmarking survey of 9-1-1 centers.
- Practical tips on how to significantly reduce the work involved in compiling and tracking performance metrics.

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 conferences.
DATE: Monday – November 11, 2019
TIME: 1:00 PM to 1:50 PM
LOCATION: Ballroom 1

TITLE: Meet & Greet/Town Hall Meeting

PRESENTERS: Panel: APCO International Executive Committee of the Board of Directors. (Tracy Hilburn, President; Margie Moulin, First Vice President; Jason Kern, Second Vice President; Holly Wayt, Immediate Past President)

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 professionals. 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 – November 11, 2019
TIME: 1:00 PM to 1:50 PM
LOCATION: Ballroom 2

TITLE: The Power of Resilience: 3 Keys to Beating Dispatcher Burnout

PRESENTER: Adam Timm, President/Instructor, The Healthy Dispatcher

DESCRIPTION:
9-1-1 telecommunicators are resilient by nature – they’re caregivers to the world! But without careful attention and regular check-ins, the challenges of the job can overwhelm even the most psychologically hardy. Research has shown that 9-1-1 telecommunicators who prioritize their resilience are happier on the job, feel more confident about their day, and experience greater life satisfaction. This presentation underscores the importance of resilience at both the personal and organizational level, and offers specific tools and strategies for more of it.

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.

Participants praise Adam’s energetic and interactive presentation style, calling his sessions “an awesome learning experience,” “captivating, thought-provoking,” “amazing,” and “incredibly engaging.” Adam travels nearly 200 days a year presenting training classes and conference
sessions across the country. 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 - November 11, 2019
TIME: 2:00 PM to 2:50 PM
LOCATION: Race Point Room

TITLE: “Meet the Squiggles” or “FCC Radio Frequency Transmitter Coverage Analysis

PRESENTER: James Kowalik, Comm Supervisor II – NH Dept. of Safety/Division of Emergency Services and Communications

PRESENTER: Atlantic Chapter APCO Local Frequency Advisors – States of NH, CT, NY, MA, ME and VT.

DESCRIPTION:
This presentation will enable attendees to better understand how APCO Local Frequency Advisors review and recommend VHF, UHF, 700, and 800 MHz transmitter power output levels (ERP) designed to prevent interference between new and existing public safety radio frequency license holders. The presentation will feature real world examples of the analysis methods used to create and map transmitter coverage “squiggles” which must meet FCC power output level limits and interference overlap guidelines.

This information is useful for attendees who may be involved with submittals of FCC Form 601 Requests for Radio Frequency Authorizations for their respective organizations.

BIOGRAPHY OF PRESENTER
Mr. Kowalik is a 30+ year employee of the NH Department of Safety. His current position is Communications Supervisor II in the Division of Emergency Services and Communications where he provides technical assistance to the DOS statewide radio and microwave system infrastructure maintenance unit. He began his electronics career serving as a Radio Communications Specialist in the US Air Force, Washington, DC. He has served as the New Hampshire APCO Local Frequency advisor since 2000 and received the APCO Senior Member Award in 2014.
DATE: Monday – November 11, 2019
TIME: 2:00 PM to 2:50 PM
LOCATION: Ballroom 1

TITLE: The Dos and Don’ts of Recording Performance

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

DESCRIPTION: Many Managers, CTO’s, and Quality Assurance Reviewers have trouble with noting performance. However, recording an employee’s performance is extremely important documentation when justifying actions taken towards that employee. Whether the performance being described is for a veteran or a new-hire, managers, CTOs, and QA reviewers must be aware of the pitfalls of being too nice, or too harsh. In this session we will review the dos and don’ts of recording performance, what kind of documentation to keep, and how to be objective and straightforward when writing narratives to back up other documentation.

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.
**DATE:** Monday – November 11, 2019  
**TIME:** 2:00 PM to 2:50 PM  
**LOCATION:** Ballroom 2

**TITLE:** So, You Want To Work For Me?

**PRESENTER:** Jonathan Goldman, Chief, Lakes Region Mutual Fire Aid

**DESCRIPTION:**
This presentation will discuss the cost factors involved in continuously filling employee vacancies, and how those factors affect your agency. We will discuss our current industry hiring and retention policies, and how to create a culture of Pride and Ownership within the organization. The presentation is built on Chief Rick Lasky’s Pride and Ownership theory, and the idea that “Retention is better than recruiting. It is much more cost effective to retain our current staffing, promote from within, and keep our centers moving forward then it is to constantly recruit, hire, train, and risk choosing the wrong candidate just to start over again.”

**BIOGRAPHY OF PRESENTER:**
Chief Jon Goldman is the Chief Coordinator at Lakes Region Mutual Fire Aid, based in Laconia NH. LRMFA provides Fire/EMS, and All Hazards Emergency Dispatching for a 1,800 square mile area across 5 counties and one of the most heavily recreated areas of the state. Jon has served several organizations in his career as a Dispatcher, Communications Trainer, IT Manager, Director, and now Chief. Chief Goldman has always strived to make this organizations leaders in the industry. He has deployed the first, and only APCO Project 33 Training Program in NH, was the first Registered Public Safety Leader in NH, one of the first credentialed Communications Unit Leaders in NH, and continues to develop his staff, and team to make them better at what they do. LRMFA embraces the Pride and Ownership mentality creating a culture to embrace change, develop staff, and give each staff member “a seat at the table,” to build upon their pride in their organization.

**DATE:** Monday – November 11, 2019  
**TIME:** 3:00 PM to 3:50 PM  
**LOCATION:** Race Point Room

**TITLE:** Motivational Interviewing for the Dispatch Supervisor: Communicating Successfully and Seeing the Changes You Want to See

**PRESENTER:** Stephen James Johnson, Dispatch Supervisor, Stratford (CT) Public Safety Communications

**DESCRIPTION:**
One of the most challenging aspects of supervising personnel is an employee’s strong resistance to change. How do we help the employee who says, “That’s the way we’ve always done it,” understand the urgency of professional growth and policy compliance. Motivational
Interviewing is a therapeutic method that helps an individual move away from the uncertainty, resolves ambivalence, empowers them to find the internal motivation to make positive changes, and guides the individual to accomplish agreed upon goals. Come learn how MI can apply to your communications center!

**BIOGRAPHY OF PRESENTER:**
Stephen James Johnson is a public safety professional with experience in public safety communications, emergency services chaplaincy, emergency medical services, community corrections, and private security. Stephen currently serves as the Public Safety Dispatch Supervisor for the Town of Stratford, Connecticut, where he is responsible for training, quality assurance and improvement, finance and purchasing, and shift supervision. He is also an Emergency Medical Services Instructor and Emergency Medical Technician with Echo Hose Ambulance Corps. in Shelton, Connecticut, where he serves at the rank of Lieutenant. Stephen is an ordained pastor, is the Pastor of Public Safety Chaplaincy at Black Rock Church in Fairfield, Connecticut, and serves several police, fire and EMS agencies as chaplain. He is thoroughly trained in critical incident stress management, peer support, and crisis intervention, consults churches and agencies in the development of chaplaincy programs, and is a sought after speaker. Stephen earned his Bachelor of Arts in Psychology and his Bachelor of Science in Criminal Justice from the University of New Haven and his Master of Arts in Theological Studies from Liberty University School of Divinity. He resides with his wife and step-daughter in Fairfield, Connecticut.

**DATE:** Monday – November 11, 2019  
**TIME:** 3:00 PM to 3:50 PM  
**LOCATION:** Ballroom 1

**TITLE:** OnStar Emergency Services Update  
**PRESENTER:** Sherry LeVeque, Emergency Services Outreach, OnStar

**DESCRIPTION:**  
OnStar’s Emergency Services are best known for their role as a vital link between motorists and 9-1-1 centers during emergencies such as Automatic Crash Response and vehicle location assistance technologies. But are you up to date on their latest technologies and innovations to help public safety?  

Did you know?  
- On Star Emergency Advisors are EMD trained?  
- Advanced Crash Data technologies may be able to predict the probability of severe injuries in a crash which may impact dispatch and transport decisions?  
- Many stolen newer model GM vehicles can have the engine remotely disabled and/or slowed down to help reduce pursuits, increase safety and apprehend suspects?
This presentation will provide an overview and update of OnStar’s Emergency Services including how OnStar works, Automatic Crash Response data and Injury Severity Prediction technology, OnStar’s EMD protocol, Stolen Vehicle Assistance Services and emerging OnStar technologies launching later this year.

BIOGRAPHY OF PRESENTER:
Sherry LeVeque is the Emergency Services Outreach Lead at OnStar and focuses on ensuring a positive and efficient interface between OnStar customers, advisors and members of the emergency services community in the U.S. Prior to this role, Sherry spent four years designing OnStar’s Emergency and Stolen Vehicle Assistance Curriculum and supporting the implementation of EMD. Before joining OnStar/GM in 2007, she was a Communications Supervisor at a primary PSAP for eleven years. She holds degrees in Law Enforcement, Human Resources and a Master’s degree in Training and Development and has been an APCO member since 1996 and PST1 Instructor since 1999.

DATE: Monday – November 11, 2019
TIME: 3:00 PM to 3:50 PM
LOCATION: Ballroom 2
TITLE: What’s up Doc; Social Media Deploysments in the PSAP
PRESENTER: Amanda Matlock, Director of Marketing and Social Media, Pyramid Consulting
DESCRIPTION: This session is about the utilization of social media in the PSAP. There are two approaches for social media deployment in the PSAP; Outgoing and Incoming. This session will focus, at a high level, on the outgoing use of social media channels by the PSAP. The PSAP is going through changes at a rate that has never been seen before in modern times. Most of the changes have focused around technologies and human resources. The concept of a PSAP utilizing social media channels to support the ongoing operations of the organization is a subject that has had very little published materials. Outgoing or promotional subject matter deployed through the various social media channels can be a tool for the PSAP to communicate to the public. Standard Operating Procedures (SOP’s) will need to be amended to include the deployment of social media as a communication tool for the PSAP. This session will provide real-world examples of various social media deployments for PSAP’s as well as other types of public safety agencies. The examples will include common protocols used for social media channels and content development. The second approach to social media deployment in the PSAP is much more complex, since it involves utilizing social media information as part of the information gathering for emergency situations. This subject will be addressed in a completely separate session, since there are SOP and filtering issues that need to be included as part of the utilization of the material.

Three take-a-ways include; 1. Different types of social media channels, 2. Deployment strategies for PSAP’s, and 3. Examples of social media deployments in PSAP’s.
BIOGRAPHY OF PRESENTER:
Amanda Matlock is an award-winning journalist with nearly 50 writing, design, and photography awards from the Hoosier State Press Association, including Best News Coverage Under Deadline Pressure, Best Ongoing New Coverage, Best Business/Economic Coverage, Best Headline Writing, and (division one) Story of the Year winner for years running. She studied creative writing and history at Indiana University, Purdue University, Indianapolis (IUPUI), and is now the Director of Marketing and Social Media for Pyramid Architecture, Engineering, and Consulting. When not working, Amanda can normally be found trying to save an old building, lost in a used book store, or wandering the halls of an art museum.

DATE: Tuesday – November 12, 2019
TIME: 9:00 AM to 9:50 AM
LOCATION: Race Point Room

TITLE: Where’s My Safety Net

PRESENTER: Judy Duff, Chief, Professional Standards & Development, Office of Unified Communications (OUC), Washington, DC.

PRESENTER: Treshala Rose, Quality Assurance Coordinator, Southwest Regional Communications Center (SWRCC)

DESCRIPTION:
Many 9-1-1 employees have experienced a form of depression and/or PTSD. One missing element for most is the preparation of having a safety net to prevent us from falling so low that we cannot pick ourselves up. We will provide reasons for the need to prepare ahead of time, show how if you suffer from either one you are not alone and provide resources available.

BIOGRAPHY OF PRESENTER:
Judy Duff is the Chief of Professional Standards & Development for the Office of Unified Communications in Washington, DC and serves as Recording Secretary for APCO’s Mid-Eastern Chapter. Judy has more than 30 years of experience in 4 states and 8 communications centers in police, fire and EMS disciplines. She has moved through various positions before landing in DC – call taking, dispatching, shift supervisor, training supervisor and even interim IT Manager. Her unique experience across the US in various sized centers has given her passion for training and developing employees to be the best they can be.

During her short tenure in DC she has revamped and expanded the agency’s training and quality assurance programs and developed a police and fire service call taking guideline to be used with the King CO (Seattle Washington) Medical Criteria Based Guideline (CBD) that has reduced the operational costs of using a 3rd party system by 90% as well as reducing the time of the call to queue by 20 seconds. As part of her campaign to increase training opportunities for every 9-1-1 professional, she has made training classes available, but more importantly, free to
anyone who can get to DC. Advertisement alert: Check out what is available on the Office of Unified Communications’ Event Brite page.

**BIOGRAPHY OF PRESENTER:**
In 2008, Treshala Rose began her tenure in Public Safety Communications in Smith County, TX. Treshala quickly rose through the ranks and promoted to CTO and Shift Lead. She currently serves as the first Quality Assurance Coordinator for 9-1-1 Southwest Regional Communications Center in Desoto, TX. SWRCC provides emergency and non-emergency communication services to the residents and Police, Fire, and Medical Emergency Field Responders for the cities of Cedar Hill, Desoto and Duncanville (pop 145,000). Through consistency, openness, and transparency, she was able to create a solid QA/QI program that the center staff trusts and believes in! She created a Quality Assurance Reward Recognition program that has the sole purpose of acknowledging and celebrating the exceptional dispatchers within the organization. Treshala assists with the growth, development, and expansion of the SWRCC Training Department. Throughout her career, Treshala has been consistently known for being a positive pillar within the organization, consistently looking for ways to unify, mentor, improve, and grow the team. She also completed NENA’s Center Manager Certification Program (CMCP).

Treshala is also the Founder of L.E.A.D. (Leaders Emerging Amongst Dispatchers). L.E.A.D. is an organization that recognized LEADERSHIP as the cornerstone uniting a 9-1-1 PSAP! L.E.A.D. equips members with resources and guidance to root LEADERSHIP into your Public Safety Organization by identifying, inspiring and empowering emerging leaders to ignite their work environments while creating a culture that will promote cohesiveness, devotion and longevity! #TakeTheL.E.A.D.

**DATE:** Tuesday – November 12, 2019  
**TIME:** 9:00 AM to 9:50 AM  
**LOCATION:** Ballroom 1

**TITLE:** “Losing Laura”

**PRESENTER:** Peter DeMarco, Husband and Boston Globe Reporter

**PRESENTER:** Blake T. Haskell, President/CEO, J.D. Hunter, Inc.

**DESCRIPTION:**
In the fall of 2018 the Boston Globe Magazine published an incredibly long and powerful account I wrote about my own wife Laura’s death, in which our entire emergency response and emergency healthcare systems failed. The story, “Losing Laura,” was the most read story the Globe published last year, and was shared through national outlets, including NBC Nightly News. Laura was locked outside a Somerville, MA. emergency room while suffering an asthma attack. In the story, I recount Laura’s tragedy minute by minute, based on extensive investigation, including her trail of 9-1-1 calls. She was just 34. Laura’s story is important to share because her death could have been avoided were it not for miscommunication, failures in
9-1-1 technology, and lack of safety protocols. In the Globe story, and in other advocacy work I’ve undertaken, I’ve tried to point out these mistakes not to cast blame, but to help save others’ lives. It’s the only light I can see in the aftermath of her death.

This presentation will be a personal one. I will simply tell her story, campfire style, from beginning to end. The presentation will largely focus on the personal tale I will tell, as both Laura’s husband and an investigative reporter, in learning about what went wrong, and steps others can take to avoid similar mistakes.

There are numerous take-aways from Laura’s story, but based upon other talks I’ve given, the lasting impact of Laura’s story might be that it will simply remind 9-1-1 professionals to never let their guard down. That no matter how many false or unimportant calls they receive in a shift, or how tired they are, or distracted they are, they should remember that every call they receive is potentially a life-or-death emergency, and that their decisions always matter. This message, I’ve been told by several 9-1-1 professionals, is so important to emphasize.

BIOGRAPHY OF PRESENTER:
In 2016 my wife Laura tragically died outside a locked emergency-room door while having an asthma attack. It’s my mission now to educate about the dangers of asthma and advocate for changes to our emergency response and health care systems so that no one dies as she did. Millions have read about Laura through stories I’ve shared in the New York Times and the Boston Globe. As I grieve her loss, I continue to write and further share Laura’s story. In Laura’s honor I have established the Lift4Laura Foundation, which in 2019 will begin funding personal gym training sessions for underprivileged and abused women so that they can feel empowered both physically and emotionally in their lives. Laura was a weightlifter and fitness buff, and would have loved this cause.

My writing career began at small weekly and daily newspapers in the Boston area. In 2000 I graduated from the Columbia Graduate School of Journalism and joined the staff of the New York Daily News, Express edition, where I contributed to coverage of the September 11 attacks. I’ve written extensively for The Boston Globe over the past 18 years, contributing to coverage of the Catholic Archdiocese of Boston’s sexual abuse scandal, the 2004 Boston Red Sox “curse-breaking” World Series, and the 2013 Boston Marathon bombing. For nine years I authored “Who Taught You to Drive?”, a regular column about the insanity of driving in Boston.

Laura Beth Levis and I met at the Boston Globe, where she began her journalism career, and married in 2014. I still reside in our apartment in Somerville, MA with our cat, Cola.
DATE: Tuesday – November 12, 2019
TIME: 9:00 AM to 9:50 AM
LOCATION: Ballroom 2

TITLE: Emergency Communications: Facilitating Interoperability at the National and State Level

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

PRESENTERS: Melissa Nazzaro, Massachusetts Statewide Interoperability Coordinator

DESCRIPTION: Briefing will be a joint presentation from DHS Emergency Communications Division and Massachusetts Statewide Interoperability Coordinator focusing on nationwide initiatives and how they are made actionable by states. A national perspective will include discussion on the release 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). The state perspective will discuss current activities as it relates to Communications Unit (COMU) governance and training opportunities, development of a training catalog for Massachusetts stakeholders, and strategic planning focusing on achievable goals over the next three years.

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.

**BIOGRAPHY OF PRESENTER:**
Melissa Nazzaro was hired as the Statewide Interoperable Coordinator (SWIC) for the Commonwealth of Massachusetts in 2017. In this position, she works alongside members of the Commonwealth’s Interoperable Communications Bureau on specialized projects like Public Safety Broadband and the Statewide Radio System enhancement and expansion. Her public safety communications career began in 2000, when she accepted a position as a civilian 9-1-1 calltaker/dispatcher in Northampton, MA, eventually working her way to become PSAP Director in Springfield, MA, the third largest City in the Commonwealth. Melissa holds a Master’s in Public Policy and Administration from UMASS Amherst. She currently resides in rural Western Massachusetts with her husband and two spirited sons.

**DATE:** Tuesday – November 12, 2019  
**TIME:** 10:00 AM to 10:50 AM  
**LOCATION:** Race Point Room  
**TITLE:** Overcoming Challenging Trainees  
**PRESENTERS:** Elizabeth Belmonte, Training Supervisor, Cambridge Emergency Communications  
**PRESENTERS:** Holly Bernier, Dispatcher and Certified Training Officer, Cambridge Emergency Communications  
**DESCRIPTION:** The objective of this class will be to address different challenges that a trainer may have to overcome when dealing with trainees who propose challenges and what the trainer can do to overcome those challenges. Topics that will be discussed include learning styles, generational workforce, employees being fully engaged, and trainees taking responsibility for their performance. We will discuss the importance of objectives and goals not only being set by trainers, but also by the trainees. Finally, the importance of a remedial program and the steps necessary before making the decision that a new dispatcher will not make it through.

**BIOGRAPHY OF PRESENTER:** Elizabeth Belmonte started her education in Communications and Spanish Education at Emerson College. Fifteen 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”. She was promoted to the role of Training Supervisor in May of 2017. She holds a Bachelor’s Degree in Human Resource Management from Columbia Southern University and is certified as a Mediator. She is also a graduate of the 2017 CCM class.
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.

**BIOGRAPHY OF PRESENTER:**
Holly Bernier has worked for the City of Cambridge for 18 years. For the past 7 years she has worked as an Emergency Communications Dispatcher in the Cambridge Emergency Communications Department. Before making the transition to the Emergency Communications Center, Holly worked for the Cambridge Police Department as the Director of Outreach and Community Programming. She developed various programs and outreach initiatives to further enhance relationships between the Community and the Police Department. Holly holds a Bachelor of Science Degree with a focus on Criminal Justice and Sociology from Suffolk University. She is a Certified Training Officer for both Call-taking and Police Dispatch with a 100% success rate. She is currently training to become a Fire Alarm Operator and working to complete a Professional Certificate Program on the “Science of Happiness in the Workplace” from Berkley University, CA.

Holly is also a member of the Cambridge Citizens Civic Unity Committee where she works to raise awareness of historic, existing and potential civic issues and by providing opportunities for honest dialogue and community engagement. She is passionate about improving employee engagement and in boosting happiness and resilience to stress in the communications center.

**DATE:** Tuesday – November 12, 2019  
**TIME:** 10:00 AM to 10:50 AM  
**LOCATION:** Ballroom 1  
**TITLE:** Caller Management in Crisis Calls: Communication Strategies for Gaining the Cooperation of Emotional 9-1-1 Callers  
**PRESENTER:** Matthew C. Barstow, Director of Telecommunications, Massachusetts State Police  
**PRESENTER:** Dr. Heidi K. Feldman, PhD, EMD, Associate Professor, Department of Communication Studies, Northeastern University, Boston  

**DESCRIPTION:**
What happens when callers are so emotionally overwhelmed by their situation that dispatchers are unable to gain control of the call? Many time dispatchers are concerned that the emotional, crying caller is a flight risk and will disengage the call before they can get the information needed to send help. While training promotes methods such as repetitive persistence to regain an emotional caller’s attention and help them answer questions, these methods do not always work to sustain a caller’s attention for the duration of the call. Based on our examination of actual 9-1-1 calls, we found that when repetitive persistence does not work, dispatchers figure
out methods such as redesigning questions as a technique to regain a caller’s attention and have them focus on patient care. In this session we walk you through how we discover such methods, explain how and why redesigning questions works, and have you listen to calls where dispatchers succeed in transforming the distraught person into a cooperative agent for the duration of the call.

**BIOGRAPHY OF PRESENDER:**
Matthew C. Barstow is a 25 year civilian employee with the Massachusetts State Police and serves as the Director of Telecommunications, which encompasses management oversight of nine State Police PSAPs and the statewide public safety 700/800 MHz P2 trunked radio system. Previously for the agency, he served as the Director of Dispatch Services and started as a 9-1-1 call-taker/dispatcher/COT/EMD-Q/line supervisor. Matt also served as a part-time police officer as a patrol sergeant, field training officer, and an Academy radar/lidar instructor. Matt is an ENP, a CMCP graduate, and APCO CPE, a member of the NENA PSAP Operations 9-1-1 Call Processing Standards workgroup, and holds a B.A. in psychology from the University of Massachusetts (Amherst, MA) and an M.S. in forensic psychology from American International College (Springfield, MA).

**BIOGRAPHY OF PRESENDER:**
Dr. Heidi K. Feldman, PhD, EMD, is an Associate Professor in the Department of Communication Studies at Northeastern University, Boston. She teaches courses on conflict and negotiation, crisis communication and image management, and analyzing conversations in everyday life. As a researcher of language and social interaction she uses a scientific method called conversation analysis, which relies on actual recorded conversations between people in real settings such as 9-1-1 emergency calls. By using conversation analysis Dr. Feldman offers a systematic account of the various methods people use to produce actions, get activities started, and shows how people make sense of unfolding situations. Her research spans across various call centers from customer service, 9-1-1 emergency call centers in the U.S. and 999 call centers in the U.K., and her most recent publication focuses on overcoming suicidal persons’ resistance in police crisis and 9-1-1 emergency call negotiations.

Dr. Feldman consults with Dispatch Supervisors and Quality Control managers to help improve efficiency in the call centers. By providing an analysis of problematic calls, or call types that pose the greatest challenge for dispatchers, Dr. Feldman has provided findings that lead to policy change, changes in call handling procedures, and can offer additional insight for training.
DATE: Tuesday – November 12, 2019  
TIME: 10:00 AM to 10:50 AM  
LOCATION: Ballroom 2  

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

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

DESCRIPTION: The ASAP program has expanded to more than fifty-five ECCs in fifteen 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 ECCs.  

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 47 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, inducted into the NIEM Hall of Fame, and awarded the TMA’s inaugural Public Sector Award in 2015. Bill is recognized as a Subject-Matter-Expert on the ASAP project.  

DATE: Tuesday – November 12, 2019  
TIME: 2:00 PM to 2:50 PM  
LOCATION: Race Point Room  

TITLE: Initiatives for LMR LTE Interworking  

PRESENTER: Jack Kelly, Vice President Sales and Marketing, Catalyst Communications Technologies  

DESCRIPTION: The availability of a nationwide broadband LTE network is rapidly becoming a reality. As Public Safety and other Critical Communications agencies increasingly make use of priority access to faster data rates, better coverage, and more robust facilities, the option to use LTE for PTT voice becomes compelling. But the adoption of PTT over LTE cannot occur over night; there
must be a migration, one agency at a time, and some agencies will continue to primarily rely on LMR long term and hence require interoperability with LTE long term. While many agencies have experimented with non-standard PTT over LTE applications, the industry requires a standard approach for Mission Critical PTT and a standard to seamlessly connect LTE and LMR subscriber units.

The Department of Homeland Security Science and Technology Directorate has funded a research and development project won in competitive bidding by Catalyst Communications Technologies to solve the technical challenges to standards-based LRM – LTE Interworking. Catalyst completed Phase I of this project in November 2018 and this presentation provides the results of these studies. Catalyst is actively developing Phase II – the development and prototype state – and this presentation will update attendees of the status of this project.

**BIOGRAPHY OF PRESENTER:**
Jack is Vice-President of Sales and Marketing and a Director of Catalyst Communications Technologies, a leading supplier of Radio over IP Dispatch, Interoperability and Incident Command solutions to the first responder community. Jack has more than 2 years’ experience in mission critical communications and, prior to Catalyst, led worldwide sales and marketing teams for several communications technology companies. Jack has a degree from Boston University, a law degree from New England Law, and has authored several articles for public safety and industry periodicals.

**DATE:** Tuesday – November 12, 2019  
**TIME:** 2:00 PM to 2:50 PM  
**LOCATION:** Ballroom 1

**TITLE:** Essentials of Effective 9-1-1 Training Program

**PRESENTERS:** Cheryl Greathouse, Executive Director, Excel 9-1-1, Inc.

**DESCRIPTION:**  
This engaging session is designed to present how to effectively plan, develop, manage, and implement an agency-level training program. In order for training to be effective, training administrators must not only employ sound strategies for training design, but the training program must be carefully planned and strategically implemented to ensure trainees receive standardized training which is properly documented and the training records must be properly managed. This session will provide tips and strategies for new and veteran training administrators to ensure they are providing effective 9-1-1 training programs.

Learning Objectives:  
- Discuss the core elements necessary for any effective training program.  
- Describe the A.D.D.I.E. concept and the key components in developing a training program which enhances one’s critical thinking skills.
- Discuss how to design, develop, and properly document curriculum and training materials and the policy implications of agency-level training programs.
- Describe how to effectively manage a training program to ensure effectiveness, accuracy, validity, and defensibility.

**BIOGRAPHY OF PRESENTER:**
Cheryl Greathouse currently serves as the Executive Director of Excel 9-1-1, Inc. which is a training and professional services company and as the Division Director for the Instructional Services Division of the Georgia Public Safety Training Center. She has over 36 years in public safety including service as a communications officer, jail officer, law enforcement officer, and POST certified instructor. She holds a P.O.S.T. Master Instructor Certification, a Bachelor’s Degree in Business Administration and a Master’s Degree in Public Administration.

Cheryl started her career with the Georgia Public Safety Training Center (GPSTC) in 1990 as the communications program instructor in the General Instruction Division. During her career at GPSTC, Cheryl served as the primary instructor and course coordinator for the mandatory certification training course for telecommunicators in Georgia for 15 years. She served on the P.O.S.T. Communications certification Committee responsible for the development of the certification curriculum that she later delivered and coordinated. In 1999, she was promoted to a training manager over the communications program, and in 2003 she was promoted to the Division Director of the Instructional Services Division.

In 2003, Cheryl also started her own training and professional services company, Excel 9-1-1, with which she has provided emergency communications training across the country. She specializes in customized training courses and training program evaluation.

Cheryl is a Life Member of APCO International where she recently served as President from August 2016-August 2017. During her service to APCO, she has chaired the APCO Communications Center Standards Committee, the ADA Committee, served as a Group Leader. While on the Executive Committee, she served on the FCC’s Communications Security, Reliability and Interoperability Council’s (CSRIC) and SAFECOM.

**DATE:** Tuesday – November 12, 2019  
**TIME:** 2:00 PM to 2:50 PM  
**LOCATION:** Ballroom 2  
**TITLE:** Take The L.E.A.D! – Cultivating a Leader-Rich Culture!  
**PRESENTER:** Treshala Rose, Quality Assurance Coordinator, Southwest Regional Communications Center (TX)
DESCRIPTION:
Leadership is the essential and foundational quality that allows a PSAP to thrive and strive! Take The L.E.A.D.! – Cultivating a Leader-Rich Culture will cover:

- How, on all levels and in all roles, LEADERSHIP is the proverbial pillar on which a PSAP sustains and excels!
- The importance of identifying, nurturing, and supporting EMERGING and EXISTING leaders within your PSAP!
- Practical guidelines on how to take strides towards having a Leader-Rich Culture and have your center overrun with LEaders EMerging AMongst DIspatchers!

BIOGRAPHY OF PRESENTER:
In 2008, Treshala Rose began her tenure in Public Safety Communications in Smith County, TX. Treshala quickly rose through the ranks and promoted to CTO and Shift Lead. She currently serves as the first Quality Assurance Coordinator for 9-1-1 Southwest Regional Communications Center in Desoto, TX. SWRCC provides emergency and non-emergency communications services to the residents and Police, Fire, and Medical Emergency Field Responders for the cities of Cedar Hill, Desoto and Duncanville (pop 145,000). Through consistency, openness, and transparency, she was able to create a solid QA/QI program that the center staff trusts and believes in! She created a Quality Assurance Reward Recognition program that has the sole purpose of acknowledging and celebrating the exceptional dispatchers within the organization. Treshala assists with the growth, development, and expansion of the SWRCC Training Department. Throughout her career, Treshala has been consistently known for being a positive pillar within the organization, consistently looking for ways to unify, mentor, improve, and grow the team. She also completed NENA’s Center Manager Certification Program (CMCP).

Treshala is also the Founder of L.E.A.D. (Leaders Emerging Amongst Dispatchers). L.E.A.D. is an organization that recognized LEADERSHIP as the cornerstone uniting a 9-1-1 PSAP! L.E.A.D. equips members with resources and guidance to root LEADERSHIP into your Public Safety Organization by identifying, inspiring and empowering emerging leaders to ignite their work environments while creating a culture that will promote cohesiveness, devotion and longevity! #TakeTheL.E.A.D.

DATE: Tuesday – November 12, 2019
TIME: 3:00 PM to 3:50 PM
LOCATION: Race Point Room

TITLE: The Art of Communication: Giving and Receiving Feedback

PRESENTER: Dru Clark, Quality Assurance Lead Reviewer, Fairfax County Department of Public Safety Communications (VA)
DESCRIPTION:
This seminar examines how to have difficult conversations, and the importance of feedback to improve performance. This session will explore multiple methods that can be sued to provide effective feedback, as well as provide attendees hands on practice in applying the outlined methods.

BIOGRAPHY OF PRESENTER:
Dru Clarke started as a telecommunicator with Fairfax County in 2013. Today, he is a call taker, police and fire dispatcher, CTO, DCJS instructor, EMD, and lead quality assurance specialist. Dru has a passion for the people, and through his instructorships he creates impactful continuous educational seminars that inspire lasting change. He is proactive and personable, with an expertise in public speaking and workplace motivation. He creates, coordinates, and implements new ideas and trainings seamlessly into the workplace. With his keep eye for detail, he transforms missions and goals into action.

DATE: Tuesday – November 12, 2019
TIME: 3:00 PM to 3:50 PM
LOCATION: Ballroom 1

TITLE: Beyond Location: Data Driven Emergency Response

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

DESCRIPTION:
Over the past year, thousands of ECCs nationwide have begun taking advantage of more accurate caller location and additional data during 9-1-1 calls. By receiving real-time information from connected devices and medical databases, public safety agencies have the opportunity to provide data-driven, personalized emergency response. This session will share how public safety leaders across the country and approaching life-saving data sources beyond caller location. This session looks at how ECC managers, supervisors and telecommunicators can utilize data from sources such as Apple, Google, Uber, and MedicAlert to enhance emergency response. 9-1-1 professionals will leave with a clearer understanding of how to receive, train and utilize this life-saving data.

BIOGRAPHY OF PRESENTER:
Tracy serves as the Public Safety Community Engagement Manager at RapidSOS, an advanced emergency data platform. Over the last 2 years she has played a significant role in delivering new life-saving technology to PSAPs nationwide. For the past 22 years Tracy has been working in Public Safety. She began her career in 1997 as a 9-1-1 dispatcher and then became the Chief Dispatcher in Rochester, MA in 2003. Tracy also serves the Rochester community as a firefighter/paramedic on the fire department. Additionally, since 2006 she has been educating telecommunicators, EMTs and Firefighters all over the country. In 2013 Tracy joined The Public Safety Group and she enjoys traveling to teach telecommunicators things that can assist them in their duties, as well as how to take better care of themselves. She has also been recognized
nationally for her efforts to bring awareness to PTSD and the Telecommunicators, with conference training sessions, webinars and keynote presentations.

**DATE:** Tuesday – November 12, 2019  
**TIME:** 3:00 PM to 3:50 PM  
**LOCATION:** Ballroom 2

**TITLE:** How Hackers Can Disrupt Our Public Safety Response

**PRESENTERS:** Tim Lorello, President & CEO of SecuLore Solutions

**DESCRIPTION:**
In the past 24 months, SecuLore Solutions has recorded over 300 publicly reported cyber-attacks to local governments and public safety agencies, and this number continues to grow monthly. We’ve seen cyber criminals use a variety of attacks, including: Ransomware, Cryptojacking, Advanced Persistent Threats, DDoS/TDoS and others. Attend this session to learn how to address these attacks head-on by learning from past attacks and applying proven techniques that keep our systems safer and harder to compromise.

**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:** Wednesday – November 13, 2019  
**TIME:** 9:00 AM to 9:50 AM  
**LOCATION:** Race Point Room

**TITLE:** Preparing Your Backpack: Emotional Survival for the 9-1-1 Professional

**PRESENTER:** Stephen James Johnson, Public Safety Dispatch Supervisor, Stratford (CT) Public Safety Communications

**DESCRIPTION:**
The emergency telecommunications industry recognizes the profound impact of work related stress, but if we are going to thrive in our careers, we need to move beyond awareness and take active steps to prepare our emotional backpack for the journey ahead. This session reveals the factors that make us vulnerable to cumulative and critical incident stress, provides us with
tools to conquer the demands of our profession, and empowers us to experience more joy both on and off the clock.

**BIOGRAPHY OF PRESENTER:**
Stephen James Johnson is a public safety professional with experience in public safety communications, emergency services chaplaincy, emergency medical services, community corrections, and private security. Stephen currently serves as the Public Safety Dispatch Supervisor for the Town of Stratford, Connecticut, where he is responsible for training, quality assurance and improvement, finance and purchasing, and shift supervision. He is also an Emergency Medical Services Instructor and Emergency Medical Technician with Echo Hose Ambulance Corps. In Shelton, Connecticut, where he serves at the rank of Lieutenant. Stephen is an ordained pastor, is the Pastor of Public Safety Chaplaincy at Black Rock Church in Fairfield, Connecticut, and serves several police, fire and EMS agencies as chaplain. He is thoroughly trained in critical incident stress management, peer support, and crisis intervention, consults churches and agencies in the development of chaplaincy programs, and is a sought after speaker. Stephen earned his Bachelor of Arts in Psychology and his Bachelor of Science in Criminal Justice from the University of New Haven and his Master of Arts in Theological Studies from Liberty University School of Divinity. He resides with his wife and step-daughter in Fairfield, Connecticut.

**DATE:** Wednesday – November 13, 2019  
**TIME:** 9:00 AM to 9:50 AM  
**LOCATION:** Ballroom 1

**TITLE:** Calibrating Your CTO’s

**PRESENTER:** Lee Ann Delp, Adjunct Instructor APCO Institute

**DESCRIPTION:**
Can you confidently state that every trainee is given the same training opportunity at your agency? You may have noticed the CTO’s are all over the place. Their ratings on DORs are different; they are making up their own material for the trainees; and you never see anyone referencing the agency’s standardized evaluation guidelines.

Calibration of an agency’s training program is an essential component to its success. Pitfalls discussed include subjective instead of objective comments, writing meaningful comments, the different ratings given by different CTO’s, and stagnant training materials. What are some of the ancillary components you can add to your program? Encouragement to create new and interesting ways of presenting material to meet the different learning styles of each trainee will also be included.
BIOGRAPHY OF PRESENTER:
Lee Ann Delp began her public safety career in West Newbury, Massachusetts in 1998 where she still works part-time as their Emergency Management Director, and works an occasional dispatch shift. Discovering a passion for teaching and the 9-1-1 profession, she has enjoyed teaching both live and online classes as an APCO Adjunct Instructor since 2011.

Lee Ann works full time at a Regional Emergency Communications Center in Essex County. She has served on numerous boards and committees including the APCO Atlantic Chapter, The Massachusetts Communications Supervisors Association, and has represented small PSAPs and Regional PSAPs for the State 911 Department workgroups on EMD, Wireless Direct, and NG911. A Jeff Grossman Award recipient, when she is not volunteering to better our profession, working, or teaching, she loves catching up on Netflix and spending time with her family dogs and miniature horse.

DATE:       Wednesday – November 13, 2019
TIME:       9:00 AM to 9:50 AM
LOCATION:   Ballroom 2

TITLE:      Your 911 Environment; The Good, The Bad, and The Dirty

PRESENTER:  Tanya Lee, Manager, EvansCare
PRESENTER:  Megan Lewis, Public Safety Market Manager, Evans Consoles
PRESENTER:  Scott Angell, Northeast Regional Sales Manager, Evans Consoles

DESCRIPTION:
Do you have dirty consoles? This session will explore all the benefits of how a cleaner, healthier work environment contributes to the outcome of not only your 9-1-1 professionals, but how it could also impact the outcome of each call coming into your center. We will discuss acoustics, ergonomics, and the benefits of preventative maintenance in your communications center.

BIOGRAPHY OF PRESENTER:
Tanya Lee is the Manager of EvansCare, Preventative Maintenance and Console Cleaning Services. She has over 20 years working in the medical field and has been working in the 9-1-1 industry for the past six years. She is passionate about improving the overall health of mission critical environments and maintaining an optimal work environment for dispatchers. She resides in Florida with her husband Nathan and their seven children.

BIOGRAPHY OF PRESENTER:
Megan Lewis is the North American Public Safety Market Manager for Evans Consoles. She has been working in public safety for over five years, having managed and installed over 90 projects. Previous to her work with 9-1-1, Megan worked internationally in medical device sales with an opportunity to live and work in Tokyo, Japan. Megan’s global experience in project
management, logistics, and purchasing have provided a breadth of knowledge in customer management, relationship development and critical care solutions for 24/7, 365 environments.

**BIOGRAPHY OF PRESENTER:**
Scott Angell is the Northeast Regional Sales Manager for Evans Consoles. Scott has been designing and outfitting mission critical operations centers for 22 years, and has extensive knowledge of these environments beyond the console furniture including lighting, acoustics, flooring, power distribution, and ergonomics. Scott’s primary market concentrations at Evans are Emergency Communications Centers, Electrical Transmission and Distribution Operations Centers, and he does extensive work with large Defense Integrators and their Military Programs. He has designed and installed numerous Public Safety projects and notable ones include; NYC PSAC I, Essex County RECC, NYPD Marine, and NYPD Joint Operations Centers. Scott’s hallmarks are designing total environment solutions, development of statements of work, project management, and execution.

**DATE:** Wednesday – November 13, 2019  
**TIME:** 10:00 AM to 10:50 AM  
**LOCATION:** Race Point Room  
**TITLE:** FirstNet, Where we are – Where we are going!  
**PRESENTER:** Gary McCarraher, Senior Public Safety Advisor, First Responder Network Authority  
**PRESENTER:** David Cook, Senior Public Safety Advisor, First Responder Network Authority  
**DESCRIPTION:**  
FirstNet, the dedicated, nationwide public safety broadband network (PSBN) initiated by Congress in 2012, is beginning to impact every area of Public Safety Communications. The objective of the presentation is to provide the attendee with an understanding of the current state of FirstNet, then engage the audience to provide feedback on the future use and demands for FirstNet. Presenters from the FirstNet Authority, the Federal oversite body, will provide a high level view of the current capabilities of the First Responder Network Authority, its tools like no-charge satellite deployable and always-on priority access to the network for FirstNet users. Presenters from the First Responder Network Authority will also discuss the FirstNet Roadmap and interact with the audience to gain their perspective on its future direction.  

**BIOGRAPHY OF PRESENTER:**
Gary McCarraher is the Senior Public Safety Advisor for the First Responder Network Authority severing the States of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. He has 45 years of fire and rescue experience, and has worked as a firefighter/EMT, lieutenant, deputy fire chief and as fire chief in three fire departments. He has served as the Communications Committee Chair for the International Association of Fire Chief and has served
on several national communications organizations. In addition to these activities, Gary has been an Adjunct Professor at the graduate and undergraduate level.

**BIOGRAPHY OF PRESENTER:**
David Cook serves as the Senior Public Safety Advisor for the First Responder Network Authority covering the states of New Jersey, New York and Pennsylvania. Mr. Cook has 40+ years in public safety serving as an evidence technician; Fire Chief; EMT; and the Director of Public Safety/Emergency Manager for Rensselaer County, New York. He oversaw the building of and directed the County’s 9-1-1 Center and managed the installation of a trunked 800 MHz radio system. Mr. Cook has served on many Federal Communications Commission committees and is still active firefighter in his community in upstate New York.

**DATE:** Wednesday – November 13, 2019  
**TIME:** 10:00 AM to 10:50 AM  
**LOCATION:** Ballroom 1  
**TITLE:** The Impact of 9-1-1 Telecommunications on Family and Social Interactions – A Study  
**PRESENTER:** Adam Timm, President/Instructor, The Healthy Dispatcher  
**PRESENTER:** Anne Camaro, Assistant Director, City of Cambridge (MA) Emergency Communications  
**PRESENTER:** Elizabeth Belmonte, Training Supervisor, Cambridge Emergency Communications  
**PRESENTER:** D. Jeremy DeMar, Director, Springfield (MA) Emergency Communications  
**DESCRIPTION:**  
Over the last year we conducted a study on the effects of a 9-1-1 Telecommunications Career on the family and social interactions of 9-1-1 Telecommunicators. We surveyed 9-1-1 Telecommunicators’ families from coast to coast on their perceived impact of the job on their loved one’s well-being and their own. This session will discuss the findings and offer resources to help alleviate some of the impact.  

**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.
Participants praise Adam’s energetic and interactive presentation style, calling his sessions “an awesome learning experience,” “captivating, thought-provoking,” “amazing,” and “incredibly engaging.” Adam travels nearly 200 days a year presenting training classes and conference sessions across the country. 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 ready by tens of thousands.

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. Fifteen 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”. She was promoted to the role of Training Supervisor in May of 2017. She holds a Bachelor’s Degree in Human Resource Management from Columbia Southern University and is certified as a Mediator. She is also a graduate of the 2017 CCM class. 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.

BIOGRAPHY OF PRESENTER:
D. Jeremy DeMar is the Director of Springfield Emergency Communications in Springfield, Massachusetts. Prior to his service in Springfield, he worked for the Monroe County 9-1-1 Center in Rochester, N.Y. for fifteen years, holding the titles of Police Dispatcher, Dispatcher II, and Shift Supervisor. He serves on the Board of Directors of the NG9-1-1 Institute, is a Public Safety At-Large member of DHS/SAFECOM, a member of the DHS First Responders Resource
Group, and is a Regional VP of the Massachusetts Communications Supervisors Association. DeMar was a contributing member of APCO’s Project 43 Committee and has facilitated several RPL classes since earning his RPL certification in 2012. Most recently, he was appointed Vice Chair of the CISD Writing Group for APCO and is an active participant on APCO’s ATPC and Cybersecurity committees. His undergraduate studies include an Associate Degree in Fire Science from Monroe Community College (Rochester, N.Y.), a bachelor’s degree in Emergency Management from Empire State College (Saratoga Springs, N.Y.), and a master’s degree in Homeland Security from the Naval Postgraduate School (Monterey, CA). This thesis, “Next Generation 9-1-1: Policy Implications of Incident Related Imagery (IRI) on the PSAP” is available for download from the Homeland Security Digital Library.

DATE: Wednesday – November 13, 2019
TIME: 10:00 AM to 10:50 AM
LOCATION: Ballroom 2

TITLE: Drink the Kool-Aid: Embracing the ICS in the Planning Process

PRESENTER: Michael Griffin, Emergency Telecommunications Dispatcher, Cambridge Emergency Communications Department

DESCRIPTION:
We have all taken the basic Incident Command classes and learned about common terminology, the “Planning P”, Operations Section Chiefs, and task forces. But how can we take this to the next level and really make use of it in our regular operations? We will discuss the basics and benefits including how to organize yourself, educate yourself, encourage stakeholder buy-in, and create a framework to continue building your team while looking at how the system is used in the real world.

BIOGRAPHY OF PRESENTER:
Michael Griffin has been a dispatcher since 2011 starting with the Salem (MA) Police Department and moving to the Cambridge Emergency Communications Department in 2019. Michael worked with the Northeast Massachusetts Law Enforcement Council’s Incident Management Team in the Communications Unit and Planning Section while with the Salem Police. Michael has completed a number of position specific Incident Command System classes including Communications Unit Leader, Planning Section Chief, and the All Hazards Incident Management Team training. He has been involved in planning and responding to numerous emergency and pre-planned events including the Boston Marathon Bombing, Salem’s annual Haunted Happenings celebration, the Merrimac Valley Gas Explosions, parades, road races, airshows, golf tournaments, and tactical law enforcement responses. Michael truly believes that when you “drink the Kool-Aid” and embrace the principals of the Incident Command System your organization can handle any event that comes up efficiently, safely, and with the ability to scale.

(Updated 11/8/2019)