



# PA APCO 2010 Spring Conference Program Timeline

## *Sunday, May 16, 2010*

1930	<b>Welcome Reception</b>	Robert Fulton
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## *Monday, May 17, 2010*

0730- 0900	<b>Continental Breakfast</b>	Atrium Stage
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### **Dispatcher/Supervisor Training**

0900-1100	<b>TERT and TERT Awareness Class – John Haynes</b> - This class satisfies one of the criteria for TERT team members. The class provides basic information so the TERT member understands their roles and responsibilities during a deployment. The second part of this session will discuss the TERT package which is the resources provided to the TERT by the requesting agency. The focus of this session will be training incoming telecommunicators to effectively operate on your system. Attendees will receive a TERT certificate.	Statesman A
1100-1150	<b>Field Communications for Dispatchers – David Holl &amp; David Wiker</b> – This class is in conjunction with the TERT class. Communications is the key element in the successful command and control of field level events managed through the incident command system. This presentation highlights the South Central Task Force Mobile Command Vehicle Working Group and the ongoing cooperative development of mobile field communications in the SCTF Region. Strategic planning for field communications at incidents, along with EOC and Communications Center interfaces, will be discussed.	Statesman A
1200–1300	<b>Lunch – on your own</b>	
1300-1700	<b>Active Shooter Incidents – Lessons learned for Communications Centers - Steve Gerrity</b> – A case study review of active shooter incidents and an examination of lessons learned for Communications Centers handling small or large scale tactical incidents.	Statesman A

### **Commercial Presentations - Management/Technical Sessions**

0900-1000	Harris Corporation	Statesman B
1000-1100	TransCore	Statesman C/D
1100-1200	PSSI	Statesman B
1200-1300	<b>Lunch</b>	Statesman C/D
1300-1400	Motorola	Statesman B
1400-1500	Able Zebra	Statesman C/D
1500-1600	Alcatel-Lucent	Statesman B
1600-1700	KOVA Corporation	Statesman C/D

1400	PUC 911 Task Force Meeting	
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1700 –2000	<b>Public Safety Awards and Hospitality - Exhibits Open – Reception with Food and Drink – Public Safety Awards at 6 pm Sponsored by – Alcatel-Lucent</b>	Palm Court Atrium
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**Tuesday, May 18, 2010**

0830-1000	<p><b>Exhibits Open - Continental Breakfast –</b>  <b>Sponsored by - Motorola</b></p>	Palm Court Atrium
	<p><b>Educational Sessions- Dispatch/Supervisor – Technical-Management</b></p>	
	<p><b>Incident/Tactical Dispatch Teams – Steve Gerrity</b> – An overview of the concept where agencies across the US are benefiting from sending specially trained dispatchers to the field command post to coordinate and support command staff during large fires, mass casualty incidents or tactical incidents.</p>	Statesmen A
0900-0950	<p><b>2013 Is Coming – Are You Ready for Narrowbanding?</b> Alan S. Tilles, Esq. – The FCC’s mandatory VHF and UHF Part 90 narrowbanding program will require major equipment changes for many area licensees. Unfortunately, there are many aspects of narrowbanding which has confused licensees. At this session, you will get straight information from one of the industry’s most renowned attorneys who has participated in every stage of the FCC’s rebanding proceeding.</p>	Statesmen B
	<p><b>9-1-1 Center Training and Quality Assurance Site Visits - Doug Moyer, PEMA</b> – This session will describe various ways that PSAP’s conduct training and quality assurance reviews. It will provide examples of good and not so good programs and what improvements can and need to be made. The emphasis will be on that PEMA is here to assist PSAP’s with this aspect.</p>	Statesmen C/D
	<p><b>Autism Awareness for 9-1-1 - Leslie J Mars, EMT</b> – Autism is an invisible disability, one that is not always immediately recognized. It is a disorder with three defining features, 1. social interaction problems, 2. verbal and nonverbal communication impairment, 3. repetitive behavioral problems. This program addresses the increasing need for public awareness about autism.</p>	Statesmen A
1000 –1050	<p><b>Legislation 101 – Mike McGrady</b> – This session will explain the legislative process and update the membership on all of the current Pennsylvania and National legislation that can and will affect their PSAP’s or businesses. It will give tips on how to contact their legislators in regard to pending legislation. Sample documents will be available as handouts for future use in contacting legislators.</p>	Statesmen B
	<p><b>The Power of Video in the Public Safety Market – Dennis Ward</b> – This session will discuss the many powerful applications of video in the 9-1-1 community, and talk about the ways public safety entities across the country are incorporating it into their culture.</p>	Statesmen C/D
1100-1150	<p><b>The Good, The Bad, and The Ugly - Lt. Graham</b> - This session seeks to inform the dispatcher on the good things dispatchers do, as well as some of the errors that occur in the dispatch center. It also defines some of the so-called “ugly” incidents, which could possibly lead to injuries, or loss of life of others. Ugly things are defined as mistakes that should never be made. Learning material for this session will include 911 tapes, videos, memos and articles.</p>	Statesmen A
	<p><b>Beyond Text Messaging – Incorporating Non-Traditional Data Sources and Methods into 9-1-1 Operations - Lisa Henderson-Welsh</b> - PlantCML/EADS – This session focuses on the understanding the uses and limitations of non-traditional multimedia data in the public safety context. While text messaging continues to receive disproportionate media attention, it is really just the tip of the iceberg in terms of the NG9-1-1 world.</p>	Statesmen B

	<b>Narrowbanding Made Simple – Brad Perkins &amp; Tim Hennemann</b> - The other presentations have already told you why you need to narrowband. Now, let us show you how to take it to the next level and narrowband in a cost-effective and time-efficient manner while utilizing real world case studies as examples.	Statesmen C/D
1200 –1315	<b>Luncheon - Terrace restaurant</b> <b>Sponsored by – MWF Enterprises, Inc.</b>	Terrace Restaurant
1330-1420	<b>Supersession – Domestic Violence</b> – Rosann Reeder – What do you do when faced with a domestic violence call? These types of calls are difficult to handle by phone, gathering all the information necessary to keep the responding units safe in a highly charged situation. This session will provide insight into the domestic violence environment, how to react to this type of call and keep responding units informed.	Statesmen A
	<b>Open Records</b> – What are they and how do I get them? - <b>Executive Director Terry Mutchler</b> , Office of Open Records	Statesman B
	<b>PA-STARNet Update and Tactical Communications Support -Mark Wrightstone and Robert Barnham</b> – This presentation will provide an update on the current status of the PA-STARNet system and OPRS tactical field support for events which took place in the Commonwealth of Pennsylvania during 2009..	Statesman C/D
1430- 1520	<b>Supersession cont.– Domestic Violence</b> – Rosann Reeder	Statesman A
	<b>Act 78 – Panel Discussion</b> – <b>Mike McGrady</b> , Facilitator, Panel Members – Tim Baldwin PA NENA President, Audrey Kenny, PA APCO President, Legislative team. This session will be an open forum to discuss the pending re-write of ACT 78 (Pennsylvania 911 Legislation).	Statesman B
	<b>Richard Reynolds – Region 28 Chairman – Retired – topic TBD</b>	Statesman C/D
1530– 1600	<b>Bureau Update – Robb Wentzel, PEMA 911 Bureau Director</b>	Statesman A
1600 –1900	<b>Networking/Hospitality</b>	Robert Fulton

**Wednesday, May 19, 2010**

0730	<b>Continental Breakfast</b>	Outside Statesman A/B
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0900 – 0950	<b>Session on 700Mhz</b>	Statesmen B
0900-0950	<b>Securing the PSAP in the NextGen World</b> – <b>Tim Samuelson</b> – Next-Gen 911 is here! Is your PSAP prepared to withstand the new computer security threats that it now faces? Is your PSAP at risk from viruses and hackers? Properly securing your PSAP can appear to be a daunting task. In this session learn how to increase your system availability by implementing basic computer security measures designed to address the new risks facing the Next-Gen PSAP.	Statesmen C/D
0900-1200	<b>Supersession - Supervising Problem Employees - Lt. Graham</b> - Every dispatch center has at least one problem employee whom, for whatever reason will not do “what they are suppose to do,” “when they are suppose to do it,” or “how they are suppose to do it.” This session will give the dispatcher/supervisor the tools they need to supervise the behaviors of the problem employee.	Statesmen A
1000 – 1050	<b>Employment Law 101 for PSAP Managers</b> – <b>Catherine E. Walters Esq.</b> – Avoiding liability is the best defense in the labor and employment arena. Managers and supervisors will hear from a veteran employment lawyer about common traps and important tips to avoid ending up on the wrong side of the law.	Statesmen B
	<b>John MacLean – FEMA Region 3 – Disaster Emerg. Comm. Coordinator- topic TBD</b>	Statesman C/D

1100 - 1150	<b>Grant Writing 101 – how to bring the money home to your PSAP – Jere L. Strittmatter</b> – In addition to several long-standing federal programs, the Obama stimulus program has promised additional dollars to be handed down to the state and local level. Here from a grant-writing professional the basics on how to identify and target potential sources of public and non-profit funds, how to prepare a strong grant application, and how to get your local elected officials on board to assist. <b>TBD</b>	<b>Statesman B</b>  Statesmen C/D
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**Box lunch will be provided, pick up outside of Statesman A/B**  
**Sponsored by – KOVA Corporation**

1200 - 1300	<b>PA APCO Chapter meeting –everyone is welcome to attend</b>	Robert Fulton
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*This schedule is subject to change as needed.*

## Registration Schedule

<b>Sunday</b>	<b>1930 – 2030 (for Prepaid Registrants only in the Robert Fulton Room)</b>
<b>Monday</b>	<b>0800 – 1700</b>
<b>Tuesday</b>	<b>0800 – 1200</b>
<b>Wednesday</b>	<b>0800 – 0900</b>