

**PA APCO SPRING CONFERENCE
EDEN RESORT - LANCASTER, PA
APRIL 7-10, 2024**

Sunday – April 7th

1900-2100 – Registration – Embassy Room

1900-2400 – Welcome Reception/Hospitality – Embassy Room

Monday – April 8th

0700-1700 – Registration – Pre-Function Area

0730-0900 – Continental Breakfast – Pre-Function Area

1900-2400 – Hospitality – Embassy Room

TELECOMMUNICATOR SESSIONS – MONDAY - CRYSTAL BALLROOM I

0900-1050 – Response to Domestic Violence

In this class, we will discuss the dangers of dispatching and responding to domestic related incidents. We will discuss the reason the victim may stay and other domestic related statistics.

Presenter: Jason Long, CEO/Instructor LevelUp 911 Training

1050-1105 – Break - Pre-Function Area

1105-1200 – Arson for the Telecommunicator

In this class, we will discuss arson calls for the Telecommunicator. Just by the questions asked during a fire incident, the telecommunicator can greatly increase the chance of finding the cause suspects, and potential reason for arson.

Presenter: Jason Long, CEO/Instructor LevelUp 911 Training

1200-1300 – Lunch Buffet – Courtyard

1300 – 1450 – Response to Active Shooter A Communications Perspective

This discusses how the Telecommunicator can have real discussions with LEO's so both sides of the radio understand expectations. We will also discuss the importance of dispatchers being a part of law enforcement training and how to sell it.

Presenter: Gary Hill, Warren County Communications Center

1500-1515 – Break - Pre-Function Area

1515 – 1600 – What is a Crisis?

Empathy in 911.

Presenter: Tom Wassil, County of Carbon

MANAGEMENT SESSIONS – MONDAY - CRYSTAL BALLROOM II

0900 – 1050 – Developing My Leadership Skills!

The key to success is the ability to lead others successfully. Leadership is developed, not discovered. This workshop will help guide your leadership growth through building trust, creating positive change, and through five levels of leadership.

Presenter: Caz Russell, Leadership Speaker, Trainer and Coach

1050-1105 – Break - Pre-Function Area

1105-1200 – Adventures in PSAP cybersecurity, a unique challenge

An informative look for the technical and non-technical into the unique experiences, challenges, and solutions of cybersecurity in 9-1-1

Presenter: Jared Steckel, ENP CTL

1200-1300 – Lunch Buffet - Courtyard

1300 – 1450 – Managing Conflict

In this class, we will discuss how to manage conflict within the radio room between co-workers and other personnel (not that there is any of that). This will address the types of conflict, types of employees, and how to handle and manage conflicts.

Presenter: Jason Long, CEO/Instructor LevelUp 911 Training

1500-1515 – Break - Pre-Function Area

1515 – 1600 - Your Training Better Than Doing the Dishes

Gary goes over lessons learned from his training flaws as well as classes he's attended. Gary's developed another way to "self-check" training sessions. To ensure they are "D" dispatch related "O" organized and "E" exciting just to name a few.

Presenter: Gary Hill, Warren County Communications Center

TECHNICAL SESSIONS – MONDAY - CRYSTAL BALLROOM III

0900-0950 – The Other Side of the Radio -Voice AI Assisted Clarity

Radio transcriptions and feedback from artificial intelligence help "mumblers" become clearer speakers-reducing repeats of running license plates, etc.

Presenter: Roger Mann Smart Response Tech

1000-1050 – The Why of Codes & Plain Language

Exploring the history of codes, signals and plain language. Why we use codes and why we switched to plain language and why neither will ever really win the day.

Presenter: Alan Shaw, Stamford Emergency Communications

1050-1105 – Break - Pre-Function Area

1105-1200 – 4 Rules of Callers: Black Humor

A Look at an irreverent bit of black humor that developed in our PSAP and how it evolved into a real learning tool and stress reliever.

Presenter: Alan Shaw, Stamford Emergency Communications

1200-1300 – Lunch Buffet - Courtyard

1300 – 1350 – Show Me the Money: The Impact of NG911 on Legacy Services

The arrival of Next Generation 911 may affect the legacy services provided by your Incumbent Local Exchange Carrier (ILEC). Learn when they can, will, or should be disconnected, how it affects the billing for these (and any other) remaining services, as well as when any legacy 911 service grants apply.

Presenter: Bill Shertzer, PEMA

1400 – 1450 – Is Your ECC Prepared for Cyber's Worst?

Without a fully documented cyber incident response (IR) plan in place, navigating the steps of managing an incident becomes chaotic, and ineffective causing damage that could otherwise be avoided with an IR plan in place.

Presenter: Sean Scott, SecuLore

1515 -1600– Data Nerd Alert: The Bells and Whistles of the NG911 Dashboard

Learn how the new Next Generation 911 service dashboard goes above and beyond simply providing call data, and how it can be a useful tool in your daily operations with the ability to quickly analyze certain PSAP performance metrics and educate your executive stakeholders.

Presenters: Bill Shertzer, PEMA

Jenn Cross, Comtech

Tuesday – April 9th – Morning Sessions

0700-1600 – Registration – Pre-Function Area

0730-0900 – Buffet Breakfast – Presidential Ballroom

1000 -1100 – Opening of Vendor Hall – Courtyard

1200 -1400 – Lunch/Vendor Exhibits – Courtyard

TELECOMMUNICATOR SESSIONS – TUESDAY - CRYSTAL BALLROOM I

0900- 1000 – Be a Champion of Change!

Very few things are certain in a 9-1-1 center: a full moon is a recipe for disaster, use of the "Q" word will derail the entire night, and there will certainly always be change. We all know the feeling of uncertainty and stress that comes with impending change and the debilitating effects it can have on personnel. Change champions are needed to turn the dread of change around. This session will teach you to embrace and lead change from the front. Learn how to develop the change champion your center needs.

Presenter: Andrea King Smith

1000 -1100 – Opening of Vendor Hall – Courtyard

1100-1200 – Responder PTSD & Suicide - In this class, we will talk about PTSD and the mental health of the Telecommunicator and responders. Discuss ways to manage PTSD during your career and ways to recognize signs of potential suicide in responders and co-workers. We must take care of ourselves to be able to help others.

Presenter: Jason Long, CEO/Instructor LevelUp 911 Training

1200 -1400 – Lunch/Vendor Exhibits – Courtyard

MANAGEMENT SESSIONS – TUESDAY - CRYSTAL BALLROOM II

0900- 1000 – Improving 911 Staff Performance, Retention and Mental Health

People rely on your 911 Telecommunicators in emergencies, but who can your staff turn to when they burn out? Learn how to recognize and address the symptoms of burnout, while cultivating a culture that values and rewards Telecommunicators.

Presenter: Chris Gallahan Public Safety Manager for Mid-Atlantic Region of NICE

1000 -1100 – Opening of Vendor Hall – Courtyard

1100-1200 — Triggers, Trauma, and Telecommunicators

Brandi Powell is a highly experienced professional with a unique blend of expertise in emergency dispatch and ministerial care. Join a round table discussion of the stressors and triggers often associated with dispatch.

Presenter: Brandi Powell, Emerge Training AND Consulting

1200 -1400 – Lunch/Vendor Exhibits – Courtyard

TECHNICAL SESSIONS – TUESDAY - CRYSTAL BALLROOM III

0900 – 1000 – Expanding Your Reach for Communications

How applications increase productivity for multi-agency communications and information sharing

Presenter: Russell Eyet, AMP Global Services

1000 - 1100 – Opening of Vendor Hall – Courtyard

1100 – 1200 Emerging Technologies Enhancing Public Safety Response - Utilizing AI, Sensors, Notification platforms, and Panic Alarms, to increase public safety response during active shooter scenarios. New technology can help to increase response times attempting to increase public safety response. Using AI Gun Detection Systems, Shot Notification platforms, and Panic buttons increases our response time to limit potential victims.

Presenter: Alan Pugh, AMP Global Services

1200 -1400 – Lunch/Vendor Exhibits – Courtyard

Tuesday – April 9th – Afternoon Session

Keynote Speaker – CAZ RUSSELL

1400-1600 – Teamwork Builds Everyone

Caz Russell is an independent John Maxwell Leadership speaker, teacher, trainer & coach. Caz is a natural-born teacher who loves to inspire, motivate, and challenge audiences with humor, storytelling, and life-changing leadership principles.

Presenter: Caz Russell, Leadership Speaker, Trainer and Coach

1450 -1515 – Break/Vendor Exhibits – Courtyard

1630-1830 – Vendor Exhibits, Awards, and Reception – Courtyard – Please join us to congratulate our award winners and let our vendors know how much we appreciate them! Bonus... there will be some great prize drawings! Must be present to win!

1900-2400 – Hospitality – Embassy Room

Wednesday – April 10th

0700-1000 – Registration – Pre-Function Area

0730-0900 – Continental Breakfast – Pre-Function Area

ATTENDEE SESSIONS – CRYSTAL BALLROOM

0900-1030 – The State of 911 in Pennsylvania

Between the recent legislative back-and-forth over 9-1-1 fee reauthorization and many counties nearing the finish line of Next Generation 911 implementation, there's a lot happening in the world of public safety communications in Pennsylvania. Members of the PEMA 9-1-1 team will share some insight as to what's been going on – and what we can expect for the rest of the year.

***Presenters: Greg Kline, PEMA
Bill Shertzer, PEMA
Tim Elbertson, PEMA***

1030-1200 – Lessons Learned – Olympus Has Fallen

While presenting at the Indiana APCO Chief Jon Goldman received a phone call from his team that they were dispatching an ambulance to his Deputy Chief's house. and the Deputy was unresponsive, Join Chief Goldman on a journey that went from grim to worse and grim again over the next 7 months when the Deputy returned to work. Explore lessons learned when your best friend and Deputy almost die. We will discuss succession planning, COOP, and leadership lessons and failures.

Presenters: Chief Jon Goldman, Lakes Region Mutual Fire Aid

1200 – Boxed Lunch – Pre-Function

MEETINGS

1200-1300 – PA APCO Chapter Meeting – Crystal Ballroom