

**PA APCO SPRING CONFERENCE  
EDEN RESORT - LANCASTER, PA  
APRIL 2 – 5, 2023**

**Sunday – April 2<sup>nd</sup>**

**1900-2100 – Registration – Embassy Room**

**1900-2400 – Welcome Reception/Hospitality – Embassy Room**

**Monday – April 3<sup>rd</sup>**

**0700-1600 - Registration – Pre-Function Area**

**0730-0900 – Continental Breakfast – Pre-Function Area**

**1900-2400 – Hospitality – Embassy Room**

**TELECOMMUNICATOR SESSIONS – MONDAY - CRYSTAL BALLROOM I**

**0900-1200 Verbal De-Escalation for Emergency Responders** - This course is designed to familiarize first responders and dispatchers with the basics of effective verbal de-escalation skills. Additionally, this course will include a brief overview of the most common mental health conditions that first responders and dispatchers will encounter.

***Presenter: Sgt. Iobst, Officer Cunningham***

**1050-1105 – Break - Pre-Function Area**

**1200-1300 – Lunch Buffet – Courtyard**

**1300 – 1350 Problem Oriented Dispatching** - Law enforcement agencies are leaders in developing innovative ways to partner with other agencies to address recurring problems in their communities. Dispatchers are often the first to notice recurring problems with specific locations and/or individuals. Problem-oriented dispatching challenges the traditional, reactive approach to dispatching by empowering dispatchers to be proactive participants in the problem-oriented policing philosophy to provide best service and reduce recurring calls for service.

***Presenter: Ryan Dedmon, 911 Training Institute***

**1400 – 1450 Ripples: Is Your Call Taking Creating Positive Ripples?** - During this course, we look at what we do day in and day out. The impacts we have on people's lives, whether through emergency calls or nonemergency calls. How having a true appreciation for our job creates a positive attitude, which then creates a more confident, more compassionate call-taker. We also discuss the Do's and Do Nots of call taking and take the time to think about what really could be happening on the other end of the phone. Those call takers ultimately create a better experience with our callers and those are Positive Ripples. On the other side of the conversation, there are benefits of dealing with our difficult callers and frequent flyers. We will talk about how we can store the energy (what we've learned) from prior negative calls to have a positive impact on not just future callers but how they can impact us and potentially prepare us for some of our journeys in life. The instructor will talk about how his 20-plus years of call-taking and dealing with certain frequent callers actually

prepared him for the biggest challenge of his life. Towards the end of the presentation, there will be student interaction where they will examine just how many ripples, they have created in their 9-1-1 career and how those positive ripples can have just as much of an influence on them as their callers.

***Presenter: Gary Hill, Warren County Communications Center***

**1500 – 1550 So You're a Dispatcher, Now What?** - Whether you're 1 year in and wondering how to get more involved, or a few years in and looking for ways to better your chances at promotion, this session will help you identify opportunities inside and outside your center to grow professionally and give back to the industry.

Covering topics like APCO Committees, scholarships, and more; you're bound to leave this session prepared to branch out and grow.

***Presenter: Dan Rohrbach, Lehigh County 9-1-1***

## **MANAGEMENT SESSIONS – MONDAY - CRYSTAL BALLROOM II**

**0900 – 1200 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 conflict within the agency to create an effective working environment for all.

***Presenter: Jason Long, CEO/Instructor LevelUp 911 Training***

**1050-1105 – Break - Pre-Function Area**

**1200-1300 – Lunch Buffet - Courtyard**

**1300 – 1350 Agency Training Certification: You Can Do This!** - PSAPs come in all shapes and sizes, and so do their training programs. Whether an agency is creating a new program, improving its existing one, or working with a minimal budget, or a sizeable one, knowing where to start or proceed can be daunting. The Minimum Training Standards for Public Safety Telecommunicators lays the foundation upon which successful training can be built. Working through each standard, one at a time enables an agency to build a successful program as a step-by-step process, ensuring that all-important benchmarks are accounted for and met. Utilizing the minimum training standards provides numerous benefits beyond ensuring a stronger training program. It will showcase your employees' elevated level of professionalism, new and veteran alike. Liability for both the center and the employees decreases significantly. Obtaining APCO Agency Training Program Certification testifies that your training program does meet all professional standards. While the process can feel overwhelming, like any major task, it is best accomplished one step at a time, and agencies are not alone. When an agency applies, they receive training on what kind of documentation is needed, and how to gather, prepare, and upload their documentation. APCO staff are always available to answer questions and provide whatever assistance and guidance they can.

***Presenters: Maureen A. Will, Newtown Emergency Communications Center***

**1400 – 1450 Tough Times: Facing PSAP Culture Head On** - 911 Dispatch is one of the most stressful positions in the nation. This presentation will explore the challenges PSAP managers face with staff morale and how that impacts staff recruitment, retention, and performance. This presentation will use firsthand experience and lessons learned to provide participants with a toolbox to improve their PSAP's culture for the better.

***Presenter: Bradley Lavan, B.S. RPL/ 911 Coordinator/ Deputy EMA Director Somerset County Department of Emergency Services***

**1500 – 1550 The Power of Peer Support for Leaders** - This interactive session will provide leaders a brief overview of the power of peer support and how it can organically optimize working conditions for everyone in the communications center. Attendees will participate in a simple team-building exercise that will challenge them to think differently about peer support. This session will give leaders a new tool to check-in on their employees and change the culture in their centers.

*Presenter: Ryan Dedmon, 911 Training Institute*

## **TECHNICAL SESSIONS – MONDAY - CRYSTAL BALLROOM III**

**0900-0950 In-Building Wireless Coverage: Public Safety and Cellular, an Introductory to DAS Network -**

The proposed presentation focuses on the rapidly expanding use of DAS systems for in-building coverage. The focus will be on public safety communications, but also addresses commercial wireless including FirstNet. The presentation is intended to provide the PS audience with some background on these systems; why they are becoming more prevalent; various architectures; challenges for deployment with particular focus on interference potential and need for PS agencies to be aware and involved.

*Presenter: Justin Day V-COMM LLC*

**1000-1050 How Technology Can Improve Roadway Safety and Traffic Incident Management-** All of us sit in traffic on a daily basis, but how can we "do better". This session will look at how technology can help to detect, respond and clear roadway incidents in a safe, quick manner and how it all begins with the 911 Center and operators.

*Presenter: Todd A Leiss, Traffic Incident Management Coordinator Pennsylvania Turnpike Commission*

**1050-1105 – Break - Pre-Function Area**

**1105-1200 Using Z-Axis & Indoor Location Technology to Locate 911 Calls Faster** - Learn how GIS technology is making new vertical location information delivered with wireless 9-1-1 calls meaningful and useful for 9-1-1 call takers and emergency responders. Used along with indoor GIS mapping technology, the two bring a powerful combination of data resources that can substantially reduce response times. This new location technology has specific implications for large public venues, government buildings, and school safety and security. ECCs can take advantage of this critical information today and examples of how public safety agencies are using z-axis in current applications to identify a dispatchable location.

*Presenter: Tyler Thompson, GeoComm*

**1200-1300 – Lunch Buffet - Courtyard**

**1300 – 1350 Cybersecurity in the PSAP** - This presentation will give a brief review of some basic cybersecurity principles from past APCO presentations, then take the group through a mock cybersecurity incident and it's impacts inside your PSAP. We will cover common holes in planning, pitfalls in information retention for digital forensics, and other common preparedness issues from his real-world experience defending PSAPs and public safety agencies.

*Presenter: Allan Levy, Jared Steckel CTL*

**1400 – 1450 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 in an effort to limit potential victims.

*Presenter: Alan Pugh, AMP Global Services*

**1500 – 1550 Implementation of Video-to-911 in Your ECC** - The Next Generation 911 (NG911) environment is a reality for all ECCs in Pennsylvania. By 2024, the migration to the statewide ESInet will be complete. So now what? The opportunities to expand capabilities and data-sharing are expanding every day. However, if we rush into every opportunity, we will quickly be fulfilling the words of famous quote, “drowning in information, while starving for wisdom.” Join the conversation as we explore technology that will bring streaming video and pictures into the 911 center. But more importantly, we will discuss the operational questions and concerns that must be answered to ensure a smooth transition and positive impact for both the public and ECC personnel.

*Presenters: John Geib Director of Emergency Communications County of Bucks/ Sondra Wesley Implementation Lead, Prepared*

## **Tuesday – April 4<sup>th</sup> – 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 Unified Command and Mission Critical Communications During Critical Events** – Whether it is an active shooter or man-made natural disaster, Mission Critical Communications allows for Premier Communications Saving Time and Lives.

*Presenter: Tim Brown*

**1000 -1100 – Opening of Vendor Hall – Courtyard**

**1100 – 1200 Responder PTSD & Suicide** - In this class we will talk about PTSD and mental health of the Telecommunicator and responders. Discussing 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 in order to be able to help others. This was also an APCO 2022 conference class.

*Presenter: Jason Long, CEO/Instructor LevelUp 911 Training*

**1200 -1400 – Lunch/Vendor Exhibits – Courtyard**

### **MANAGEMENT SESSIONS – TUESDAY - CRYSTAL BALLROOM II**

**0900- 1000 Building Your Agency’s Public Education Program** - Every public-safety education program needs a strong foundation. Building on that foundation should be two pillars: education and recognition. When these two pillars are strategically implemented, they do more than help with community outreach... they can transform the culture at your agency.

*Presenter: Ryan Dedmon, 911 Training Institute*

## **1000 -1100 – Opening of Vendor Hall – Courtyard**

**1100-1200 Treating Recruitment Candidates as Customers- Changing Our View on Recruitment -** Look around your center. You're going to see hardworking, dedicated emergency service professionals who are tired. Worn out. Increasing call numbers and decreasing employee numbers are a concerning trend throughout the state. We need to change our recruitment efforts and step up our game. Recruitment can no longer be a complacent side project. Candidates today have countless opportunities open to them. Add in the push toward working from home and the growing concern about mental health combined with the stress of our industry, we now have an uphill climb to convince candidates of the value of working for 911. We need to take a more active role in seeking out and persuading our candidates. By applying sales techniques to recruitment, we can help to not only find the candidates we need but also to keep them interested. Too many times we lose good people to what is necessarily a long, drawn-out hiring process. Having a go-to elevator pitch and developing a contact schedule to encourage and track multiple touchpoints throughout the process are just two techniques that can help find and lower the attrition rate of interested applicants. Our presentation will talk about recent trends in 911 employment and applying these sales strategies and more to combat those trends.

*Presenters: Colleen Ryan, Rosalie Scheidler/Quality Assurance Specialists County of Bucks Department of Emergency Communications*

## **1200 -1400 – Lunch/Vendor Exhibits – Courtyard**

### **TECHNICAL SESSIONS – TUESDAY - CRYSTAL BALLROOM III**

## **0900 - 1000– Commtech Presentation**

## **1000 -1100 – Opening of Vendor Hall – Courtyard**

**1100 -1200 Situational Awareness for PSAP & 9-1-1 Telecommunicators -** Officers rely on dispatchers to provide them with as much information about a call for service that is available to them. Information comes from the call taker and other past history may be available in CAD about a residence or business, a vehicle, or person involved. During high risk, low frequency calls, Dispatchers, like officers, often rely on muscle memory or the recognition of steps they recall in the workflow of similar events. Are siloed applications supporting their role and by extension, are Dispatchers missing some available information? Do they have to remember where critical data may be and how to get to it? Are these data sets integrated into the CAD allowing them easy access without signing in to multiple systems? The dispatcher's job is complex but so critically important. Their skill sets demonstrate their ability to multi-task well, but a crime analyst or another dispatcher, not currently at the Command-and-Control position, can supplement the dispatching function and assist during high priority events. Learn how an integrated platform leveraging data, voice and video can provide situational awareness or "eyes on scene" to responding officers prior to their arrival and how actionable intelligence can be captured with a variety of integrated technologies to assist the post-incident investigation. Join our Industry Specialist as he demonstrates various integrated technologies from a common operating platform to expedite the workflow and keep officers safe and informed.

*Presenter: Michael McDonald, Industry Specialist-Intelligence Led Policing Motorola Solutions Inc.*

## **1200 -1400 – Lunch/Vendor Exhibits – Courtyard**

# **Tuesday Afternoon – April 4<sup>th</sup>**

## **Keynote Speaker – Ben Vernon**

**1400-1600** – Ben Vernon has proudly served the citizens of San Diego as a Firefighter/Paramedic with the Fire Rescue Department for over a decade. He's a member of the Hazardous Materials and Technical Rescue Teams, the FEMA California Task Force Eight Urban Search and Rescue Team and holds five specialist positions. On June 24, 2015, Ben's life changed. While responding to a "routine medical assistance" call, he was stabbed multiple times by a bystander. The incident led Ben to become a champion for first responder PTSD recognition and treatment. He now travels the country to share his story to help others, while still continuing to serve his community from Station 14 in San Diego.

**Presenter: Ben Vernon**

**1450 -1515 - Break/Vendor Exhibits – Courtyard**

**1630-1900 – 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 5<sup>th</sup>**

**0700-1000 – Registration – Pre-Function Area**

**0730-0900 – Continental Breakfast – Pre-Function Area**

## **ATTENDEE SESSIONS – CRYSTAL BALLROOM**

**0900-1030 – Flipping the Switch: An Update on Next Generation 911** – It's been a history year for 911 service in Pennsylvania! With more than one third of our counties on the Next Generation 911 system, representatives from PEMA and Comtech will give us an update on how the transition has been going, the impact it's had on daily operations, and what's in store for those who've yet to migrate to the system.

**Presenters: Jeff Boyle and Bill Shertzer, PEMA; Greg Lathrop, Christine Smith, and Mark Greenthaner, Comtech**

**1030-1200 – NG911 Migration** – The Comtech project team responsible for PSAP migrations looks forward to spending time with PSAP's who have not yet migrated to NG911. Time will be spent reviewing the project schedule, answering questions, and delivering appropriate education regarding immediate next steps based on the migration timing for each Region/County. Stop by for a personalized view of your NG911 Plan!

**Presenters: The PEMA NG911 Team from Comtech**

**1200 – Boxed Lunch – Pre-Function**

## **MEETINGS**

**1200-1300 – PA APCO Chapter Meeting – Crystal Ballroom**