



PA APCO SPRING CONFERENCE

MARCH 30 – APRIL 2, 2025
EDEN RESORT & SUITES, LANCASTER, PA

"The Unsung Professionals Behind Every Emergency"

2025 PENNSYLVANIA APCO OFFICERS



- PRESIDENT: JEFF PORTER, WYOMING COUNTY 9-1-1
- PRESIDENT ELECT: CHAD AUCKER, CENTRAL SUSQUEHANNA REGIONAL 9-1-1
- VICE PRESIDENT: SUE SANKO, PA STATE POLICE, RETIRED
- TREASURER: RON LINVILLE, PA STATE POLICE,
- SECRETARY: ANDREW WALSH , YORK COUNTY 9-1-1
- EXECUTIVE COUNCIL PAST PRESIDENT: J.J. MCFARLAND, PA STATE POLICE, RETIRED
- MEMBER AT LARGE: JOE KLAPATCH, LACKAWANNA COUNTY, RETIRED
- MEMBER AT LARGE: MICHAEL CRAMSEY, LEHIGH VALLEY HEALTH NETWORK
- MEMBER AT LARGE: BETSY TURNER, WAYNE COUNTY 9-1-1
- MEMBER AT LARGE: JOHN SWEENEY, PIKE COUNTY 9-1-1
- PAST PRESIDENT DARYL GEORGE, MOTOROLA SOLUTIONS
- COMMERCIAL ADVISORY MEMBER ALAN PUGH, AMP GLOBAL STRATEGIES
- GENERAL COUNCIL BOB RITTER, DQE COMMUNICATIONS

2025 PA APCO Conference *Color Coded Program* .
The program lists all the sessions, vendor activities, and hospitality events.

Registration



Hospitality/Food



Telecommunicator Sessions



Management Sessions



Technical Sessions



PEMA Update/Lessons Learned



Meetings



Keynote Speaker



SUNDAY, MARCH 30, 2025

1900 TO 2100 REGISTRATION ~ EMBASSY ROOM

1900 TO 2400 WELCOME RECEPTION & HOSPITALITY ~ EMBASSY ROOM



**SEE US IN THE
PRE-FUNCTION AREA
FOR *REGISTRATION***

MONDAY 0700-1700

TUESDAY 0700-1600

WEDNESDAY 0700-1000



TuWay™ Critical Connection Partners

Does this describe your approach to cybersecurity?

You need more than luck.



Protect mission-critical systems with comprehensive cybersecurity.

We have Pennsylvania's most complete cybersecurity offering. Staffed by IT professionals with hard-to-find skill sets, we evaluate your systems, find weaknesses, propose fixes and continually monitor for threats. After all, you know us for designing, building, installing and maintaining mission-critical communications systems. Now we can provide unmatched protection for those systems and give you peace of mind.

TuWay.com > Because there's a lot on the line

Visit us at Booth #11 & #12



Telecommunicator Sessions



Crystal Ballroom I

ALL DAY Certification Course :

0900-1050: Deadly Calls and Fatal Encounters

Presenter: Jason Long, CEO/Instructor
LevelUp 911 Training

1050 - 1100: Break / Pre-Function Area

1300 - 1350: Deadly Calls and Fatal Encounters Continued

Presenter: Jason Long, CEO/Instructor
LevelUp 911 Training



Management Sessions



Crystal Ballroom II

0900 - 1050: AIMM For Great Leadership - The Anti-Toxic Leader

Leadership is fundamentally about people, and exceptional leaders continually seek to refine their approach. This course focuses on nurturing our most valuable asset: our people.

Presenter: Matthew Johnson, LevelUP 911 Training

1050 - 1105: Break / Pre-Function Area

1105 - 1200: Navigating PSAP Portal: Training, Certification, and QA/QI

The move from PSAP TC to PSAP Portal is almost complete! This session is for you if you're the person responsible for maintaining your center's telecommunicator training

Presenter: Ray Blouch and Jeff Garner, PEMA

**MONDAY'S HOSPITALITY
WILL BE IN THE EMBASSY ROOM
1900 TO 2400**

Technical Sessions



Crystal Ballroom III

0900 - 0950: Where is room 101?: Indoor Mapping for Public Safety

Join us in exploring the ways indoor mapping can help improve public safety response. Americans spend over 80% of their time indoors and getting that data into the right persons hands is vital.

Presenters: Justin Shawley , DATAMARK Technologies

1000 - 1050: Elevating and Connecting QA, Feedback, and Training in 9-1-1

Attendees will learn how innovation can evaluate a larger volume of calls and radio transmissions, provide timely and constructive feedback, and enable personalized training opportunities creating a culture of continuous improvement.

Presenter: Kacey Leyba
Growth Operations Manager
GovWorx

1050 - 1105: Break / Pre-Function Area



LevelUp 911 Training



Deadly Calls and Fatal Encounters

Analysis of U. S. law enforcement line of duty deaths when officers responded to dispatched calls for service and conducted enforcement (2010-2014)



**DEADLY CALLS &
FATAL ENCOUNTERS**



**FREE
TRAINING**

This comprehensive course is designed to provide invaluable training to both newly trained and seasoned Telecommunicators, as well as sworn Law Enforcement personnel. By delving into the intricacies of the risks associated with responding to daily calls for service, we equip our participants with the necessary tools and knowledge to navigate these potentially hazardous situations with confidence and attentiveness.

These frequent calls, oftentimes overwhelming, can inadvertently lead to complacency, causing crucial details to be overlooked, which can have severe consequences for responders and those in need. Throughout the course, we extensively explore the complex dynamics of domestic violence, shedding light on the perplexing reasons why victims may choose to remain with their abusive partners. Furthermore, our curriculum encompasses a wide range of critical topics such as handling disturbance calls, investigating burglaries, managing suspicious incidents, executing traffic stops, and much more. Renowned for its efficacy, this course has garnered a well-deserved reputation for significantly enhancing the skills and performance of call takers, dispatchers, and responders alike.

Instructor Jason Long , LevelUp 911 Training



MONDAY ~ MARCH 31, 2025 LUNCH BUFFET 1200 TO 1300 ~ COURTYARD



Telecommunicator Sessions

Crystal Ballroom I

1300 - 1450: Deadly Calls and Fatal Encounters Continued

1500 – 1515: Break / Pre-Function Area

1515 - 1600: Deadly Calls and Fatal Encounters Continued

MONDAY'S HOSPITALITY
WILL BE IN THE EMBASSY ROOM
1900 TO 2400

Management Sessions

Crystal Ballroom II

1300 - 1350: Retainment Strategy in an Evolving Culture

ECCs across the nation continue to struggle with staffing levels. Simply recruiting enough individuals for our open positions has become a fulltime job for many agencies. But what are we doing inside the ECC to retain our new team members we worked so hard to recruit?

*Presenters: John Geib, Director of Emergency Communications, County of Bucks
Colleen Hamski Ryan, Professional Development Specialist, County of Bucks*

1400 - 1450: Tornado Destruction. A Telecommunicator Case Study

Tornadoes are unpredictable and can strike at any time. This course provides essential tornado awareness, shares insights from a rare and significant tornado event, and offers recommendations for improving future disaster responses.

Presenter: Matthew Johnson, Instructor LevelUP 911 Training

Technical Sessions

Crystal Ballroom III

1105 - 1200: Cybersecurity in Mission Critical Communications Systems

Mission Critical, Public Safety and Critical Infrastructure systems, have cybersecurity concerns beyond those of enterprise systems. This session provides guidance to help agencies leverage cybersecurity tools to meet their unique needs.

Presenter: Neil Horden, Solutions Engineer EF Johnson - JVCKENWOOD

1300 - 1350: Multi-Band, Multi-Mode, Multi-Technology subscriber radios solving interoperability operation, and recently dual and multi-band capabilities have arrived. These features address some system needs, but users often need to operate across different digital technologies to meet their requirements.

Presenter: Neil Horden, Solutions Engineer EF Johnson - JVCKENWOOD



AMPTM

GLOBAL STRATEGIES

AMP Global Strategies is a system integrator who provides cutting-edge-technology in Public, Government & School facilities being able to alert officials and law enforcement when a weapon is detected or fired within seconds. We provide infrastructure, equipment, and consulting services to Government, Business, Healthcare, Schools, Universities, 911 Centers and the First Responder Communities in the United States and Internationally.

Our company is comprised of former and active public safety personnel, police officers, firefighters, and EMS Responders. The wealth of first-hand knowledge and experience these employees bring to work each day drives our passion to provide reliable quality communications systems designed to be cost effective for your specific needs and budget.



**90 North Pioneer Avenue,
Shavertown, PA 18708
(570) 696-3100**



MONDAY ~ MARCH 31, 2025 LUNCH BUFFET 1200 TO 1300 ~ COURTYARD



Management Sessions

Crystal Ballroom II



1500 – 1515: Break / Pre-Function Area

1515 - 1600: Navigating PSAP Portal: Inventory and Planning

Every PSAP must have its 911 System Plan submitted before September 30 – and PEMA has tried to make the process easier this year. Learn more about this new “phased approach” as well the overall purpose of the plan, the importance of accounting for your inventory, and the significance of how it pertains to future PEMA 911 funding.

Presenter: Bruce Butler, Greg Kline, and Bill Shertzer, PEMA

Technical Sessions

Crystal Ballroom III



1400 - 1600: Tabletop exercise to simulate a cybersecurity incident in a public safety network

Jared will lead a tabletop exercise, presenting an evolving cybersecurity scenario through which you will navigate by participating in thought-provoking exercises focused on incident response planning. Attendees will be placed in working groups that will have guided discussion on provided topics through each stage of a cybersecurity incident, leaving with the foundations required for development of a functional cybersecurity incident response plan. Exercises will focus on concepts such as initial response, critical systems and processes, vendor expectations, public relations, regulatory notifications, and navigating restoration.

**Presenter: Jared Steckel, ENP
Chief Information Security Officer
TuWay Critical Connection Partners**



MONDAY'S HOSPITALITY
WILL BE IN THE EMBASSY ROOM
1900 TO 2400



MOTOROLA SOLUTIONS

Solving for safer

Unleash your communities full potential in mission critical voice, video, software, and services



Scan to learn how Motorola Solutions' mission-critical solutions can help make an impact within your community and for your agency.

DISPATCHER

ENABLING THE FUTURE OF EMERGENCY COMMUNICATIONS



- ▶ When seconds matter, **Comtech locates, routes, and delivers** one of the most important calls or texts anyone will ever make.



COMTECH™

Purpose-Built Public

Learn more about our



Safety offerings...





Telecommunicator Sessions

Crystal Ballroom I

0900 - 1000: Courtroom Confidence for The Telecommunicator

Alright, Telecommunicator, you have just received your order to appear in court—what happens next? What can you expect? This course will teach telecommunicators how to have success in court and the common tactics used by defense attorneys.

Presenters: Matthew Johnson, Instructor LevelUP 911 Training

1000 - 1100: Break / Opening of Vendor Hall Courtyard

1100 - 1200:

You set the tone : Successful CPR begins and ends with communication

911 Telecommunicators play a crucial role with the initiation of bystander CPR and coordinating the professional emergency response. From setting the tones for EMS to coaching the lay public, effective resuscitation requires efficient communication and adaptability amongst all parties involved.

Presenters: April White, MD,MBS,NRP, FP-C
Matt Kromko, Wayne County 9-1-1 Shift Supervisor

Management Sessions

Crystal Ballroom II

0900 - 1000: Effective Strategies for Dealing with Workplace Conflict

This class will explore techniques for managing conflicts that may arise among co-workers and other personnel within the radio room. We will discuss the different types of conflicts that may occur, as well as the various types of employees involved. Additionally, we will provide strategies for effectively handling and managing conflicts within the agency, ensuring that a harmonious and productive work environment is maintained for all.

Presenters: Jason Long, CEO/Instructor LevelUp 911 Training

1000 - 1100: Break / Opening of Vendor Hall Courtyard

1100 - 1200: Answering the Call: Integrating 9-1-1 Dispatcher Training into Higher Education

Working together, higher education institutions can provide foundational knowledge, hands-on training, and industry certifications before candidates enter a communication center.

Presenter: Professor Dawn Flanders, Ed.S ,
Sussex County Community College

Technical Sessions

Crystal Ballroom III

0900 - 1000: Importance of Cyber Security

Presenter: Mike Allen Sr. Manager Solution Sales Cyber Services Motorola Solutions

1000 - 1100 – Break / Opening of Vendor Hall Courtyard

1100 - 1200: Shared Systems Review – Western PA Region

Tearing down silos and removing boundaries. It works!

How a multi county regionalization process has served to strengthen the agencies involved. With assistance from PEMA four Western PA counties have been able to successfully share phone, CAD, and radio systems. Many of the challenges and successes of this project could be anticipated.

Presenters: Frank Jannetti, Mercer County & Robert McLafferty, Butler County

TUESDAY ~ APRIL 01, 2025 ~ 1200 TO 1400 LUNCH/VENDOR EXHIBITS ~ COURTYARD
1900 TO 2400 HOSPITALITY ~ EMBASSY ROOM



KEYNOTE SPEAKER: CHARLES HEDGESPETH
CRYSTAL BALLROOM

1400 - 1600: NO BAD DAYS

NO BAD DAYS

This session explores key concepts in wellness, focusing on emotional intelligence and the transformative power of gratitude. Participants will learn to identify the five parts of wellness and develop a deeper understanding of emotional intelligence. Practical tools will be introduced to help recognize and manage emotions in real-time. Additionally, the course will highlight the benefits of gratitude and demonstrate how incorporating emotional recognition and gratitude practices can significantly improve both personal and professional performance.

Presenter: Charles Hedgespeth

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!



1450 - 1515: Break/Vendor Exhibits - Courtyard

About The Speaker:

Charles Hedgespeth is a fourth-generation police officer with over 14 years of experience in public service. Additionally, he has been an adjunct instructor at local colleges for 12 years. Charles received his Bachelor of Arts from Lindsey Wilson College and his Master of Science from the University of Central Missouri. Over Charles' law enforcement career, he has served as a state fitness coordinator, post-level fitness coordinator, field training officer, and accident reconstructionist.

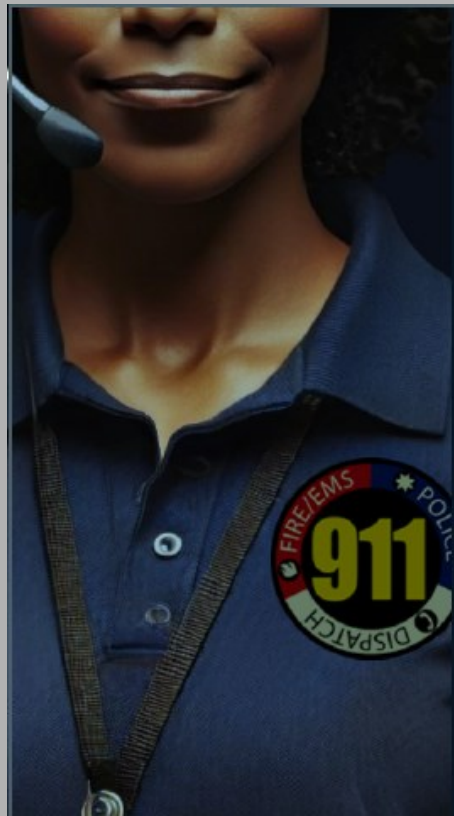
His career has been decorated with awards and recognition, including Trooper of the Year, Commissioner's Accommodation Award, Outstanding Instructor Award, multiple commendations, and multiple Governor Occupant Protection awards. Charles is currently assigned to the training academy at the rank of Lieutenant serving as the primary wellness instructor. At his current assignment, he has trained 100s of cadets in basic training, 100s of telecommunicators, and nearing 3,000 sworn law enforcement officers through in-service training.





We are the most secure and interactive cloud based communications platform for missions critical centers. With Carbyne, Every Person Counts.

Vision: Emergency communication must evolve alongside modern technology, ensuring the same conveniences we enjoy daily, like ordering a car or using AI, are available during crises. Our cloud-native platform innovates continuously, guaranteeing dynamic urgent communications for swift responses to emergencies.



Struggling with 9-1-1 Training and QA?

Is your current process helping you retain top talent, or watching them walk away? If it's too time-consuming to do well, **it's time for a smarter solution.**

- QA eligible calls, effortlessly
- Pinpoint coaching opportunities
- Recognize & reinforce top performance



WWW.GOVWORX.AI/SOLUTIONS/EMERGENCY-COMMUNICATIONS

 **CommsCoach**
by GovWorx
PUTTING RESPONDERS FIRST



ATTENDEE SESSIONS
CRYSTAL BALLROOM

0900 - 1030::

PEMA Update Pennsylvania 911:
Everything but the Kitchen Sink

From rolling out tools to help counties meet legislative requirements to moving us through the next phases of the Next Generation 911 upgrade, .

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

1030 - 1200: Lessons learned "Front Line Insights: Lessons from the Trump Rally in Butler, PA— EMA & EMS Preparation, Response, and Challenges"

This presentation offers a comprehensive overview of the emergency management and EMS response to the Trump Rally in Butler, Pennsylvania, on July 13, 2024. Attendees will gain an inside look at the incident's timeline, from initial risk assessment and resource allocation to the emergency response and post-event support.

- 1. Presenters: Robert S. McLafferty 911 Coordinator, County of Butler**
- 2. Richard W. Lippert Regional Manager, Healthcare Emergency Management**

MEETINGS

1200—Boxed Lunch Pre-Function Area

1200 - 1300: PA APCO Chapter Meeting



We wish to thank all of the sponsors, vendors and attendees for making the 2025 Pennsylvania APCO Spring Conference a success. We look forward to seeing you at next year's conference.

The 2025 PA APCO Conference Committee

Ron Linville – Chair

Jeff Porter & Chad Aucker – Program Chairs

Alan Pugh – Commercial Representative

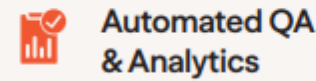
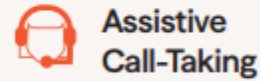
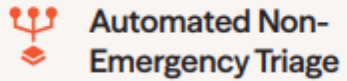
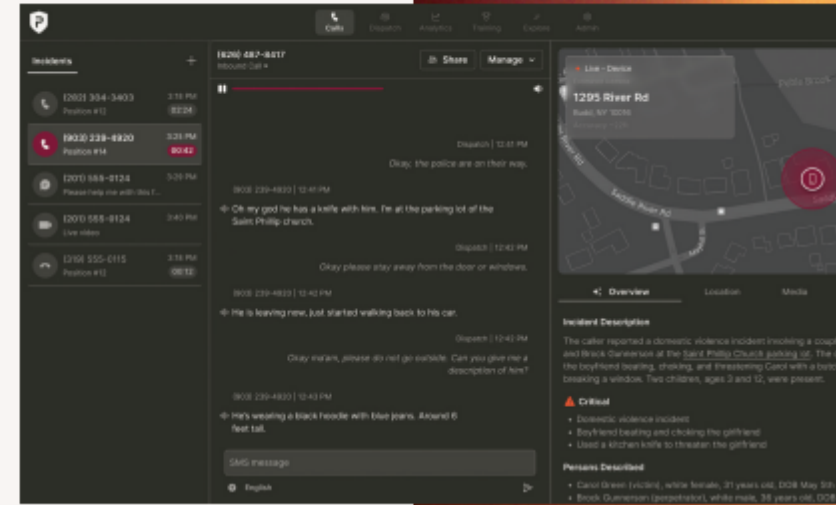
Marian DeAngelis – Commercial/Vendor Assistant

Chad Aucker – Registration





The **End-to-End** Assistive AI Platform for Emergency Response



Get in Touch



What We're About.

At KOVA Corporation, we are all about communication. Our public safety solutions enable 911 call centers to function more efficiently, allow emergency responders to instantly share vital information, and make it possible to record and decipher data gathered.

About Us

KOVA Corp. delivers reliable solutions for enterprise and security intelligence, efforts supported by our partnerships with global leaders in public safety and mobile phone recording.



2025 PA APCO SPRING CONFERENCE ~ PRESENTERS



KEYNOTE SPEAKER

Charles Hedgespeth Instructor:

Charles Hedgespeth is a fourth-generation police officer with over 14 years of experience in public service. Additionally, he has been an adjunct instructor at local colleges for 12 years. Charles received his Bachelor of Arts from Lindsey Wilson College and his Master of Science from the University of Central Missouri. Over Charles' law enforcement career, he has served as a state fitness coordinator, post-level fitness coordinator, field training officer, and accident reconstructionist.

His career has been decorated with awards and recognition, including Trooper of the Year, Commissioner's Accommodation Award, Outstanding Instructor Award, multiple commendations, and multiple Governor Occupant Protection awards.

WOULD YOU LIKE TO GET INVOLVED WITH PA APCO?

SPEAK TO ONE OF OUR REPRESENTATIVES AT THE REGISTRATION TABLE. THEY WILL INTRODUCE YOU TO A MEMBER OF THE EXECUTIVE BOARD OR CONFERENCE COMMITTEE.

PEMA UPDATE



pennsylvania EMERGENCY MANAGEMENT AGENCY

ATTENDEE SESSIONS

Greg Kline, Deputy Director 911 Office

Bill Shertzer, 911 Program Manager

Tim Elbertson, Public Safety Education

& Outreach Specialist

Ray Blouch, Emergency Management Specialist

Jeff Garner, Emergency Management Specialist

Bruce Butler, Administrative Officer

TELECOMMUNICATOR SESSIONS

Jason Long, CEO/Instructor LevelUp 911 Training:

Jason, a seasoned Telecommunications Instructor, embarked on this entrepreneurial journey to expand the knowledge and expertise of Telecommunicators across the United States and abroad. Recently retired from the Kentucky State Police Academy as a Law Enforcement Instructor III, Jason ensured that all agencies receive top-notch in-service training and academy certification. With an impressive track record of over 26 years in the field of Emergency Services, Jason's extensive experience makes him a highly sought-after instructor. Additionally, he has been a certified instructor by the Kentucky Law Enforcement Council for more than a decade, further solidifying his credibility and expertise.





Customized solutions for your **Control Room** environments.

Serving companies and agencies with 24/7 operations since 2005



Custom Consoles

24/7 Seating

Ergonomic Seating

Facility Solutions

Industries We Serve

- Public Safety
- Transportation
- Utilities & Power Generation
- Corrections & Security
- Water & Water Treatment
- Electric Transmission & Distribution
- Gas System Control
- Manufacturing & Process Control

Our Partners



Seconds can save lives

When time is critical, rely on the network that puts public safety first with:

- **Prioritized connectivity** – never competing with commercial traffic
- **Reliable coverage** – when and where you need it



Scan the QR code to connect with your FirstNet® expert

© 2025 AT&T Intellectual Property. All rights reserved. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.



OnStar is proud to work with First Responders

When every second counts, every detail helps. For more information, email us at emergencyservices@onstar.com, call 866-866-5006 or visit public-safety.onstar.com.

ELEVATED STRATEGIES & ON THE GROUND PRECISION

911

Consulting Services



GIS

Geographic Information System



EMA

Emergency Management Consulting



EMS

Emergency Medical Services Consulting



MCMConsultingGrp.com

Info@MCMConsultingGrp.com | 814-314-9900

328 Innovation Blvd. Suite 210
State College, PA 16803



MCM
Consulting Group, Inc.
Empowering a Safer World™



2025 PA APCO SPRING CONFERENCE ~ PRESENTERS



Matthew Johnson, LevelUP 911 Training

Matthew is a 19 year veteran of public safety. He holds a masters degree from Southwestern College and has taught thousands of telecommunicators police officers firefighters and EMTs.

Frank Jannetti , Mercer County

Frank Jannetti is the Director of Public Safety in Mercer County where he oversees the 911 center as part of his duties. Frank has been a lifelong public servant as he continues to also serve as a law enforcement officer and fire-fighter. Frank also serves as the vice chair of Region 13 Southwest PA Emergency Response Group, which has been a progressive region with 911 system regionalization efforts.

Scott MacDonald, Co-founder and President of GovWorx

Scott MacDonald, Co-founder and President of GovWorx, is a passionate advocate for public safety and technology. With over 20 years of experience, including roles as a firefighter, emergency communications supervisor, and public safety product leader

Professor Dawn Flanders, Ed.S

Sussex County Community College

Dawn Flanders, Ed.S., is a retired law enforcement professional with over 25 years of service. She is an Assistant Professor and Criminal Justice Program Coordinator at Sussex County Community College in New Jersey.

Richard W. Lippert Regional Manager, Healthcare Emergency Management

Rick is a seasoned Consultant, Emergency Planning Specialist, and Regional Manager, with over 25 years of experience in Emergency Preparedness and Safety across healthcare, oil & gas, and general industry. He excels in strategic planning, program development, and critical incident management, particularly in healthcare emergency preparedness. Rick provides expert consultation, enhances response capabilities, ensures compliance with guidelines, and supports training for healthcare systems. Notably, he helped establish India's first National Disaster Life Support Training Center and co-authored a program recognized by NHTSA for safe child transport in ambulances. Rick's leadership extends to his roles as a past city councilman, nonprofit director, and active community member.

Robert McLafferty, Butler County

Rob McLafferty, serves as a 911 Coordinator in Butler County, where he oversees the operations of the county 911 center. In addition to his 911 duties, Rob is a dedicated public servant and continues to serve as a Fire Officer, Paramedic, and Tactical Paramedic in his community. He is the chair of the Southwest Pennsylvania 911 Advisory Committee and has been a partner in 911 system regionalization projects. His previous experience as a Trauma Coordinator for Children's Hospital of Pittsburgh showed him the value of working as a multi-disciplinary team to improve outcomes. As a founding partner of GetYouThinking LLC, Rob has had the opportunity to speak at local, regional, national, and international venues. He will certainly tell you that he feels blessed to speak at events as it allows him to see different venues, while meeting and learning from others.

Neil Horden, Solutions Engineer , EF Johnson - JVCKENWOOD

Neil Horden has 40 years' experience in communications. As a Solutions Engineer for EFJ-Kenwood he is responsible for developing advanced technology systems to meet the requirements of public safety and government enterprises





2025 PA APCO SPRING CONFERENCE ~ PRESENTERS



Mike Allen , Sr. Manager Solution Sales Cyber Services Motorola Solutions

April White, MD,MBS,NRP, FP-C

Matt Kromko, Wayne County 9-1-1 Shift Supervisor

John Geib, Director of Emergency Communications, County of Bucks

Colleen Hamski Ryan, Professional Development Specialist, County of Bucks

Jared Steckel, ENP Chief Information Security Officer TuWay

Jared Steckel has over 25 years’ experience in IT and Cybersecurity, and 12 years working specifically with public safety agencies in that role. His experience ranges from the technical design and implementation of multiple ESInet, CHE and CAD systems to managed PSAP cybersecurity programs, intrusion countermeasures, and digital forensics. Rare real-world experience defending 9-1-1 PSAPs against cyberattacks allows him to provide unique perspective on cybersecurity in public safety.



Justin Shawley DATAMARK Technologies:

Justin has nearly 25 years of public safety and 9-1-1 experience in Pennsylvania. His public career started as a 9-1-1 telecommunicator and culminated with service as the Deputy Director of Public Safety/9-1-1 Coordinator in Washington County, PA.



Top 5 Reasons To Choose Concept Seating

- 1.) Return On Investment:
The ROI goes far beyond comfort
- 2.) Ergo Air Suspension System:
Cloud-like support with unmatched durability
- 3.) Intensive Use 24/7 Testing:
We go the extra mile to prove our products
- 4.) Health Benefits With Ergonomics:
“Sitting is the new smoking”
- 5.) The We Give A Sit Warranty:
One of the most comprehensive warranties in the industry



Why Do Public Safety Leaders Choose Our 24 Hour Ergonomic Chairs

The dispatch chairs that 911 operators use are linked to how well they can focus and manage calls. Concept Seating is proud to offer comfortable, durable, and ergonomic 911 chairs that contribute to worker efficiency. Since 1995, we’ve given emergency telecommunicators 24-hour dispatch chairs they can rely on.

THANK YOU TO OUR 2025 CONFERENCE SPONSORS!

PLATINUM



TuWay
Communications™



MOTOROLA
SOLUTIONS

AMP™
GLOBAL STRATEGIES

Diamond



COMTECH™
Fluent in the Future

Emerald



PREPARED



Topaz



MCM™
Consulting Group, Inc.
Empowering a Safer World™



Sending A

BIG



Thank You!

To Our Sponsors!

Breakfast Sponsor



THANKS TO ALL OUR SPONSORS!



PREPARED



MOTOROLA SOLUTIONS

