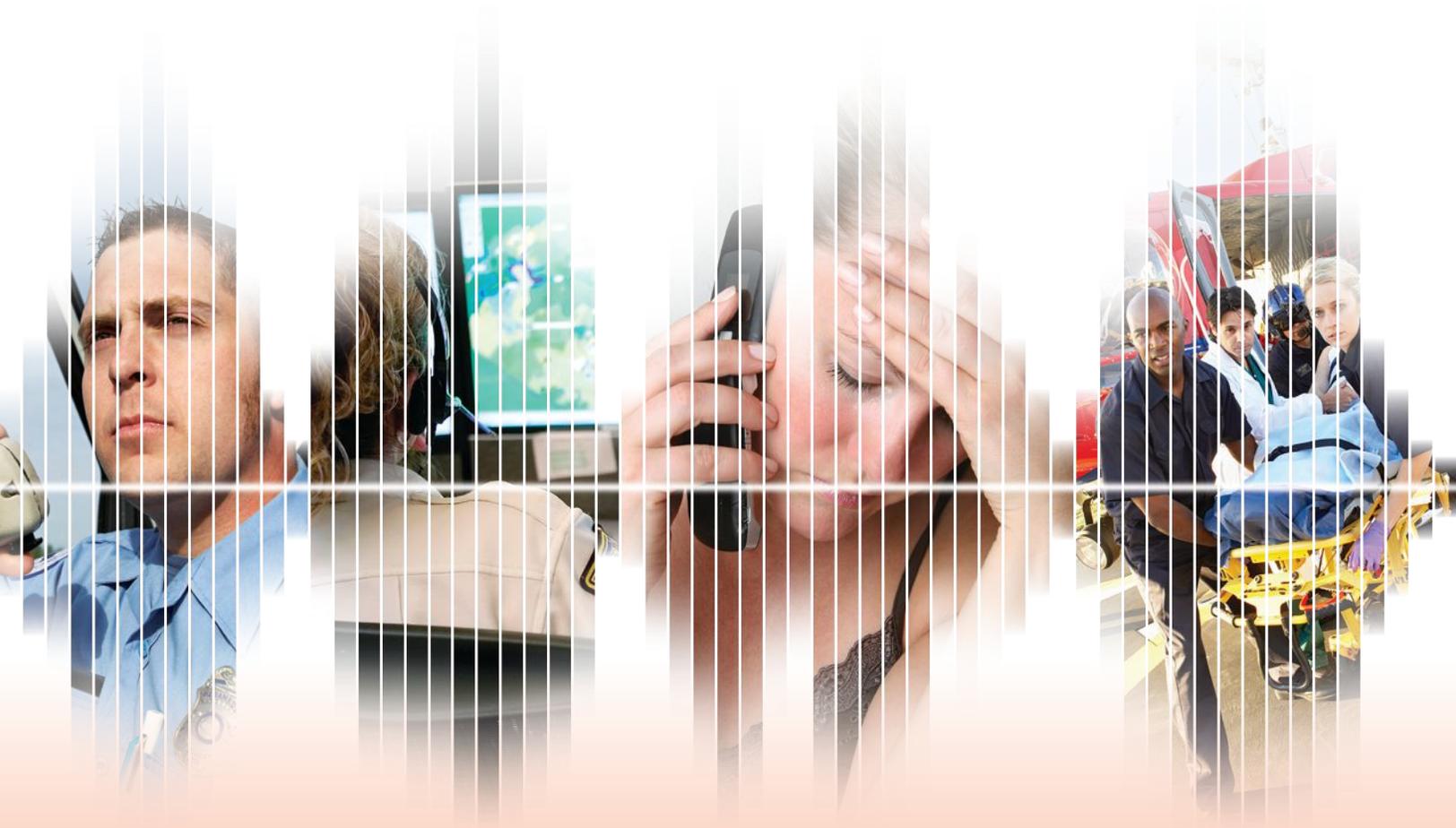


# Powerful Connections

APCO International 77th Annual Conference & Expo | August 7-10, 2011 | Philadelphia, Pennsylvania



“ Feel the Electricity  
in Philadelphia! ”

- Ben



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# PowerfulConnections

APCO International 77th Annual Conference & Expo  
August 7-10, 2011 | Philadelphia, Pennsylvania

## Executive Committee of the Board of Directors

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*Communications Section Chief*  
*Delaware State Police*  
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*Interim Executive Director*  
*APCO International, Inc.*

### SECOND VICE PRESIDENT

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*Director of Emergency*  
*Communications*  
*York-Poquoson-Williamsburg ECC*  
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**Joe Klapatch**  
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Lackawanna County, PA

**Judy Brackin**  
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Chester County, PA

**Diane Benner**  
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Retired – Columbia County, PA

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**Audrey Kenny**  
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Bucks County, PA

**Mike Keiter**  
*Committee Member*  
York County, PA

**Kathy Skiles**  
*Committee Member*  
PA State Police

**Steve Keeley**  
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Montgomery County, PA

**Stephen Reichman**  
*Committee Member*  
Bucks County, PA

**JJ McFarland**  
*Committee Member*  
Retired – PA State Police

**Fred Blunt**  
*Committee Member*  
Bucks County, PA

**Stephen Shaver**  
*Committee Member*  
MWF Enterprises

**Cindy Dietz**  
*Committee Member*  
York County, PA

**Bob Ritter**  
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**Tracy Carl**  
*Committee Member*  
Bucks County, PA

**Skip Walls**  
*Committee Member*  
Retired – Lancaster County, PA

**Bernie Jarbeck**  
*Committee Member*  
Retired – Elk County, PA

**Lisa James**  
*Committee Member*  
Union County, PA

*This program guide was printed on environmentally-conscious paper consisting of 10% Post Consumer Waste and 10% Recycled Content.*



## Public Safety-Communications Awards Program (PSAP) Winners



**Director of the Year:**  
**Robin Schmidt**  
Division Manager  
Palm Beach County Sheriff's Office, Florida



**Telecommunicator of the Year:**  
**Richard Garman**  
Senior Telecommunicator  
Grays Harbor Communications E9-1-1, Washington



**Line Supervisor of the Year:**  
**Shayl McCormick**  
Public Safety Communications Supervisor  
City of Tucson Communications Division, General Services  
Department, Arizona



**Trainer of the Year:**  
**Connie Felten**  
Communication Specialist  
Lee's Summit Police Department, Missouri



**Team of the Year:**  
**Pima County Sheriff's Department**  
Arizona



**Information Technologist of the Year:**  
**Robert W. Jeffrey**  
Systems Supervisor  
Orange County Sheriff's Office, Florida



**Radio Frequency Technologist of the Year:**  
**Peter K. Loewenheim**  
Communications Maintenance Manager,  
Communications System Upgrade Project Manager  
Washington County (Communications Maintenance), Maryland



## PowerfulConnections

APCO International 77th Annual Conference & Expo

### STAY CONNECTED!!!

in the  
**Cyber Lounge**

Sponsored by **TCS** TeleCommunication Systems  
Enabling Convergent Technologies®

Located in the Exhibit Hall-Booth #1415

## 2011 CAC Scholarship and Silent Key Donors

The following corporate sponsors have contributed to the CAC & Silent Key scholarship fund, furthering the educational opportunities for public safety communications personnel. Scholarship donors (as of 6/28/2011):

Thank you to our 2010 - 2011 CAC Scholarship Donors and our Silent Key Donors

2011 CAC Scholarship Donors

2011 Silent Key Donor



APCO Illinois



# PowerfulConnections

APCO International 78th Annual Conference & Expo | August 19-22, 2012 | Minneapolis, Minnesota

*The Largest Public Safety  
Communications Event  
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## REGISTRATION

Bridge over Arch Street, Convention Center, Level 2

<b>FRIDAY, AUGUST 5*</b>	<b>8:30 AM – 5:00 PM</b>
<b>SATURDAY, AUGUST 6</b>	<b>9:00 AM – 5:00 PM</b>
<b>SUNDAY, AUGUST 7</b>	<b>7:00 AM – 6:00 PM</b>
<b>MONDAY, AUGUST 8</b>	<b>7:00 AM – 6:00 PM</b>
<b>TUESDAY, AUGUST 9</b>	<b>7:00 AM – 5:00 PM</b>
<b>WEDNESDAY, AUGUST 10</b>	<b>7:00 AM – 12:00 PM</b>

\*Pre-Registration Check-in/Badge Pick-up Only

## First and Second General Business Meetings

Room 201

**Sunday, August 7** 4:00 PM – 5:00 PM

**Tuesday, August 9** 4:00 PM – 5:00 PM

All attendees are welcome to attend the General Business Meetings, however, only active members and Life Members are eligible to vote. To vote, you must possess a picture ID, your current membership card and your attendee badge which must indicate your membership category. These meetings include award presentations, Constitution & Bylaws Resolutions and Life Member status voting, Board of Directors elections, special presentations and other pertinent APCO information. We value your feedback and participation tremendously in these important meetings.

We'd like to reward you for taking the time out of your busy conference schedule to participate. All attendees of the First General Business Meeting will receive a **chance to win** a complimentary travel package to the 78th Annual Conference & Exposition in August 2012 in Minneapolis, MN which includes one round-trip airfare, hotel stay, complimentary registration and a \$100 gift card.

In order to be eligible to win you must attend the First General Business Meeting and receive a ticket. The drawing will take place at the Second General Business Meeting. You must be present to win.

\*For questions about your membership category, please visit the membership booth located at Registration

## Chapter Meetings

**Sunday, August 7**

**11:00 AM – 12:00 PM**

**Washington Chapter** Room 113B

**3:00 PM – 4:00 PM**

**Florida Chapter** Room 103B

**3:00 PM – 4:00 PM**

**Indiana Chapter** Room 301

**10:00 AM – 11:00 AM**

**Western Region Consortium** Room 103B

**Monday, August 8**

**4:00 PM – 5:00 PM**

**Washington Chapter** Room 306

## EXHIBIT HALL HOURS

<b>SUNDAY, AUGUST 7</b>	<b>11:00 AM – 4:00 PM</b>
<b>MONDAY, AUGUST 8</b>	<b>10:00 AM – 4:00 PM</b>
<b>TUESDAY, AUGUST 9</b>	<b>10:00 AM – 1:00 PM</b>

## Committee Meetings

**Saturday, August 6**

**9:00 AM – 11:00 AM**

**Committee Chairs Summit with Executive Committee**

Salon D – Marriott Philadelphia Downtown

**11:00 AM – 1:00 PM**

**Group Leaders with Executive Committee**

Room 501 – Marriott Philadelphia Downtown

**1:00 PM – 2:00 PM**

**APCO Committee Mixer**

Salon A – Marriott Philadelphia Downtown

**1:00 PM – 4:00 PM**

**Committee Meetings**

**Committee Meetings will be held at the Marriott Philadelphia Downtown.**

Rooms 401, 402, 403, and 404

**Monday, August 8 – Wednesday, August 10**

**8:00 AM – 5:00 PM**

**APCO Committee Resource Center**

Room 204C – Convention Center

There will be a sign up sheet outside the room.

Committee chairs can sign up for room as available.

## Transportation Schedule

Sponsored By: 

**Saturday, August 6**

**12:00 PM – 5:00 PM**

**Sunday, August 7**

**7:00 AM – 10:30 PM**

**Monday, August 8**

**7:00 AM – 6:00 PM**

**Tuesday, August 9**

**7:00 AM – 10:00 PM**

**Wednesday, August 10**

**7:00 AM – 3:00 PM**

Transportation will be provided to and from the Pennsylvania Convention Center & APCO Conference Hotels.

Transportation will also be provided to Golf Tournament, Attendee Welcome Reception, and PSAP Tours



## Attendee Bag Distribution

Registration Area

Open during registration hours. Attendees receive an attendee bag ticket with a full registration. Tickets must be exchanged at the attendee bag distribution area.

## Badge Guidelines

Attendee badges must be worn during all conference events. Conference attendees should have a photo ID in their possession for presentation when requested. Ribbons can be picked up at the counter near the attendee bag distribution area.

## Photography

Photographs and video footage will be taken by APCO's official photographer during conference and special events and may be used for marketing and/or editorial purposes. No photography or video is allowed in the exhibit hall.

## Exhibitors

2012 Booth selection and sponsorship sales will take place (if not previously chosen) in the Exhibit Hall next to the exhibitor service center. Stop by if you would like to confirm your appointment time.

## Information Desks

- **APCO International Information:**  
Located in registration area
- **Philadelphia Convention and Visitors Authority:**  
Located on level 1 of the convention center

## Lost & Found

Room 203A

## CEU Retrieval

Attendees can retrieve CEU credits after the conference by logging into the attendee service center at [www.apco2011.org](http://www.apco2011.org). Simply click on the CEU Certificate tab, select the desired session you want the certificate for and a PDF will be available for printing.

## Security & First Aid

In the event of an emergency while in the convention center please dial the number listed below to reach the 24/7 security dispatch center.

**From a house phone: dial ext. 4911**

**From a personal phone: 215-418-4911**

## Special Needs

APCO International is in compliance with ADA requirements and will provide reasonable accommodations for conference participants upon prior notification. Once onsite, you may notify the APCO International information desk with your requirements.

## The Living Room

### Learn to Take Care of Yourself so You Can Take Care of Others

*Presented by Pam Giese*

Kick back with us and learn how to live well, eat right, and feel better about yourself.

**Sunday, August 7** Room 113C

#### **7:00 AM – 8:00 AM Sunrise Yoga** *workout*

A gentle awakening followed by a series of movements and postures designed to infuse the body with energy for the day.

#### **8:00 AM – 9:00 AM Nutrition and Supplement Basics** *lecture*

A simple explanation of how to fuel the body for optimum health and weight management; includes a very simple discussion of Supplements, the DSHEA act of 1994, and what each of us should know in order to make responsible, safe, healthy decisions.

#### **9:00 AM – 10:00 AM Core Work, Pilates and Balance** *workout*

Using only our body, we will develop a progressive workout focused on abdominals, back, shoulder stabilizers and individual limb strength.

#### **10:00 AM – 11:00 AM Planning Meals and Snacks for the Alternative Work Schedule** *lecture*

Cooking is almost obsolete for the busy, working professional. This discussion will provide practical strategies and suggestions for how to find time in your schedule to prepare healthy, portable, easy foods on a greatly restricted time budget.

#### **11:00 AM – 12:00 PM Lunchtime Strength and Conditioning - Using Your Body for Resistance** *workout*

Using our body and a few tools and toys, such as chairs and floor space, we will complete a comprehensive, full body strength program that can be done anywhere. No gym membership required.

#### **12:00 PM – 1:00 PM Complimentary Body Composition Testing in the APCO Pavilion**

Using a simple technology called BioElectrical Impedance, we will measure total body weight, % of body fat, lbs of muscle mass, hydration level, metabolic age, body type rating and bone mass. The process is not invasive and takes only a few moments.

#### **2:00 PM – 3:00 PM Label Reading and Eating Out Healthfully** *lecture*

A basic education on label reading to empower you, the consumer and alert you as to the "official and legal" definitions of terms like fat free or no trans fat. We will also explore the most important reasons to be really aware of your choices when eating out.

#### **3:00 PM – 4:00 PM Caffeine, Alcohol and Stress Deprivation; Catabolic Factors** *lecture*

A fun and informative look at the sabotaging effects of some of the most prevalent lifestyle saboteurs. Learn what happens to the internal chemistry and cellular structure of our fat cells when these factors are present.

#### **4:00 PM – 5:00 PM Yoga to Unwind** *workout*

A light movement oriented segment followed by gentle, relaxing, pleasing poses designed to encourage relaxation and intellectual recovery. Those familiar with the language of yoga will understand this to be a predominantly yin practice.

*These classes are open to exhibitors and family members of registered attendees. Workouts will be low to moderate intensity. Lectures will be geared towards a basic understanding of the subject matter within the field of nutrition. All discussions will leave time for Q&A.*

## APCO Pavilion Events

**Sunday, August 7**

**12:00 PM – 1:00 PM Complimentary Body Composition Testing**

Let our Living Room instructor, Pam Giese, use this state-of-the-art device called BioElectrical Impedance to measure your body composition. The process is not invasive and takes only a few moments to measure your total body weight, % of body fat, lbs of muscle mass, hydration level, metabolic age, body type rating and bone mass. Make this stop at the APCO Pavilion a priority!

**Monday, August 8**

**10:30 AM Public Safety CIO book – Authors wanted!**

APCO and the Public Technology Institute (PTI) are developing a book to educate local officials on the leading practices, trends and opportunities that new technologies can offer in the field of public safety communications. Learn about the book and how to be a contributing author.

**11:00 AM – 12:00 PM Meet Vince Papale!**

Bring your Philadelphia Eagles memorabilia and have it autographed by walk-on legend Vince Papale.

**11:30 AM RPL Meet & Greet**

Please join Registered Public-Safety Leaders (RPL) to learn about the benefits of the Leadership Certificate Program and how you can achieve the prestigious the RPL designation.

**12:00 PM Speed Networking**

This is your opportunity to win prizes and to build relationships with other APCO Members. This networking session is hosted by 25+ year members of APCO.

**12:30 PM Project 33 Agency Training Program Certification**

Learn about the APCO Project 33 Agency Training Program Certification online program and PST standard. Ask questions, have some fun, and connect with Certified Agencies and Call Center Standards Committee Members

**Tuesday, August 9**

**10:30 AM Spectrum Speak – Fun & Games!**

APCO's Spectrum Management Division invites you to stop by the APCO Pavilion and try your hand at either a Word Search puzzle or a Crossword puzzle. Test your knowledge and recognition of the "language" of spectrum management. The first correctly completed puzzle in either category will win a new iPod Shuffle!

**11:00 AM – 11:45 AM Meet Distinguished Achievers Breakfast speaker Juliet Funt!**

She has hilarious built into her genes as daughter of Allen Funt, creator of the Candid Camera television show. Buy her latest DVD and have it signed.

**12:30 PM Scrapbook Winners Announced**

Come find out the winners of the Historical Committee's Chapter Scrapbook contest and experience a bit of APCO history up close and personal.

**12:30 PM New Logo Exhibit Hall Scavenger Hunt Drawing**

Forms must be turned in by 12:00 pm on Tuesday, August 9. Must be present to win!

## CALEA Resource Center

Registration Area



<b>SUNDAY, AUGUST 7</b>	<b>1:15 PM – 4:00 PM</b>
<b>MONDAY, AUGUST 8</b>	<b>8:00 AM – 10:00 AM, 1:00 PM – 5:30 PM</b>
<b>TUESDAY, AUGUST 9</b>	<b>1:00 PM – 5:00 PM</b>
<b>WEDNESDAY, AUGUST 10</b>	<b>7:30 AM – 12:30 PM</b>

## Future Cities



**2012**

Minneapolis, Minnesota  
**August 19–22, 2012**  
Minneapolis Convention Center and Minneapolis Hilton



**2013**

Anaheim, California  
**August 11–14, 2013**  
Anaheim Convention Center



**2014**

New Orleans, Louisiana  
**August 3–7, 2014**  
Ernest J. Morial Convention Center



**2015**

Washington, DC  
**August 16–19, 2015**  
Walter E. Washington Convention Center

## Blood Drive

Room 204-A, Pennsylvania Convention Center – 2nd Floor

**Monday, August 8**

**12:00 PM – 6:00 PM**



## APCO Gives Back

**Do something amazing. Save a life. Give blood!**

Be part of something that saves lives. Every two seconds someone in the United States needs blood. The American Red Cross provides blood for more than 3,000 hospitals. The donation process takes between 45 minutes to an hour, and just eight to ten minutes for the actual blood donation.

Stop by room 204-A and the blood you donate could give someone another chance at life. One day that someone may be a close relative, a friend, a loved one—or even you.



## Press Room

Room 110A

<b>SUNDAY, AUGUST 7</b>	<b>1:00 PM – 4:00 PM</b>
<b>MONDAY, AUGUST 8</b>	<b>10:00 AM – 5:00 PM</b>
<b>TUESDAY, AUGUST 9</b>	<b>10:30 AM – 5:00 PM</b>
<b>WEDNESDAY, AUGUST 10</b>	<b>9:00 AM – 12:00 PM</b>



## AFC Resource Room Sessions/Presentations Schedule

Convention Center Room 202 A & B

Sponsored by



### Monday, August 8

#### 1:00 PM – 3:00 PM **NRPC Overview – REGIONAL PLANNING OVERVIEW**

##### Overview

- 700 MHz Plans Overview
- How plans are structured for managing spectrum and RPC organization
- FCC required elements to be addressed in each plan
- RPC Training Manual

##### PC Roundtable Q&A

*Presenter: Steve Devine, Chairman, NRPC & Interoperability Program Manager, MO Dept. of Public Safety*

### Tuesday, August 9

#### 9:00 AM – 10:00 AM **PSCR Broadband Updates**

This session will feature an update on the Public Safety Communications (PSCR) program's 700MHz Public Safety Broadband Demonstration Network, which provides manufacturers a location for early deployment to demonstrate and evaluate their systems in a multi-vendor environment. PSCR will provide an update on the participation of its Cooperative Research and Development Agreement (CRADA) partners, as well as on the technical study items PSCR and its industry partners are assessing through the Demonstration Network.

*Presenters: Emil Olbrich, Lead Project Engineer, PSCR, Jeff Bratcher, Technical Manager, PSCR*

#### 10:00 PM – 11:00 AM **700MHz Public Safety Broadband: Technical Issues Now and in the Future**

This session will explore two of the major technical issues that public safety may face as the buildout of the 700MHz nationwide public safety ensues. The technical issues to be discussed include:

- Network Identifiers: Discussion on developing network identifier requirements for a single nationwide PLMN network that supports multiple eNodeB and EPC vendors, regional redundant EPC data centers, and multiple jurisdictions.
- Mission-Critical Voice: Exploring the network's capability for mission critical voice for public safety, including peer-to-peer communications or "talk-around" and push-to-talk

*Presenters: Emil Olbrich, Lead Project Engineer, PSCR, Andrew Thiessen, Lead Project Engineer, PSCR, Vendor Representatives TBD*

#### 11:00 AM – 12:00 PM **Narrowband Analog Simulcast Workshop**

The design considerations of narrowband vs. wideband simulcast will be explored. Tools for RF coverage analysis and products system implementation will be identified. Two local projects will be featured as case studies and specifics of projects from the participants will be discussed.

*Presenter: Ed O'Connor, President, Simulcast Solutions LLC.*

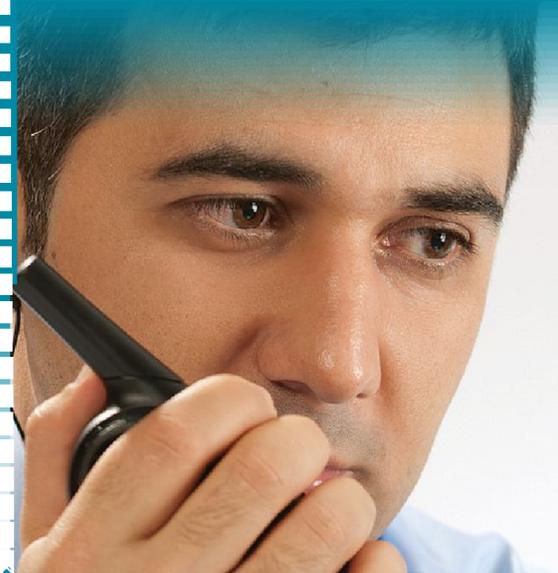
#### 1:00 PM – 3:00 PM **CAPRAD Overview**

- CAPRAD Navigation
- 800 MHz Module
- 700 MHz Module
- Interoperability Planning Module
- 4.9 GHz
- Future capabilities for CAPRAD

*Presenter: Ron Mayworm, Radio Systems Manager, Brazos Valley Wide Area Communications System*

**SAVE THE DATE**

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APCO  
**GLOBAL**  
CONGRESS  
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InterContinental Dubai Festival City, United Arab Emirates

[www.APCOglobalcongress.org](http://www.APCOglobalcongress.org)



# CASSIDIAN

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## Visit us at Booth #1211

### Stand together with Cassidian Communications

At Cassidian Communications, an EADS North America company, our NG9-1-1-ready call center solutions, emergency notification services and digital, trunked P25 Land Mobile Radio networks are founded upon a common technology framework that is designed to support public safety communications simply, powerfully and economically.

With over 40 years in public safety, you can trust the experts in full-circle security and communications.

**DEFENDING WORLD SECURITY**

[www.CassidianCommunications.com](http://www.CassidianCommunications.com)

## Friday, August 5

8:30 AM – 5:00 PM	Executive Council Meeting
1:00 PM – 5:00 PM	Pre-Registration Badge Pickup Only. <i>(No On-Site registrations.)</i>

## Saturday, August 6

9:00 AM – 5:00 PM	Registration <i>(On-Site Registration Opens)</i>
1:00 PM – 4:00 PM	APCO International Committee Meetings

## Sunday, August 7

7:00 AM – 5:00 PM	The Living Room
7:00 AM – 6:00 PM	Registration
7:30 AM – 4:00 PM	Golf Tournament <i>Sponsored by: <b>HARRIS</b></i>
10:00 AM – 11:00 AM	New Attendee Orientation Brunch
11:00 AM – 4:00 PM	Exhibit Hall Hours <i>(Exclusive 2.25 Hours: 11:00 AM – 1:15 PM)</i>
12:00 PM – 1:00 PM	Lunch in Exhibit Hall
1:15 PM – 4:00 PM	Professional Development Tracks
4:00 PM – 5:00 PM	First General Business Session
6:30 PM – 9:00 PM	Attendee Welcome Reception – The Franklin Institute <i>Sponsored by: <b>Comcast</b></i>

## Monday, August 8

7:00 AM – 6:00 PM	Registration
7:00 AM – 8:00 AM	Radio Club of America Breakfast
8:30 AM – 10:00 AM	Opening General Session and Keynote Address <i>Sponsored by: <b>HARRIS</b></i>
10:00 AM – 4:00 PM	Exhibit Hall Hours <i>(Exclusive 3.0 Hours: 10:00 AM – 1:00 PM)</i>
12:00 PM – 6:00 PM	Blood Drive
1:00 PM – 2:15 PM	Featured Presentation - Federal and Congressional Panel
1:00 PM – 5:15 PM	Professional Development Tracks
2:30 PM – 3:45 PM	Featured Presentation – FCC Regulatory Panel
5:00 PM – 7:00 PM	E9-1-1 Institute Reception

## Tuesday, August 9

7:00 AM – 5:00 PM	Registration
8:30 AM – 10:30 AM	Distinguished Achievers Breakfast <i>Sponsored by: <b>TCS TeleCommunication Systems</b> Enabling Convergent Technologies®</i>
10:00 AM – 1:00 PM	Exhibit Hall Hours <i>(Exclusive 3.25 Hours: 10:00 AM – 1:15 PM)</i>
11:00 AM – 12:00 PM	9-1-1 For Kids Heroes Ceremony
11:30 AM	New Product People's Choice Winner
1:15 PM – 4:00 PM	Professional Development Tracks
4:00 PM – 5:00 PM	Second General Business Session
5:00 PM – 5:30 PM	Second VP Reception
6:00 PM – 7:00 PM	Reception
7:00 PM – 10:00 PM	Annual Blue & White Gala <i>(Tickets purchased separately)</i> <i>Sponsored by: <b>Sprint</b></i> 

## Wednesday, August 10

7:00 AM – 12:00 PM	Registration
8:00 AM – 12:15 PM	Professional Development Tracks
8:00 AM – 12:15 PM	Featured Presentation – FCC Environmental and Section 106 Compliance for Public Safety Network Professionals
12:30 PM – 2:30 PM	Closing SuperSession Lunch <i>Sponsored by: <b>CASSIDIAN</b></i> 

# Social and Networking Events



## Sunday, August 7

### 14th Annual Golf Tournament

7:30 AM – 4:00 PM

Sponsored by: **HARRIS**

Don't Forget to Pack Your Clubs!!

**Scotland Run Golf Club**, 2626 Fries Mill Road, Williamstown, NJ 08094

**Fee: \$110\* per person**

*\*Fee includes greens fee, cart, continental breakfast, lunch and transportation (at Official APCO hotels).*



### Attendee Welcome Reception – Franklin Institute

6:30 PM – 9:00 PM

Sponsored by: **Comcast**

It's no theory... it's a fact: there is no venue in Philadelphia more inspiring than The Franklin Institute Science Museum.

With its breathtaking spaces and stimulating environment, The Franklin Institute is the key to an evening that is truly electrifying. Join your APCO friends at this innovative Philadelphia location!

*Heavy hors d'oeuvres served and cash bar available.*

*Transportation will be provided to and from the Franklin Institute at Official APCO Hotels.*

*Must have attendee badge and/or ticket for entrance to this event.*



## Tuesday, August 9

### Blue & White Gala

**Reception:** 6:00 PM – 7:00 PM

**Dinner & Celebration:** 7:00 PM – 10:00 PM

Sponsored by: **Sprint**

### APCO Welcomes back the Dueling Pianos of Michael and Amy!

Last seen on the Blue & White Gala stage in 2007, Michael and Amy return for another evening of comedy antics and great music. This talented duo have creatively transformed the wildly popular dueling pianos entertainment concept into an award winning headline show with an eclectic mix of music, comedy, theatre, concert performance, audience participation and unpredictable improvisation!

You won't want to miss this wonderful evening's entertainment, ONLY at the 2011 Blue & White Gala. Reserve your tickets today!

**Philadelphia Convention Center Grand Ballroom**

**Tickets: \$45 per person** (need to be purchased separately). Must have ticket for entrance to this event.



## PSAP Tours

Tour these PSAPs to see the unique ways they service urban, suburban and transit environments. Sign-up for tours at the Information Booth located in the registration area. Sign up early – space is limited! Tours will depart from the convention center at 12th Street.

### Chester County Emergency Services

**Sunday, August 7**

**2:00 PM – 4:00 PM**

Chester County contains 756 square miles—the 28th largest of Pennsylvania’s 67 counties—and has a residential population of 500,000. 9-1-1 Operations has 80 full-time and eight part-time telecommunicators. In 2010, the PSAP received 291,000 requests resulting in more than 360,000 police, EMS and fire dispatches. Four platoons work rotating 12-hour shifts. Each has a platoon leader, assistant platoon leader and up to three alternate supervisors. Telecommunicators who are APCO certified instructors conduct basic telecommunicator, EMD and dispatch training in house. Monthly computer-based continuing education is also provided.



### City of Philadelphia Police Department Communications Center

**Monday, August 8**

**1:00 PM – 3:00 PM**

The Philadelphia Police Department is the nation’s fourth largest police department. It is the primary law enforcement agency responsible for serving Philadelphia County. Geographically, the department is divided into 22 police districts serving a population of 1.5 million in 140 square miles. 277 dispatchers, which are all trained in calltaking/dispatching functionality, handled three million calls in 2010. Its radio system is a city wide Motorola Astro 25 800 Mhz. with 10 simulcast sites which is currently being upgraded.



### Gloucester County, NJ Emergency Response Department

**Tuesday, August 9**

**1:00 PM – 3:00 PM**

Gloucester County, NJ Emergency Response Department dispatches 40 fire departments, 11 ambulance squads, and four paramedic units. Gloucester County is the first in New Jersey to do Regional Countywide Emergency Medical Services. The department answers about 500 9-1-1 emergency calls and over 900 non-emergency & police-related calls daily. The mission of the Department of Emergency Response is centered on the advancement of the quality of life for the 293,000 people of Gloucester County.

As of December 2010 Gloucester County has increased its service area by becoming a regional PSAP / and public safety dispatch point for 3 municipalities in neighboring Atlantic County the coverage area is approximately 15,000 people in 63 square miles.



### SEPTA Emergency Operations Center

**Wednesday, August 10**

**9:00 AM – 11:00 AM**

SEPTA’s Transit Police Department work to provide riders with a safe and secure travel environment, while protecting Authority property and personnel. About 260 sworn personnel are responsible for SEPTA’s 2,200 square-mile service region. The Department uses a radio interoperability system (RIOS) with voice-over Internet protocol to connect dissimilar communications systems into talk groups. Currently, over 250 agencies have access to SEPTA’s RIOS system. To enable outside agencies communicate underground by radio, it developed a portable underground radio repeater system that can interface with RIOS. Further, transit police officers can link CAD systems with other agencies to coordinate emergency response. Smart Stations will interface closed-circuit television cameras, intrusion detection systems and other security and life safety procedures over a fiber-optic network.





## Opening General Session and Keynote Address

**Monday, August 8** **8:30 AM – 10:00 AM**

Sponsored by: **HARRIS**

**Vince Papale**, the Former Philadelphia Eagles Walk-On Legend  
**Hold Fast to Your Dreams**

Learn to grab hold of an opportunity to make a dream a reality. Papale will describe his incredible journey from the projects of suburban Philadelphia to playing in the NFL. Even though he hadn't played college football he attended an open tryout for the Philadelphia Eagles and the rest, they say, is history! At 30, he became the oldest rookie in the NFL. He played for four seasons, was voted Captain of Special Teams by his teammates, and was credited by Coach Vermeil for laying the foundation for the 1980 Super Bowl Team. Most recently he was awarded the Vince Lombardi Award and his story became the Disney film, *Invincible*. It's the story of the ultimate underdog achieving his wildest dream and you'll want to hear him tell it.



## Distinguished Achievers Breakfast

**Tuesday, August 9** **8:30 AM – 10:30 AM**

Sponsored by: **TCS TeleCommunication Systems**  
*Enabling Convergent Technologies\**

**Juliet Funt**  
**Overcommitted, Overwhelmed and Over It! Success Skills for the Blisteringly Busy**

APCO considers it a top priority to recognize outstanding achievements in our industry. With this event, we as an Association truly cherish this opportunity to bring our hardest working and highest achieving members to the stage before their peers, where we can thank them properly for what they bring to the field of Public Safety. Following the award recognitions, a delicious plated breakfast will be served!

The #1 lifestyle complaint in the world today is having too much to do with too little time. SuperSession speaker, Juliet Funt will take you on a fast-paced, story packed, hilarious ride to right where the answers lie. Enjoy stories of how real people have rediscovered the excitement of tackling the challenges of work and savoring those precious moments with family and friends. Learn simple, but powerful strategies that enable you to manage your in-box, juggle a dozen projects, and shift your point of view from panic to acceptance and from acceptance to fulfillment. This funny and energetic program will help you prioritize the smart way, be more productive, and clarify what's really important.



## Closing SuperSession Lunch

**Wednesday, August 10** **12:30 PM – 2:30 PM**

Sponsored by: **CASSIDIAN**

**Chief Richard Picciotto**  
**Last Man Down: A Fireman's Story**

The ultimate example of leadership, motivation, risk management, and decision making, was the largest rescue operation in the history of the United States, which occurred on 9/11 and saved the lives of an estimated 20,000 people. In a presentation modeled after his best-selling book, *Last Man Down*, FDNY Chief Richard Picciotto offers a tribute to the lives that were lost that day. His recount is not one of death and destruction, but a celebration of life and its unpredictable nature. Picciotto offers an eyewitness account of the defining historical event of our lives; his story is that of a man, a hero, and a tragic event that inspired a nation.

## Registered Public Safety Leaders (RPL)

The 2010-2011 graduates of the Leadership Certificate Program will be recognized at the Distinguished Achievers Breakfast, Tuesday August 9 at 8:30 AM



Robert Bloom  
Brit Cortes  
Lisa Holmes  
Charlene Fisk  
Leandria Hollinshead  
Lecia Kelly  
Joel Landis  
Rose White

Nicole Tidey  
Erika Flournoy  
Nela Hanson  
Michael Keske  
Marilyn Mills-Anderson  
Christine Ponce  
Lee Ann Delp  
Mary K Sullivan

Molly Coulter Williams  
Cathy Raley  
Jeannine Thompson  
Dominick Nutter  
Shelly Holzerland  
Matt Shenk  
Tammy Watson  
Jeryl Brown

Rick Thomas  
Brian Becker  
Gary Gray  
Carla Holcroft  
Shannon McCuin  
Dana Morris  
Jeanne Rexroad



## APCO INSTITUTE BOOTH

Registration Area

The APCO Institute booth will be located in the Convention Center across from registration. Take advantage of the opportunity to preview current course materials, training opportunities and view live demonstrations of the new 9-1-1 Advisor Software and the Expectations: Evaluations Software.

COME SEE US AT

**BOOTH 1113**



We will show you why we  
are the best choice for your  
complete P25 solution

- infrastructure
- portable/mobile radios
- radio accessories
- dispatch consoles
- services



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## TRANSFORM PUBLIC-SAFETY COMMUNICATIONS.

When it comes to mission-critical communications for first responders, the right network and technology can make a world of difference. The 4G LTE private and public interoperability solution provides enhanced carrier roaming for expanded coverage, device management and control and site sharing for rapid deployment. No matter the situation, Verizon technology helps get critical information to those that need it most.

Visit booth 812 to learn more about innovative public-safety communications, or contact your local Verizon public-safety account representative.

Network details and coverage maps at [vzw.com](http://vzw.com). © 2011 Verizon Wireless.

TRACKS	1:15 PM – 2:30 PM	2:45 PM – 4:00 PM
 <p><b>Telecommunicator Topics: On The Front Line</b></p> <p><i>All sessions in this track are in Room 103A</i></p>	<p><b>FBI Terrorist Screening Center (TSC): Information Sharing with Law Enforcement and Communication Dispatcher Specialists</b></p> <p><i>Terence J. Wyllie, FBI – Terrorist Screening Center</i></p>	<p><b>Hunting for Red Flags on the Front Lines: Situational Awareness and the 9-1-1 Telecommunicator</b></p> <p><i>Ryan Caiazzo, Mission Critical 9-1-1 Training</i></p>
 <p><b>Training for Today and Tomorrow</b></p> <p><i>All sessions in this track are in Room 105 A &amp; B</i></p>	<p><b>Critical Thinking — What Is It — And How Is It Useful to 9-1-1?</b></p> <p><i>Sue Pivetta, Professional Pride, Inc</i></p>	<p><b>APCO's Current Training Standards and Ongoing CCSC Committee Work — Panel Discussion</b></p> <p><i>Matt Stillwell, City of Edmond; Cory Ahrens, Washington State Criminal Justice Institute; Kimberly Burdick, Chouteau County Sheriff's Office; Dan Morelos, Tucson Airport Authority</i></p>
 <p><b>Supervision &amp; Leadership Development</b></p> <p><i>All sessions in this track are in Room 107 A &amp; B</i></p>	<p><b>Supervision: The Most Import Lessons I Learned</b></p> <p><i>Tony Harrison, Public Safety Group</i></p>	<p><b>Supervisor's Roundtable</b></p> <p><i>Steve Souder, Fairfax County Department of Public Safety; Tom Hanson, Charlottesville/UVA/Albemarle County Emergency Communications</i></p>
 <p><b>Communications Center Management</b></p> <p><i>All sessions in this track are in Room 108A</i></p>	<p><b>Social Networking in an Emergency Services Environment</b></p> <p><i>Crystal McDuffie, NC State University Police Department</i></p>	<p><b>Mentoring Program in the Communications Center</b></p> <p><i>Sheila Hanna-Wiles, APCO International</i></p>
 <p><b>Projects, Planning &amp; Practices</b></p> <p><i>All sessions in this track are in Room 108B</i></p>	<p><b>NG9-1-1: Past Lessons, Present State, Future Opportunities</b></p> <p><i>Thomas Gross, Miami-Dade Police Department; James Lipinski, Vermont Enhanced 9-1-1 Board; Ashish Patel, Intrado Inc.; John Rennie, NICE Systems</i></p>	<p><b>Preparing for Disaster in Paradise</b></p> <p><i>Robin Grier, Catalyst Communications Technologies, Inc.; Kenison Tejada, Honolulu Fire Department</i></p>
 <p><b>Current Events/Hot Topics</b></p> <p><i>All sessions in this track are in Room 109 A &amp; B</i></p>	<p><b>NFPA and APCO: Working Together to Improve Public Safety</b></p> <p><i>Kendall Holland, NFPA</i></p>	<p><b>Project 25: A User's Perspective on P25 Systems and Plans</b></p> <p><i>James Downes, DHS; Bill Bowens, DFW Airport; Martin McCoy, State of Wyoming; Tom Sorely, City of Houston</i></p>
 <p><b>Technology Management</b></p> <p><i>All sessions in this track are in Room 111 A &amp; B</i></p>	<p><b>Critical Link: The Delivery of Alarm Transmissions Between Alarm Monitoring Companies and 9-1-1 PSAPs</b></p> <p><i>Steve Correll, Nlets; Ed Bonifias, CSAA; Kathy Berg, City of Richmond</i></p>	<p><b>Advanced Automatic Crash Notifications and Urgency Factors: Can We Standardize?</b></p> <p><i>Kathy McCormick, OnStar; Gary Wallace, ATX; Bill Hobgood, APCO International; Laurie Flaherty, National 911 Program; Peggy Fouts, APCO International – Data Transfer Committee</i></p>
 <p><b>IT &amp; Radio Techno-Talk</b></p> <p><i>All sessions in this track are in Room 113A</i></p>	<p><b>Multiband Radios — Unprecedented Connectivity, Functionality and Interoperability via a Single Device</b></p> <p><i>Matt Fallows, Harris Corporation</i></p>	<p><b>Cyber Security: Protecting Today's Mission-Critical Public Safety Communications Systems</b></p> <p><i>Kevin McGeary, L.R. Kimball; Jeremy Smith, L.R. Kimball</i></p>

TRACKS	1:00 PM – 2:15 PM	2:30 PM – 3:45 PM	4:00 PM – 5:15 PM
 <p><b>Telecommunicator Topics: On The Front Line</b> <i>All sessions in this track are in Room 103A</i></p>	<p><b>Communication Skills for the Communications Specialist</b> <i>Stephanie Atlee, King County Sheriff's Office</i></p>	<p><b>What's the Fire?</b> <i>Charles Garrity, Massachusetts State Police Communications;</i> <i>Christina Giacomelli, Alameda County Regional Emergency Communications Center</i></p>	<p><b>"I'll Sleep When I'm Dead"</b> <i>Nathan Preston, Taney County Ambulance District</i></p>
 <p><b>Training for Today and Tomorrow</b> <i>All sessions in this track are in Room 105 A &amp; B</i></p>	<p><b>Training Marksmanship: Does Your Training Hit The Target?</b> <i>Cheryl Greathouse, Georgia Public Safety Training Center;</i> <i>Robin Tieman, Cass County 9-1-1</i></p>	<p><b>Training Marksmanship: Scoring Your Target</b> <i>Angela Bowen, Georgia Public Safety Training Center</i></p>	<p><b>Creating Your Own Training Videos</b> <i>Carlos Valencia, Pima College Police Department</i></p>
 <p><b>Supervision &amp; Leadership Development</b> <i>All sessions in this track are in Room 107 A &amp; B</i></p>	<p><b>Motivational Leadership in Public Safety Communications</b> <i>Rich Troshak, Chesterfield County ECC</i></p>	<p><b>Report from the APCO Professional Communications Human Resource Taskforce (ProCHRT)</b> <i>Steve Souder, Fairfax County Department of Public Safety Communications;</i> <i>Susan Bomstad, Missoula County 9-1-1;</i> <i>Kimberly Burdick, Chouteau County Sheriff's Office;</i> <i>Debbie Gailbreath, Sarasota County Sheriff's Office;</i> <i>Yvonne Carslay, Valley Communications Center;</i> <i>Matt Stillwell, City of Edmond;</i> <i>Carol Adams, Stafford County Sheriff's Office</i></p>	<p><b>Registered Public-Safety Leader (RPL): Your Path to Success</b> <i>Pamela Kaufman, APCO International</i></p>
 <p><b>Communications Center Management</b> <i>All sessions in this track are in Room 108A</i></p>	<p><b>Disaster Communications</b> <i>Patrick Cobb, Williamson County Emergency Communications</i></p>	<p><b>The Human Side of Communications Center Consolidations</b> <i>Kevin Kearns, iXP Corporation;</i> <i>Chris Fischer, NORCOM;</i> <i>Susan Beisheim, NORCOM;</i> <i>Joe Estey, ChatComm</i></p>	<p><b>Priority Response to Video Alarms — A "Win" for Everybody</b> <i>Keith Jentoft, Videofied – RSI</i></p>
 <p><b>Projects, Planning &amp; Practices</b> <i>All sessions in this track are in Room 108B</i></p>	<p><b>It's A Shame It Took Something Like This To Get Something Done</b> <i>Mark Lee, Denise Amber Lee Foundation;</i> <i>David Dignam, Denise Amber Lee Foundation;</i> <i>David Garofalo, North Port City Commission</i></p>	<p><b>How Not to Buy a Communications System</b> <i>Mark Pallans, Pallans Associates</i></p>	<p><b>Narrowbanding — What You Need to Know to be Compliant</b> <i>Al Ittner, Motorola Solutions;</i> <i>Don Root, San Diego County Sheriff's Department;</i> <i>David Troup, Greater Boston Police Council;</i> <i>Chris Kindelspire, Grundy County, IL</i></p>
 <p><b>Current Events/Hot Topics</b> <i>All sessions in this track are in Room 109 A &amp; B</i></p>	<p><b>E9-1-1 Institute/E9-1-1 Caucus Update — "You Can Make A Difference!"</b> <i>E9-1-1 Institute Representatives</i></p>	<p><b>Guidelines for Statewide 9-1-1 System Assessments: Coming to a State Near You</b> <i>Laurie Flaherty, National Highway Traffic Safety Administration;</i> <i>Steve Wisely, APCO International;</i> <i>Sara Lowry, L.R. Kimball</i></p>	<p><b>The Pitfalls of Text Messaging and 9-1-1</b> <i>Peter White, AT&amp;T Mobility</i></p>
 <p><b>Technology Management</b> <i>All sessions in this track are in Room 111 A &amp; B</i></p>	<p><b>Featured Presentation</b> <i>Federal and Congressional Panel</i> Room 201</p>	<p><b>Featured Presentation</b> <i>FCC Regulatory Panel</i> Room 201</p>	<p><b>Best Practices for Next Generation 9-1-1 Incident Recording and Quality Management</b> <i>Patrick Botz, VPI;</i> <i>Eddie Williams, Replay Systems;</i> <i>Matt Stillwell, City of Edmond</i></p>
 <p><b>IT &amp; Radio Techno-Talk</b> <i>All sessions in this track are in Room 113A</i></p>	<p><b>Sensible Migration Planning: Why P25 Phase 2 and Narrowbanding Compliance Should Not Be Feared</b> <i>Jan Noordhof, Tait Radio Communications;</i> <i>Lex Rutter, GeoComm</i></p>		<p><b>Decoding In-Building Communications Codes and Applying Them</b> <i>Jack Daniel, The Jack Daniel Company</i></p>

TRACKS	1:15 PM – 2:30 PM	2:45 PM – 4:00 PM
 <p><b>Telecommunicator Topics: On The Front Line</b></p> <p><i>All sessions in this track are in Room 103A</i></p>	<p><b>Attitude of Gratitude</b> <i>Nancy Banks, Peel Regional Police</i></p>	<p><b>Using the Past to Train for the Future — Officer Down Training</b> <i>Sonya Shores, Charlotte-Mecklenburg Police Communications; Nisee Mauldin, Charlotte-Mecklenburg Police Communications</i></p>
 <p><b>Training for Today and Tomorrow</b></p> <p><i>All sessions in this track are in Room 105 A &amp; B</i></p>	<p><b>Training Roundtable</b> <i>Holly Downs, Salt Lake Valley Emergency Communications Center; Colleen Knudsen, Weber Area Dispatch 9-1-1</i></p>	<p><b>Compassion Fatigue, Too Tired to Care</b> <i>Debby Peterson, Salt Lake City Fire; Missy Widdison, Salt Lake Valley Emergency Communications Center</i></p>
 <p><b>Supervision &amp; Leadership Development</b></p> <p><i>All sessions in this track are in Room 107 A &amp; B</i></p>	<p><b>Performance Appraisals and Terminations: Best Practices — Reduced Liability</b> <i>Jim Kuthy, CitiCall Pre-Employment Testing Software</i></p>	<p><b>Quality Assurance for Dispatch</b> <i>Paul Logan, Dane County Public Safety Communications</i></p>
 <p><b>Communications Center Management</b></p> <p><i>All sessions in this track are in Room 108A</i></p>	<p><b>CALEA Public Safety Communications Accreditation — The Process Explained</b> <i>Debbie Gailbreath, RPL, Sarasota County Sheriff's Office; Mary Sue Robey, Valley Communications Center</i></p>	<p><b>Directors &amp; Managers Roundtable</b> <i>Steve Souder, Fairfax County Department of Public Safety; Jay Somerville, Dublin Police Communications</i></p>
 <p><b>Projects, Planning &amp; Practices</b></p> <p><i>All sessions in this track are in Room 108B</i></p>	<p><b>Consolidation of Emergency Communications Center — Cost Savings: Myth or Reality?</b> <i>Michael Fischel, L. R. Kimball; RoxAnn Brown, L. R. Kimball; Judith Weshinsky-Price, Amarillo Emergency Communications Center; Leo Birbilas, RCC Consultants; Mike Weins, RCC Consultants</i></p>	<p><b>Project Management and Requirements Drafting for NG9-1-1</b> <i>Kathy McMahon, APCO International</i></p>
 <p><b>Current Events/Hot Topics</b></p> <p><i>All sessions in this track are in Room 109 A &amp; B</i></p>	<p><b>Introduction to The Unified CAD Functional Specifications Project (UCADS): A Public Safety Information Sharing and Interoperability Program</b> <i>Peggy Fouts, APCO International – Data Transfer Committee; Lance Terry, City of Norman; Jim Dundas, Northrop Grumman Corporation</i></p>	<p><b>Tactical Interoperability at Your Fingertips — The Virginia Communications Caches</b> <i>Jim Junkins, Harrisonburg-Rockingham ECC; Wes Rogers, Fairfax County Fire-Rescue; John Gibson, Chesapeake Fire Department</i></p>
 <p><b>Technology Management</b></p> <p><i>All sessions in this track are in Room 111 A &amp; B</i></p>	<p><b>Gaining Perspective on NG9-1-1</b> <i>Bob Gojanovich, TeleCommunication Systems, Inc; David McDonald, Intergraph</i></p>	<p><b>Leveraging IP to Cost Effectively Achieve Better Radio Communications Operability and Interoperability</b> <i>James Mustarde, Marketing Director for Twisted Pair Solutions</i></p>
 <p><b>IT &amp; Radio Techno-Talk</b></p> <p><i>All sessions in this track are in Room 113A</i></p>	<p><b>Planning for Your System's Radio Coverage with Digital</b> <i>Scott Skibness, Tait Radio Communications</i></p>	<p><b>HF Communications and its New Role in Public Safety/Homeland Security</b> <i>Dominic Tusa, Tusa Consulting Services II, LLC; Rene Stiegler, ShipCom, Inc.</i></p>
 <p><b>NEW TRACK—Technology Solutions for Today's Leaders</b></p> <p><i>All sessions in this track are in Room 114</i></p> <p>Co-Developed with  <b>pti</b> Public Technology Institute</p>	<p><b>Is Your 9-1-1 Operations Center Ready for the 21st Century Citizen?</b> <i>Clifford Clarke, CIO, Public Technology Institute and former CIO, City of Fort Wayne, IN</i></p>	<p><b>Public Safety Social Media</b> <i>Alan Shark, Executive Director, Public Technology Institute</i></p>

TRACKS	8:00 AM – 9:15 AM	9:30 AM – 10:45 AM	11:00 AM – 12:15 PM
 <p><b>Telecommunicator Topics: On The Front Line</b> <i>All sessions in this track are in Room 103A</i></p>	<p><b>Dispatch Jeopardy — Take the Challenge</b> <i>Pamela Kaufman, APCO International</i></p>	<p><b>What Has CUSTOMER SERVICE Done for ME Lately?</b> <i>Deserie Johnson, FPS/DHS/SMC/Gonzales Consulting Service</i></p>	<p><b>A Child Is Missing Alert Program</b> <i>Chris Bray, A Child Is Missing Alert Program</i></p>
 <p><b>Training for Today and Tomorrow</b> <i>All sessions in this track are in Room 105 A &amp; B</i></p>	<p><b>EMS Communications of the Future, It Will Be Different!</b> <i>John Facella, Harris Corporation; Kevin McGinnis, National Association of State EMS Officials</i></p>	<p><b>Telecommunicator's Internet Toolbox</b> <i>Joseph Klapatch, Lackawanna County Emergency Services</i></p>	<p><b>Florida 9-1-1 Public Safety Telecommunicator State Certification Program</b> <i>Sharon Falcone, Marion County Sheriff's Office; Natalie Heneks, Palm Beach Sheriff's Office</i></p>
 <p><b>Supervision &amp; Leadership Development</b> <i>All sessions in this track are in Room 107 A &amp; B</i></p>	<p><b>You're the Boss! What Now?</b> <i>Roger Martin, Missouri State Highway Patrol; Dawn Moore, Missouri State Highway Patrol</i></p>	<p><b>Adopting APCO ANSI 1.101.2- 2010 on Handling Cases of Missing and Sexually Exploited Children</b> <i>Peter Bellmio, National Center for Missing and Exploited Children (NCMEC)</i></p>	<p><b>Disaster/Active Shooter &amp; Other Large-Scale Incidents — What You Need to Know!</b> <i>Tony Harrison, Public Safety Group</i></p>
 <p><b>Communications Center Management</b> <i>All sessions in this track are in Room 108A</i></p>	<p><b>Getting Your Message Out During 9-1-1 Education Month</b> <i>Laurie Flaherty, National Highway Traffic Safety Administration; E9-1-1 Institute Representatives</i></p>	<p><b>Finding the Diamond in the Rough: Improving the Interview Questionnaire</b> <i>Stephen Martini, Hamilton County 9-1-1 Emergency Communications District</i></p>	<p><b>Dispatchers — Taking Care of Our Own</b> <i>Susie Dunn; Janet Brabson, Blount County 9-1-1 Communications</i></p>
 <p><b>Projects, Planning &amp; Practices</b> <i>All sessions in this track are in Room 108B</i></p>	<p><b>Non-Traditional Communications Centers, It's More Than Just 9-1-1</b> <i>Robert Bloom, Metropolitan Washington Airport Authority; Josh Matthews, Big Sky Incorporated; Elizabeth Phillips, KU Public Safety</i></p>	<p><b>Interoperability Solutions Deployed in the Philadelphia UASI Region by the South East Pennsylvania Regional Task Force</b> <i>Tom McDonald, RCC Consultants, Inc.</i></p>	<p><b>Public Safety Grants: FY 2012 Landscape</b> <i>Jeff Webster, INPUT</i></p>
 <p><b>Current Events/Hot Topics</b> <i>All sessions in this track are in Room 109 A &amp; B</i></p>	<p><b>Featured Presentation</b> <b>TFCC Environmental and Section 106 Compliance for Public Safety Network Professionals</b> <i>Amos Loveday, Jr., Ph.D., History and Preservation Specialist at Atchley Hardin Lane, Former FCC Federal Preservation Officer and Ohio SHPO; Representative(s) from the FCC's Public Safety and Homeland Security Bureau and NEPA/NHPA Staff from Wireless Telecommunications Bureau</i> Room 201</p>		
		<p><b>NPSTC Discusses Public Safety Communications Current Events</b> <i>Marilyn Ward; Harlin McEwen; David Buchanan; Tom Sorley; Joe Ross, NPSTC</i></p>	<p><b>Nationwide Suspicious Activity Reporting Initiative</b> <i>Scott Kelberg, Nationwide SAR Initiative Program Management Office</i></p>
 <p><b>Technology Management</b> <i>All sessions in this track are in Room 111 A &amp; B</i></p>	<p><b>Advanced Data Management for First Responders</b> <i>Michael Lee, Intrado Inc.</i></p>	<p><b>What's Going to Happen to my GIS Data in NG 9-1-1</b> <i>Charles Ronshagen, Cassidian Communications Inc.</i></p>	<p><b>Broadband Communications to Enable First Responders with New Level of Information</b> <i>Al Ittner, Motorola Solutions; Rishi Bhaskar, Motorola Solutions; Ken Budka, Alcatel-Lucent; Richard Burke, Telvate LLC; Bill Schrier, City of Seattle</i></p>
 <p><b>IT &amp; Radio Techno-Talk</b> <i>All sessions in this track are in Room 113A</i></p>	<p><b>What's New at Public Safety Communications Research (PSCR)?</b> <i>Jeff Bratcher, DJ Atkinson, Emil Olbrich, Andrew Thiessen, Jon Strbak (all speakers are with PSCR)</i></p>	<p><b>800 MHz Reconfiguration: A Focus on Actual Cost Reconciliation and Closing as well as General Rebanding Q &amp; A</b> <i>Matt Dowell, 800 MHz Transition Administrator; Bryan Cloar, 800 MHz Transition Administrator; Brian Jagan, 800 MHz Transition Administrator; Jon Strback, Deloitte; FCC Representatives</i></p>	<p><b>Public Safety Joint Partnership Agreements</b> <i>Alan Tilles, Shulman Rogers Gandal Pordy &amp; Ecker, P.A.</i></p>
 <p><b>NEW TRACK—Technology Solutions for Today's Leaders</b> <i>All sessions in this track are in Room 114</i> Co-Developed with  <b>pti</b> <small>Public Technology Institute</small></p>	<p><b>How to Plan for NG9-1-1</b> <i>Leonard Scott, Director Public Safety Technology Programs, Public Technology Institute and former chief of Police of Corpus Christi, TX</i></p>	<p><b>Building a Business Case for Procuring Public Safety Technology</b> <i>Kent Koehler, Chair, Public Technology Institute Public Safety Technology Council and Senior Project Manager, Division of Information and Operations, Sedgwick County, Kansas</i></p>	



**Telecommunicator Topics: On the Front Line**

All sessions in this track are in Room 103A



**Training for Today and Tomorrow**

All sessions in this track are in Room 105 A & B



**Supervision Leadership & Development**

All sessions in this track are in Room 107 A & B



**Communications Center Management**

All sessions in this track are in Room 108A

# Sunday, August 7

1:15 PM – 2:30 PM

## **FBI Terrorist Screening Center (TSC): Information Sharing with Law Enforcement and Communication Dispatcher Specialists**

**Terence J. Wyllie**, FBI – Terrorist Screening Center

Briefing on terrorist watch list and screening procedures with emphasis on importance of law enforcement and communication dispatcher specialists interaction with the terrorist encounter process.

## **Critical Thinking — What Is It — And How Is It Useful to 9-1-1?**

**Sue Pivetta**, Professional Pride, Inc

Have you had a NON-critical thinker trainee? They see things in black and white, either-or, rather than recognizing a variety of possible alternatives, fail to see linkages and complexities, fail to recognize related elements resulting in immature decisions. Had an employee NON-critical thinker? They take their facts as the only relevant ones, their own perspective as the only sensible one, their goal as the only valid one. This session will deepen your understanding and offer tools for teaching and promoting critical thinking within your trainees and staff.

## **Supervision: The Most Important Lessons I Learned**

**Tony Harrison**, Public Safety Group

When I was promoted to supervisor I was taught a few lessons that were critical, but most lessons I had to learn by making mistakes. The purpose of this class is to take these lessons and pass them along to attendees. Topics will include, is there a time not to discipline an employee, how to admit your mistakes and move on, and how to keep employees motivated and ready to work.

## **Social Networking in an Emergency Services Environment**

**Crystal McDuffie**, NC State University Police Department

This presentation will provide the basic knowledge necessary for communications managers to understand the impact of social networking websites on the reputations of their staff and of their agencies. Participants will also come to understand how to preserve one's safety using various sites' privacy settings, while discussing how to design and implement policies that will protect and regulate telecommunicators behavior online.

## **NG9-1-1: Past Lessons, Present State, Future Opportunities**

**Thomas Gross**, Miami-Dade Police Department;  
**James Lipinski**, Vermont Enhanced 9-1-1 Board;  
**Ashish Patel**, Intrado Inc.; **John Rennie**, NICE Systems

As Next Generation 9-1-1 edges closer to reality, many states and regions across the U.S. are investing in IP infrastructure and technology to get ready for the transformation. In this presentation, NG9-1-1 experts from Intrado and NICE Systems, and representatives from the Vermont Enhanced 9-1-1 Board and the Miami-Dade Police Department, will examine the current state of NG9-1-1 and the coming tsunami of change. They will share perspectives on what has worked well thus far, opportunities for improvement, and lessons learned along the way.

## **NFPA and APCO: Working Together to Improve Public Safety**

**Kendall Holland**, NFPA

As NFPA staff I intend to present to the audience how the NFPA develops their standards through the ANSI process and how they are developed through input from the public, to include users, enforcers, and consumers, just to name a few. I will also present several changes to NFPA 1061 that are direct reflections of changes or additions to several APCO standards and that working together in a collaborative effort both organizations can provide the highest level of safety for the public safety community regardless of the branch of public service one is in.

## **Critical Link: The Delivery of Alarm Transmissions Between Alarm Monitoring Companies and 9-1-1 PSAPs**

**Steve Correll**, Nlets;  
**Ed Bonifias**, CSAA;  
**Kathy Berg**, City of Richmond

Nlets, CSAA and APCO implemented two successful pilots that involved sending automatic alarm notifications from alarm companies to local 9-1-1 PSAPs. The project has identified and implemented the transmission method for the notification of alarm events from alarm monitoring companies, subsequent responses from the 9-1-1 PSAP, and near-instantaneous bi-directional delivery of messages from both entities. With the new Nlets message keys, standard interfaces between state control points and 9-1-1 PSAPs CAD systems can easily be modified to accommodate the new transmissions. The end results of project objectives increased law enforcement apprehensions, fires more quickly extinguished, and more lives saved.

## **Multiband Radios — Unprecedented Connectivity, Functionality and Interoperability via a Single Device**

**Matt Fallows**, Harris Corporation

Multiband radios are allowing federal, state and local public safety agencies to communicate more effectively and efficiently by delivering direct interoperability to the hands of users, offering public and private agencies the opportunity to collaborate in ways not possible until very recently. This new generation of multiband radio technology is a truly interoperable solution that is capable of supporting the APCO P25 Trunking, P25 Conventional and analog FM modes of operation. This presentation will discuss how the capability to scan continuously across all bands, voice modes, and encryption types will give first responders unprecedented connectivity and interoperability in the field.

2:45 PM – 4:00 PM

Sunday, August 7

## **Hunting for Red Flags on the Front Lines: Situational Awareness and the 9-1-1 Telecommunicator**

**Ryan Caiazzo**, Mission Critical 9-1-1 Training

Front line 9-1-1 telecommunicators must learn to think outside the box to be effective and creative problem solvers during incidents that don't fit neatly into pre-determined protocols. The session will introduce attendees to basic principles and skills building in situational awareness, critical thinking, and problem solving. Three basic rules for dealing with any difficult or never-before-handled call will be outlined with plenty of examples to illustrate how 9-1-1 telecommunicators influence the outcome of every call. This session is meant for both novice and veteran front line personnel to improve basic call handling, customer service, and safety of responders and citizens.

## **APCO's Current Training Standards and Ongoing CCSC Committee Work — Panel Discussion**

**Matt Stillwell**, City of Edmond;  
**Cory Ahrens**, Washington State Criminal Justice Institute;  
**Kimberly Burdick**, Chouteau County Sheriff's Office;  
**Dan Morelos**, Tucson Airport Authority

This panel discussion will outline new work that has been developed by the Call Center Standards Committee along with existing standards and how they are maintained. New material includes Technician Training Standards and OA Evaluator Training Standards. Existing work includes Minimum Training Standards for Telecommunicators (P33), Supervisors, CTO's, Training Coordinators along with Competency Standards for Comm Center Managers/Directors. The discussion will also include APCO's P33 Certification program which certifies agency training programs.

## **Supervisor's Roundtable**

**Steve Souder**, Fairfax County Department of Public Safety; **Tom Hanson**, Charlottesville/UVA/Albemarle County Emergency Communications

Open discussion format facilitated by two PSAP Directors.

## Projects, Planning & Practice

All sessions in this track are in Room 108B

## Current Events/Hot Topics

All sessions in this track are in Room 109 A & B

## Technology Management

All sessions in this track are in Room 111 A & B

## IT & Radio Techno-Talk

All sessions in this track are in Room 113A

## Technology Solutions for Today's Leaders

All sessions in this track are in Room 114

### Mentoring Program in the Communications Center

**Sheila Hanna-Wiles**, *APCO International*

This presentation will give participants an overview of a mentoring program and the benefits of creating such a program within their own agency including tips and resources. If your agency is experiencing low morale, high turnover, producing average or below average employees then you must hear this presentation. This presentation will provide the resources and information you need to begin providing a growing opportunity for your staff and agency.

### Preparing for Disaster in Paradise

**Robin Grier**, *Catalyst Communications Technologies, Inc.*;  
**Kenison Tejada**, *Honolulu Fire Department*

Honolulu is well known for its lush fauna and sometimes rugged beauty, but many of the same terrain features which make this island a popular tourist destination make radio coverage problematic. While infrequent, brutal weather does occur in paradise, often rendering traditional communications systems inoperable. When the city planned to acquire a new radio system, its forward-looking planners realized the need for a backup dispatch system which was capable of growing to meet then-current and projected needs. Learn how the Honolulu Fire Department, servicing a population of nearly 1 million citizens, leveraged RoIP technology to enhance communications and officer safety.

### Project 25: A User's Perspective on P25 Systems and Plans

**James Downes**, *DHS*,  
**Bill Bowens**, *DFW Airport*,  
**Martin McCoy**, *State of Wyoming*,  
**Tom Sorley**, *City of Houston*

This session will derive content from user experiences and system case histories, and be structured as a panel discussion, with a moderator. Each panel member will conduct a short prepared briefing before each segment, and then open the Q&A to all panel members on each separate segment. A final wrap up will provide additional opportunity for the attendees to re-visit earlier topics in more detail, and to investigate other user oriented topics perhaps not addressed adequately by the prepared material.

### Advanced Automatic Crash Notifications and Urgency Factors: Can We Standardize?

**Kathy McCormick**, *OnStar*;  
**Gary Wallace**, *ATX*;  
**Bill Hobgood**, *APCO International*;  
**Laurie Flaherty**, *National 911 Program*;  
**Peggy Fouts**, *APCO International – Data Transfer Committee*

Automatic Crash Notification providers are in the need for data and operational standards. Learn how DOT, CDC, APCO and NENA have formed joint working groups to work on standardization issues with cooperation and participation from ACN providers. The panel will discuss efforts and outcomes to date on the standardization efforts, an Urgency algorithm, where the algorithm has been piloted, and the outcomes. The Urgency factor has the potential to offer the 9-1-1 PSAP information surrounding the seriousness of the crash, the likelihood of serious injuries, and even base its conclusion on personal data about the driver and passengers.

### Cyber Security: Protecting Today's Mission-Critical Public Safety Communications Systems

**Kevin McGeary**, *L.R. Kimball*; **Jeremy Smith**, *L.R. Kimball*

This session will demonstrate how public safety communications professionals build the elements of an effective cyber security strategy into their plans for the full array of their community's communications infrastructure. It will cover how cyber security strategies vary depending on the infrastructure involved, and what threats must be mitigated, and how can they be monitored. Participants will learn strategies to identify and mitigate prevalent cyber security threats, especially as they relate to radio, connectivity networks, and applications. Define the elements of a sound cyber security strategy, regardless of the community's dynamics.

## Monday, August 8

1:00 PM – 2:15 PM

### Communication Skills for the Communications Specialist

**Stephanie Atlee**, *King County Sheriff's Office*

A communication specialist's most important tool is effective communication. The onus is on him/her to make sure he/she understands a situation and to make sure the other person understands what is being said. In an emergency this is crucial for officer and citizen safety. It is also an important element to workplace harmony. We cannot change others and we most often cannot change the situation, but we can change how we interact and react with others. This presentation is designed to give communication specialists the information and tools to enable them to be exceptional at their jobs.

### Training Marksmanship: Does Your Training Hit The Target?

**Cheryl Greathouse**, *Georgia Public Safety Training Center*;  
**Robin Tieman**, *Cass County 9-1-1*

This interactive session is designed to facilitate discussion among trainers about designing and delivering training which promotes higher levels of critical thinking skills for 9-1-1 personnel. Some trainers believe that when a trainee fails, it is because of lack of initiative with the trainee. What if the issue is not with the trainee, but rather with the trainer or training program design? This session will provide trainers with tips for improving their training programs and improving trainee performance through enhanced critical-thinking skills as a result of training.

### Motivational Leadership in Public Safety Communications

**Rich Troshak**, *Chesterfield County ECC*

Challenging working conditions and stress can leave your dispatchers and 9-1-1 operators unmotivated and less productive. This course discusses motivational techniques you can use to enhance the work environment. Explores leadership styles and how they can impact morale. Encouraging healthy attitudes in the workplace can help prevent unnecessary turnover and burnout.

### Disaster Communications

**Patrick Cobb**, *Williamson County Emergency Communications*

Presentation includes valuable information important to operations managers in planning for disasters in their communities. Issues such as personnel training and equipment redundancy/restoration of services will be covered. During a disaster, it is critical for the PSAP to integrate successfully within an ICS structure created by field customers and providing the communications and resource management support required for successful field operations; implementation of "ICS in the Comm Center" will be discussed in detail. Finally, who does 9-1-1 call when they need help? Mobile communications resources and PSAP contingencies are highlighted giving.

### It's A Shame It Took Something Like This To Get Something Done

**Mark Lee**, *Denise Amber Lee Foundation*;  
**David Dignam**, *Denise Amber Lee Foundation*;  
**David Garofalo**, *North Port City Commission*

This session will focus on the successful campaign in Florida to pass a uniform training and certification bill. It will identify the elements of a successful piece of legislation: content, funding, oversight, and penalties. It will also focus on the elements needed to grab a legislator's attention and alliances and strategies for a successful campaign. The Denise Amber Lee tragedy was the emotional spearhead to finally get this bill passed and the power of these events will be analyzed for their use in these legislative endeavors. No one wants to hear, "It's a shame it took something like this..."



**Telecommunicator Topics: On the Front Line**  
All sessions in this track are in  
Room 103A

**Training for Today and Tomorrow**  
All sessions in this track are in  
Room 105 A & B

**Supervision Leadership & Development**  
All sessions in this track are in  
Room 107 A & B

**Communications Center Management**  
All sessions in this track are in  
Room 108A

### **E9-1-1 Institute/E9-1-1 Caucus Update — "You Can Make A Difference!"**

#### **E9-1-1 Institute Representatives**

The E9-1-1 Institute is a not-for-profit organization, which supports the mission of the Congressional E9-1-1 Caucus. The purpose of the E9-1-1 Institute is to promote public education and awareness of E9-1-1 and emergency communications issues and serve the Congressional E9-1-1 Caucus as a clearinghouse of information on E9-1-1 and emergency communications issues. 1,500 members across the nation can make a difference! Learn how you can become involved/or more involved with the E9-1-1 Institute and help us support the goals of the Congressional E9-1-1 Caucus.

### **Featured Presentation – Room 201**

#### **Federal and Congressional Panel**

Invited panelist will include Jessica Rosenworcel, Counsel, Senate Commerce Committee, Ed Parkinson, Senior Professional Staff, House Homeland Security Committee, Lee Dunn, Counsel to Senator John McCain, Troy Cribb, Professional Staff, Senate Homeland Security Committee, Brian Hendricks, Counsel to Ranking Member, Senate Commerce Committee and other key Hill staff plus representatives from Department of Homeland Security, Department of Justice, Department of Commerce, and Department of Transportation.

The discussion will focus on the issues Congress and the Administration are considering as they prepare to pass legislation to allocate an additional 10 MHz of spectrum to public safety and funding for building out a nationwide broadband network.

### **Sensible Migration Planning: Why P25 Phase 2 and Narrowbanding Compliance Should Not Be Feared**

**Jan Noordhof**, *Tait Radio Communications*;  
**Lex Rutter**, *GeoComm*

Although narrowbanding compliance dates are moving closer there are steps that can be taken to ensure system migration is efficient and in doing so ensuring your network is a long-term investment. This session will provide an overview of the current narrowbanding regulatory requirements and an introduction to the differences between P25 phase one and phase two. The audience will learn how to stage their migration over several years to meet narrowbanding mandates while also spreading system costs over several years. Finally, this session will illustrate how systems can be upgraded with applications such as encryption when P25 standards are adopted.

2:30 PM – 3:45 PM

Monday, August 8

### **What's the Fire?**

**Charles Garrity**, *Massachusetts State Police Communications*; **Christina Giacomelli**, *Alameda County Regional Emergency Communications Center*

Attendees will gather a perspective of fire and EMS communications from a regional communications standpoint. Fire service communications is often the most difficult aspect of training new employees. Fire service acronyms can make it challenging for dispatch employees in the communications center. The large number of response plans and technology issues can tax seasoned dispatch employees and managers. Dispatchers are frequently required to deploy plans involving interaction between inter-county, inter and intra-state mutual aid, combined with the interface of regional state and national plans creates a challenging and rewarding experience.

### **Training Marksmanship: Scoring Your Target**

**Angela Bowen**, *Georgia Public Safety Training Center*

Academic studies (and good ole common sense) tell us that adults learn better by doing. Teaching communications officers to develop critical thinking skills cannot be done solely through lectures and PowerPoint presentations. This fun and interactive presentation is designed to facilitate discussion among trainers about teaching and evaluating critical thinking skills of 9-1-1 personnel. As a companion session to "Training Marksmanship: Does Your Training Hit the Target?" this session will provide trainers with tips for developing practical exercises and performance exams to enhance critical-thinking skills.

### **Report from the APCO Professional Communications Human Resource Taskforce (ProCHRT)**

**Steve Souder**, *Fairfax County Department of Public Safety Communications*;  
**Susan Bomstad**, *Missoula County 9-1-1*;  
**Kimberly Burdick**, *Chouteau County Sheriff's Office*;  
**Debbie Gailbreath**, *Sarasota County Sheriff's Office*;  
**Yvonne Carslay**, *Valley Communications Center*;  
**Matt Stillwell**, *City of Edmond*;  
**Carol Adams**, *Stafford County Sheriff's Office*

APCO established the Professional Communications Human Resource Taskforce (ProCHRT) to focus of the human resource dimension including training, certifications, roles and responsibilities, professional recognition and identification, benefits, of 9-1-1 public safety communications personnel. The ProCHRT committee will share with attendees the information acquired, how it can be used to improve the profession and review a toolkit for use by the membership.

### **The Human Side of Communications Center Consolidations**

**Kevin Kearns**, *iXP Corporation*; **Chris Fischer**, *NORCOM*;  
**Susan Beisheim**, *NORCOM*; **Joe Estey**, *ChatComm*

Communications Center consolidations require careful analysis and planning of a wide variety of governance, business model, operations, technology and facility issues. While all of these are important to a successful consolidation evaluation, the human factors are often overshadowed by debates and discussions of technology issues, shared facilities, and economic savings. This session will focus on the human resources elements of evaluating consolidation, and explore the wide variety of employee retention, operational harmonization, compensation and benefit practices, training standards, evaluation processes and cultural differences that are encountered when consolidations are considered.

### **How Not to Buy a Communications System**

**Mark Pallans**, *Pallans Associates*

This presentation is designed for public safety managers as well as procurement specialists of public safety agencies. It presents a non-technical and "light hearted" look at the pitfalls of purchasing public safety communications systems when the right "players" are not included in the procurement process. Using actual examples of major system procurements it shows how simple mistakes or lack of understanding of technology can result in monumental errors in purchasing and thus compromise or limit the effectiveness of a communication system. While this program refers to communication systems the lessons learned hold for any large scale procurement.

### **Guidelines for Statewide 9-1-1 System Assessments: Coming to a State Near You**

**Laurie Flaherty**, *National Highway Traffic Safety Administration*;  
**Steve Wisely**, *APCO International*; **Sara Lowry**, *L.R. Kimball*

All 9-1-1 stakeholders have made significant contributions to advancing and improving 9-1-1 across the country. Although these changes and upgrades continue, there is no comprehensive benchmark that currently exists to measure the progress and status of a state's 9-1-1 system as a whole. The National 9-1-1 Program has a project underway to develop consensus-based universal guidelines for statewide 9-1-1 system assessment that allow states to measure where they currently stand and provide model practices for progress. This panel discussion will cover the process and status of this effort as a means to support 9-1-1 nationwide.

## Projects, Planning & Practice

All sessions in this track are in Room 108B

## Current Events/Hot Topics

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## Technology Management

All sessions in this track are in Room 111 A & B

## IT & Radio Techno-Talk

All sessions in this track are in Room 113A

## Technology Solutions for Today's Leaders

All sessions in this track are in Room 114

### **Featured Presentation** – Room 201

#### **FCC Regulatory Panel**

The Regulatory Panel will feature high level staff from the FCC and address "hot button" items of concern to public safety, including a national broadband network, narrowbanding, wireless E9-1-1, and 800 MHz rebanding.

4:00 PM – 5:15 PM

Monday, August 8

### "I'll Sleep When I'm Dead"

**Nathan Preston**, *Taney County Ambulance District*

This presentation will explain the importance of quality sleep for emergency communicators. We'll explore the risks due to lack of sleep and how our current philosophy about sleep in public safety is dangerous. We will also look at circadian rhythms and common sense tools to get better sleep.

### **Creating Your Own Training Videos**

**Carlos Valencia**, *Pima College Police Department*

In less than one hour we'll show you how to take your idea and transform it into a training video. We'll show you how to script your idea, storyboard it, shoot it, edit and distribute to a dispatcher's console near you. Why? Because using video allows you to distribute identical training to every person at any time of the day. You can create a weekly communications update or review a policy or procedure.

### **Registered Public-Safety Leader (RPL): Your Path to Success**

**Pamela Kaufman**, *APCO International*

This presentation provides an introduction to APCO Institute's Leadership Certificate Program, a comprehensive 12-month online program that leads to the professional designation of Registered Public-Safety Leader. Learn how this program can provide aspiring leaders within public safety communications the knowledge and skill sets to achieve excellence.

### **Priority Response to Video Alarms — A "Win" for Everybody**

**Keith Jentoft**, *Videofied – RSI*

New intrusion alarm technologies provide a policy opportunity that delivers more arrests and greater efficiencies. Video alarms deliver a video clip of what caused the alarm to the Central Station for immediate review and dispatch. The operator confirms the presence of an intruder and describes the event to the PSAP dispatcher. The Priority Response Program creates a special code in the CAD for video alarms, an email address where central stations can send emails of the video clips, and a formal policy announcement. This concept has been successful with hundreds of arrests and can be implemented at no cost.

### **Narrowbanding — What You Need to Know to be Compliant**

**Al Ittner**, *Motorola Solutions*; **Don Root**, *San Diego County Sheriff's Department*; **David Troup**, *Greater Boston Police Council*; **Chris Kindelspire**, *Grundy County, IL*

With the FCC narrowbanding mandate impacting all VHF & UHF LMR licensees by the start of 2013, be sure you understand all the details you need to be compliant. This panel will provide the information you need to get started today, including detail narrowband capable equipment information, equipment options, and funding opportunities. Learn how to promote interoperability within your system and among your neighbors during this transition.

### **The Pitfalls of Text Messaging and 9-1-1**

**Peter White**, *AT&T Mobility*

The public expects it, many PSAPs want it and will use workarounds to get it. But present day texting to 9-1-1 via wireless networks is not reliable and represents

a technological deadend. Find out what will work and how wireless carriers will implement it. There will also be a discussion of CMAS, or Commercial Mobile Alert System. It will encompass cell phones and other technologies to alert the public. Learn how it came into being and how wireless carriers are working with Homeland Security to make it possible.

### **Best Practices for Next Generation 9-1-1 Incident Recording and Quality Management**

**Patrick Botz**, *VPI*; **Eddie Williams**, *Replay Systems*; **Matt Stillwell**, *City of Edmond*

Momentum is building and PSAPs worldwide are working on migration plans and budgets effectively transition of their emergency communications processes and technologies to New Generation 9-1-1 (NG 9-1-1) standards. With the roll-out of new NG 9-1-1 initiatives, emergency communications are being held to higher standards and subjected to more scrutiny than ever before. Will your recording, case evidence management and quality control measure up? Attend the interactive session to learn how to: Prepare for Recording from Wide Range of Communication Channels, Centralize your Multimedia Incident Information Management, Guard the Security of your Case Evidence, and Formalize your Quality Assurance and Coaching Program.

### **Decoding In-Building Communications Codes and Applying Them**

**Jack Daniel**, *The Jack Daniel Company*

In the past local building and fire codes have been drafted and enacted to provide in-building wireless communications for public safety personnel. Newer national fire codes have enabling ALL jurisdictions to adopt enforceable and mandatory in-building communications codes. Based on established best practices, these nationwide codes (International Fire Code and National Fire Protection Association) are establishing uniform standards and practices. Some jurisdictions may have already enacted these codes without knowing it. You may see these codes cited in future FCC signal booster rules. If your first responders need in-building coverage, this session is a "must".

## Tuesday, August 9

1:15 PM – 2:30 PM

### **Attitude of Gratitude**

**Nancy Banks**, *Peel Regional Police*

No matter what communications center you visit, you invariably hear complaints of negative or difficult people. Research shows that negativity has many damaging effects to the health of individuals and the organization. No matter what the cause, it's time for each of us to start changing the pattern. Come to this session if you're looking for ways to keep your attitude positive and appreciate who you are and the profession you've chosen. Make this one step in your personal wellness program. Don't let a negative communications center ruin your health and perspective.

### **Training Roundtable**

**Holly Downs**, *Salt Lake Valley Emergency Communications Center*; **Colleen Knudsen**, *Weber Area Dispatch 9-1-1*

Training Roundtable is a great opportunity for trainers to join together to share success stories and answers to challenging situations. Discuss "how-to" and encourage all parties to join PSConnect in a virtual training community. While balancing a semi directed approach to the discussion with the flexibility to moderate open discussion and brainstorming from the group. We will introduce some topics for discussion/training "hot topics" that are determined as such from analyzing the issues which reoccur in APCO Open Forum.



### Telecommunicator Topics: On the Front Line

All sessions in this track are in Room 103A



### Training for Today and Tomorrow

All sessions in this track are in Room 105 A & B



### Supervision Leadership & Development

All sessions in this track are in Room 107 A & B



### Communications Center Management

All sessions in this track are in Room 108A

## Performance Appraisals and Terminations: Best Practices — Reduced Liability

**Jim Kuthy**, CritiCall Pre-Employment Testing Software

Virtually every major public safety agency has been sued for some type of employment discrimination. One of the most hotly-contested areas of litigation involves employees who have been terminated based solely on their poor performance. Furthermore, it is well-recognized that the odds of court litigation have dramatically increased as jobs have become more scarce across the nation. This session focuses on proven, court-accepted practices that are more likely to result in performance-based termination decisions being upheld by the courts. It will also spotlight potentially-damaging actions that employers should avoid when making termination decisions based on poor performance.

## CALEA Public Safety Communications Accreditation — The Process Explained

**Debbie Gailbreath**, RPL, Sarasota County Sheriff's Office;  
**Mary Sue Robey**, Valley Communications Center

APCO and CALEA have partnered to develop the core standards essential for a communications center to operate effectively. This presentation is geared toward the Communications Center Accreditation Manager and Chief Executive Officer and will provide insight specific to the public safety communications accreditation process, from application through on-site review. Emphasis will be placed on the various steps in the overall process and best practices will be explained that can be used to accomplish those steps. Information on the new APCO/CALEA On-Line Communications Accreditation Manager course will also be presented.

## Consolidation of Emergency Communications Center — Cost Savings: Myth or Reality?

**Michael Fischel**, L. R. Kimball;  
**RoxAnn Brown**, L. R. Kimball  
**Judith Weshinsky-Price**, Amarillo Emergency Communications Center;  
**Leo Birbilas**, RCC Consultants;  
**Mike Weins**, RCC Consultants

Many emergency communications consolidation initiatives are predicated on anticipated cost savings as the principal justification to exploring their feasibility for implementation. Political leaders and administrators are often initial, vocal advocates anticipating that when examined, significant cost savings potential will be demonstrated. Too often, however, when the initiative is examined closely, the potential for savings is not there or significantly less than expected. This presentation examines the issues impacting anticipated cost savings resulting from emergency communications consolidation and addresses the factors and the process that is needed to estimate the potential for savings.

## Introduction to The Unified CAD Functional Specifications Project (UCADS): A Public Safety Information Sharing and Interoperability Program

**Peggy Fouts**, APCO International – Data Transfer Committee;  
**Lance Terry**, City of Norman;  
**Jim Dundas**, Northrop Grumman Corporation

The UCADS project is an APCO and IJIS jointly managed project funded by a BJA grant to support the development of a set of Computer Aided Dispatch (CAD) functional specifications for communications, law enforcement, fire service, and emergency medical services applications. The majority of local emergency communications centers dispatch for multiple first responder services. Practitioners writing RFPs for CAD systems to support these centers will benefit from the revised CAD functional specifications document. As an increasing number of localities seek to consolidate their communications centers, the demand for unified CAD systems that serve law enforcement, fire, and EMS will increase.

## Gaining Perspective on NG9-1-1

**Bob Gojanovich**, TeleCommunication Systems, Inc  
**David McDonald**, Intergraph

The construction of and transition to NG9-1-1 is a complex issue, but no more complex than other technological transitions. This presentation will help put NG9-1-1 into perspective and provide information PSAP authorities can use to develop their own NG9-1-1 plans. What is driving the transition to NG9-1-1 and why should I care? What are the realistic options for deploying NG9-1-1? How will we pay for it? (New options to consider) Are regulatory changes required? What is a realistic timeframe? What are others doing today? What can I look forward to?

## Planning for Your System's Radio Coverage with Digital

**Scott Skibness**, Tait Radio Communications

Addressing radio coverage issues should be seen as a high priority in helping to improve communications, and the confidence and safety of first responders. And the replacement of a trusted analog system by digital modulation system presents many unique considerations for radio communication system engineers. During and after the upgrade, various system elements will also be changing, making historical performance base lines hard to depend on. This session will offer an insight into digital modulation analysis techniques and their application to coverage planning. It will include real audio extracts and direct comparisons to analog systems.



## NEW TRACK—Technology Solutions for Today's Leaders

### Technology Issues and Trends That Impact Public Safety Officials – What You Need to Know and What You Need to Plan For

Co-Developed with



Public Technology Institute

APCO International and Public Technology Institute (PTI) proudly present a series of educational sessions that address the important technology issues that are impacting the public safety community today, and set the stage for what public safety officials need to think about and plan for the future. These sessions, presented by subject matter experts, address the management issues and policy implications of implementing leading technology practices and thought leadership into public safety operations.

This APCO/PTI Public Safety Technology Track is designed for conference attendees with an interest in using technology to improve operations, including examples of technology tools that local governments are using today and solutions for the future

Tuesday, August 9 | 1:15 PM – 2:30 PM

### Is Your 9-1-1 Operations Center Ready for the 21st Century Citizen?

**Clifford Clarke**, CIO, Public Technology Institute and former CIO, City of Fort Wayne, IN

With the prevalence of mobile devices, communication centers are finding themselves unprepared for the flood of information that is presented by the citizen. This informational session is especially designed to educate the 911 Director on how to prepare their center for the 21st century citizen. We will introduce and review concepts generally reserved for the Information Technology Director.

Concepts to be reviewed include:

- Storage Trends
- Search Engines and Business Intelligence
- Tagging Media Rich Input
- Stitching
- Geo-coding

What you will learn:

- How the 21st Century Citizen can be of benefit to your 911 operation
- What should you be asking your Information Technology Director or vendor about system capabilities
- What 911 Directors need to look for in staff

## Projects, Planning & Practice

All sessions in this track are in Room 108B

## Current Events/Hot Topics

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## Technology Management

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## IT & Radio Techno-Talk

All sessions in this track are in Room 113A

## Technology Solutions for Today's Leaders

All sessions in this track are in Room 114

2:45 PM — 4:00 PM

Tuesday, August 9

### Using the Past to Train for the Future — Officer Down Training

**Sonya Shores**, *Charlotte-Mecklenburg Police Communications*;  
**Nisee Mauldin**, *Charlotte-Mecklenburg Police Communications*

This session will give an understanding of how to use previous officer down situations, including participants of the event, to train new telecommunicators. Training staff will be shown how to use actual audio, transcripts and live discussion to clearly give new telecommunicators an understanding of how officer down situations can occur, evolve and the stress that results from the aftermath.

### Compassion Fatigue, Too Tired to Care

**Debby Peterson**, *Salt Lake City Fire*; **Missy Widdison**, *Salt Lake Valley Emergency Communications Center*

In our world we are bombarded with negative situations numerous times a day, in some agencies one calltaker can answer more than a hundred phone calls. That will take a toll on even the sunniest of dispositions. Maybe there is a deeper cause for all the negative comments and "bad attitudes". This class brings light to the little known world of Compassion Fatigue and how our minds work for us and against us. It is a cumulative effect that can occur at any time in a dispatcher's career. Based on the article in APCO Bulletin May 2009.

### Quality Assurance for Dispatch

**Paul Logan**, *Dane County Public Safety Communications*

"Why do I need a Quality Assurance program? We haven't had any problems, we know what we're doing, and we have very clear policies and procedures." A well developed and managed Quality Assurance (QA) program can insure that dispatchers are not taking shortcuts, providing inconsistent service levels, or worse. This presentation will discuss the importance of providing regular, consistent feedback to dispatchers and why it is so important. We'll also discuss basic principals of quality and why it is vital in today's communications center. I'll provide sample policies, procedures and forms to assist with developing your own QA program.

### Directors & Managers Roundtable

**Steve Souder**, *Fairfax County Department of Public Safety*;  
**Jay Somerville**, *Dublin Police Communications*

This round table discussion will focus on the issues affecting directors and managers in today's public safety communications center. We will discuss new initiatives being created to improve public safety communications such as planning for Next Generation 911, managing the 21st century workforce, leadership, strategic planning and achieving excellence in safety services. We will focus specifically on what those mean for employees in leadership roles in the public safety communications arena. As a moderated discussion, the topics and solutions will come from those in attendance in a sharing of ideas, success stories and lessons learned.

### Project Management and Requirements Drafting for NG9-1-1

**Kathy McMahon**, *APCO International*

This presentation will help the target audience better understand what is needed to begin the process of moving toward NG9-1-1. A solid understanding of how to assess the available solutions and how to refine the requirements of their jurisdiction is critical to the planning process for NG9-1-1. 9-1-1 managers must be empowered to understand what type of subject matter expertise they need to help them plan a solid migration strategy that will achieve their goals.

### Tactical Interoperability at Your Fingertips — The Virginia Communications Caches

**Jim Junkins**, *Harrisonburg-Rockingham ECC*;  
**Wes Rogers**, *Fairfax County Fire-Rescue*;  
**John Gibson**, *Chesapeake Fire Department*

The Virginia Communications Cache is a readily accessible resource to localities for interoperable radio communications equipment and technical radio resources. Owned and managed by five localities across the Commonwealth and coordinated by the Virginia Department of Emergency Management's EOC, the Communications Caches stands ready to help with any communications need.

### Leveraging IP to Cost Effectively Achieve Better Radio Communications Operability and Interoperability

**James Mustarde**, *Marketing Director for Twisted Pair Solutions*

Broadband networks and smart devices are revolutionizing public safety communications, facilitating a shift from proprietary hardware-based decision making. By referencing real-world examples from government, military and commercial sectors that have long benefited from these low-cost, flexible communications capabilities, James Mustarde from Twisted Pair Solutions will discuss how public safety agencies can leverage software applications running on a multitude of devices over a mix of private/public broadband networks to extract the capability and value from their current and future networks and infrastructure investments. This session will give attendees a look at a number of scenarios, such as IP dispatch and secure push to talk, with an emphasis on the impact of new applications that complement and may eventually supersede today's critical communications technologies

### HF Communications and its New Role in Public Safety/Homeland Security

**Dominic Tusa**, *Tusa Consulting Services II, LLC*;  
**Rene Stiegler**, *ShipCom, Inc.*

The military has embraced High Frequency (HF) communications for decades because of its ability to communicate over hundreds, if not thousands, of miles and essentially absent of multiple tower sites, phone lines and repeater stations. Until recently, a monitored HF radio service was unavailable to public safety agencies. Today, such a service is now available, 24/7/365. Here we describe how HF radio can provide public safety essential communications in those heart stopping 48 hours after a wide-area devastating event. And, we show how one can construct and operate a viable HF system for comparatively low cost.

### Public Safety Social Media

**Alan Shark**, *Executive Director, Public Technology Institute*

Used effectively, Web 2.0 and civic/social media encourage citizens to take a more active role in their community. For Public Safety agencies, these tools provide a platform to streamline government communications and services through knowledge bases, access to networked resources, real-time data communications and reporting, wireless access, multi-media delivery, integrated self-service options, location-based services and cross-agency information sharing.

This session will review the different tools that are currently being used by Public Safety agencies and the practical and policy implications that the use of these tools will have on agency to citizen and citizen to agency interaction.

# Wednesday, August 10

8:00 AM — 9:15 AM

### Dispatch Jeopardy — Take the Challenge

**Pamela Kaufman**, *APCO International*

Let's find out how much you really know? Step up and take the challenge during dispatch jeopardy. Have some fun and maybe just learn a few new things during this fast paced event. It's a team effort so bring a friend! Oh, yeah, there are prizes too!



### Telecommunicator Topics: On the Front Line

All sessions in this track are in Room 103A



### Training for Today and Tomorrow

All sessions in this track are in Room 105 A & B



### Supervision Leadership & Development

All sessions in this track are in Room 107 A & B



### Communications Center Management

All sessions in this track are in Room 108A

## EMS Communications of the Future, It Will Be Different!

**John Facella**, Harris Corporation;

**Kevin McGinnis**, National Association of State EMS Officials

EMS use basically the same communications systems that law enforcement and fire departments use. But EMS is rapidly changing, with more parameters like oxygen, carbon dioxide and carbon monoxide levels being monitored routinely, and the possibility of affordable body scan devices looming in the future. In addition, EMS is starting to provide more than just emergency care. Much of EMS still uses paper-driven records, or computer-based forms that are manually transferred to hospitals and billing agencies. Learn what the State of Maine and others are doing to improve communications, and how future communications systems might support communication needs of EMS.

## You're the Boss! What Now?

**Roger Martin**, Missouri State Highway Patrol;

**Dawn Moore**, Missouri State Highway Patrol

Everyone thinks it will be so good when they are in charge. This presentation will take a hard look at the darkside of becoming a supervisor — what they didn't tell you and the effect the title has on your social circle. We will discuss some ways to make that transition a little smoother. We will also cover some ways to make your new boss persona actually work for you and build leadership potential of others within your agency.

## Getting Your Message Out During 9-1-1 Education Month

**Laurie Flaherty**, National Highway Traffic Safety Administration;

**E9-1-1 Institute Representatives**

The month of April has been designated National 9-1-1 Public Education Month, and the first full week in April was selected to be National Public Safety Telecommunications Week. This year, NAED, NENA, APCO, the E9-1-1 Institute, the National 9-1-1 Program and other prominent organizations came together to promote these activities on a national level. Whatever the size of your budget, you'll learn effective "best practices" when it comes to developing consumer-oriented awareness campaigns and innovative ways to honor emergency dispatchers and better educate your community in the process.

## Non-Traditional Communications Centers, It's More Than Just 9-1-1

**Robert Bloom**, Metropolitan Washington Airport Authority;

**Josh Matthews**, Big Sky Incorporated;

**Elizabeth Phillips**, KU Public Safety

Non-traditional communications centers that serve large airports, universities, government complexes, and military installations, deploy a vast array of complex, cutting-edge technologies for life safety and security. Many serve as both a traditional PSAP as well as a central station monitoring centers. Some are seeking status as Secondary or Primary PSAPs — a complex project when the facility is within a jurisdiction, or crosses jurisdictional boundaries with existing municipal PSAPs. GIS mapping coordination, MSAG Development, Private ALI databases, wireless calls, and dealing with regulatory agencies with overlapping areas of responsibility. The wrap-up includes lessons learned and a question and answer session.

## FEATURED PRESENTATION

### FCC Environmental and Section 106 Compliance for Public Safety Network Professionals – Room 201

**Amos Loveday, Jr., Ph.D.**, History and Preservation Specialist at *Atchley*; **Hardin Lane**, Former FCC Federal Preservation Officer and *Ohio SHPO*;

**Representative(s) from the FCC's Public Safety and Homeland Security Bureau and NEPA/NHPA Staff from the Wireless Telecommunications Bureau.**

Now more than ever, complying with FCC environmental and historic regulations is an important aspect of public safety wireless network management. As public safety licensees nationwide modernize and deploy advanced wireless networks, consideration of FCC environmental requirements early in the planning process can help speed deployment, reduce costs, facilitate compliance with requirements for federal grants or loans (e.g. PSIC, BTOP or RUS), and lay the groundwork for potential future collocation revenue. This session will address FCC National Environmental Policy Act (NEPA) and National Historic Preservation Act (NHPA) compliance for public safety wireless networks, with a particular focus on historic preservation requirements.

Designed for public safety network professionals involved in site acquisition and development and wireless network planning, attendees will receive useful, practical training and tips. Topics covered in the session include:

- What are your obligations – what are the controlling environmental laws
- Decision-makers' guidance – what conditions will lead to successful compliance, including advance planning, selecting consultants, oversight and record-keeping
- Why compliance is important – why compliance is necessary for public safety licensees and beneficial (e.g., early decisions about siting and structural design of towers can maximize commercial collocation revenue or infrastructure sharing with commercial wireless providers)
- NEPA overview – when is FCC environmental review triggered, what factors must be considered and addressed prior to construction, and how does the Environmental Assessment process work
- NHPA overview – how to determine when a new tower or collocation will affect historic properties, how to complete the required involvement with SHPOs and Tribes, and suggestions for mitigation measures
- Successful case studies – examples where public safety licensees engaged FCC staff early to site towers in sensitive areas (e.g. near Civil War battlefields) and maximize collocation revenue

## Advanced Data Management for First Responders

**Michael Lee**, Intrado Inc.

With over 280 million wireline, wireless, telematic and VoIP subscribers, data management is no longer just about matching a home telephone number to an address. Accuracy, reliability and availability help improve emergency response. This session will discuss how new data types and life-saving applications can be introduced into the 9-1-1 operational environment without compromise. Attendees will learn how to effectively manage data that can support interoperability between PSAPs while eliminating single points of failure and maintaining the integrity of the network.

## What's New at Public Safety Communications Research (PSCR)?

**Jeff Bratcher**, Technical Manager, PSCR

**DJ Atkinson**, Lead Project Engineer, PSCR (VoIP & Audio Quality)

**Emil Olbrich**, Lead Project Engineer, PSCR (Broadband)

**Andrew Thiessen**, Lead Project Engineer, PSCR (P25 CAP)

The Public Safety Communications Research (PSCR) program provides objective technical support—research, development, testing, and evaluation—in order to foster nationwide communications interoperability. This session will explore recent developments in PSCR's portfolio of work.

## Projects, Planning & Practice

All sessions in this track are in Room 108B

## Current Events/Hot Topics

All sessions in this track are in Room 109 A & B

## Technology Management

All sessions in this track are in Room 111 A & B

## IT & Radio Techno-Talk

All sessions in this track are in Room 113A

## Technology Solutions for Today's Leaders

All sessions in this track are in Room 114

### How to Plan for NG9-1-1

**Leonard Scott**, Director Public Safety Technology Programs, Public Technology Institute and former chief of Police of Corpus Christi, TX

What will be expected from your agency with the advent of NG9-1-1? How do you plan for changes in equipment necessary to handle new demands? What training will be necessary for 9-1-1 personnel and the public? What will the cost be? Who will pay for these changes? Should I plan for additional changes? This session will be a positive, in depth discussion of these looming questions. Attendees should leave the session prepared to embark on the change management processes for the implementation and support of NG9-1-1 operations.

9:30 AM – 10:45 AM Wednesday, August 10

### What Has CUSTOMER SERVICE Done for ME Lately?

**Deserie Johnson**, FPS/DHS/SMC/Gonzales Consulting Service

While most customer service trainings focus on the benefits for the company, this session will show you what it can do for you! I have heard some say "I don't get paid to be nice"; well I have news for you! YOU-the front line are the company's greatest asset and your customers can be your biggest cheerleaders. Customer Service is a gift that both the receiver and the giver (you) can find substantial benefit. This session will show you how to maximize your personal potential and marketability all while making someone else's day...Product \$25, Advertising \$10,000, Great Customer Service—PRICELESS!

### Telecommunicator's Internet Toolbox

**Joseph Klapatch**, Lackawanna County Emergency Services

This presentation gives the telecommunicator free internet tools that can be used to track down people and places. It shows how webcams can help when dealing with emergencies. The presentation also takes a look at online social networks and how information can be gathered from using them.

### Adopting APCO ANSI 1.101.2- 2010 on Handling Cases of Missing and Sexually Exploited Children

**Peter Bellmio**, National Center for Missing and Exploited Children (NCMEC)

Protecting children is one of the most important missions for PSAP and many around the nation are obtaining assistance from the National Center for Missing & Exploited Children and AMBER Alert to assure that call takers and dispatchers can apply the model policies and practices in ANSI 1.101.2-2010. This session will explain FREE training and technical assistance available to include statewide training. The requirements for the NCMEC PSAP Partner Award Program will be explained.

### Finding the Diamond in the Rough: Improving the Interview Questionnaire

**Stephen Martini**, Hamilton County 9-1-1 Emergency Communications District

No matter how advanced public safety communications technology becomes, we still depend on people to answer the frantic mother's call or send help to the responder in trouble! It's vitally important for you to find the very best to fill your open positions. Come explore how to write specific questions to get specific answers from applicants, to learn the most about them. We will also investigate legal and liability issues members of your interview committee face when documenting each interview, and how to score your applicant's answers to quickly, and easily, identify the very best person for the job!

### Interoperability Solutions Deployed in the Philadelphia UASI Region by the South East Pennsylvania Regional Task Force

**Tom McDonald**, RCC Consultants, Inc.

The Interoperability Communications Work Group was charged by the South East Pennsylvania Regional Task Force to provide interoperability solutions to the agency members of the task force, including twelve counties in four states, two university police agencies, and two regional transportation authority police agencies. The purpose of this presentation is to discuss the regional governance issues, provide a brief technical description of those solutions, and describe how the task force agencies utilize these solutions for their routine and emergency operational communications needs.

### NPSTC Discusses Public Safety Communications Current Events

**Marilyn Ward; Harlin McEwen; David Buchanan; Tom Sorley; Joe Ross**, NPSTC

NPSTC will review last year's National Level activities with the Federal Communications Commission (FCC) and regulators. Panel members will discuss a proposed standard for intrinsically safe radios and the financial and technical impact on public safety. NPSTC will review the results of the PSWAC follow-up efforts and the task force's work determining spectrum needs and usage through 2020. In addition, the technical and operational requirements for broadband and public safety will be reviewed and feedback taken from the audience on recommendations. An update on progress made by the PSST efforts to build a nationwide Public Safety broadband network will be presented. Being that NPSTC is a current events panel, other topics will be determined as we approach the conference.

### What's Going to Happen to my GIS Data in NG 9-1-1

**Charles Ronshagen**, Cassidian Communications Inc.

The data's mine! It is created for my constituents and those agencies with which I participate in mutual aid agreements. Why should I share it beyond my region's boundaries. What if it's not accurate enough; am I liable? If I do, what's in it for me? What data is available to me? What if I don't have personnel to maintain it in the accuracy you say is needed? What are other agencies doing to ensure cost effectiveness with respects to the maintenance and sharing of GIS data?

### 800 MHz Reconfiguration: A Focus on Actual Cost Reconciliation and Closing as well as General Rebanding Q & A

**Matt Dowell**, 800 MHz Transition Administrator  
**Bryan Cloar**, 800 MHz Transition Administrator  
**Brian Jagan**, 800 MHz Transition Administrator  
**Jon Strback**, Deloitte  
**FCC Representatives**

Join the FCC and TA as we provide insightful guidance to licensees as they approach and prepare for the final stages of the reconfiguration process, the Actual Cost Reconciliation and Closing phases. TA and FCC representatives will be on hand to discuss best practices for providing substantive documentation that is acceptable for the closing process as well as other general rebanding topics.

### Building a Business Case for Procuring Public Safety Technology

**Kent Koehler**, Chair, Public Technology Institute Public Safety Technology Council and Senior Project Manager, Division of Information and Operations, Sedgwick County, Kansas

Obtaining funding for public safety technology in today's difficult economic times requires more than a quote from your favorite vendor. The old "You have to fund it because public safety needs it" line will not suffice. You must be able to justify the expenditure in a simple, professional format that answers hard questions. This session will help attendees work through the process of creating a business case to help receive support for their projects.



11:00 AM – 12:15 PM **Wednesday, August 10**

## **A Child Is Missing Alert Program**

**Chris Bray**, *A Child Is Missing Alert Program*

A Child Is Missing, a national non-profit 501(c)(3) that assists law enforcement in the search for missing children, the elderly, the disabled, and college students who go missing on campus through a high-speed telephone alert system. This program can place 1,000 alert calls in less than 60 seconds to the area where the missing person was last seen or is believed to be. ACIM Alert is a free service to law enforcement and is activated only by law enforcement. The ACIM Alert Program can be activated before an Amber Alert/Silver and in tandem with Amber/Silver Alert.

## **Florida 9-1-1 Public Safety Telecommunicator State Certification Program**

**Sharon Falcone**, *Marion County Sheriff's Office*;  
**Natalie Heneks**, *Palm Beach Sheriff's Office*

In 2010, the first Florida mandatory certification for Public Safety Telecommunicators was signed into law, consisting of a minimum 232-hr curriculum framework. The Florida Department of Health is the certifying agency. Until Oct 1, 2012, agencies can certify their personnel with at least 3 years of service. On Oct 1, 2012, all telecommunicators must be state certified and new employees must complete an approved 232 program and pass the state exam. States looking to have mandatory certification would benefit from an examination of Florida's process and their results.

## **Disaster/Active Shooter & Other Large-Scale Incidents — What You Need to Know!**

**Tony Harrison**, *Public Safety Group*

We know what to expect when the unthinkable happens. The lessons have been learned over the past 20 years. It is critical that we learn those lessons so when disaster strikes at our agency we are ready to respond.

## **Dispatchers — Taking Care of Our Own**

**Susie Dunn**, **Janet Brabson**, *Blount County 9-1-1 Communications*

Taking care of their own in the event of critical injury or death is nothing new for police and fire. They prepare for dealing with these tragedies. This class will instruct attendees on how to prepare their own department resource guide for serious injury or death; from employee's pre-planning their own Emergency Notification information to the proper way to notify family and department members to funeral options and ways you can assist the surviving family before, during and after the funeral. Tips on working with funeral directors. Templates and suggestions provided.

## **Public Safety Grants: FY 2012 Landscape**

**Jeff Webster**, *INPUT*

Federal grants can be assistance agencies need to make the move from the stone age to the new age. INPUT will provide information on the public safety grant process, available grants, and landscape of FY 2012 first responder grant programs. Attendees will learn the who, what, when, where, why, and how of public safety grants along with examples of effective grant use.

## **Nationwide Suspicious Activity Reporting Initiative**

**Scott Kelberg**, *Nationwide SAR Initiative Program Management Office*

The Nationwide SAR Initiative (NSI) has taken the previously disparate processes that law enforcement agencies have used for years, and has established a unified, standards based approach for all levels of government to gather, document, process, analyze, and share information about behavior-based suspicious activities that potentially have a nexus to terrorism while rigorously protecting privacy, civil rights, and civil liberties of all Americans. This session will explain the role of the NSI, and how 9-1-1 operators and dispatchers play a critical role in the SAR process.

## **Broadband Communications to Enable First Responders with New Level of Information**

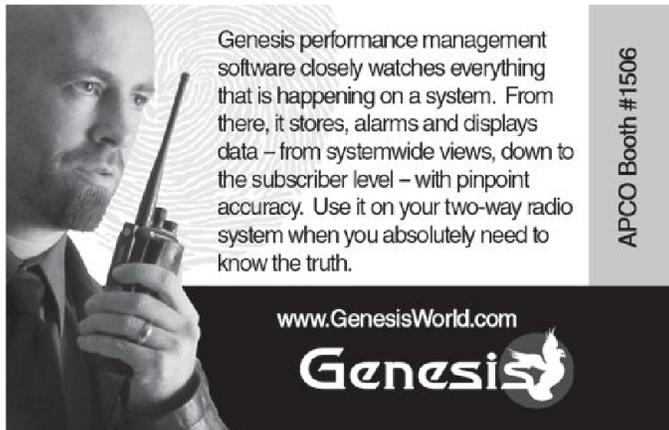
**Al Ittner**, *Motorola Solutions*;  
**Rishi Bhaskar**, *Motorola Solutions*;  
**Ken Budka**, *Alcatel-Lucent*;  
**Richard Burke**, *Telvate LLC*;  
**Bill Schrier**, *City of Seattle*

With the public safety community actively implementing next generation LTE public safety grade broadband networks in the 700 MHz band, now is the time to consider the benefits and challenges of public and private network opportunities of these highly publicized networks compared to broadband/high speed data network alternatives available in other bands. Learn how these networks provide first responders with video, imaging and high speed data transfers to, from and within the field, regardless of incident scene location. This diverse panel of experts shares their perspectives, selection of broadband alternatives, and opportunities to improve situational awareness, safety and efficiency.

## **Public Safety Joint Partnership Agreements**

**Alan Tilles**, *Shulman Rogers Gandal Pordy & Ecker, P.A.*

The expansion in region and state-wide radio systems, either P25 or broadband, leads many radio and IT professionals to enter into long-term partnerships with neighboring municipalities. These agreements involve operational, technical and monetary issues unlike those typically encountered in the past. Learn the considerations to be taken into account in entering into JPAs, the benefits of these agreements and their pitfalls.



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APCO Booth #1506



## APCO INSTITUTE COURSES

### Crisis Negotiations for Telecommunicators

**Thursday, August 11 | 8:00 am – 5:00 pm \$150**

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response. Topics include:

- Overview of a Crisis Situation
- Hostage Situations
- Suicidal Subject Situations
- Suicide by Cop
- Crisis Negotiation Tools for the Telecommunicator
- Skills and Characteristics of a Successful Telecommunicator Negotiator
- Crisis Related Stress Management

Successful students will earn APCO Institute International Certification.

### EMD Manager

**Thursday, August 11 | 8:00 am – 5:00 pm \$150**

This course will assist with the implementation and management of the APCO Institute EMD Program. It is intended to provide appropriate personnel, whether administrator, communications supervisor or other management personnel, with the necessary guidelines and information required for the management of their agency's EMD program to include creating and maintaining an effective quality control program and tips and guidelines for ensuring compliance with the APCO Institute EMD program and the relevant national standards.

The APCO Institute EMD program combines telecommunicator skills with medical issues. With this and ASTM standards in mind, the APCO Institute requires that the course be taught by instructors with medical and telecommunicator backgrounds. Topics include:

- Overview of an Emergency Medical Dispatch Program
- Implementing an EMD Program
- Overview of the APCO Institute EMD Program
- EMD Training and Certification
- EMD Quality Control
- EMD Compliance and Ongoing Maintenance

Successful students will earn APCO Institute International Certification.



## NCMEC Courses

### Train-the-Trainer Seminar: Call Center Best Practices in Handling Calls of Missing and Exploited Children (TTT)

**Thursday, August 11 | 8:00 AM – 5:00 PM FREE**

This one-day training is designed to help a PSAP adopt national standard ANS 1.101.1-207 that defines the role of telecommunicators in response to calls about missing, abducted, and/or sexually exploited children. The curriculum is delivered through a combination of lecture and group interaction.

At the end of the day, public safety telecommunications trainers will have a thorough understanding and functional working knowledge of the ANSI standard and a Call Taker's Guide that complements it. Participants will be provided assistance in developing an action plan for incorporating training material from this course into their agency/ organization's telecommunicator training program.

#### Program Highlights

- History, scope and scale
- Model policy
- Best practices for effective response
- Availability and use of resources
- Call intake analysis applications
- Action planning strategies

#### Target Audience

This program is designed for public safety telecommunications professionals who are directly responsible for the training and ongoing operational competencies of 9-1-1/emergency call-takers, dispatchers and telecommunicators.

### Time to Act: The 9-1-1 Center and Missing Kids Course (COMM)

**Thursday, August 11 | 8:00 AM – 5:00 PM FREE**

There is now a national standard for 9-1-1 best practices for these calls, established in collaboration between NCMEC, NAED, APCO, NENA and Amber Alert. Course is designed for 9-1-1 call center directors, managers and others in leadership roles. Participation meets one of the key requirements for a 9-1-1 Center to become a recognized NCMEC partner.

This comprehensive 1-day course provides a compelling overview of the issue, looking at the legal, social, and healthcare implications of kidnapped children and runaways, and the important role of 9-1-1 and the initial emergency response.

#### Program Highlights

- Scope and nature of the issue—dispelling the myths and presenting the facts around kidnapping, family abductions and runaways.
- The viewpoint and experience of a parent whose child was kidnapped
- Resources available from NCMEC to prepare for an event, including new on-line continuing education for telecommunicators
- Elements of the new ANSI National Standard on best practices for 9-1-1 centers in cases of missing kids, and tactics for implementation
- What it takes to become a truly child-centered 9-1-1 center, in policy, training and operations
- How your 9-1-1 center can become a recognized NCMEC partner

#### Target Audience

9-1-1 Call Center Directors and Managers

## Monday, August 8

10:30 AM – 11:30 AM



### Building A Mission Critical LTE Network

This presentation will explore the enhancements to Public Safety communications afforded by LTE, as well as some of the challenges that must be addressed for LTE to meet the mission critical needs of Public Safety.

**James Teel**, Director Business Development

12:00 PM – 1:00 PM



### How to Minimize Downtime and Maximize Service When System Components Fail

This presentation will show how a distributed system design, and the dynamic and automatic selection of the simulcast master repeater, along with the fault tolerance of IP, allows communications to be maintained in the event of failure(s).

**John Szpak**, Director of Engineering, Cassidian Communications Land Mobile Radio

1:30 PM – 2:30 PM



### Preparing for Tomorrow's Technology: The New, Expanded Role of Recording in a Next-Generation 9-1-1 World

In a Next-Generation 9-1-1 world, voice, data and video recording solutions, along with other new related technologies, take on an expanded role, providing valuable intelligence to PSAP operations management, training and quality management and even investigators. This session will provide an overview of what's coming, including:

- The use of cutting-edge Speech Analytics to gather Actionable Intelligence from recorded calls
- New tools to assist with training, quality and staff performance
- The Return on Investment (ROI) your PSAP can expect to see from these new tools

**Bill Pryor**

*Bill Pryor has been in the public safety communications industry for over a decade, holding executive level positions with Dictaphone, Mercom and Verint. During that period he has written for Mission Critical Magazine and Urgent Communications and he is a regular speaker at public safety events, including as panelist during APCO International's NG-9-1-1 technology impact round table discussion and multiple local APCO/NENA shows. He is also active in several industry groups including NENA's i3 technical committee.*

## Tuesday, August 9

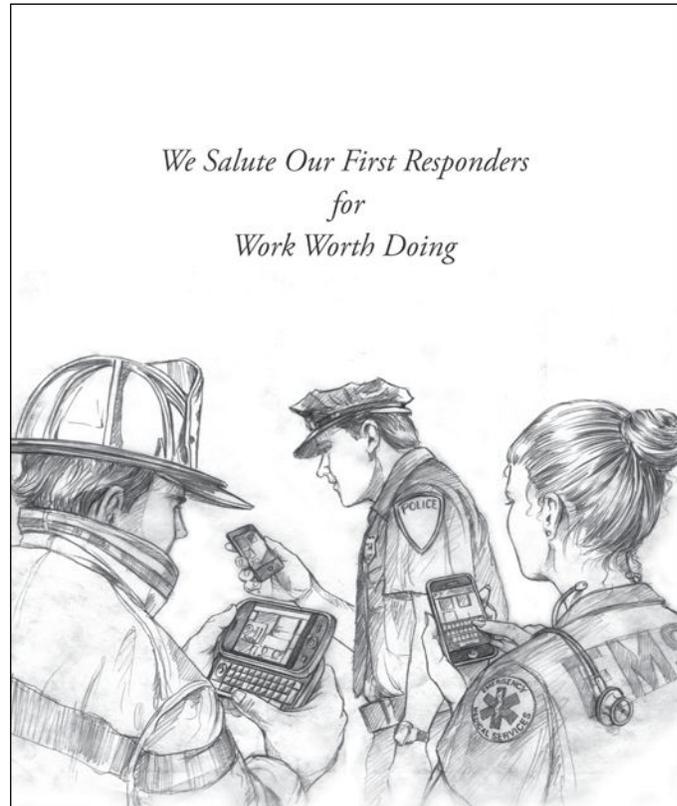
10:30 AM – 11:30 AM



### Situation Management 101: How to Streamline and Simplify Situation Management in Your Center

Situation Management brings simplicity to complexity by unifying disparate systems into a Common Operating Picture, and applying sensor correlation/analysis and adaptive response plans. Get a live demonstration. See what Situation Management is, how it works, and how it can enhance your situational awareness, efficiency, interoperability and incident response.

**Diamond Chaffawee**, Sector Marketing Director, Public Safety



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—John Lenihan, Los Angeles County Fire Dept.

## APCO Technology Roundtables

### Discuss Pressing Issues

APCO Roundtables present facilitated conversations where you can learn, share, and discuss critical IT and technology management issues in public safety communications with other managers, directors and supervisors.

### Participants Set the Agenda

APCO doesn't select the topics covered at Technology Roundtables. Participants discuss what's most important to them at the time.

### Space is Limited

Due to the interactive nature of the roundtable format, participation is limited to 15 at each event.

**Be Sure To Attend  
One of These Important  
Roundtables in 2012:**

**March 28, 2012**  
**Anaheim, California**  
Anaheim Marriott

**October 10, 2012**  
**Orlando, Florida**  
Hyatt Regency Grand Cypress

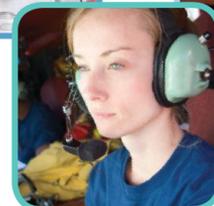
*For more information, visit [roundtable.apcointl.org](http://roundtable.apcointl.org) or twitter @APCOConference*



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in Public Safety Communications



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# Exhibitors By Product Category

## 9-1-1 Equipment and Systems

911 Emergency & Traffic Alerts  
911 Trainer.com  
A.M. Pugh Associates  
Alert Public Safety Solutions, Inc.  
Avaya Inc.  
Avtec  
CAPERS  
Carlson Wireless Technologies  
Cassidian Communications  
CenturyLink  
Emergency Callworx  
EmergiTech, Inc.  
Frequentis USA, Inc.  
Harris  
InfoRad Inc.  
Interact Public Safety Systems  
Intrado, Inc.  
JW Global, LLC  
KOVA, Corp.  
microDATA  
ModUcom  
Northrop Grumman  
OASYS  
Precision Quincy Corp.  
PURVIS Systems Incorporated  
Revcord  
SAVE  
Slatercom - WCD  
SONIK Messaging Systems Inc.  
Spectracom Corporation  
Stancil Solutions  
Sunny Communications  
US Digital Designs, Inc.  
Verizon  
Viking Dispatch  
Xybiz Systems, Inc.  
Zetron

## Antennas

Aluma Tower Company, Inc.  
Bird Technologies Group  
Broadcast Microwave Services, Inc.  
Cellular Specialties, Inc.  
Data Comm for Business, Inc.  
dbSpectra  
E/M Wave, Inc.  
EMR Corporation  
G-Way Microwave  
GRE America  
Laird Technologies  
Larsen Antennas/Pulse Electronics  
Mobile Mark, Inc.  
MP Antenna  
Panorama Antennas Inc  
Powerwave Technologies Inc.  
RFI Americas, Inc.  
Slatercom - WCD  
Sti-Co Industries, Inc.  
Talley, Inc.  
Telewave, Inc.  
USAlert LLC  
Winncom Technologies

## Associations

Radio Club

## Automated Field Reporting

ADSI  
Archonix Systems, LLC & Pamet  
Software, LLC  
Frequentis USA, Inc.  
Global Software Corporation

Northrop Grumman  
Police Software.com  
Public Safety Systems Inc. (PSSI)  
Spillman Technologies, Inc.  
SunGard Public Sector  
Survey Technologies, Inc.  
Tiburon, Inc.  
Tyler Technologies

## Batteries, Chargers & Analyzers

AC/DC Industries, Inc.  
Impact Radio Accessories  
Multilink, Inc  
ReliOn  
Sunny Communications  
Ultralife Corporation  
USAlert LLC

## Computer Aided Dispatch

911 Emergency & Traffic Alerts  
ADSI  
Alert Public Safety Solutions, Inc.  
Archonix Systems, LLC & Pamet  
Software, LLC  
Avtec  
CAPERS  
CenturyLink  
Computer Information Systems Inc.  
CSI Technology Group  
CTI Products, Inc.  
CYRUN  
Data911  
Emergency Callworx  
EmergiTech, Inc.  
EnRoute Emergency Systems  
Frequentis USA, Inc.  
Global Software Corporation  
Hitech Systems, Inc.  
InfoRad Inc.  
Interact Public Safety Systems  
Intergraph Public Safety  
Motorola  
New World Systems  
Northrop Grumman  
Pictometry  
Police Software.com  
PowerTrunk Inc.  
Public Safety Systems Inc. (PSSI)  
Raytheon  
SAVE  
Spillman Technologies, Inc.  
SunGard Public Sector  
Tiburon, Inc.  
TriTech Software Systems  
Tyler Technologies  
US Digital Designs, Inc.  
Versaterm  
VisionAIR  
ZOLL

## Computers, Hardware & Peripherals

Bergvik Flooring N.A. Inc.  
Brother Mobile Solutions, Inc.  
CAPERS  
ClearCube Technology  
Data911  
Gtechna Inc. - EZ Tag Corporation  
Havis, Inc  
Interact Public Safety Systems  
KOVA, Corp.  
OASYS  
P.I. Engineering, Inc.  
Panasonic Solutions Company

Radio Mobile  
Ram Mounting Systems  
RoboVu, LLC  
Rockwell Collins  
Spectracom Corporation  
Stratus Technologies  
TeleStaff by PDSI  
Trimble

## Consulting Services

911 Trainer.com  
AECOM  
Alltec Corporation  
Architects Design Group, Inc.  
CII - Communications International  
Concepts To Operations, Inc.  
Criticall Pre-Employment Testing  
Software  
CTI Products, Inc.  
EMR Consulting, Inc.  
GeoComm  
HICAPS, Inc.  
L.R. Kimball  
Leach Mounce Architects  
Mann Wireless, Ltd.  
Micronet Communications, Inc.  
Mission Critical Partners, Inc.  
Nacht & Lewis Architects  
PowerPhone  
Pyramid Network Service, LLC  
RCC Consultants  
RoboVu, LLC  
SAVE  
Schradergroup Architecture, LLC  
Stratus Technologies  
SunGard Public Sector  
Telewave, LLC  
The Spectrum Firm, Inc.  
Tusa Consulting Services  
V-COMM, LLC  
Viking Dispatch

## Control/Monitoring Products

Broadcast Microwave Services, Inc.  
CTI Products, Inc.  
Data911  
Davicom, a division of Comlab, Inc.  
Digital Safety Technologies  
EMR Corporation  
InfoRad Inc.  
Keystone Communications  
Lyncole XIT Grounding  
RFI Americas, Inc.  
RoboVu, LLC  
Slatercom - WCD  
Spectracom Corporation  
VPI

## Distributor

Advantage Telcom  
Hutton Communications, Inc  
Multilink, Inc  
Slatercom - WCD  
Talley, Inc.  
Winncom Technologies

## Emergency & Non-Emergency Call Handling

911 Trainer.com  
A.M. Pugh Associates  
Avaya Inc.  
Catalyst Communication Technologies,  
Inc

CenturyLink  
Criticall Pre-Employment Testing  
Software  
Emergency Callworx  
EnRoute Emergency Systems  
Frequentis USA, Inc.  
Intrado, Inc.  
Language Line Services  
ModUcom  
National Center for Missing and  
Exploited Children (NCMEC)  
OnStar  
Plantronics  
PowerPhone  
Public Safety Group  
Stancil Solutions  
VPI

## Engineering Services

AECOM  
Alltec Corporation  
American Tower  
Brother Mobile Solutions, Inc.  
Cellular Specialties, Inc.  
CII - Communications International  
Comsearch  
Concepts To Operations, Inc.  
CTI Products, Inc.  
G-Way Microwave  
HICAPS, Inc.  
Leach Mounce Architects  
Lyncole XIT Grounding  
Mission Critical Partners, Inc.  
Nacht & Lewis Architects  
Northrop Grumman  
Raven Electronics Corporation  
RCC Consultants  
Telewave, LLC  
Telewave, Inc.  
V-COMM, LLC

## Fire Station Alerting

First-In by Westnet  
Locution Systems, Inc.  
PURVIS Systems Incorporated  
SONIK Messaging Systems Inc.  
US Digital Designs, Inc.  
USAlert LLC  
Zetron

## Fleet Management Systems

911 Emergency & Traffic Alerts  
AT & T  
CSI Technology Group  
Digital Safety Technologies  
InfoRad Inc.  
Kenwood USA Corp.  
Laird Technologies  
Mobile Mark, Inc.  
Trident Micro Systems  
Trimble

## Furniture

Bergvik Flooring N.A. Inc.  
Bramic Creative Business Products Ltd.  
Domore 24/7 Seating  
E Technology Systems  
EATON  
Evans Consoles  
Ideal Seating, Inc  
United Group, Inc./Ergonomic Office  
Chairs division



Viking Dispatch  
Watson Dispatch  
Xybix Systems, Inc.

### Government Agencies, Programs & Associations

Federal Communications Commission (FCC)  
Hutton Communications, Inc  
L.R. Kimball  
National Guard Bureau  
Responder Knowledge Base (RKB)

### Human Resource Consulting Services

911 Trainer.com  
Criticall Pre-Employment Testing Software  
Intl. Public Management Assoc. for Human Resources

### In-Building Coverage

American Tower  
Bird Technologies Group  
Cellular Specialties, Inc.  
Cobalt AV  
E/M Wave, Inc.  
EMR Corporation  
Fiplex  
Futurecom Systems Group Inc.  
G-Way Microwave  
Hutton Communications, Inc  
Mann Wireless, Ltd.  
Mobile Mark, Inc.  
Powerwave Technologies Inc.  
RFI Americas, Inc.  
Survey Technologies, Inc.  
Times Microwave Systems  
Trilogy Communications, Inc.  
V-COMM, LLC  
Winncom Technologies

### Industrial Radio Modems

Data Comm for Business, Inc.

### Interoperable Communications Solutions

Advantage Telcom  
AECOM  
Avaya Inc.  
Avtec  
Carlson Wireless Technologies  
Cassidian Communications  
Catalyst Communication Technologies, Inc  
CII - Communications International  
Concepts To Operations, Inc.  
Daniels Electronics  
EFJohnson Technologies  
General Dynamics  
GeoComm  
GRE America  
Harris  
HICAPS, Inc.  
ICOM  
Intergraph Public Safety  
Kenwood USA Corp.  
L.R. Kimball  
Link Communications, Inc.  
Locus Diagnostics, LLC  
microDATA  
Microwave Networks Incorporated

Mission Critical Partners, Inc.  
Motorola  
Mutualink, Inc.  
NICE Systems  
Northrop Grumman  
Plantronics  
PMC Associates  
PowerTrunk Inc.  
Precision Quincy Corp.  
PURVIS Systems Incorporated  
Pyramid Network Service, LLC  
Radio IP Software, Inc.  
Radio Mobile  
Raven Electronics Corporation  
Raytheon  
RCC Consultants  
Rockwell Collins  
Sorenson Communications  
Spillman Technologies, Inc.  
Sprint  
SyTech  
Televate, LLC  
Telewave, Inc.  
Telex  
Thales Communications, Inc.  
The Genesis Group  
Times Microwave Systems  
Trident Micro Systems  
Trilogy Communications, Inc.  
TriTech Software Systems  
US Digital Designs, Inc.  
Verizon  
Zetron

### Law Enforcement

ADSI  
Alert Public Safety Solutions, Inc.  
Digital Safety Technologies  
Global Software Corporation  
GRE America  
Impact Radio Accessories  
MCM Technology LLC  
National Center for Missing and Exploited Children (NCMEC)  
Pictometry  
Police Software.com  
Responder Knowledge Base (RKB)  
Sti-Co Industries, Inc.  
TeleStaff by PDSI  
Tiburon, Inc.  
TriTech Software Systems  
Versaterm  
VPI

### Mapping/Geographical Information Systems

911 Emergency & Traffic Alerts  
Archonix Systems, LLC & Pamet Software, LLC  
Cobalt AV  
Data911  
Emergency Callworx  
Emergency Communications Network  
EnRoute Emergency Systems  
Frequentis USA, Inc.  
GeoComm  
Intergraph Public Safety  
L.R. Kimball  
microDATA  
Motorola  
OnStar  
Pictometry  
Public Safety Systems Inc. (PSSI)  
Radio Mobile  
Spillman Technologies, Inc.

SunGard Public Sector  
Survey Technologies, Inc.  
Trimble  
Tyler Technologies  
VisionAIR

### Mobile Command Centers

AGTFederal  
Alcatel - Lucent  
Aluma Tower Company, Inc.  
Avaya Inc.  
Bramic Creative Business Products Ltd.  
Catalyst Communication Technologies, Inc  
Dodgen Mobile Technologies  
Intrado, Inc.  
PMC Associates  
Raytheon

### Mobile Communications Devices

AC/DC Industries, Inc.  
Alcatel - Lucent  
AT & T  
BlueSky Mast, Inc.  
Broadcast Microwave Services, Inc.  
Cobalt AV  
Commlnnovations, Inc  
Daniels Electronics  
First Mobile Technologies  
Futurecom Systems Group Inc.  
GreatCall  
Harris  
Havis, Inc  
ICOM  
Impact Radio Accessories  
Link Communications, Inc.  
MCM Technology LLC  
Midland Radio Corporation  
NEC Corporation of America  
Plantronics  
PowerTrunk Inc.  
Powerwave Technologies Inc.  
Raytheon  
Rockwell Collins  
SIMOCO  
Spacenet Inc  
Sprint  
Sunny Communications  
Talley, Inc.  
Telex  
Thermo Bond Buildings  
Verizon

### Mobile Power Solutions

AC/DC Industries, Inc.  
Alcatel - Lucent  
First Mobile Technologies  
Havis, Inc  
Honeywell Batteries  
JW Global, LLC

### Mobile Towers

AGTFederal  
Aluma Tower Company, Inc.  
American Tower  
AT & T  
BlueSky Mast, Inc.  
MP Antenna  
Sabre Industries, Inc.  
Thermo Bond Buildings  
Verizon  
Versaterm  
Winncom Technologies

### PSAP Equipment and Contact Handling

A.M. Pugh Associates  
Avaya Inc.  
Cassidian Communications  
CenturyLink  
E Technology Systems  
EmergiTech, Inc.  
HigherGround, Inc.  
Intrado, Inc.  
KOVA, Corp.  
microDATA  
ModUcom  
OASYS  
Spectracom Corporation  
Zetron

### Publications

AGL Magazine  
MissionCritical Communications - RadioResource Media Group  
Responder Knowledge Base (RKB)  
Urgent Communications/IWCE

### Radio Equipment & Accessories

AC/DC Industries, Inc.  
Aviat Networks  
Avtec  
BlueSky Mast, Inc.  
Broadcast Microwave Services, Inc.  
Carlson Wireless Technologies  
Cassidian Communications  
Catalyst Communication Technologies, Inc  
Ceragon Networks, Inc.  
Cobalt AV  
Daniels Electronics  
Data Comm for Business, Inc.  
Datron  
Davicom, a division of Comlab, Inc.  
dbSpectra  
EFJohnson Technologies  
EMR Corporation  
Etherstack  
Exalt Communications  
Fiplex  
First Mobile Technologies  
GRE America  
Harris  
Havis, Inc  
Honeywell Batteries  
ICOM  
Impact Radio Accessories  
IPMobileNet, LLC  
IPWireless  
Kenwood USA Corp.  
Link Communications, Inc.  
Locus Diagnostics, LLC  
Microwave Networks Incorporated  
Midland Radio Corporation  
Motorola  
MP Antenna  
NEC Corporation of America  
Plantronics  
PMC Associates  
PowerTrunk Inc.  
Precision Quincy Corp.  
Raven Electronics Corporation  
Relm Wireless Corporation  
RF Technology  
RFI Americas, Inc.  
SAVOX Communications  
SIMOCO  
Simulcast Solutions LLC

# Exhibitors By Product Category

SONIK Messaging Systems Inc.  
Sunny Communications  
Tait Radio Communications  
Telewave, Inc.  
Thales Communications, Inc.  
Times Microwave Systems  
TPL Communications  
US Digital Designs, Inc.  
USAlert LLC  
Vertex Standard  
Winncom Technologies

## RF Engineering

A.M. Pugh Associates  
AECOM  
Bird Technologies Group  
BlueSky Mast, Inc.  
Broadcast Microwave Services, Inc.  
Carlson Wireless Technologies  
Cellular Specialties, Inc.  
Comsearch  
Concepts To Operations, Inc.  
Davicom, a division of Comlab, Inc.  
dbSpectra  
EMR Corporation  
Exalt Communications  
Fiplex  
G-Way Microwave  
GRE America  
Harris  
HICAPS, Inc.  
Hutton Communications, Inc  
IPMobileNet, LLC  
L.R. Kimball  
Mann Wireless, Ltd.  
Micronet Communications, Inc.  
MP Antenna  
PMC Associates  
Powerwave Technologies Inc.  
RCC Consultants  
SONIK Messaging Systems Inc.  
Sti-Co Industries, Inc.  
Televate, LLC  
Tusa Consulting Services  
V-COMM, LLC

## Shelters

Dupont Building, Inc.  
Powerwave Technologies Inc.  
Precision Quincy Corp.  
Sabre Industries, Inc.  
Thermo Bond Buildings  
VFP, Inc.

## Software

ADSI  
Alert Public Safety Solutions, Inc.  
Archonix Systems, LLC & Pamet  
Software, LLC  
Avtec  
CAPERS  
Catalyst Communication Technologies,  
Inc  
CII - Communications International  
CommSys, Inc.  
Computer Information Systems Inc.  
Comsearch  
Criticall Pre-Employment Testing  
Software  
CSI Technology Group  
CTI Products, Inc.  
CYRUN  
Davicom, a division of Comlab, Inc.

Deccan International  
Emergency Callworx  
EmergiTech, Inc.  
EnRoute Emergency Systems  
Etherstack  
GeoComm  
Global Software Corporation  
Gtechna Inc. - EZ Tag Corporation  
HipLink Software  
Interact Public Safety Systems  
Intergraph Public Safety  
Keystone Communications  
Locution Systems, Inc.  
MCM Technology LLC  
microDATA  
NetMotion Wireless  
New World Systems  
OAISYS  
Pictometry  
Police Software.com  
PowerPhone  
Public Safety Systems Inc. (PSSI)  
PURVIS Systems Incorporated  
Radio IP Software, Inc.  
Radio Mobile  
Responder Knowledge Base (RKB)  
RoboVu, LLC  
SAVE  
Schedule Express by Informer Systems  
Smart 911  
Spectracom Corporation  
SunGard Public Sector  
Survey Technologies, Inc.  
TeleStaff by PDSI  
The Genesis Group  
Tiburon, Inc.  
Trimble  
TriTech Software Systems  
Twenty First Century Communications  
Tyler Technologies  
Verint Systems  
VisionAIR  
VPI  
Zetron  
ZOLL

## System Integrators

A.M. Pugh Associates  
Advantage Telcom  
Cassidian Communications  
CenturyLink  
Ceragon Networks, Inc.  
CII - Communications International  
CommSys, Inc.  
EFJohnson Technologies  
Interact Public Safety Systems  
Intrado, Inc.  
IPMobileNet, LLC  
Keystone Communications  
Mission Critical Partners, Inc.  
NEC Corporation of America  
PMC Associates  
PURVIS Systems Incorporated  
Raytheon  
RCC Consultants  
RoboVu, LLC  
SIMOCO  
SONIK Messaging Systems Inc.  
Televate, LLC  
Trilogy Communications, Inc.  
Tyler Technologies

## Test Equipment

Aeroflex  
Bird Technologies Group  
General Dynamics  
Locus Diagnostics, LLC  
Lyncole XIT Grounding  
Multilink, Inc  
Survey Technologies, Inc.  
Talley, Inc.  
Telewave, Inc.  
Times Microwave Systems

## Training/Education Institutions

911 Trainer.com  
Bird Technologies Group  
HICAPS, Inc.  
Lyncole XIT Grounding  
Mission Critical Partners, Inc.  
National Center for Missing and  
Exploited Children (NCMEC)  
Police Legal Sciences  
PowerPhone  
Public Safety Group  
Responder Knowledge Base (RKB)  
SAVE  
Trident Micro Systems

## Transportation, SWAT & Special Service Vehicles

Digital Safety Technologies  
Dodgen Mobile Technologies  
First Mobile Technologies

## Voice Recording

CVDS, Inc  
DSS Corporation  
Emergency Communications Network  
Eventide Inc.  
Exacom, Inc.  
HigherGround, Inc.  
NICE Systems  
OAISYS  
Revcord  
SIMOCO  
Stancil Solutions  
Telex  
Verint Systems  
VPI

## Who's New?

911 Emergency & Traffic Alerts

## Wireless & Satellite Communications

AGTFederal  
AT & T  
Aviat Networks  
BlueSky Mast, Inc.  
Ceragon Networks, Inc.  
Daniels Electronics  
Data Comm for Business, Inc.  
Davicom, a division of Comlab, Inc.  
Exalt Communications  
G-Way Microwave  
ICOM  
InfoRad Inc.  
IPMobileNet, LLC  
Link Communications, Inc.  
MCM Technology LLC  
Micronet Communications, Inc.  
Microwave Networks Incorporated

Mobile Mark, Inc.  
NEC Corporation of America  
NetMotion Wireless  
OnStar  
Pyramid Network Service, LLC  
Radio IP Software, Inc.  
Raven Electronics Corporation  
RF Technology  
Sabre Industries, Inc.  
Sunny Communications  
TeleCommunication Systems (TCS)  
Times Microwave Systems  
Trilogy Communications, Inc.  
Trimble

## Wireless Communication/Internet Conductivity

AT & T  
Carlson Wireless Technologies  
Cellular Specialties, Inc.  
Daniels Electronics  
Exalt Communications  
Havis, Inc  
Hutton Communications, Inc  
ICOM  
IPWireless  
Microwave Networks Incorporated  
Mobile Mark, Inc.  
Motorola  
MP Antenna  
NetMotion Wireless  
Plantronics  
Pyramid Network Service, LLC  
Radio IP Software, Inc.  
Talley, Inc.  
Trilogy Communications, Inc.  
V-COMM, LLC  
Verizon

## Wireless/Mobile Law Enforcement Software

Alert Public Safety Solutions, Inc.  
Cobalt AV  
CSI Technology Group  
Data911  
Digital Safety Technologies  
EmergiTech, Inc.  
EnRoute Emergency Systems  
First Mobile Technologies  
Global Software Corporation  
Gtechna Inc. - EZ Tag Corporation  
Intergraph Public Safety  
IPMobileNet, LLC  
KOVA, Corp.  
Link Communications, Inc.  
MCM Technology LLC  
NetMotion Wireless  
New World Systems  
Police Software.com  
Public Safety Systems Inc. (PSSI)  
Radio IP Software, Inc.  
Radio Mobile  
RF Technology  
Spillman Technologies, Inc.  
TeleStaff by PDSI  
Tiburon, Inc.  
TriTech Software Systems  
Versaterm  
VisionAIR  
ZOLL



## 911 Emergency & Traffic Alerts

### Booth 1646

1294 S. Bannock Street  
Denver, CO 80223

P: 303-777-3388 F: 303-777-3193

jgutierrez@bce-inc.com

911 Emergency & Traffic Alerts is a revolutionary Patent Pending technology that alerts motorists, including the Deaf and people with hearing loss via SmartPhones, PND and GPS of RESPONDING emergency vehicles in their area. 911ETA will reduce response times and the number of auto accidents involving 1st Responders and the motoring public. Alert. Inform. Save Lives.

[www.911ETA.com](http://www.911ETA.com)



## 911 Trainer.com

### Booth 355

825 Ryan Avenue  
PO Box 1090  
Sumner, WA 98390-1428

P: 253-891-9084 F: 253-863-3568

sue@911trainer.com

Professional Pride (911Trainer.com) offers professional training products for 911 Communication Centers Managers, Supervisors, Trainers and Trainees. Proud home of 911 StarZ Simulator and 911 Reality Training Station Simulator. View interactive DVD's, 911 Call Cards, Books, SOP Template, Training Manual Template, Training Games, Skills Exercises. Free downloads!

[www.911trainer.com](http://www.911trainer.com)



## A.M. Pugh Associates

### Booth 905

90 N Pioneer Ave  
Shavertown, PA 18708

P: 570-696-3100 F: 570-696-3333

bpugh@ampugh.com

A. M. Pugh Associates provides Engineering, Technical Acceptance, and Construction of Public Safety communications systems. Telephony, Radio Dispatch, Microwave, RF propagation, Mesh Network, Digital, Trunking, and Data systems.

[www.AMPUGH.com](http://www.AMPUGH.com)

## AC/DC Industries, Inc

### Booth 1203

10902 Roark Rd.  
PO Box 710548  
Houston, TX 77271-0548

P: 281-933-0909 F: 281-933-1001

ben@acdcind.com

Manufactures of shutdown timers for emergency vehicles. Power equipment from the vehicle's battery, on when the ignition turns off. The finest devices to protect battery life manages power to laptops, video recorders, utilized by thousands of police and emergency fleets for one simple reason: THEY WORK. Automatic on/off. Low/High Voltage shutdown. Prevents dead batteries.

[www.acdcind.com](http://www.acdcind.com)

## ADSI

### Booth 801

1930 1st Commercial Drive  
Southaven, MS 38671

P: 662-393-2046

lukew@e9.com

Since 1981, ADSi has supplied public safety departments with effective and dependable software tools, including CAD, RMS, JMS, Mapping, Court, and Mobile Data. In fact, ADSi has installed software for agencies all across the United States at the City, County, State, and Federal government levels.

[www.e9.com](http://www.e9.com)

## Advanced Concepts, Inc

### Booth 1701

1073 Willa Springs - Ste 2013  
Winter Springs, FL 32708

P: 314-732-0362 F: 321-255-9979

arandall@aci-hq.com

## Advantage Telcom

### Booth 610

4703 Shavano Oak Drive, #103  
San Antonio, TX 78249

P: 210-493-6050 F: 210-493-6510

mbauer@at2.com

Advantage Telcom equates to "Advantage Beyond Your Expectations." Advantage Telcom (AT2) was founded in 1995 as a value-added distributor of WAN, LAN, xDSL, SCADA, Wireless, WiFi and VOIP internetworking solutions.

[www.at2.com](http://www.at2.com)

## AECOM

### Booth 1829

20715 Timberlake Road - Ste 106  
Lynchburg, VA 24502

P: 434-239-9200 F: 434-239-9221

Frank.McGhee@aecom.com

AECOM provides communications, security and IT consulting services to a broad range of public safety agencies and private sector clients worldwide. We offer expertise within two-way radio, data communications, microwave & fiber, 911, CAD and A/V. We provide our clients with needs assessment, system design, cost estimation and a full range of engineering services.

[www.aecom.com/technologysolutions](http://www.aecom.com/technologysolutions)

## Aeroflex

### Booth 1125

10200 W. York Street  
Wichita, KS 67215

P: 316-522-4981 F: 316-524-2623

info-test@aeroflex.com

Aeroflex Inc. is a multi-faceted high technology company that designs, develops, manufactures and markets a diverse range of test and measurement products. Featured at APCO 2011 are the extremely versatile 3920 Series Digital Radio Test Set and the portable 3500A Radio Test Set.

[www.aeroflex.com](http://www.aeroflex.com)

## AGL Magazine

### Booth 417

18331 Turnberry Drive  
Round Hill, VA 20141

P: 484-453-8126

maryc@bivy-pub.com

Above Ground Level (AGL) is the in-depth tower/antenna siting magazine that provides must-read financial, marketing, construction, safety, engineering and technical information. sales@agl-mag.com

[www.agl-mag.com](http://www.agl-mag.com)

## AGTFederal

### Booth 515

4125 Lafayette Center Drive - Ste 200  
Chantilly, VA 20151

P: 678-594-4402 F: 770-427-6688

pollyn@appliedglobal.com

AGT Federal understands and solves complex communications requirements and solutions, provides mobile and fixed communications systems, terrestrial continuity of operations infrastructure and management, software applications, services and personnel to support customers' needs.

[www.agtfederal.com](http://www.agtfederal.com)



## Alcatel - Lucent

APCO SPONSOR

### Booth 835

3400 W Plano Pkwy  
Plano, TX 75075

P: 469-525-5108 F: 972-519-5745

kathy.placke@alcatel-lucent.com

A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent delivers complete, best-in-class communications solutions aligned with the most challenging mission imperatives of government, and tailored to business needs.

[www.alcatel-lucent.com](http://www.alcatel-lucent.com)

SILVER CORPORATE PARTNER

## Alert Public Safety Solutions, Inc

### Booth 427

5576 Hilliard Rome Office Park  
Hilliard, OH 43026

P: 614-777-0911 F: 614-334-1723

kschmitz@alertts.com

Alert Public Safety Solutions, is a company built to address the demands and needs of public safety. We provide Next Gen 911, CAD, Mapping, Records and Report Management, Mobile solutions, and Jail Management solutions. With upgrades provided at no additional cost, Alert PSS is truly a partner in the industry and for life.

[www.alertpss.com](http://www.alertpss.com)

## Alltec Corporation

### Booth 2201

64 Catalyst Drive  
Canton, NC 28716

P: 828-646-9290 F: 828-646-9527

jschaefer@allteccorp.com

As an ISO 9001:2008 certified company, quality products and services are Alltec Corporation's chief priority. We offer a comprehensive protection approach to grounding, surge suppression, and lightning protection. As Solution Providers for an Energized World, Alltec has the knowledge and experience to provide the optimal solutions to your needs.

[www.allteccorp.com](http://www.allteccorp.com)



## Aluma Tower Company, Inc

### Booth 1401

1639 Old Dixie Hwy  
Vero Beach, FL 32961

P: 772-567-3423 F: 772-567-3432

m.russo@alumatower.com

Leading manufacturer of lightweight aluminum crankup towers available up to 120' combined with trailers, optional shelters to provide mobile command units. Insulated shelters are available up to 8'x12' with optional accessories ie A/C, generators etc New Products include unguyed towers and Scorpion trailers designed for rapid deployment

## American Tower

### Booth 1301

10 Presidential Way  
Woburn, MA 01801

P: 781-926-4953

As a leading wireless communications infrastructure company, American Tower offers 25,000+ sites throughout the U.S. Our solutions include towers, rooftops and distributed antenna systems. From developing new sites, managing and acquiring communications sites and providing services that speed network deployment, American Tower is your partner in wireless communications.

[www.americantower.com](http://www.americantower.com)



## Anritsu Company

### Booth 1926

490 Jarvis Dr  
Morgan Hill, CA 95037

P: 408-778-2000 F: 408-776-1744

tina.mccaig@anritsu.com

For over 40 years Anritsu has supplied leading wireless, optical and telecom test and measurement solutions to the DOD, federal, state and local government entities including law enforcement, public safety and homeland security.

[www.us.anritsu.com](http://www.us.anritsu.com)

## Architects Design Group, Inc

### Booth 1453

333 N Knowles Ave  
Winter Park, FL 32789

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aw8597@att.com

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[www.avaya.com/usa/solution/public-safety](http://www.avaya.com/usa/solution/public-safety)

## Aviat Networks

### Booth 1201

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P: 408-567-7000 F: 408-567-7018  
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mbirdsong@avtecinc.com

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nsatyshur@bms-inc.com

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dcqueenb1@gmx.com

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sales@dbspectra.com

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## DHS - Office of Emergency Communications

### Booth 1714

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darrell.smith1@dhs.gov

## Digital Safety Technologies

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## Emergency Communications Network

### Booth 903

9 Sunshine Blvd  
Ormond Beach, FL 32174

P: 866-939-0911 F: 386-615-1371

info@ecnetwork.com

The web-based CodeRED service, from Emergency Communications Network Inc., was designed specifically to enable local government officials to record, send and track personalized voice, email and text messages to thousands of citizens in minutes. This highly affordable solution is used every day by clients from coast to coast.

[www.ecnetwork.com](http://www.ecnetwork.com)

## EmergiTech, Inc

### Booth 1500

2545 Farmers Drive - Ste 250  
Columbus, OH 43235

P: 614-339-8306 F: 614-866-9208

kjones@emergitech.com

For the past 27-years, we have developed and supported a wide range of cost effective public safety software applications, including: IP ready 911 systems, computer aided dispatch, law enforcement RMS, data sharing, mobile data computing, EMS and fire reporting, jail management and civil processing.

[www.emergitech.com](http://www.emergitech.com)

## EMR Consulting, Inc

### Booth 612

8801 Sargent Road  
Indianapolis, IN 46256

P: 703-256-0637 F: 703-256-3578

tgraham@sa-lawyers.net

EMR Consulting is dedicated to assisting public safety agencies in FCC licensing, system design, frequency selection, and vendor relationships. With more than 20 years of experience, we offer a vitally insightful viewpoint to assure that internal processes are working to provide agencies the best telecommunications system in the most effective manner.

[www.emrconsults.com](http://www.emrconsults.com)

## EMR Corporation

### Booth 809

22402 N 19th Avenue  
Phoenix, AZ 85027

P: 623-581-2875 F: 623-582-9499

michelle@emrcorp.com

EMR Corp offers RF peripherals equipment- amplifiers & BDAs to Isolators/IM panels, duplexers, filters, combiners & RX multicoupling; customized designs and engineering support. We provide comprehensive RF site management & capacity; systems, In-Building coverage, interference mitigation & IP based power monitoring solutions- 30 MHz to 2.8 GHz.

[www.emr.com](http://www.emr.com)



## EnRoute Emergency Systems

### Booth 927

3501 East Frontage Road-Suite 350  
Tampa, FL 33607

P: 813-207-6951 F: 679-393-5397

info@enroute911.com

With 25+ years of public safety industry expertise and dedication, EnRoute Emergency Systems, an Infor& company, provides next generation dispatch and records management applications. In addition, EnRoute provides solutions for mapping/routing, mobile data computing, and web-based status management, as well as custom interfaces to third-party applications.

[www.enroute911.com](http://www.enroute911.com)

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P: 909-793-2853 F: 909-307-3072

aramos@esri.com

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[www.esri.com](http://www.esri.com)

## Etherstack

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P: 917-661-4118

paul.wardner@etherstack.com

Etherstack is a world leading provider of software for wireless protocol stacks (waveforms) for embedded hardware, Software Defined Radios, complete IP wide-area networks and cryptographic solutions. Our expertise is in IP soft-switching and communications standards such as APCO P25, TETRA, DMR/dPMR, WiMAX, CDMA, UMTS, LTE and military wireless specifications.

[www.etherstack.com](http://www.etherstack.com)

## Evans Consoles

### Booth 618

1616 27th Ave NE  
Calgary, AB T2E 8W4

P: 403-291-4444-3032 F: 403-250-6549

kmatthews@evansonline.com

Evans Consoles is the industry leader in custom console solutions specializing in public safety centers and other technology facilities worldwide. With over 30 years experience and 8,500 installations across the globe, Evans successfully serves the control room needs for clients such as New York 911, USAF Fire and Dispatch, LA 911, and FBI Dispatch, just to name a few.

[www.evansonline.com](http://www.evansonline.com)

## Eventide Inc

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gmoore@eventide.com

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[www.eventide.com](http://www.eventide.com)

## Exacom, Inc

### Booth 1247

99 Airport Road  
Concord, NH 03301

P: 603-228-0706 F: 603-228-0254

helmut.koch@exacom.com

EXACOM is a leading Manufacturer of Multi-media recording solutions for public safety. The Exacom G2 recording system addresses the latest in public safety recording initiatives with intergrations to address both NG911 and P25 systems. The G-2 offers specific integrations for IP trunked radio, IP phones, video and text.

[www.exacom.com](http://www.exacom.com)

## Exalt Communications

### Booth 601

580 Division St  
Campbell, CA 95008

P: 408-871-1804 F: 408-871-9750

pvalentine@exaltcom.com

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P: 614-863-6470 F: 614-863-2098

[www.fsvcc.com](http://www.fsvcc.com)

## Federal Communications Commission (FCC)

### Booth 804

445 12th Street, SW  
Washington, DC 20554

P: 202-418-0587 F: 202-418-2923

cecilia.sulhoff@fcc.gov

The Federal Communications Commission is an independent United States government agency, directly responsible to Congress. The FCC established by the Communications Act of 1934, charged with regulating interstate and international communications by radio, television, wire, satellite & cable. Its jurisdiction covers the 50 states, District of Columbia, U.S. possessions.

## Fiplex

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P: 305-884-8991 F: 305-884-4041

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## Frequentis USA, Inc

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P: 905-660-5548 F: 905-660-6858  
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sales@higherground.com

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alane@hiplink.com

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info@interact911.com

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[www.intergraph.com/publicsafety](http://www.intergraph.com/publicsafety)

## International Public Management Association for Human Resources

### Booth 1710

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jhaas@ipma-hr.org

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## Intrado, Inc

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## IPMobileNet, LLC

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Kenwood is a worldwide provider of mobile and portable radios and custom infrastructure systems to public safety, government and commercial users. For detailed information, call Kenwood USA at 1-800-950-5005 or visit Kenwood at [www.kenwoodusa.com](http://www.kenwoodusa.com).

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## Keystone Communications

### Booth 1827

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P: 570-473-3146 F: 570-473-3130  
owesstrom@keystone-communications.com

Keystone Communications will be displaying our Infrastructure Management software KeyCall 911. this software based alerting system can be used to control site equipment as well as environmental systems. we are looking forward to speaking with you about our products and future upgrades.

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### Laird Technologies

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Laird Technologies™ land mobile radio antennas are the industry standard for public safety agencies, fleet & transportation networks. Established in-market presence & innovative molding techniques, with verified platforms and a variety of connection options adds to the reputation for rugged reliability in hazardous situations and harsh environments for these antennas.

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### Link Communications, Inc

#### Booth 2009

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fromanin@rftechnology.com.au

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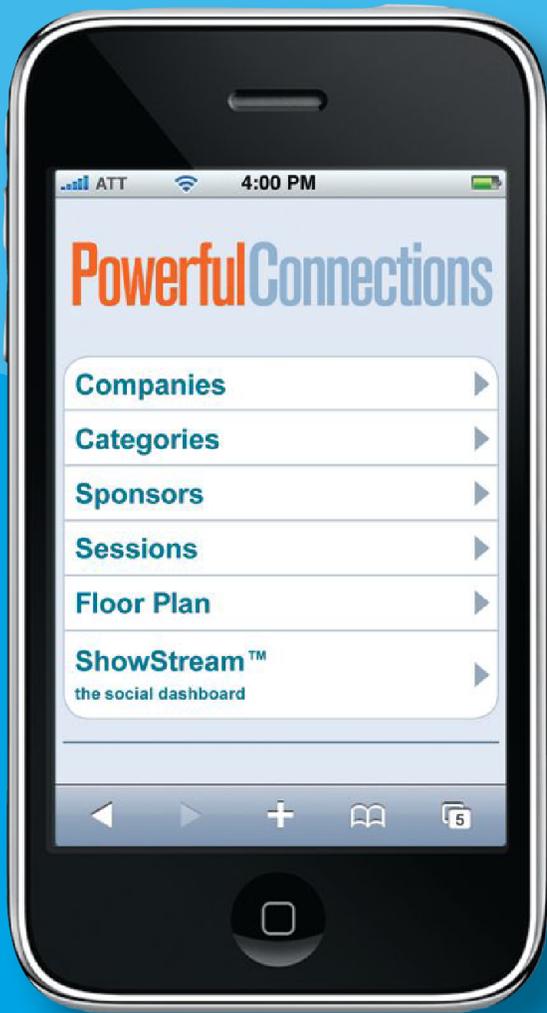
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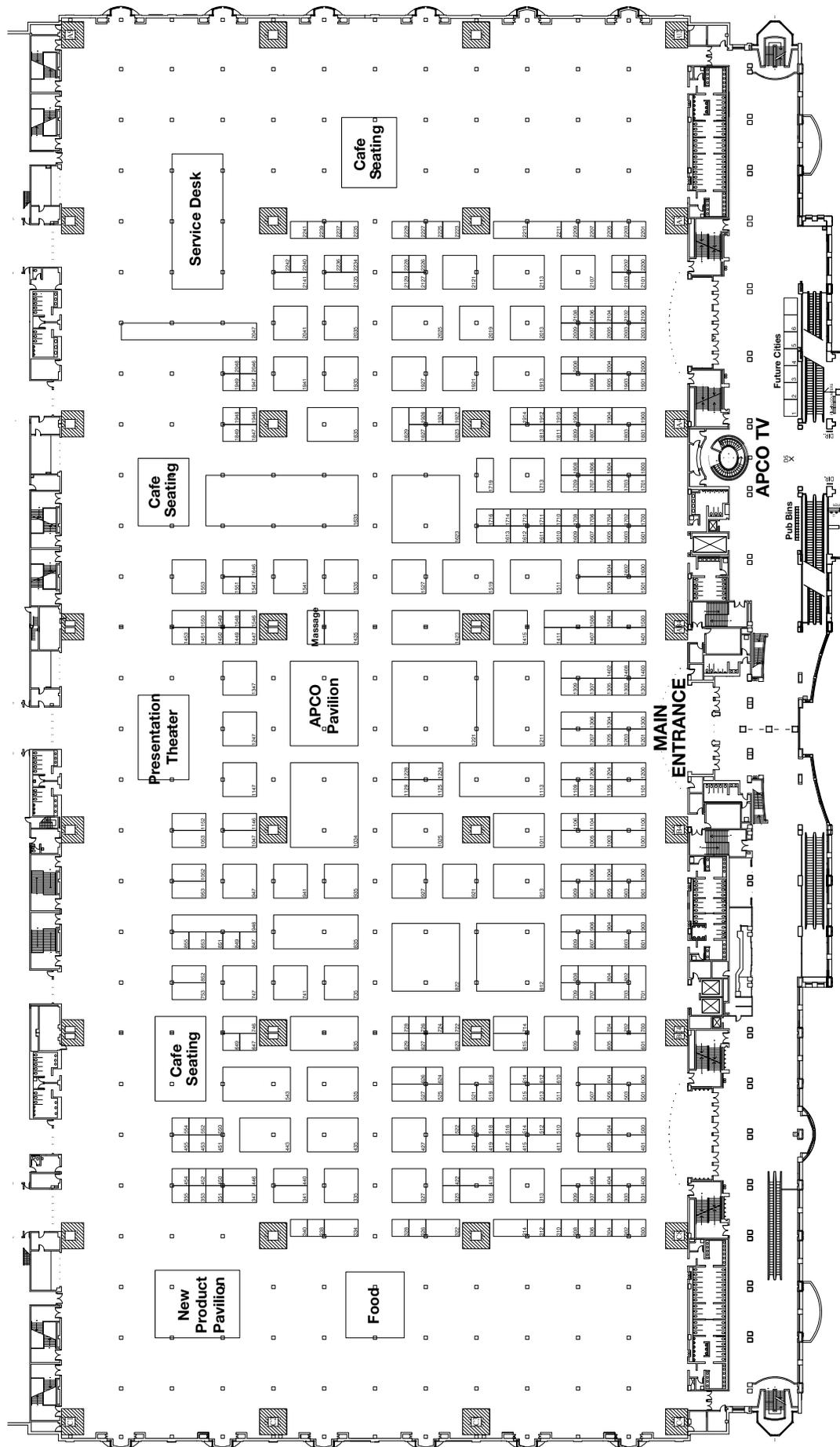
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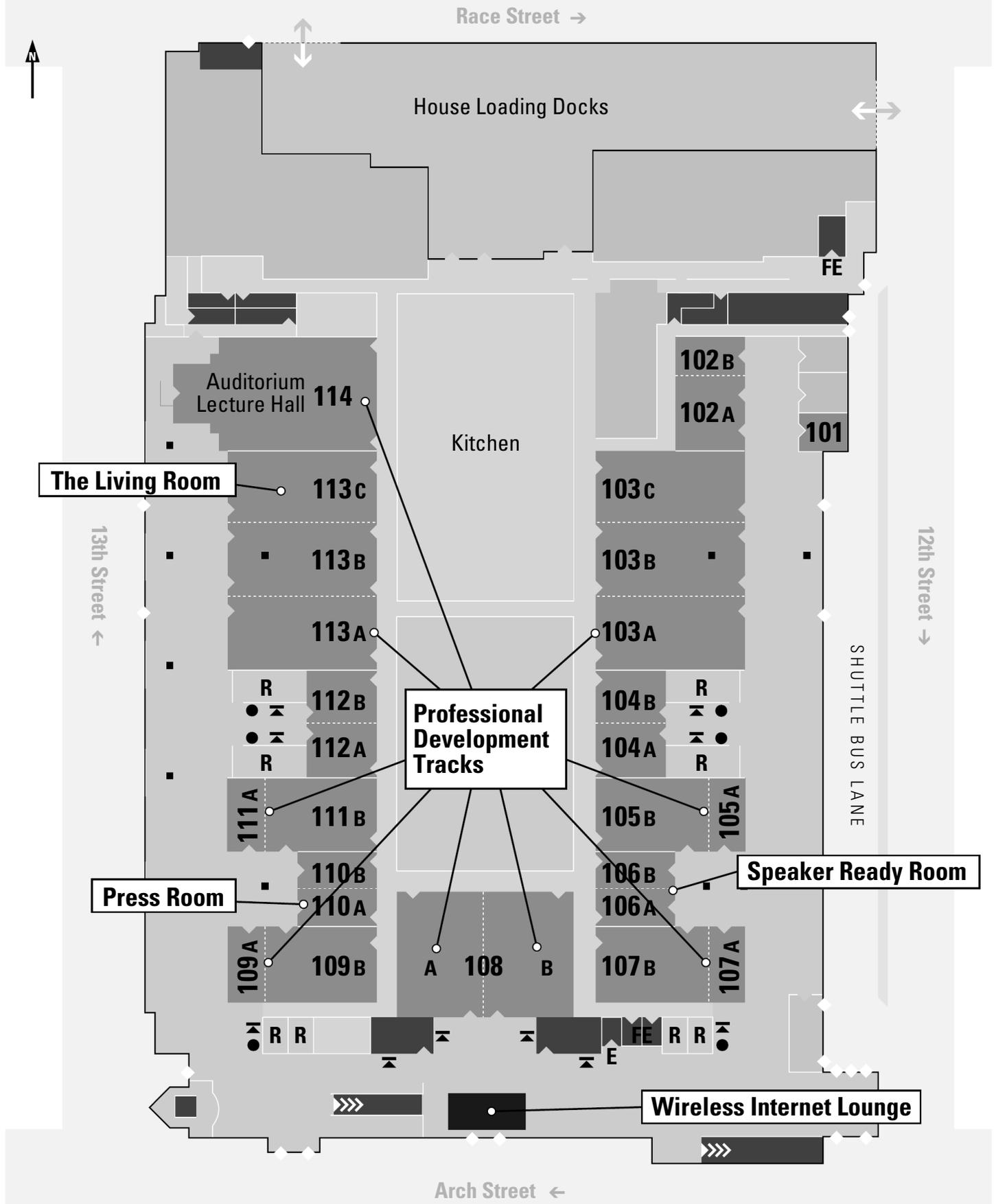


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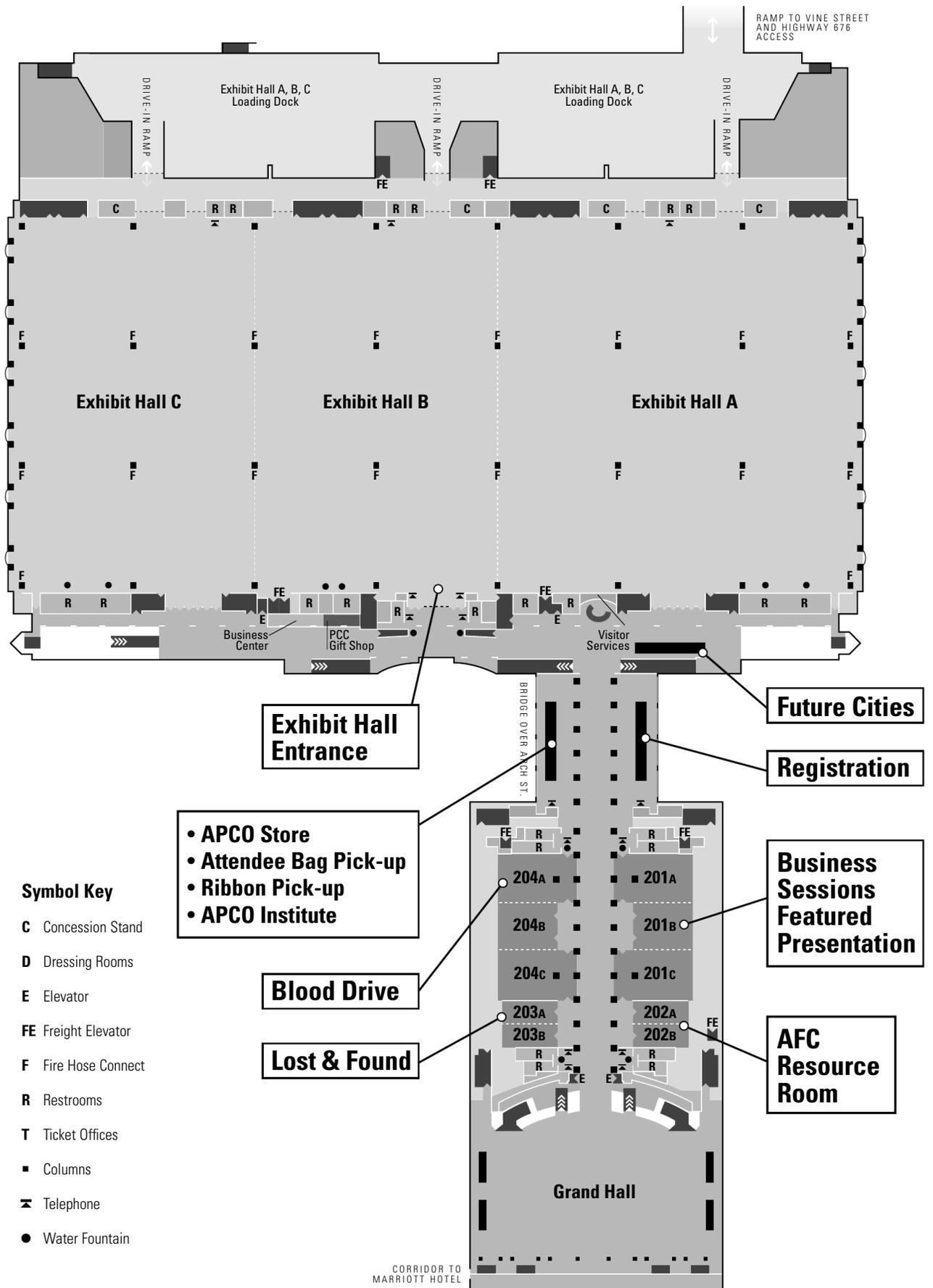


## 100 Level Floorplan

Street Level

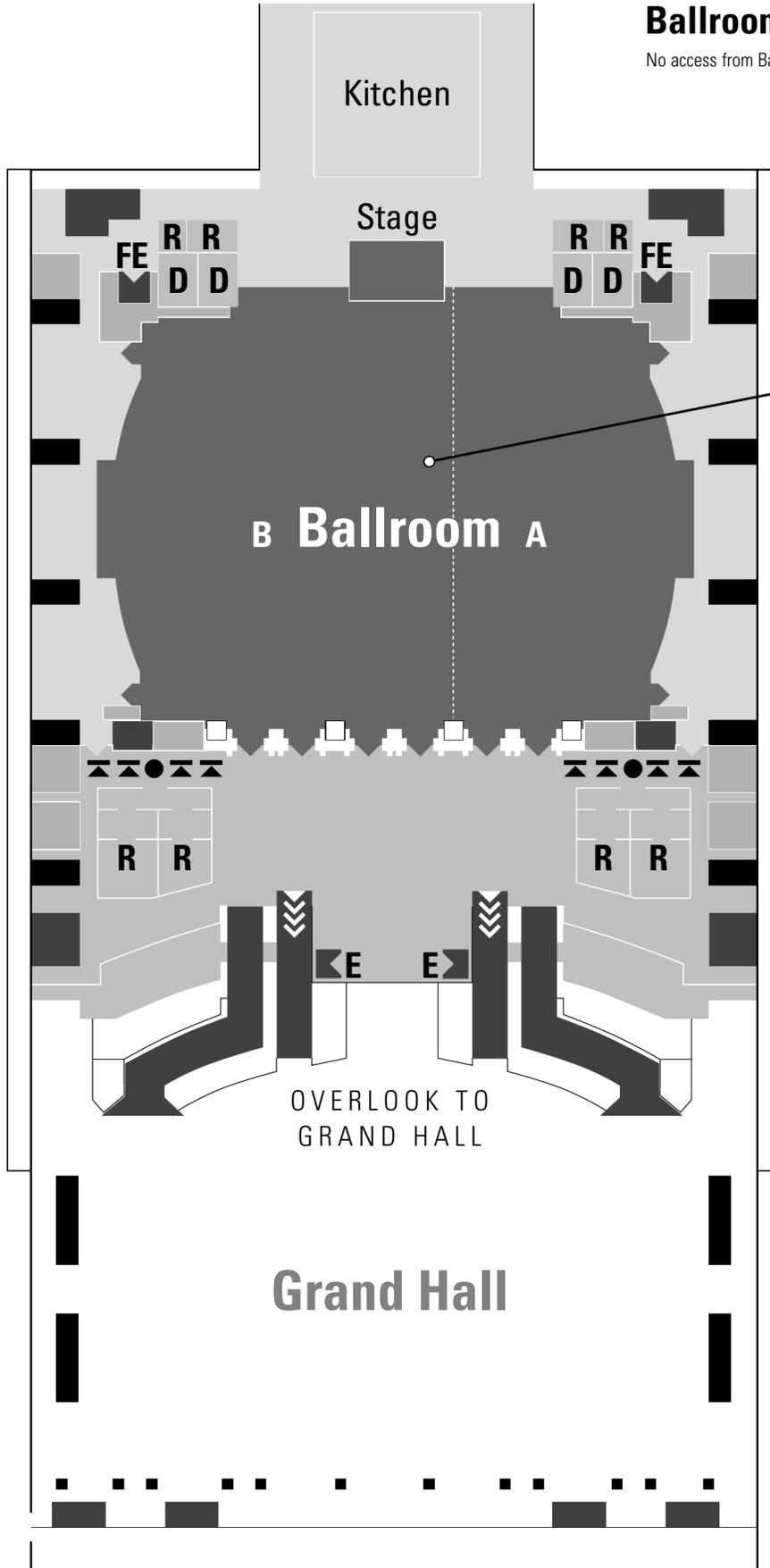


## 200 Level Floorplan



## Ballroom Level Floorplan

No access from Ballroom Level to Level 300 rooms



- Opening General Session
- Distinguished Achievers Breakfast
- Blue & White Gala
- Closing SuperSession Lunch

### Symbol Key

- C Concession Stand
- D Dressing Rooms
- E Elevator
- FE Freight Elevator
- F Fire Hose Connect
- R Restrooms
- T Ticket Offices
- Columns
- ⚡ Telephone
- Water Fountain

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