

# Event Schedule

Sun, Oct 01, 2017

9:00am

## Attendee Registration Open

🕒 9:00am - 12:00pm, Oct 1

📍 Hall Outside Salons

12:00pm

## Conference Volunteers Meeting

🕒 12:00pm - 1:00pm, Oct 1

📍 Maple Room

1:00pm

## Vendor Registration and Setup

🕒 1:00pm - 6:00pm, Oct 1

📍 Event Center

## Education Session: National 9-1-1 Training Guidelines

🕒 1:00pm - 2:00pm, Oct 1

📍 Maple Room

The skillset required of a 911 Telecommunicator is very complex and minimum training is imperative to provide the tools and education they need to meet public expectations and improve the quality of emergency services in your agency, and your state. This session will examine the opportunity to enhance the 9-1-1 communications profession through minimum core curriculum elements that are appropriate for your agency or state to use to train aspiring and current 911 telecommunicators and provide the foundation for their ongoing professional development. The session will also provide a “toolkit” and supporting material for moving forward and ensuring success.

### Speaker:



**Richard Taylor**  
Executive Director, NC 911 Board



**Crystal McDuffie**  
CC9S Manager, APCO International

### Education Session: Understanding Construction Equipment Queries

🕒 1:00pm - 2:00pm, Oct 1

📍 Locust Room

Stolen construction equipment is difficult to recover and queries of construction equipment are often misleading. Unlike passenger vehicles there is no standard identification numbering system and no universal ownership records readily available. Officers falsely assume a “no record” response means the equipment isn’t stolen, but in fact such a response only means the equipment isn’t listed in NCIC as queried. This presentation exposes the tele-communicator to issues involving construction equipment entries, common query mistakes, and reasons why the query results failed. It provides techniques to aid in the identification of stolen construction equipment.

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Speaker:



**Rusty Russell**

Special Agent, National Insurance Crime Bureau

● 2:00pm

### Education Session: Update on Next Generation 9-1-1 in North Carolina

🕒 2:15pm - 3:15pm, Oct 1

📍 Maple Room

This presentation will update participants on the NG911 Project in North Carolina and discuss the impact to the PSAP.

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Speaker:



**Richard Taylor**

Executive Director, NC 911 Board

### Education Session: National Insurance Crime Bureau

🕒 2:15pm - 3:15pm, Oct 1

📍 Locust Room

With a 100-year heritage, the National Insurance Crime Bureau (NICB) is the nation's premier not-for-profit organization dedicated exclusively to fighting insurance fraud and crime, and is the only organization in the United States that convenes the collective resources needed to prevent, detect and deter these crimes. NICB provides their services to law enforcement free of charge. This presentation will provide an overview of the resources offered by NICB in areas such as vehicle theft, cloning, and identification; cargo theft, arson investigations, and staged accident investigations.

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Speaker:



**Rusty Russell**

Special Agent, National Insurance Crime Bureau

**Education Session: Achievement Now!**

🕒 2:15pm - 3:15pm, Oct 1

📍 Hickory Room

Goal setting and Time Management training has been around for decades. However, the 21<sup>st</sup> century calls for new techniques to keep up with modern development. This program is about how to achieve success in every aspect of your life. Professional development, managing your attitude, and strategically setting yourself apart are all part of this dynamic training.

- Determine what really is most important to you and the steps to achieve it!
- Define what a goal truly is and creative ways to instantly move closer to it.
- Learn the two practices that will have the greatest impact on your life.
- Understand the impact those around you have on your business and personal life.
- Break out of the 'business as usual' approach and comfort zones.
- Learn why doing less to achieve more is not only possible, it is a must!
- Create excitement by knowing one small change will have the biggest impact.
- Build habits for high achievement.

Each individual benefits from the Instructor's style of delivery for targeting their specific goals and route to success as professionals. This is not just a 'motivational speech.' It is a highly interactive and introspective workshop bringing lasting results.

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Speaker:



**Tyler Enslin**

National Director, Direct Development Training

● 3:00pm

**Educational Supersession: Effective Feedback**

🕒 3:30pm - 5:00pm, Oct 1

📍 Hickory Room

Creating a culture that embraces candid feedback is one of the greatest challenges facing organizations today. In this interactive program we examine feedback from both perspectives: giving and receiving. Participants will determine why constructive feedback is often either avoided or delivered in a way that is ineffective. Through a series of videos we will discuss common triggers that are experienced by the receiver. To limit these triggers, effective feedback requires learning practical

techniques. On the receiving side, we will discuss how to respond, accept, and apply constructive feedback even if it is given in an unkind or harsh way. Participants can be confident as they implement these techniques and principles whether they are giving or receiving feedback.

Speaker:



**Tyler Enslin**

National Director, Direct Development Training

6:00pm

### **BINGO Game**

🕒 6:00pm - 8:00pm, Oct 1

📍 Selu Garden Café

8:00pm

### **Welcome Reception and Networking Event**

🕒 8:00pm - 11:59pm, Oct 1

📍 Selu Garden Café

Mon, Oct 02, 2017

7:00am

### **Opening Breakfast and Keynote Speaker**

🕒 7:45am - 9:15am, Oct 2

📍 Council Ballroom

Keynote Speaker: Dean Otto

Dean Otto is a 52 year old runner from Charlotte, NC. His life changed on September 24th, 2016. Dean was paralyzed from the waist down after he was hit by a truck riding his bike in Charlotte, NC.

Acceptance and Forgiveness have been key for Dean. Today he is making a miraculous recovery and wants to give back to help those less fortunate come back from spinal cord injuries.

Dean is a living miracle due to the fast response of bystanders calling 911, the 911 operators (you) assisting the bystanders and coordinating the medical response, emergency responders, and his medical team. Seconds and minutes made the difference!

Dean is here today to share his story and life after the 911 call! He wants to give thanks to the 911 folks who make a huge difference in peoples' lives on a daily basis but don't always get to see the final outcome. Dean is that amazing outcome.

As a side note, through cooperation with Dean's surgeon, Dr. Matt McGirt, Stryker Spine, the medical

company that made the surgical devices in his back, the Carolinas Medical Center hospital system and their foundation, he is raising money to fund the LIFE Program for Spinal Cord Injury patients. 911 has allowed him to continue to make a difference and keep RUNNING!

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Speaker:



**Dean Otto**  
Keynote Speaker

9:00am

### Vendor Registration and Setup

🕒 9:30am - 10:00am, Oct 2

📍 Event Center

10:00am

### Exhibitor Hall Open

🕒 10:00am - 7:00pm, Oct 2

📍 Event Center

11:00am

### Lessons Learned: Hurricane Matthew

🕒 11:00am - 12:00pm, Oct 2

📍 Event Center

For some 911 Centers it was a 911 needs 911 type ordeal as the events of Hurricane Matthew caught some counties in North Carolina off guard.

Join us as we recap the storm that made us rethink how we prepare for worst.

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Speaker:



**Lisa Reid**  
911 Communications Manager, Fayetteville Police Department



**Greg Hauser**  
Division Manager-Communications, Charlotte Fire Department



**Randy Beeman**

Director of Emergency Services, County of Cumberland Local Government

1:00pm

### Lessons Learned: Wildland Fires in Western NC

🕒 1:00pm - 2:00pm, Oct 2

📍 Event Center

In the fall of 2016 Western North Carolina experienced an outbreak of wildland fires that covered several thousand acres and over several counties. Resources from all over the state converged on Western North Carolina to come together as a team to contain and eventually extinguish the fires. The most notable of these fires being the Party Rock Fire. This session will take a look at what it took to organize such a large deployment of departments from across the state. It will also look what it took to make sure everyone on the scene could communicate with each other and ensure an organized and safe operation.

#### Speaker:



**Eric Wiseman**

Area coordinator, NCEM

### Education Supersession: Who Moved My Headset?

🕒 1:00pm - 4:00pm, Oct 2

📍 Hickory Room

Participants in this session will learn about and discuss effective ways in how to deal with change in the emergency services communications environment.

#### Speaker:



**Jeryl Anderson**

ES Recruitment and Outreach Coordinator, Orange County Emergency Services

3:00pm

### Lessons Learned: Charlotte Civil Unrest

🕒 3:00pm - 4:00pm, Oct 2

📍 Event Center

This lecture will take the participants through the timeline day by day of the protests in Charlotte and the bomb threat to the Law Enforcement Center following the protests. A discussion of what we learned and what steps have been taken to correct areas of deficiency. Ultimately this lecture is make sure other departments are prepared should something like this occur in their jurisdiction.

Speaker:



**Kris Bechtel**  
Cmpd



**David Christy**  
Lieutenant, Charlotte-Mecklenburg Police Department

**Attendee Registration Open**

🕒 3:00pm - 4:00pm, Oct 2

● 4:00pm

**Exhibitor Hall Prize Drawings**

🕒 4:30pm - 4:30pm, Oct 2

📍 Event Center

● 5:00pm

**Exhibitor Hall Reception**

🕒 5:00pm - 7:00pm, Oct 2

📍 Event Center

● 7:00pm

**Networking and Hospitality Event**

🕒 7:00pm - 11:59pm, Oct 2

📍 Selu Garden Café

Tue, Oct 03, 2017

● 7:00am

### Continental Breakfast for Attendees

🕒 7:00am - 9:00am, Oct 3

📍 Hall Outside Salons

### Attendee Registration Open

🕒 7:00am - 9:00am, Oct 3

📍 Hall Outside Salons

### Vendor Appreciation Breakfast (Invitation Only)

🕒 7:30am - 8:30am, Oct 3

📍 Event Center

● 8:00am

### Education Session: Uber Can Find Me, Why Can't 911?

🕒 8:00am - 9:00am, Oct 3

📍 Hickory Room

How can PSAPs use the incredible capabilities that modern smartphones have today? How is it that "Uber can find us, but 9-1-1 can't"? This presentation will give an introduction into what smartphones can do today and how this data can be used in the PSAP. We will discuss the evolving role of different stakeholders in the environment, and discuss how Apps and device manufacturers are changing the way data is delivered to 9-1-1.

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#### Speaker:



**Tracy Eldridge**

9-1-1 Operations Lead, RapidSOS

### Education Session: Being an Efficient CTO

🕒 8:00am - 9:00am, Oct 3

📍 Maple Room

This lecture will be about how to become a more effective Communications Training Officer for your agency. Topics to be covered will include:

- Performance based training,
- Preparing Motivating and Communicating with your trainee,
- Training the Adult Learner,
- Evaluating Performance and Documentation.

The material covered is current training material that is implemented and approved by APCO.

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#### Speaker:



**Austin Allgood**

Supervisor, New Hanover County 911

### Education Session: Agency Training Program Certification

🕒 8:00am - 9:00am, Oct 3

📍 Locust Room

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#### Speaker:



**Rick Thomas**

Communications Center Supervisor, Apex Police Department



**Crystal McDuffie**

CC9S Manager, APCO International

● 9:00am

### NC SUN Business Meeting

🕒 9:00am - 12:00pm, Oct 3

📍 Birch Room

### Education Session: Therapy Dogs - Making a Positive Difference in 9-1-1

🕒 9:15am - 10:15am, Oct 3

📍 Hickory Room

Service Dog? Police K-9? Emotional Support Dog? No, it's a 9-1-1 Therapy Dog! What are all these letters....CISM, PTSD, EAP? Let's learn about these acronyms and therapy dogs (animal assisted therapy) in 9-1-1! You are the heroes behind the scenes! Dogs are OUR heroes! Therapy dogs in 9-1-1 Centers during or immediately after a critical incident have the potential to hugely impact our 9-1-1 professionals in a positive way! Learn the many ways this could be a win-win for all - humans and dogs!

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#### Speaker:



**Mark Reavis**

Nash County 9-1-1

### Education Session: The Art of Supervising

🕒 9:15am - 10:15am, Oct 3

📍 Maple Room

This presentation will cover what the role of a Supervisor is within the communications center. How to develop skills for supervisory success, as well as leadership skills. Best practices for communicating with and managing your team. This presentation also will help Telecommunicators understand what it is they should be expecting from their Supervisors as well.

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Speaker:



**Austin Allgood**

Supervisor, New Hanover County 911

### Education Session: Public Safety Distributed Antenna System

🕒 9:15am - 10:15am, Oct 3

📍 Locust Room

During times of public emergency, communications between our first responders is paramount in protecting the occupants of the sites under duress; as well as, the emergency personnel coming to their aid. As a result, many municipalities have passed laws mandating adequate public safety radio coverage in new commercial and government buildings.

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Speaker:



**Jeffery Nodine**

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### Education Session: NC Interoperability and Operational Communications

🕒 9:15am - 10:15am, Oct 3

📍 Oak Room

NC Interoperability efforts and operational communications lessons learned during Hurricane Matthew preparations and response.

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Speaker:



**Seth Russell**

Statewide Interoperability Coordinator (SWIC), NC DPS: Division of Emergency Management

10:00am

### Education Session: PTSD - Who Me? YES YOU!

🕒 10:30am - 11:30am, Oct 3

📍 Hickory Room

Post-Traumatic Stress affects everyone in the public safety circle, including telecommunicators. However, it does not always start in the Communications Center, but it sure can end up there. This session will take a look at where post-traumatic stress starts and where it has the potential to end. We will learn about the PTSD time line that includes the events leading up to, warning signs, diagnosis, ways to get help and how to have it but not let it have you!

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#### Speaker:



**Tracy Eldridge**

9-1-1 Operations Lead, RapidSOS

### Education Session: How to Keep Your Network and Asset Documentation Up-to-Date and Why It's Important

🕒 10:30am - 11:30am, Oct 3

📍 Oak Room

Public safety IT leaders struggle with managing their systems, networks and applications for three key reasons – IT staff bandwidth, the rapid advancement towards IP-based solutions, and the increased quantity of vendors that support them. Despite these challenges, network management and documentation is extremely important. Without it, agencies face unnecessary risks, inefficiencies and difficulty deploying new technologies. During this one presentation, we'll present five tips and best practices to improve your network documentation and management strategy.

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#### Speaker:



**Mark Perkins**

Senior Consultant, Mission Critical Partners, Inc.

### Education Session: Leaders Eat Last

🕒 10:30am - 11:30am, Oct 3

📍 Maple Room

Have you heard the expression “lead from where you are”? Attendees will learn some strategies and

skills to use in order to be an effective leader as well as how to manage difficult employees and when, why and how to document.

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Speaker:



**Kris Bechtel**  
Cmpd

1:00pm

### **Educational Session: Stress Encounters in the Life of a Telecommunicator**

🕒 1:00pm - 2:00pm, Oct 3

📍 Hickory Room

In this session, we will define a traumatic event and identify the involuntary physical and mental reactions our bodies have when we experience a traumatic event. We already know that this job field is stressful, but when you encounter stress in your personal and professional life, it is compounded and takes more effort to balance and overcome. It is important to understand what our bodies do to process the stress encounters so that we can adopt habits that will coincide and assist our bodies in coping and recovering from stress successfully.

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Speaker:



**Rachel Oberhauser**  
Project Manager, SSP Training & Certification, Homeland Security Solutions, Inc.

### **Education Session: Customer Service...the Good, the B...No, wait, it's all Good**

🕒 1:00pm - 2:00pm, Oct 3

📍 Oak Room

How can Q-tips, toothpaste and a bottle of water improve your customer service skills?

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Speaker:



**Jennifer Etheridge**  
Training & QA Coordinator, Wilson County Emergency Communications

2:00pm

**NC APCO Chapter Meeting**

🕒 2:15pm - 3:15pm, Oct 3

3:00pm

**NC NENA Chapter Meeting**

🕒 3:15pm - 4:15pm, Oct 3

6:00pm

**Installation and Awards Banquet**

🕒 6:00pm - 8:00pm, Oct 3

📍 Event Center

8:00pm

**Networking and Hospitality Event**

🕒 8:00pm - 11:59pm, Oct 3

📍 Selu Garden Café

**Wed, Oct 04, 2017**

7:00am

**Continental Breakfast for Attendees**

🕒 7:00am - 9:00am, Oct 4

📍 Hall Outside Salons

8:00am

**Education Session: Schizophrenia and Auditory Hallucinations**

🕒 8:00am - 9:00am, Oct 4

📍 Hickory Room

People with Schizophrenia may frequently call 911 with complaints stemming from their symptoms of psychosis. This presentation will teach telecommunicators about Schizophrenia and other psychotic disorders, and will provide them a better understanding of auditory hallucinations – one of the most common symptoms of Schizophrenia. The presentation will include an auditory hallucination simulation exercise to provide participants an even greater understanding of what it's like to experience this symptom of psychosis.

Speaker:



**Robert Kurtz**  
Program Manager, NC Division of MH/DD/SAS

### Education Session: 911 and Emergency Response Records Retention

🕒 8:00am - 9:00am, Oct 4

📍 Maple Room

This presentation will be aimed at supervisors and anyone that has records management responsibility for 911 records, including audio recordings. The presentation will cover the legal responsibilities for retention, confidentiality and public records request and will address strategies for both paper and electronic records.

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Speaker:



**Jason Woolf**  
Records Analyst, NC. Dept. of Natural and Cultural Resources

### Education Session: Therapy Dogs Making a Positive Difference in 9-1-1 (Repeat Session)

🕒 8:00am - 9:00am, Oct 4

📍 Locust Room

Service Dog? Police K-9? Emotional Support Dog? No, it's a 9-1-1 Therapy Dog! What are all these letters....CISM, PTSD, EAP? Let's learn about these acronyms and therapy dogs (animal assisted therapy) in 9-1-1! You are the heroes behind the scenes! Dogs are OUR heroes! Therapy dogs in 9-1-1 Centers during or immediately after a critical incident have the potential to hugely impact our 9-1-1 professionals in a positive way! Learn the many ways this could be a win-win for all - humans and dogs!

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Speaker:



**Mark Reavis**  
Nash County 9-1-1

### Education Session: NextGen Multimedia Recording, Incident Reconstruction and QA/QI: Are You Ready?

🕒 8:00am - 9:00am, Oct 4

📍 Oak Room

In the half-century since the first 9-1-1 call was placed, PSAPs have undergone many changes, but none as dramatic as what's on the horizon. Next Generation 9-1-1 and Public Safety LTE will radically transform citizen-PSAP-first responder emergency communications as PSAPs become touchpoints for managing more types and greater volumes of multimedia information. NG9-1-1 and Public Safety LTE will also shatter current concepts of 'voice logging' and add to the complexity of communications recording, incident reconstruction and Quality Assurance and Improvement. In this session, we'll examine these underlying trends/impacts for your 9-1-1 center, and share insights/best practices to help you prepare.

9:00am

### Education Session: Crisis Intervention for the Telecommunicator

🕒 9:15am - 10:30am, Oct 4

📍 Hickory Room

Established protocols cover the great majority of situations that telecommunicators are faced with on a daily basis. However, sometimes calls are received that require the telecommunicator to de-escalate a person in crisis before an officer can be dispatched, or before the officer arrives. Such situations may involve people on the verge of suicide, or suffering from psychosis.

This workshop will teach telecommunicators the crisis intervention skills they'll need to gain the caller's trust, and de-escalate the person over the phone, until an officer can arrive.

Speaker:



**Robert Kurtz**

Program Manager, NC Division of MH/DD/SAS

### Education Session: FirstNet NC Update

🕒 9:15am - 10:30am, Oct 4

📍 Maple Room

Speaker:



**Red Grasso**

FirstNet SPOC, NC DIT

### Education Session: How to Work Effectively with Vendors and Agency's Top 10 Procurement Mistakes

🕒 9:15am - 10:30am, Oct 4

📍 Locust Room

This class will provide insight into the public safety vendor world that will enable agency personnel to work effectively and efficiently with any vendor. It will teach you communication strategies to help you get the information you need from vendors (and keep annoyance to a minimum), and how to ferret out information that will enable you to make better, more informed decisions. The class will also review common procurement mistakes most agencies make so that they can be avoided in the future and you can procure the best product at the best price.

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**Speaker:**



**Ellis Frazier**

Communications Director, Yadkin County Sheriff's Office (Retired)

**Education Session: Voices In The Dark. Do I Matter?**

🕒 9:15am - 10:30am, Oct 4

📍 Oak Room

This presentation will cover the understanding of how the Telecommunicator can become frustrated about not being recognized by the public, management, field personnel, etc... To help understand that the very profession that we work in each tour of duty is exactly our problem, Communications. Telecommunicators will have the opportunity to give their input on how they feel working as a Telecommunicator, share information about successes and how their success was recognized. Telecoimunicators can share frustrations and be given insight that just may be what they are frustrated about and could be easily understood just by communicating with others that make decisions at their agency. Participants will leave knowing that their Voices in the Dark,, DO MATTER, WILL ALWAYS MATTER and to ALWAYS know the Voices in the Dark are the first FIRST RESPONDERS. We Do Matter!!

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**Speaker:**



**Janet King**

Supervisor, Randolph County Emergency Services

● 10:00am

**Education Session: Trauma and Trauma Disorders**

🕒 10:45am - 11:45am, Oct 4

📍 Hickory Room

Telecommunicators frequently receive calls from individuals impacted by trauma. This presentation will help participants better understand the impact of trauma, symptoms of trauma disorders, and how to intervene to assist people who are at risk of post-traumatic stress disorder.

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Speaker:



**Robert Kurtz**

Program Manager, NC Division of MH/DD/SAS

**Education Session: Digital Television for Public Safety and Public Warning**

🕒 10:45am - 11:45am, Oct 4

📍 Maple Room

The next evolution of digital television can offer more advanced features that can serve both the public warning as well as the public safety. Using a high power from a high tower, television stations can serve rich content with more reliability and greater coverage than today's cellular networks. This can include Amber alerts, weather warnings, and even encrypted dispatch information from the PSAP.

Speaker:



**Red Grasso**

FirstNet SPOC, NC DIT

**Education Session: Human Trafficking Awareness for Telecommunicators**

🕒 10:45am - 11:45am, Oct 4

📍 Locust Room

Human trafficking is the acquisition of people by improper means such as force, fraud or deception, with the aim of exploiting them. Tracking the number of victims is difficult due to the hidden nature of the crime. Many victims are undocumented or qualified aliens, which also contributes to the uncertainty of statistics. According to the US Dept. of Justice, DOJ-led task forces conducted over 900 investigations in 2011. Awareness at the telecommunicator level must increase to assist these victims of forced labor and sexual exploitation

Speaker:



**Crystal McDuffie**

CC9S Manager, APCO International