

# APCO 2016 RECORDED SESSIONS

## COMMUNICATIONS CENTER MANAGEMENT

- 001 Radio Operator Workload - How Much is Too Much?
- 010 People: The Most Important Asset During Consolidation
- 020 Staffing, Retention, and Training: APCO Programs To Help You Succeed
- 030 This is not your mother's training program: Providing critical training and reaching a new generation of learners without breaking the bank.
- 041 Core Competencies, Operational Factors, and Training for Next Generation Technologies in Public Safety Communications
- 052 APCO ProCHRT- Shaping the Future of Public Safety Communications Personnel
- 063 Scheduling 101: Managing Needs, Wants and Reality
- 075 The Secret to Performance Success!
- 086 Talent Management: Developing and maintaining an effective workforce
- 107 Don't Be a Dumbo About QA: Using APCO/NENA Standards to Check Quality
- 118 State and Local Implementation Grant Program (SLIGP) Update
- 130 Identifying & Dealing with Problem Dispatch Employees
- 139 Supervision the hard questions answered.

## CUTTING EDGE ISSUES & HOT TOPICS

- 011 Tactical Applications over Broadband Networks for First Responders- Case Study Panel Discussion
- 021 NPSTC Annual Public Safety Communications Update
- 022 Cybersecurity & Public Safety - Do we really have to worry?
- 031 FirstNet and NG9-1-1
- 042 Advanced Automatic Collision Notification – Real-time Impact on Patient Outcome & Resource Management
- 053 FCC Update
- 064 OEC and the New Emergency Communications Landscape
- 065 Leveraging Your GIS Investment for Location Accuracy
- 076 Cybersecurity and Public Safety Communications
- 088 Commercial LTE Networks and Quality of Service for Public Safety
- 089 FirstNet Town Hall
- 097 NTIA Office of Public Safety Communications (OPSC) Update
- 109 Using Drones for Public Safety
- 119 The Automated Secure Alarm Protocol (ASAP to the PSAP): A Win-Win No-Brainer for Public Safety and the Alarm Industry
- 120 The Internet of Public Safety Things (IoPST)
- 131 Leveraging Data for Public Safety

## EMERGENCY PREPAREDNESS, RESPONSE & SITUATIONAL AWARENESS

- 002 Civil unrest in Baltimore City
- 012 911 for 911: What Happens When 911 Has an Emergency? A Case Study and Lessons Learned from a Real-World Evacuation of a Large Regional 911 PSAP and Dispatch Operation.
- 023 BeRailSafe 911 Rail Emergency Communications Awareness
- 032 The Active Shooter Terrorist
- 044 Real world experience using Vehicular Repeaters to Enhance Radio Coverage for Covert and Special Events.
- 054 What Do You Need to Get Your Job Done?
- 067 Leveraging COMLs and Priority Services to Support an Incident Response
- 077 Supporting Emergency Communications during National Special Security Events
- 090 We Trained for This Day: Chattanooga's Military Active Shooter
- 098 Mobile Emergency Response Support Telecommunications
- 110 Providing Emergency Communications to the Worlds
- 121 The New Way to Keep Students Safe
- 132 Control To All Units...The Need for Joint Communications and Law Enforcement Training in Responding to Active Shooter Incidents

## FRONTLINE TELECOMMUNICATOR

- 003 Developing Training Material for the Front Line Communicator
- 013 Human Trafficking Awareness
- 024 Customer Service
- 034 911- Hacked! Attacked! Where's that?
- 046 Shots Fired! Officer Down! A Dispatchers Response
- 055 "OYO" or "Oh,No!" You Choose!
- 068 APCO Institute Jeopardy
- 079 Active Shooter: The Telecommunicator's Role
- 091 A Review of Handling Suicidal Subjects and Callers
- 100 Hearing Past the Silence
- 111 When Autism Has an Emergency
- 123 Understanding Domestic Violence: The Most Dangerous Call for Law Enforcement
- 133 Why Doesn't She Just Leave: Understanding the Mindset of a Domestic Violence Victim and What You Can do to Help

## INDUSTRY PRODUCTS AND TOOLS

- 004 Best Practices for E9-1-1 Database Management
- 014 FirstNet Roaming: Application stability and connectivity across network boundaries
- 025 You're on a Need to Know Basis - Data Analytics for Your PSAP
- 035 Find It: New Technologies and Techniques for Location Accuracy

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INDUSTRY PRODUCTS AND TOOLS (CONT.)	NG9-1-1 & EMERGING TECHNOLOGIES (CONT.)
<p>047 Why ESInet and Why Now?</p> <p>056 7 requirements that will Improve your Emergency Communications</p> <p>069 Radio Maintenance: Using DiagnostX to Identify At-Risk Radios Long-Range, OTA, System-wide</p> <p>080 APCO 9-1-1 Adviser Quality Assurance Innovations and Best Practices</p> <p>092 "Don't lose Power - Modern Backup Power Solutions for a Safer Network"</p> <p>101 Driving LMR and LTE Convergence through Networks, Devices and Applications</p> <p>112 Purpose-Built Smartphones for Mission Critical Communications</p> <p>124 "System Down" Best Practices For Eliminating This Status From Your Network Performance Logs</p> <p>134 Tyler Technologies - Enabling PSAP success with a Unified and Seamless Next Generation 9-1-1 Solution</p>	<p>094 What You Need to Know to Implement Text-to-9-1-1</p> <p>104 Resilient 911 Communications</p> <p>114 LMR and LTE Interoperability - the Future of Public Safety Communications</p> <p>127 NG911: Consolidating Disparate GIS Data into a Common Data Layer</p> <p>136 Building NG911 Systems Through Collaboration</p>
<b>LEADERSHIP DEVELOPMENT</b>	<b>RADIO TECHNOLOGIES, LAND MOBILE RADIO &amp; SPECTRUM MANAGEMENT</b>
<p>005 Police Call QA - A personalized Quality Assurance program tailor-made for your department.</p> <p>006 APCO's Leadership Programs – Registered Public-Safety Leader and Certified Public-Safety Executive Programs</p> <p>015 How to Improve What You Say and How You Say It</p> <p>026 "So, you want to be a director?"</p> <p>036 Emotional Safety: The Essential Element Of Workplace Wellness</p> <p>048 Effectively Leading Millennials In The Workplace</p> <p>057 Putting It All Together A Look At Leadership and The Communications Center</p> <p>070 Developing Leadership Within Your Communications Center</p> <p>081 Training Budget? What Training Budget??</p> <p>093 Turning Conflict Into Conversation</p> <p>102 PSAP Management, 400 Level</p> <p>113 Jim's Ten Principles of Leadership</p> <p>126 Camp Orlando - Lessons on Boosting Morale in the Center</p> <p>135 Lead Vertically</p>	<p>008 Best Practices In LMR Tower Construction and Maintenance</p> <p>017 The P25 Suncoast Regional Communications Network: A Study in Collaboration and Innovation</p> <p>028 Providing Resiliency and Security for Public Safety Radio Systems and IT Networks</p> <p>039 Public Safety Radio In-Building Coverage -- Understanding NFPA Code and Its Implications</p> <p>050 FirstNet Early Builder Roundtable</p> <p>061 1 + 1 = 3: How LMR and LTE Combine to Make Public Safety Communications More Than Expected</p> <p>072 Perspectives on Sitting: Developing a Culture of Movement in the Workplace</p> <p>084 LMR and Its Future: Why It Remains Indispensable</p> <p>095 Project 25 Revealed..... without the Technical Babble</p> <p>105 "If You Build It, They Will Come" - How To Grow Your Radio System</p> <p>115 The critical shift in public safety and government to automated HF-NVIS networks for resilience against infrastructure attacks</p> <p>128 Digital Television (DTV) Datacasting for Encrypted Video and Data Sharing Nationwide</p> <p>137 Considerations for Third Party Consoles</p>
<b>NG9-1-1 &amp; EMERGING TECHNOLOGIES</b>	<b>SOCIAL MEDIA IN THE PSAP</b>
<p>007 Top 10 NG9-1-1 Recording and Quality Assurance Best Practices</p> <p>016 Inside Out – Optimizing GIS to Bring Address Location Indoors</p> <p>027 Unlocking Hidden Insights in Your Incident Data</p> <p>038 Text-to-9-1-1: Current State of the Market</p> <p>049 The Next Generation 911 "Interstate Playbook" - A "How To" manual for interconnecting ESInets into effective regional systems for seamless NG911 service.</p> <p>059 So Now You Have Encrypted Talk Groups on your P25 System, What do you do for Interoperability?</p> <p>071 Top 10 Reasons You Are Not Ready for NG9-1-1 (and how to fix them)</p> <p>082 Citizen Apps &amp; 9-1-1: Hype or Road to Improved Response?</p>	<p>009 You Posted What?!</p> <p>018 Effective Whole Community Digital Communications Planning</p> <p>029 Developing a Social Media Policy Workshop</p> <p>040 "I Didn't Know My Boss Knows About Social Media!"</p> <p>051 Social Media Investigation Techniques for Public Safety Professionals</p> <p>062 Social Media 101</p> <p>073 Providing Holistic Public Safety Communications</p> <p>085 Social Media implementation in a smaller 9-1-1 center without a designated PIO..</p> <p>096 Social Media: Posting YOUR Way Out of a Job</p> <p>106 You Posted What?!</p> <p>117 Social Media in the PSAP</p> <p>129 The Case for Social Media Use in Law Enforcement</p> <p>138 Social Media 101</p>