2018
KEYSTONE CHAPTER
OF THE NATIONAL
EMERGENCY NUMBER
ASSOCIATION
annual fall conference
09.12 • 09.13 • 09.14
STATE COLLEGE, PA
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pensylvania nena 2018

keystone state chapter of nena
po box 369 • manheim, pa 17545 • 0369
### 2018 SCHEDULE AT A GLANCE

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<td>ASPEN RETREAT HOSTED BY PA NENA CONFERENCE COMMITTEE</td>
<td>ASPEN RETREAT HOSTED BY PA NENA CONFERENCE COMMITTEE</td>
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| **THURSDAY**   |              |              |
| 7:30 AM - 8:30 AM | CONFERENCE WELCOME | CONFERENCE WELCOME |
|               | SILVER MAPLE I, II & III | SILVER MAPLE I, II & III |
| 8:30 AM - 9 AM  | STATE OF THE CHAPTER | STATE OF THE CHAPTER |
|               | PRESIDENTS’ AWARD PRESENTATION | PRESIDENTS’ AWARD PRESENTATION |
|               | NATIONAL NENA UPDATE | NATIONAL NENA UPDATE |
| 9 AM - 10 AM   | OPENING SESSION/KEYNOTE | OPENING SESSION/KEYNOTE |
|               | SILVER MAPLE I, II & III | SILVER MAPLE I, II & III |
| 10 AM - 10:05 AM | REFRESHMENT BREAK | REFRESHMENT BREAK |
|               | OUTSIDE SILVER MAPLE I, II & III | OUTSIDE SILVER MAPLE I, II & III |
| 10:05 AM - 11 AM | CLASSES START | CLASSES START |
|               | TECHNOLOGY TRACK | TECHNOLOGY TRACK |
|               | SILVER MAPLE I | SILVER MAPLE I |
|               | GIS TRACK | GIS TRACK |
|               | SILVER MAPLE II | SILVER MAPLE II |
|               | OPERATIONS TRACK | OPERATIONS TRACK |
|               | SILVER MAPLE III | SILVER MAPLE III |
|               | VENDOR TRACK | VENDOR TRACK |
|               | WHITE OAK LIBRARY | WHITE OAK LIBRARY |
| 11 AM - 11:05 AM | REFRESHMENT BREAK | REFRESHMENT BREAK |
|               | OUTSIDE SILVER MAPLE I, II & III | OUTSIDE SILVER MAPLE I, II & III |
| 11:05 AM - 12 PM | CLASSES START | CLASSES START |
|               | TECHNOLOGY TRACK | TECHNOLOGY TRACK |
|               | SILVER MAPLE I | SILVER MAPLE I |
|               | GIS TRACK | GIS TRACK |
|               | SILVER MAPLE II | SILVER MAPLE II |
|               | OPERATIONS TRACK | OPERATIONS TRACK |
|               | SILVER MAPLE III | SILVER MAPLE III |
|               | VENDOR TRACK | VENDOR TRACK |
|               | WHITE OAK LIBRARY | WHITE OAK LIBRARY |
GeoComm

GeoComm was founded in 1995 to provide county governments with turnkey emergency 9-1-1 development services. Over the subsequent 23 years, the company has grown to serve local, regional, statewide, and military agencies in forty-nine states, helping to keep more than 100 million people safe. Today, GeoComm has a national reputation as a leading provider of public safety GIS systems that route emergency calls to the appropriate call center, map the caller’s location on call taker or dispatcher maps, and guide emergency responders to the scene of the accident on mobile displays within police, fire and ambulance vehicles. Our NG9-1-1 GIS solutions provide GIS data quality control, transformation, and aggregation services as well NG9-1-1 system emergency call routing. To learn more about GeoComm, please visit www.geo-comm.com.

DINNER SPONSORS

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<td>SBM Electronics, Inc.</td>
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a special thank you to our dinner sponsors

2018 CONFERENCE AGENDA | 5
PRE-CONFERENCE / WEDNESDAY, SEPTEMBER 13

NENA COURSE PARTICIPANTS
Course held in Silver Maple I & II

ENP STUDY GROUP
Held in the Cedar Cove

7:30 - 8:30 AM
REGISTRATION & FULL BREAKFAST
Outside Silver Maple I & II

8:30 AM - 12 PM
PREVENTING TELECOMMUNICATOR TUNNEL VISION
Silver Maple I, & II

ENP STUDY GROUP
Cedar Cove

12 - 1 PM
LUNCH
Aspen Room

1 - 4 PM
PREVENTING TELECOMMUNICATOR TUNNEL VISION
Silver Maple I, & II CONTINUED

ENP STUDY GROUP
Cedar Cove CONTINUED

4 - 6 PM
PUC 9-1-1 TASK FORCE MEETING
Red Pine Library & Red Pine Room

6 - 9 PM
WELCOME RECEPTION – PIG ROAST & LIVE MUSIC
Aspen Retreat HOSTED BY PA NENA CONFERENCE COMMITTEE

Zetron
Zetron design and delivers award-winning communications systems for mission-critical control rooms. Zetron’s integrated solutions combine IP-based radio dispatch, NG9-1-1 call-taking and IP fire station alerting. They are expandable, interoperable, and able to support remote and geo-diverse operations. Zetron has installed thousands of systems and over 25,000 console positions worldwide.

Blue Wing Services, Inc.
Blue Wing provides Public Safety Operations Consulting, Engineering Services, and Project Management. Blue Wing has been performing Public Safety communications design and consultation for clients for decades with a core focus on mission-critical markets. The staff, who represents more than 100 years of wireless communications experience, has applied the firm’s Operations. Engineered™ approach successfully to numerous clients and projects. Blue Wing provides a wide range of services for the Public Safety wireless market, including operational needs review, system governance and procedures, fleet mapping, training, system specification development, radio system design, system and product procurement, site zoning and construction, project engineering, project management, technical support, site acquisition, radio products business development, marketing and product analysis, and general management consulting.

Blue Wing approaches systems pragmatically and always keeps the operational goals in focus. Our approach is to always understand clients’ operations, objectives, and intent. After the operational goals are understood, the company secures technology that meets the objectives of the project. The Blue Wing team then provides strong management methodology to bring the solution to fruition. Blue Wing approaches technology needs and analyses from an operational perspective. The company’s model is to understand the operational needs of the client, then provide technical analyses and solution recommendations that fit the need – Operations. Engineered™ We do not attempt to seek out the latest, greatest technology and make it fit the client’s operations to justify the technology. We believe the system needs and operational processes should drive the technology solution.

Rave Mobile Safety
Rave Mobile Safety provides the leading critical communication and data platform trusted to help save lives. Used by leading education and healthcare institutions, enterprises and state and local public safety agencies, the award-winning Rave platform including Rave Alert™, Rave 911 Suite, Rave Panic Button™, Rave Guardian™, Rave Prepare™ and Rave Eyewitness™ protects millions of individuals. Rave Mobile Safety is headquartered in Framingham, MA. For more information, please visit https://www.ravemobilesafety.com.
TuWay Communications

TuWay Communications is a systems integrator specializing in advanced wireless voice and data system solutions. Building on over 60 years of experience constructing and maintaining critical public safety communications networks, TuWay’s products and services portfolio has expanded to include managed network and security services. Through a joint venture with CTL, we launched SecureNet3 (securenet3.com) providing 24x7x365 systems and network monitoring and response through our CJIS compliant on-premise Network Support Center (NSC). SecureNet3 also provides Vulnerability Assessments, Threat/ Malware/ Intrusion Detection and Remediation, and Log Management/ Archiving and Reporting. Leveraging these capabilities, TuWay was selected to design, construct and maintain multiple regional ESINets, and provide managed network security services for a county 911 Center. TuWay continues to provide installation and maintenance for communications dispatch consoles, voice logging recorders, microwave equipment, radio systems and subscribers, distributed antenna systems, wireless video surveillance systems, and Mutualink public safety interoperability solutions. TuWay’s longevity and success is built upon a commitment to providing real value to our customers and to Always Make it Work™.

West Safety Services

Backed by over 36 years of world-class network engineering focused on the needs of public safety, West manages the entire emergency response continuum through data management, reliable networks and a deep understanding of public and personal safety emergency response protocols. Regardless of the communication device, technology or medium, West’s Next Generation network and extensive portfolio of advanced 9-1-1 services can meet public safety needs today and in the future.

Wilmac Business Equipment Company, Inc.

Wilmac is a leading provider of Public Safety Incident Management, Compliance Recording, and Workforce Optimization solutions. We partner with industry-leading manufacturers such as NICE Systems and Red Box to offer comprehensive call recording solutions that include customizable, best-of-breed products for voice logging and multimedia data capture. With more than two decades in the call recording industry, and with a specific and concentrated focus on Public Safety and Security, we are uniquely suited to understand the complex needs of your environment. We developed our products and solutions specifically to address major industry concerns such as maximum uptime and high availability, ease of use, and a low total cost of ownership.

Xybix Systems, Inc.

Xybix designs, builds, and implements uniquely suited height-adjustable ergonomic workstations and consoles for public safety professionals. We work closely with 911 Dispatch Centers to create a solution that will accommodate your needs well into the future. We believe everyone can improve their health and we care about making innovative furniture solutions to help you achieve better health. Visit our website at www.xybix.com or call 800.798.288 for more information.

SILVER SPONSORS

THURSDAY SEPTEMBER 13

7:30 – 8:30 AM
Outside Silver Maple I, II, & III
REGISTRATION/FULL BREAKFAST

CONFERENCE WELCOME

State of the Chapter
JOHN GRAPPY — KEYSTONE NENA CHAPTER PRESIDENT
John will update the membership on this past year’s accomplishments and give an overview of the conference agenda.

 Presidents’ Award Presentation
JOHN GRAPPY—KEYSTONE NENA CHAPTER PRESIDENT; MICHAEL C. MCGRADY—LEGISLATIVE AFFAIRS COMMITTEE CHAIRMAN
The Keystone Chapter of NENA will present the Presidents’ Award to Senator Randy Vulakovich, in recognition of his dedication to the 911 system in Pennsylvania as Chairman of the Veterans Affairs and Emergency Preparedness Committee.

National NENA Update
ERIN MALLOY—NORTHEASTERN DIRECTOR, NATIONAL NENA; RON BLOOM, ENP—PRIVATE SECTOR, NATIONAL NENA
Erin and Ron will update the membership on the latest news from National NENA.

OPENING SESSION/KEYNOTE ADDRESS

FirstNet - Now and What the Future Holds
MICHAEL VARNEY—NATIONAL FIELD OPERATIONS DIRECTOR, FIRSTNET
Now that FirstNet is becoming a reality and will be available in your area, how will your agency determine if and when to transition to FirstNet. What does this mean to the responders on the street and in your communication centers? How will this technology be integrated into day to day operations without being intrusive and burdensome? We will discuss how FirstNet will change and advance the way emergency services are delivered and increase safety by the introduction of advanced capabilities.

7:30 – 9 AM
Silver Maple I, II, & III

8:30 – 9 AM
Silver Maple I, II, & III

9 – 10 AM
Silver Maple I, II, & III
DAY ONE / THURSDAY, SEPTEMBER 13

10:05 - 11 AM
Silver Maple I

TECHNOLOGY TRACK

FirstNet Update

HOLLY L. CAUDILL—ADMINISTRATIVE OFFICER, PENNSYLVANIA STATE POLICE, STATE-WIDE RADIO NETWORK DIVISION

Presenters from the PA FirstNet Office will provide background and discuss the current status of FirstNet in Pennsylvania, policy issues and implementation plans.

GIS TRACK

PSAP Boundaries: The Basic Version; Improved Version; Further Refined Version

SCOTT ZUBECK—GIS SERVICE LEAD, CHESTER COUNTY DCIS; AMANDA YANER—GIS SERVICE LEAD, UNION COUNTY; BARRY C. HUTCHINS—SENIOR PUBLIC SAFETY GIS PROGRAM MANAGER, LYCOMING COUNTY

An in-depth review of building a PSAP Boundary layer that meets the NENA NG9-1-1 GIS Data Model requirements, with problem solving examples from several counties. Included in the presentation will be what the PSAP boundary represents and what it does not. Who needs to be involved in building the layer at the basic, improved, and further refined levels will be discussed. The Provisioning Layer requirements and function will be included in the presentation.

OPERATIONS TRACK I

Making Quality Assurance More Than Just Numbers

ROBBIN MELNYK—9-1-1 DIRECTOR AT CAMBRIA COUNTY 9-1-1 / IAED INSTRUCTOR FOR MEDICAL AND FIRE PROTOCOLS; DAN BLACKBURN—SENIOR PUBLIC SAFETY GIS SPECIALIST, UNION COUNTY; BARRY C. HUTCHINS—SENIOR PUBLIC SAFETY GIS PROGRAM MANAGER, LYCOMING COUNTY

An interactive session to ensure that Quality Improvement focuses on the entire operation - is your Quality Assurance Program in place just to meet the requirement? Does your program struggle with limited personnel and resources? How do we prevent mistakes, instead of waiting for them to happen and then spending hours addressing them? We will discuss the importance of feedback, how to provide feedback, and how to help them get the job done correctly and efficiently.

VENDOR TRACK I

PSAP Cybersecurity: Upcoming NG9-1-1 Regulation & Policy Design

JARED STECKEL—MANAGING PARTNER, CTL

Jared will provide a briefing on upcoming cybersecurity regulation for NG9-1-1. This will be accompanied by a synopsis of the elements of cybersecurity policy and response plan design, as well as some visual exhibits of the latest attacks & infections his team has defended in the field.

REFRESHMENT BREAK

10:00 AM
Outside Silver Maple I, II, & III

10:05 - 11 AM
Silver Maple I

SILVER SPONSORS

Spillman Technologies, a Motorola Solutions Company

For more than 30 years, Spillman Technologies has provided public safety professionals with reliable customer service, trusted stability, and integrated software solutions, including Computer-Aided Dispatch, Records Management Systems, Mobile Data & Field Reporting, Mapping & GIS, Jail Management Systems, Fire, Data Sharing, Personnel & Resources, and Analytics & Intelligence-Led Policing. Spillman Flex is part of the Motorola Solutions Command Center Software suite that provides users with a streamlined workflow from call to case closure and the intelligent capabilities to work smarter and more efficiently. Nearly 2,000 agencies nationwide use Spillman’s solutions. For more information about Spillman, visit www.spillman.com.

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Stephen Campbell Associates, LLC

Stephen Campbell Associates (SCA) has been providing call recording and advanced speech analytic solutions for over 25 years to over 500 Public Safety customers in our service area. As an independent solutions provider, Stephen Campbell Associates offers a variety of “Best of Breed” products and consulting services in order to deliver the “best possible fit” for our customers. Whether your call recording needs are for a simple single location, or a geographically diverse regional solution, Stephen Campbell Associates has the products and solutions to satisfy your requirements. All of our solutions are available under the PA COSTARS contract.

Superion

At Superion, our public safety software solutions are designed by public servants, for public servants. Our fully integrated software suite of Computer Aided Dispatch, Mobile Communication, Mobile Field Reporting, Records Management, Jail Management, and CLEAN/NIC delivers accurate, instant information to help you keep your communities safe. We are powering the public experience! Please stop by our booth to see our latest mobile smartphone application, and visit us online at superion.com.

Thomas Shelby and Company, Inc.

Thomas Shelby & Company, Inc. serves as the sales representative for Watson Dispatch Furniture, Concept Seating 24/7 Intensive Use Chairs, Bergvik raised flooring, ROHN communication towers and poles, TBR Towers, Midland P25 radios, and Central Vacuum Systems. In addition, we also have our online after market branch Shelby Products, LLC, and provide service on all our products throughout the territory. We serve the states of Ohio, Michigan, Indiana, Kentucky, West Virginia, and Western Pennsylvania. www.thomasshelby.com, www.shelbyproductsproducts.com. Additional product offerings include Chair Fleet Program, Carpet tile installation or replacement, and Dispatch Education trainings for ergonomics.

Superion

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MPS Consulting Firm

MPS Consulting Firm has over 50 years experience with EMA, 911, Police, Fire and EMS services. Whether it is system design, system administration, or general consulting, MPS Consulting Firm has the ability to help you with your needs. Partnered with many other Services, MPS Consulting firm also has the ability to help you find the equipment and repairs that you may need at an affordable price for top quality service.

Priority Dispatch Corporation

Get the right information. At the right time. To the right people. Every call.

We provide comprehensive, integrated dispatching solutions for police, fire and medical 9-1-1 call-taking. As the developers and distributors of the “industry standard” ProQA Paramount® call-taking software and AQUA Evolution® quality improvement software, we have put the International Academies of Emergency Dispatch approved, Priority Dispatch System® at the core of all our products. PDC also provides training, consulting, and IAED accreditation support.

www.prioritydispatch.net 800-363-9127

RapidSOS

RapidSOS is an emergency technology company that brings more accurate caller location and additional data to 9-1-1 first responders. RapidSOS provides a direct data pipeline from smartphones and other connected devices to Public Safety through the Next Generation 9-1-1 (NG9-1-1) Clearinghouse. The NG9-1-1 Clearinghouse is a NENA i3 compliant Location Information Server and Additional Data Repository that is accessible to authorized PSAPs through integrations into all major call-taking equipment, mapping software & CAD products. Through the NG9-1-1 Clearinghouse, PSAPs can securely access device-based hybrid location information from smartphones, without the need for the caller to use an app, resulting in faster and more accurate location than current Phase 2 information. The NG9-1-1 Clearinghouse also offers additional data from user profiles, smartphone apps, wearable devices, connected cars and homes—all in one place and compliant with the NENA i3 standard. The RapidSOS data service is free to Public Safety.

Solacom Technologies

Solacom 9-1-1 call handling and management solutions are built on more than 30 years of research and innovation in the application of advanced hardware and software technologies for public safety. Today, Solacom Guardian 9-1-1 solutions support thousands of agencies affecting millions of lives annually. From dense urban environments to statewide deployments, Solacom solutions are trusted to streamline 9-1-1 call handling and management processes and enable more efficient collection of critical information in emergency situations.

RapidSOS

www.rapidsos.com

Solacom

www.solacom.com

Priority Dispatch Corporation

www.prioritydispatch.net

MPS Consulting Firm

www.mpsconsulting.com

Stationary

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Solacom Technologies

www.solacom.com
**11:05 AM - 12 PM**

White Oak Library

**Silver Maple II**

**VENDOR TRACK I**

The rest of the NG9-1-1 story – Above and Beyond the Network

**JIM CARLSON—PUBLIC SAFETY PRACTICE LEAD, CENTURYLINK; STEVE DELOACH—CENTURYLINK SR. SALES ENGINEER; BLAINE SHULTZ—CENTURYLINK STRATEGIC PARTNER, ZADARA STORAGE SOLUTIONS**

Sometimes, in the journey to NG9-1-1, it’s easy to focus on the ESINet. And while the ESINet is important, it isn’t the whole story. CenturyLink’s breakout session “The rest of the NG9-1-1 story” will cover CenturyLink’s experience delivering technologies beyond the network (ESINet). Come hear real-life examples of the “rest of the story.” CenturyLink is a leading provider in NG9-1-1 services including our turn-key solution in Arizona that includes the ESINet and hosted PSAP applications. Also, CenturyLink’s strategic partner Zadara Storage will share how their solution helps customers respond to fast-changing storage needs.

**LUNCH – SERVED ON THE ASPEN RETREAT**

**12 - 1 PM**

Aspen Retreat

**1 - 2 PM**

Aspen Room

**2 - 3 PM**

Silver Maple I

**TECHNOLOGY TRACK**

**PA-STARNet Statewide P25 Radio System Update**

**ROBERT BARNHAM—DIRECTOR, STATEWIDE RADIO NETWORK DIVISION**

The Commonwealth of Pennsylvania is upgrading and migrating from proprietary land mobile radio technology to P25 public safety standards. This session is intended to inform and discuss the Commonwealth’s most current information related to the Pennsylvania State Wide Radio System. Opportunities to further partnerships with counties, and improve interoperability will be discussed.

**GIS TRACK**

Street Name Alias: Landmark Name Part; and Complete Landmark Name Alias Tables: A Dive into these Strongly Recommended Tables from the NENA NG9-1-1 GIS Data Model

**Presentation and Panel Discussion: SCOTT HOFFMAN—GIS, GIS SPECIALIST, NGA ASSOCIATE LIAISON TO PENNSYLVANIA, USGS; BARRY C. HUTCHINS—SENIOR PUBLIC SAFETY GIS PROGRAM MANAGER, LYCOMING COUNTY**

These items are both part of NG9-1-1 and included in the Geospatial Coordinating Boards 12-layer base map. What I consider a landmark to be, what you consider it to be, and what the USGS considers it to be, is all the same… or is it. Is a Street Name Alias also a landmark? Well, sometimes it could be. Join us in this presentation and discussion as we go through some real-world Pennsylvania examples.

**11:05 AM - 12 PM**

White Oak Library

**Silver Maple II**

**EagleView powered by Pictometry**

Pictometry is a leading provider of geo-referenced aerial oblique image libraries and related software to enhance situational awareness for dispatchers and first responders. Pictometry technologies are widely used by public safety professionals around the country, including by over fifty counties in Pennsylvania. Unlike traditional geospatial information systems that rely on only an orthogonal, or top-down view of an area, Pictometry also captures images obliquely, or from an angle, to create a more natural three-dimensional view so that users can see land features and structures clearly and in their entirety. Pictometry Intelligent Images® offer sophisticated and often critical visual information at user fingertips.

**Logistic Systems, Inc.**

Logistic Systems, Inc. (LogiSYS) specializes in Computer Aided Dispatch, Law Enforcement/Fire/EMS Records Management Systems, Mobile Office, and fully integrated mapping. Our industry leading dynamic routing algorithms ensure the quickest response to Calls-For-Service. With over 30 years of experience as an enterprise solutions provider for Public Safety, our primary emphasis is to provide a more personal approach to our family of agencies rather than a one-size fits all. LogiSYS employs an open-architecture approach that allows our customers the flexibility to meet today’s ever-changing interoperability needs.

**Miller at Work**

Welcome to Miller at Work, a new breed of office furnishings supplier with strong industry bloodlines. Building on decades of success as Miller Desk – a recognized leader in quality, value, and service – we offer you the perfect synthesis of innovative design, cutting-edge technology and old-fashioned values. At Miller, we believe in family. That is why our entire seating collection is named after members of our family. Located in the heart of the furniture capital of the world – High Point, NC you get unmatched quality while knowing we are supporting our community and country. The Felix chair is named after the Miller brother’s father Felix Miller Jr. who believed in engineering products that would perform under the test of time and actually patented and manufactured the first 500 lbs. 24/7 ergonomic chair in 1991.

Miller at Work has the capacity to produce specific features in seating, which has made our 24/7 Big and Tall heavy duty seating explode throughout the industry. We heard what you had to say and we made it happen. Our seating offers a vast array of sizes and weight limits that can accommodate anyone. We have worked hard to earn the trust in the intensive use industry because, we have a motto here at Miller at Work and it is “A Tradition of Listening,” to us it is more than just a motto it is a way of life. That is why our products are so unique because we LISTEN.

**Motorola Solutions - Vesta Callworks**

Motorola Solutions offers a true end-to-end software suite that streamlines Public Safety operations from call to case closure. From Next Generation Care Services, NG9-1-1 and CAD to real-time intelligence, analytics and evidence management, discover how Motorola Solutions can help you improve response and productivity.

**12:15 AM - 1:15 PM**

Aspen Retreat

**1:15 - 2:15 PM**

Aspen Room

**2:15 - 3:15 PM**

Silver Maple I

**3:15 - 4:15 PM**

Silver Maple II
AMP Global Strategies

AMP Global Strategies is a woman owned business providing world class communication systems, infrastructure, equipment and consulting services to Government, Business, Hospitals, Schools, 911 Centers and the First Responder Communities in the United States and Internationally. Our extensive capabilities include systems consulting/design, installation and maintenance relating to RF, Microwave, Tower Sites, Coverage Studies, FCC Licensing, Access Points, Closed Circuit TV, Alarms, Uninterruptible Power Supply, Backup Generators, Digital Phone Systems, IT Services, Training and Quality Assurance. All of these capabilities are backed by our most powerful offering which is the dedicated and experienced AMP Global Strategies employee. Our company is comprised of former public safety personnel, police officers, firefighters, and EMS responders. The wealth of first-hand knowledge and experience these employees bring to work each day drives our passion to provide reliable quality communications systems designed to be cost effective for your specific needs and budget.

Capitol Electronics, Inc. – Federal Signal


Ceragon Networks

Ceragon rises to the challenge of keeping first responders connected 24/7 - enabling “always on” mission-critical broadband. For over 25 years Ceragon has been providing public safety entities in the US with reliable, secure microwave backhaul solutions.

CR Solutions, Inc.

CR Solutions, Inc. provides a wide range of products and services for Commonwealth and COSTARS Public Safety Agencies. We specialize in the design, installation, and support of custom consoles in mission critical environments, and are a proud partner of Evans Consoles. We also offer intensive use seating, large scale video solutions, ergonomic workstation accessories, and licensed architecture and engineering services.
**DAY TWO**

**FRIDAY SEPTEMBER 14**

**7:30 - 8:30 AM**
Outside Silver Maple I, II, & III

**8:30 - 8:45 AM**
Silver Maple I, II, & III

**8:45 - 9:30 AM**
Aspen Room

**9:45 - 11:30 AM**
Silver Maple I

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**REGISTRATION/FULL BREAKFAST**

**KEYSTONE NENA CHAPTER PRESIDENT WELCOME**

Chapter Goals & Objectives

**MARK GREENTHANER—CHAPTER PRESIDENT**
Mark will outline to the membership the chapter’s 2017 - 2018 goals and objectives

**STATE OF 911**

911 Office Update

**JEFF BOYLE—DEPUTY DIRECTOR FOR 9-1-1, PEMA**
Jeff will give an update to the conference attendees on the latest from the 911 office.

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**PA NENA SUPER SESSIONS**

**OPERATIONS TRACK - SILVER MAPLE I**

**10:30 AM - 10:45 AM BREAK**

**Critical Incident Stress For 9-1-1 Personnel**

**TINA STIMELY AND CHRIS HESTER—ACTING SUPERVISORS AT CAMBRIA COUNTY 9-1-1**
How do emergency calls and responses effect the First, First Responders. 9-1-1 personnel are often thrown into the middle of an extremely emotional situation and sometimes these exposures leave scars. Every tragedy, every disaster, every call effects each of us differently. We will discuss ways to look for scars and ways to offer support when we know someone is reacting to an emotional incident. Support can be provided through Group Crisis Intervention and Individuals in Crisis methods. We find the support when field responders need it. We have to make sure we are resources in place when 9-1-1 personnel need support also. We will share the steps that we are taking to get our program started.

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**QUALITY ENHANCED MANAGEMENT SYSTEMS**

Quality Enhanced Management Systems has been providing Emergency Dispatch Centers with innovations from real world experience and technologies to comprehensively, effectively and efficiently manage information demands in a complex environment since 1997. We provide an enterprise class, single source software program designed specifically for the 9-1-1 Center to manage your Quality Assurance, Personnel, Education, Services, Municipalities, Vehicles, Resources, Asset Management, Contract Compliance, NIMS Classification and other data in a next generation technology relational database.

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**SBM ELECTRONICS, INC.**

Verint Media Recorders (Audilog) is an advanced multi-media recording solution. Ability to meet the needs of NG-9-1-1 by having the ability to capture text messaging, screen data, telematics, photos and related ANI/ALI Data. The system is capable of incorporating regional projects on regional networks for cost savings and enhanced interoperability. The recorder offers Insight Center Web-Browser replay tool for quick incident recreation incorporating all media such as screen recording photos. The popular Audilog Interaction Quality Software (AIQ). Allows customization of forms and the ability to play the recording and perform quality assurance evaluations within the same window.

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**911 DATAMASTER INC.**

9-1-1 Agencies have trusted 911 Datamaster to be in the Know for over 25 years. Millions depend on us for data accuracy to ensure citizens receive help when they need it most. Our thought leadership and technology are shaping the future of NG9-1-1 by empowering our customers/partners. Our technology provides a logical, industry-leading approach to Spatial Routing preparation and ongoing operational support. 911 Datamaster puts you in the Know to make informed decisions.
FirstNet
The network, devices, applications, and technologies — is a dedicated communications tool created for and by public safety. Together with first responders, we are committed to advancing public safety, making their communications easier, faster and more direct. So, first responders can focus on what’s important: working together to save lives.

Frontier Communications
Frontier Communications is a Fortune 500 company and a leader in providing communications services to urban, suburban, and rural communities in 29 states, including PA, NY, WV and CT. Frontier Public Safety designs, installs and maintains 911 Call Handling systems, 911 network and ANI/ALI offerings to our customers both in and out of our local service areas. Frontier Business Edge™ offers all levels of Voice and Data communications solutions to small, medium, local and state governments and enterprise businesses. More information about Frontier is available at www.frontier.com.

JVCKenwood
JVCKENWOOD is a global manufacturer with a specialty in Professional System Solutions and is the parent company of EF Johnson Technologies. EF Johnson leads the P25 communications business segment with expertise on mission-critical quality products for public safety and service. P25 products include ATLAS P25 systems with patented Latitude technology and KENWOOD Viking P25 radios with TrueVoice noise cancellation and perpetual software licensing managed with the Vault — a free web-based tool.

KOVACorporation
KOVACorp, a leading provider of public safety recording solutions, empowers organizations to collect, analyze & immediately act on CAD screen activity, radio traffic & telephone audio resulting in improved emergency preparedness. KOVA sells, installs and maintains the highest quality recording solutions available today! Additionally, please stop by our booth to learn more about Silent Partner, our mobile phone recording app, which captures audio & relevant data.

MCM Consulting Group, Inc.
MCM Consulting Group, Inc. (MCM) is a formidable group of top-flight industry professionals with over 550 years of combined emergency management, military, public safety, PSAP, telecommunications, GIS and healthcare experience. Customer satisfaction is our priority, resulting in over a 99% customer repeat rate. Our areas of expertise include consulting for 911 telecommunications, emergency management, regionalization of technology and services; public safety, healthcare, EOC, NG911, PSAP, RF design, and FCC licensing; tower site design and project management, GIS services, and HSEEP exercise design and facilitation. MCM is leading the field in regionalization and consolidation of 911 services. Additionally, MCM develops complete, in depth hazard mitigation plans and provides individualized and specialized training and exercise programs with SMART objectives. Visit us at www.mcmconsultinggp.com.

FirstNet Built for and By Public Safety
JIM MULLEN JR.—REGIONAL MANAGER PA DE & WV - AT&T FIRSTNET
FirstNet is the nationwide public safety communications platform dedicated to America’s first responders. Being built with AT&T, in public-private partnership with the First Responder Network Authority, FirstNet is bringing public safety a much-needed technology upgrade to help them connect to the critical information they need. Every day. And in every emergency. First responders recognize the unparalleled benefits of their network. As of June 2018, adoption has grown to nearly 1,500 public safety agencies across 52 states and territories. This accounts for more than 110,000 connections on the FirstNet network.

The GeoSpatial Coordinating Board and PEMA: How an integrated approach to GIS data acquisition will improve NG-9-1-1.
Presentation and Panel Discussion: JEFF BOYLE—DEPUTY DIRECTOR FOR 9-1-1, PEMA; LAURA SIMONETTI—GIS DIRECTOR, MIFFLIN COUNTY; MAURIE KELLY—DIRECTOR OF PASDA, PENN STATE; SANDEEP CHAUDHARY—GIS CONSULTANT, PEMA; SEAN CRAGER—CIO, CONSERVATION & ENVIRONMENT DELIVERY CENTER, OFFICE OF ADMINISTRATION PENNSYLVANIA; ERIC JESPERSEN—BUSINESS DEVELOPMENT SPECIALIST, JMT; Facilitator BARRY C. HUTCHINS—SENIOR PUBLIC SAFETY GIS PROGRAM MANAGER, LYCOMING COUNTY
It is all about GIS; it is the core of NG9-1-1 and it is increasingly the core of many other businesses and governments. PEMA is a member of the State GeoSpatial Coordinating Board, and members of the Board or Board Task Forces serve on the PEMA GIS Working Group. Come to this two hour session and learn what is going on with GIS in the Commonwealth. Learn why NG9-1-1 layers such as road center lines and the site/structure address points are also identified as layers needed in the GeoBoard or Board Task Forces. Learn what the PEMA GIS Working Group is currently undertaking and how it relates back to the GeoBoard Task Forces (Data, Service Delivery, and Governance). Feel free to get ‘down in the weeds’ with your questions and learn how to participate in making Pennsylvania stand out in NG9-1-1 and GIS.

Box Lunch
Conference Ends

* THIS CONCLUDES THIS YEAR’S ANNUAL CONFERENCE *
Mission Critical Partners, Inc.

Mission Critical Partners (MCP) is a professional services and co-managed IT services firm that helps clients enhance and evolve their public safety systems and operations through our extensive experience, knowledge and resources. By providing insight and support every step of the way, our clients are able to transform their mission-critical operations, maximizing the value of their investments and ensuring optimal performance and success. Additional information and career opportunities are available at www.MissionCriticalPartners.com.

Motorola Solutions, Inc.

Motorola Solutions is a leading provider of mission critical communication and Emergency Management solutions that work seamlessly for our customers. Through leading-edge innovation and communications technology, it is a global leader that enables its customers to be their best in the moments that matter.

To learn more, visit www.motorolasolutions.com.

Nokia

Nokia has been in the public safety field working with government customers for over 60 years. As former Alcatel-Lucent, we have a long history in Pennsylvania working with counties, regions, and state agencies. We integrate separately owned networks into shared IP/MPLS networks that maintain security, enhance resiliency, and increase capacity for all agencies involved, while saving money by leveraging existing network infrastructure. We pride ourselves on following through with our commitments and going above and beyond to please our customers.

Tyler Technologies

New World™ public safety software from Tyler Technologies is a fully-integrated, multi-jurisdictional product for police, fire and EMS. It features computer aided dispatch, records, mobile, field reporting, decision support, corrections and fire solutions. With Text-to-911 functionality in CAD and Esri-powered mapping, this software is designed to meet the needs of today and the future for those who serve and protect.

BearCom

BearCom provides a broad line of high-performance wireless voice and data communications products, rentals, services, and complete mobility solutions. Founded in 1981, BearCom is North America’s largest solutions provider and system integrator of push-to-talk wireless communications equipment, serving customers from more than 40 locations throughout the U.S. and Canada. BearCom, headquartered in the Dallas, Texas area, employs more than 600 people. BearCom has been designated as a Motorola Solutions Service Elite Specialist. Visit: www.bearcom.com.

CenturyLink

CenturyLink is a single source for networking, hardware, software, service, database maintenance for 911 solutions. CenturyLink has built strategic alliances with recognized leaders in public safety hardware and database maintenance services. Their skills, combined with CenturyLink’s advanced network capabilities, provide the Public Safety Answering Points (PSAPs) with exceptional information accuracy and detail. Our Public Safety Product Portfolio includes products such as Enhanced 911, Next Generation 911, CAD, RMS, Voice Recorders, Console Furniture, Radio Console Systems, E911 Controllers, and Netclocks. CenturyLink is a leader in the solution design and implementation of simple and complex E911 deployments. We have developed relationships as well as partnerships with some of the key solution providers in the industry and because of these relationships, we are able to integrate a suite of products best suited to meet customers’ complex E-911 requirements.