2019 KEYSSTONE CHAPTER
OF THE NATIONAL
EMERGENCY NUMBER
ASSOCIATION

annual fall conference
09.11 • 09.12 • 09.13
STATE COLLEGE, PA

www.panena.org
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpful Guides</td>
<td>4</td>
</tr>
<tr>
<td>Schedule At a Glance, Notes, Conference Map</td>
<td></td>
</tr>
<tr>
<td>Pre-Conference</td>
<td>6</td>
</tr>
<tr>
<td>Wednesday, September 11th</td>
<td></td>
</tr>
<tr>
<td>Day One</td>
<td>7</td>
</tr>
<tr>
<td>Thursday, September 12th</td>
<td></td>
</tr>
<tr>
<td>Day Two</td>
<td>12</td>
</tr>
<tr>
<td>Friday, September 13th</td>
<td></td>
</tr>
<tr>
<td>Platinum Sponsors</td>
<td>16</td>
</tr>
<tr>
<td>Gold Sponsors</td>
<td>17</td>
</tr>
<tr>
<td>Silver Sponsors</td>
<td>20</td>
</tr>
<tr>
<td>Dinner Sponsors</td>
<td>24</td>
</tr>
<tr>
<td>Note Taking</td>
<td>26</td>
</tr>
</tbody>
</table>

PENNSYLVANIA NENA 2019
Keystone State Chapter of NENA
PO Box 369 • Manheim, PA 17545-0369
### 2019 Conference Agenda

**KEystone Chapter of the National Emergency Number Association**

**2019 Conference Agenda**

#### 2019 Schedule at a Glance

**Thursday // September 12**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 8:30 AM</td>
<td>Registration &amp; Full Breakfast Outside Silver Maple I, II, &amp; III</td>
</tr>
<tr>
<td>8:30 - 9 AM</td>
<td>Conference Welcome, Presidents' Award Presentation, National NENA Update</td>
</tr>
<tr>
<td>9:00 - 10 AM</td>
<td>Classes Start, Technology Track: Silver Maple I, II, &amp; III</td>
</tr>
<tr>
<td>9:30 - 10:30 AM</td>
<td>Classes Start, GIS Track: Silver Maple II, Operations Track: Silver Maple III, White Oak Library</td>
</tr>
<tr>
<td>10:45 - 11:45 AM</td>
<td>Refreshment Break Outside Silver Maple I, II, &amp; III</td>
</tr>
<tr>
<td>11:45 AM - 12 PM</td>
<td>Classes Start, Technology Track: Silver Maple I, II, &amp; III, GIS Track: Silver Maple II, Operations Track: Silver Maple III, White Oak Library</td>
</tr>
</tbody>
</table>

**Friday // September 13**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 8:30 AM</td>
<td>Registration &amp; Full Breakfast Outside Silver Maple I, II, &amp; III</td>
</tr>
<tr>
<td>8:30 - 9 AM</td>
<td>Keystone NENA Chapter President Welcome, Silver Maple I, II, &amp; III</td>
</tr>
<tr>
<td>8:45 - 9:15 AM</td>
<td>State of 911</td>
</tr>
<tr>
<td>9:30 - 10:30 AM</td>
<td>PA NENA Super Sessions Start, Operations Track: Silver Maple I, Technology Track: Silver Maple II, Vendor Track: Silver Maple III, GIS Track: White Oak Library</td>
</tr>
<tr>
<td>10:45 - 11:45 AM</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>11:45 AM - 12:30 PM</td>
<td>Box Lunch, Aspen Room</td>
</tr>
</tbody>
</table>

**This concludes this year’s Annual Conference**
DAY ONE  SEPTEMBER 12

REGISTRATION/FULL BREAKFAST

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

CONFERENCE WELCOME

State of the Chapter

MARK GREENTHANER – KEYSTONE NENA CHAPTER PRESIDENT

Mark will update the membership on this past year’s accomplishments and give an overview of the conference agenda.

Presidents’ Award Presentation

MARK GREENTHANER – KEYSTONE NENA CHAPTER PRESIDENT
MICHAEL C. MCGRADY – LEGISLATIVE AFFAIRS COMMITTEE CHAIRMAN
TIM BALDWIN – KEYSTONE NENA CHAPTER TREASURER

The Keystone Chapter of NENA will present the Presidents’ Award to Senator Michael Regan in recognition of his dedication to the 911 system in Pennsylvania as Chairman of the Senate Veterans Affairs and Emergency Preparedness Committee.

The Keystone Chapter of NENA will present the Legislative Affairs Staff Award to Nate Silcox in recognition of his dedication to the 911 system in Pennsylvania as Executive Director of the Senate 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.

TECHNOLOGY TRACK

The Current Cybersecurity Landscape and the DHS Response

JIM CRATTY – CHIEF PROTECTIVE SECURITY ADVISOR

This presentation covers how DHS is responding to the 21st century threats in physical and cyber space.

THURSDAY  SEPTEMBER 12

PRE-CONFERENCE  SEPTEMBER 11

NENA COURSE PARTICIPANTS
Course held in Silver Maple I, II, & III

ENP STUDY GROUP
Course held in Cedar Cove

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

8:30 AM - 12 PM
LIABILITY ISSUES IN THE 911 CENTER
Location Here: NATIONAL NENA COURSE

JOHN KELLY—ENP
In Liability Issues In the 911 Center, you learn about the common issues that expose 9-1-1 centers and personnel to potential lawsuits and learn how to avoid them through sound policies and procedures.

ENP STUDY GROUP
SID MCCONAHY—ENP
Sid will lead this study group to prepare you to take the ENP exam.

12 - 1 PM
LUNCH
Aspen Room

1 - 4 PM
LIABILITY ISSUES IN THE 911 CENTER
Location Here: CONTINUED

ENP STUDY GROUP
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
GIS TRACK

Integrating LIDAR Products to Improve Datasets for NG9-1-1

DREW MEREN—QUANTUM SPATIAL

With the increasing availability of imagery and LIDAR comes the possibility for generating diverse datasets to support emergency response planning including NG9-1-1. With the current LIDAR acquisition projects within the Commonwealth, opportunities now exist to create datasets such as emergency access to buildings, location and heights of building for flood risk assessment now, while also meeting future NG9-1-1 elevation requirements. In this presentation it will be shown that a range of geospatial datasets and products can be created by using a combination of manual and automated approaches. These geospatial products can be developed from the newly accessible FEMA and USGS datasets to help support NG9-1-1 and local government decision making.

OPERATIONS TRACK I

"We're Hiring!" Using the Open Interview System. How We Screen, Hire, and Train the New Telecommunicator

JEREMY RUFFNER—911 COORDINATOR, CLEARFIELD COUNTY

Jeremy Ruffner, 911 Coordinator at Clearfield County, will discuss how they implemented open interviews and give the pros and cons to the process. Jeremy will also discuss how they changed their training procedure for new hires.

REFRESHMENT BREAK

10:05 - 11 AM (CONT.)

White Oak Library

10:05 - 11 AM

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

Rural Edge and Its Potential Impact on NG9-1-1 Development

TOM SWEET & MATT MARTIN—ESRI

What is the Rural Edge? The “Rural Edge” is a sensitive zone that exists between urbanization and rural environments. As rural landscapes are transformed by development, the result is often irreversible change that has significant impacts on quality of life, the environment and the ability to provide Public Safety and Emergency Management Service. The Rural Edge is found at all scales, whether it be the boundary of a major metropolitan area or a rapidly growing recreational area within an otherwise remote location. Esri teams up with State and Local Government and public safety teams to demonstrate how up-to-date imagery and 3D data, from modern low-cost sources, can provide the most relevant geospatial information for understanding and managing change within the Rural Edge.

In summary at a high level the purpose is to provide the hands-on skills development necessary for implementing an effective imagery and elevation program to support geospatial activities for the Rural Edge. This includes introducing modern methods for transforming imagery and elevation data into actionable information products that support local government usage of imagery. Topics covered include managing imagery archives, working with historical imagery, implementing a drone program, 3D site modeling and visualization, feature extraction, and change detection. Special attention typically is made of the use of Drone Imagery provided by a local entity as well as other imagery and LIDAR data.

IT IS IMPORTANT TO NOTE that the webinar, onsite - workshops, and this presentation will be using and promoting the imagery management capabilities of the ArcGIS Platform. It is important to remember that all three items are free activities.

VENDOR TRACK I

A Cybersecurity Incident: Why You’re Not Ready

JARED STECKEL—CISO, CTL

Jared will briefly review some basic cybersecurity principles from past NENA presentations, then take the group through a mock cybersecurity incident and it’s impacts inside your PSAP. We will cover common holes in planning, pitfalls in information retention for digital forensics, and other preparedness issues from his real-world experience defending PSAPs and public safety agencies.

Jared Steckel has over 20 years’ experience in IT and Cybersecurity, as well as 10 years working with public safety agencies and 9-1-1-PSAPs in that role. His experience ranges from the technical design and implementation of multiple ESINets, CPE, CAD systems, managed PSAP cybersecurity programs, intrusion countermeasures and digital forensics.

OPERATIONS TRACK I

Retention in the 9-1-1 Center---Stop the Bleed!

ANN L WELLER, ENP—911 OPERATIONS MANAGER, LANCASTER COUNTY

911 centers across the nation are losing staff faster than ever. Baby Boomers are retiring and younger generations aren’t inclined to stay. Success starts with recruiting and hiring, but cannot end there. Lancaster County has experienced this first-hand. What can be done to turn things around? If you have found solution[s] that work in your PSAP, share your success story. If you are looking for ideas, both in and outside of the box, we will brainstorm for solutions. We will share our struggles and hope for the future.
TECHNOLOGY TRACK

FirstNet Update

MAJOR SCOTT NEAL (RET.)—PUBLIC SAFETY SME
DR. DENNIS MARTINEZ—LTE TECHNICAL EXPERT

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

GIS TRACK

Modeling and Live, Real-Time, Emergency Response with Citizen Engagement

STEVE KOCSIS, GISP—CAMBRIA COUNTY
MATT MERCURIO, GISP—CIVICMAPPER

This talk will demonstrate the application of technology to provide a full cycle of data capture, updates, and live feeds that enhance the dispatching and emergency service environment. Cambria County is the first county in PA, and perhaps nationally, to collect ortho and oblique views with Fugro and Skyline Software that deliver photo realistic 3D models and imagery over its 700 square miles of urban, rural, and hilly terrain. The geography and historical flood events of Cambria County provide an outstanding laboratory to demonstrate how critical information doesn’t stop once a project is delivered. CivicMapper joins this pilot project with UAV and street level imagery and video to update and enhance Cambria’s 3D environment. Simtable’s leading edge “safety & environmental modeling” capabilities coupled with real-time emergency services coordination and citizen notification provide real-time collaboration, notification and modeling capabilities. Grab a seat in this presentation to learn what Cambria County, CivicMapper and Simtable have pulled together to deliver a step-change improvement in emergency management and citizenry protection.

VENDOR TRACK I

What Is All the Talk about the Priority Dispatch Police and Fire Protocols?

JAY DORNSEIF—PROGRAM MANAGER, PRIORITY DISPATCH
CHRIS KNIGHT—PROGRAM MANAGER, PRIORITY DISPATCH

This will be a high level overview and information session on the Priority Dispatch Police and Fire Protocols. The public has high expectations of all 911 Communication Centers and individual call takers/dispatchers. The Police and Fire Priority Dispatch protocols/systems assist in meeting those expectations. Come see what all the talk is about.

OPERATIONS TRACK I

Always hiring? We get it.

JEN CASS—ASSISTANT DIRECTOR FOR OPERATIONS, MONTGOMERY COUNTY
BRIAN MCKOWN—ASSISTANT DIRECTOR FOR STANDARDS, MONTGOMERY COUNTY
MARVIN WATKINS—TRAINING COORDINATOR, MONTGOMERY COUNTY

This information sharing session will explore traditional and unconventional ways agencies hire telecommunicators. Come and learn successes and shortcomings from your neighboring counties across the state. Participation is a must!

LUNCH

EXHIBITS OPEN

Exclusive vendor hour. No classes held at this time.

KEYNOTE ADDRESS

COMMISSIONER MICHAEL O’RIELLY—FEDERAL COMMUNICATIONS COMMISSION

Commissioner O’Rielly will give remarks to the membership and then answer questions from conference attendees.

ANNUAL KEYSTONE CHAPTER OF NENA MEETING

27TH ANNIVERSARY DINNER

Hors d’oeuvre, Dinner, Entertainment and Music.

HOSTED BY PA NENA EXECUTIVE BOARD, CONFERENCE COMMITTEE & SPONSORING VENDORS
FRIDAY SEPTEMBER 13

REGISTRATION/FULL BREAKFAST

KEYSTONE NENA CHAPTER PRESIDENT WELCOME

Chapter Goals & Objectives

MARK GREENTHANER—CHAIR PRESIDENT
Mark will outline to the membership the chapter’s 2019 – 2020 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.

REFRESHMENT BREAK

PA NENA SUPER SESSIONS

10:30 AM – 10:45 AM BREAK

OPERATIONS TRACK

From Tragedy to Strategy:
A CISM Plan for Helping the Telecommunicator Community

JENIFER A. SWAB, PHD, EMT-P—BOARD OF DIRECTORS PITTSTUBGH CISM, TRAINING OFFICER ROSS/WEST VIEW EMS, FAST MEDICAL PRIORITY DISPATCH.
ROY E. COX, EDD, EMT-P—OPERATIONS DIRECTOR PITTSBURGH CISM, PA-DMAT, RETIRED DISTRICT CHIEF - CITY OF PITTSBURGH EMS

Dr. Swab and Dr. Cox have a combined 80 years of public safety experience including CISM, EMS, fire, rescue, dispatch, large event planning, and disaster management. Their experiences include first responder and CISM responses to mass casualty incidents, some of which involved multiple Line of Duty Deaths, multiple active shooter incidents, and weather related disasters with multiple casualties and injuries. Join Dr. Swab and Dr. Cox as they outline their emergency and CISM responses to some of these tragedies and how the Pittsburgh CISM Team helped the telecommunicator community to cope through planning, education, awareness, and promoting of stress management resources. Also included in the presentation will be a summary of the Pittsburgh CISM response to the Tree of Life shooting in October of 2018 that occurred in the Squirrel Hill neighborhood of Pittsburgh where 11 people of the Jewish Faith perished in the deadliest attack on the Jewish community in U.S. history.

TECHNOLOGY TRACK

Homeland Security Perspectives for Building Cyber Security Capacity, Capability, & Resilience

FRANCO CAPP—CISSP, CYBERSECURITY ADVISOR, CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY, DHS
This is an overview of the services and capabilities made available by DHS, through its newly established agency CISA, for partners in critical infrastructure.

VENDOR TRACK I

FirstNet - Year 2 update

JIM MULLER—MANAGER FIRSTNET-BUILT BY AT&T
This update will include info on National and Pennsylvania Adoption of FirstNet Services. It will also include interactive discussion around use cases for prioritized broadband in public safety, Interconnecting LTE to LMR networks and provide a hands-on demo of LTE to LMR interoperability. The discussion will also include upcoming plans for Interconnectivity with P25 LMR, Mutual aid concepts, FirstNet dedicated Portable Cell sites, and other innovation dedicated to Public Safety.

GIS TRACK

GIS in Public Safety – the Broader Context

ERIC JESPERSEN—ANALYST/BUSINESS DEVELOPMENT SPECIALIST
The development of NextGen 911 for PA has increased awareness of GIS data creation and maintenance practices among Public Safety professionals, and in particular for datasets like roads and addresses required immediately to support location verification and call routing functions. We have all learned that understanding and improving workflows at the county level requires input from operating departments and executives working together. There are other less obvious data layers that would benefit from greater involvement of public safety practitioners. This presentation describes activities of the state Geospatial Coordinating Board that are improving information about statewide topography, civic boundaries and their many derivatives, and surface water mapping that is more than schematic. Learn about status and plans for improving these datasets and understand where your expertise might improve the process.

GIS TRACK CONTINUED ON FOLLOWING PAGE
Laying the Foundation for PA’s NG9-1-1 GIS Solution and a Comprehensive Update on the NG9-1-1 Gap Analysis Initiative

JEFF BOYLE—PEMA; CARRIE TROPASSO—PEMA; SANDEEP CHAUDHARY—PEMA CONSULTANT; JUSTIN SMITH—CUMBERLAND COUNTY; BARRY C. HUTCHINS—LYCOMING COUNTY

Join us as Justin kicks off with an introductory presentation on preparing for NG9-1-1 at a county level. This part will include discussion on synchronizing the ALI/MSAG data base with your county GIS to ensure that 911 calls are routed to the proper PSAP. Mapping your PSAP boundaries with your neighbors creates the geo-fence for routing 911 calls and edge matching data. Documenting the addressing process and problems can bring to light the challenges ahead. Reviewing the NENA GIS Data Model will highlight the standards that roads, address, and emergency service boundaries must meet.

We will follow up to the introduction with an in depth update on PEMA’s NG9-1-1 Gap Analysis. This will include a review of the projects objectives and goals; the project approach; scope and plan; communications; and timeline. We will reveal some of the information discovered as the project reviewed existing GIS data, existing GIS standards (non 9-1-1), and how that data is currently maintained.

* THIS CONCLUDES THIS YEAR'S ANNUAL CONFERENCE *
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.

CTL

Computing Technologies, LLC (CTL) is an IT Managed Service and Security Provider specializing in mission-critical, hardened high-uptime environments. In addition to the design, engineering and installation of secure and redundant information systems, CTL employs an advanced real-time monitoring system allowing truly proactive response. Our SecureNET3 managed cybersecurity service, designed for public safety, provides greater system resilience, awareness and response capability.

Mission Critical Partners

Mission Critical Partners (MCP) is an independent consulting and IT support 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

Motorola Solutions provides police communications, software, video, and digital evidence solutions to make cities safer and help communities thrive. At Motorola Solutions, we are ushering in a new era in public safety and security.

Nokia

A mission critical partner when every seconds counts. Nokia is well placed to support public safety authorities with more than 30 years of experience in the sector and a truly end-to-end portfolio of products and services to support and facilitate your digital transformation. Our goal is to be the most trusted system partner for building and operating mission critical, high-scale, high-performance public and private networks.

Tyler Technologies

In today’s digital world it is more important than ever that public safety data and information be shared among departments, between agencies and across jurisdictions. From initial dispatch through final disposition, Tyler Technologies leads the way in integrated public safety and criminal justice solutions. Only Tyler has the resources, domain expertise and passion to focus on the needs of public safety agencies and provide best-of-breed products.

AT&T/FirstNet

FirstNet is THE dedicated wireless communications ecosystem built with and for first responders. It provides so much more than just the ability to make and receive calls. Together with first responders, we are working to make your communications simpler, faster and more direct. So you can focus on what’s important.

BearCom

BearCom provides a broad line of high-performance wireless voice, video and data communications products, rentals, services, and complete mobility solutions. Founded in 1981, BearCom is one of North America’s largest solutions providers and system integrators of wireless communications equipment, serving customers from coast-to-coast branch offices located throughout the U.S. and Canada. BearCom, headquartered in the Dallas, Texas area, employs over 1000 people. BearCom has been designated as a Motorola Solutions Platinum Channel Partner and Service Elite Specialist. Visit: www.bearcom.com.

Central Square Technologies

CentralSquare is the #1 provider of public safety software solutions in North America. Over 7,500 agencies trust our products to manage the most complex incidents and natural disasters. We use our unparalleled expertise to bring the latest technologies—from AI-based smart patrolling to IoT-based dispatch—to innovate on behalf of North America’s public safety agencies. CentralSquare’s customers range from the largest metropolitan city to counties and towns of every size. Our technology platforms provide solutions for public safety, including 911, computer aided dispatch, records management, mobile, and jail.
CenturyLink

CenturyLink is a single source for networking, hardware, software, service, and database maintenance for 9-1-1 solutions. CenturyLink has built strategic alliances with recognized leaders in public safety hardware and database maintenance services including Managed Emergency Call Handling. Next Generation Core Services as well as GIS professional services CenturyLink’s Public Safety Product Portfolio includes products such as Enhanced 9-1-1, Next Generation 9-1-1, CAD, RMS, Voice Recorders, Console Furniture, Radio Console Systems, E9-1-1 Controllers, and Networks. CenturyLink is a leader in the solution design and implementation of simple and complex E9-1-1 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 9-1-1 requirements. CenturyLink’s advanced network capabilities combined with our strategic partnerships provide the Public Safety Answering Points (PSAPs) with exceptional information accuracy and detail.

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.

KOVA Corporation

KOVA Corp., 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, ROC, 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.mcmconsultinggrp.com.

National Public Safety Group

The founders of National Public Safety Group come from the Public Safety and Public Sector markets, having been software company owners, dispatchers and police officers. Our highest specialization is in public safety software so we can best help you with your needs analysis, procurement and project management. Having been on the vendor side, we are well versed in negotiating the best price and the terms and conditions for your new system. We also help if you are having support or implementation issues with your current vendor. Please stop by our booth for more information.

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

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.

SBM Electronics, Inc.

Veient Media Recorders (Audiolog) 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 Audiolog Interaction Quality Software (AIQ) allows customization of forms and the ability to play the recording and perform quality assurance evaluations within the same window.

KOVA Corporation

KOVA Corp., 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.
AT&T Public Safety

AT&T Public Safety works directly with 911 Dispatch Centers nationwide to assist with mission critical Public Safety applications. Our nationwide offerings include our flagship NG911 Call Routing platform AT&T ESInet Service, Premises and Cloud-based Call Handling, Call Accounting/MIS and Computer-Aided Dispatch solutions.

AT&T has been the experienced leader in public safety for the past 140 years. Be smarter and safer in modernizing to NG 9-1-1 with AT&T ESInet Service. Trust smarter NG9-1-1 solutions from AT&T to deliver the enhanced security, reliability, call-routing and connectivity you need to help improve public safety outcomes. Transform to NG9-1-1 emergency communication with the smarter choice: AT&T ESInet Service. Because smarter is safer.

Avtec LLC

Avtec provides dispatch console solutions for commercial, transportation, energy, public safety and government markets. Since 1979, clients have deployed Avtec’s proven, trusted and reliable Scout technology in dispatch centers worldwide. Visit www.avtecinc.com to learn more.

Ceragon Networks

Wouldn’t it be nice if you could predict what applications and requirements your public safety network will need to support in 5 years, 10 years, 15 years? We all know that’s not possible. Yet many of the investments you need to make in that network today will have to support whatever is headed your way over the next 5 to 15 years. That’s why when it comes to upgrading your microwave backhaul you should consider solutions from Ceragon Networks. For over 25 years we have been providing first responders with reliable, secure and scalable systems that will adapt to changing needs. We hope to see you at PA NENA and have an opportunity to learn more about your network!

CR Solutions, Inc.

CR Solutions, Inc. provides a wide range of products and services for Commonwealth and COSTARS Public Safety Agencies, including intensive use seating, large format video, and ergonomic console workstations. Our partners include Evans Consoles, Concept Seating, and Mitsubishi Visualization. We provide fully integrated planning, design, and installation services, making us the premier resource for emergency management clients.

EagleView powered by Pictometry

EagleView is transforming the way you work by bringing you the highest level of accuracy in a constantly changing world. EagleView combines imagery that reveals the finest and most important details with computer vision to help you identify insights into any location—from anywhere. By delivering timely, comprehensive answers to complex questions, we help professionals across industries improve people’s lives and make informed decisions for the present and future. For more information, call (866) 659-8439, visit eagleview.com and follow @eagleviewtech.

Endurance Console

Endurance Consoles is the US-based arm of a leading EU console manufacturer DR Representaciones. With more than 5 years and a worldwide client base, Endurance Console ensures your mission critical success and provides solutions customized and optimized to your needs - a complete solution tailored to each customer including size, form and color.

Fugro

The way you use geospatial data and the information you need about your world is changing. Fugro is changing with it. We understand the evolving application of geospatial information and equip our customers with the tools to implement efficiencies that dramatically improve business performance. Backed by years of expertise and industry-specific knowledge, our expanding GIS services cater to our customers’ needs for accurate and efficient spatially derived intelligence. We no longer just deliver data, we provide the necessary analytics for our local government and commercial customers to realize true benefits in transportation, utilities, emergency response, infrastructure development and property management.

GeoComm

GeoComm was founded in 1995 to provide county governments with turnkey emergency 9-1-1 development services. Over the subsequent 24 years, the company has grown to serve local, regional, statewide, and military agencies in forty-nine states. Today, GeoComm has a national reputation as a leading public safety GIS provider, improving the accuracy of GIS data used in 9-1-1 emergency response. Stop by our booth to see how you can utilize our complete NG9-1-1 GIS data workflow process to assess, improve, maintain, and share public safety grade GIS data. Empower yourself to take your GIS data to the next level: www.geo-comm.com.

Intrado

Through our Safety Services line of business, we connect people to sources of protection and security by enabling organizations to locate, route, transport and deliver emergency communications. Our seamless, reliable solutions place us at the core of our nation’s emergency response infrastructure, facilitating more than 440 million 9-1-1 transactions each year. And, with each new advance in technology, we continue to evolve our portfolio of emergency communications services.
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 Core Services, NG9-1-1 and CAD to real-time analytics, analytics and evidence management, discover how Motorola Solutions can help you improve response and productivity.

PowerPhone

PowerPhone provides user-friendly technology, training and assessment that increase PSAP consistency and empower 911 Call Handlers to perform at their highest level. Our Total Response solution uses proven techniques and technology, supported by one centralized data base, to better manage questioning in emergency calls to improve your agency’s standard of care. Find out more at www.powerphone.com.

Procomm Systems, Inc.

Procomm provides public safety grade communication systems and services from manufacturers such as Nokia, Zetron, Redline, Powertrunk, Harris, and more. We have a dedicated team of communications professionals serving the Public Safety sector, with a proven track record for over 25 years. We service clients within the tristate area from New Jersey, New York, Pennsylvania, New York City, and Long Island. From inception to implementation, our team will work with you to develop a solution that effectively satisfies your needs within your allocated budget.

RapidSOS

RapidSOS is an advanced emergency technology company that brings more accurate caller location and additional data to 9-1-1 and first responders. RapidSOS provides a direct data pipeline from smartphones and other connected devices to Public Safety through the RapidSOS Clearinghouse. The RapidSOS Clearinghouse is a NIST standards compliant Location Information Server and Additional Data Repository that is accessible to authorized Emergency Communications Centers (ECC) through integrations into all major call-taking equipment, mapping software & CAD products. Through the Clearinghouse, ECCs can securely access fast and accurate device location from millions of iPhones and Android devices, without the need for the caller to use an app. In addition, additional data from user profiles, smartphone apps, wearable devices, connected cars, homes and more can be delivered to 9-1-1 and first responders to enhance the emergency response. The RapidSOS data service is free to Public Safety.

Russ Bassett

Russ Bassett's telecommunicator console workstations are best known for the durable steel structure, best-in-class technology integration, and exceptional fit and finish. A variety of console workstation sizes and shapes, styles, customization options, and accessories ensures your team finds the right fit to achieve optimal health, focus and comfort. Learn why Russ Bassett consoles are the preferred choice by PSAP's. Visit russbassett.com.

Solacom Technologies

Solacom, a subsidiary of Comtech Telecommunications Corp., provides next generation multimedia call handling solutions to 650 public safety answering points, and robust networking solutions to 4 statewide Eslines as well as 6 regional networks across the country. For more information on next generation multimedia public safety solutions, visit www.solacom.com

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 services to satisfy your requirements. All of our solutions are available under the PA COSTARS contract.

Thomas Shelby & Company, Inc.

Thomas Shelby & Co. Inc. serves as the sales representative for Watson Dispatch Furniture, Concept Seating, 24/7 Intensive Use Chairs, Beige raised flooring, RDHN communication towers and poles, TIK Towers, 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.shelbyproductsducts.com, Additional product offerings include Chair Fleet Program, Carpet the installation or replacement, and Dispatch Education trainings for ergonomics, health and wellness.
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 leads the industry improving health and productivity in the workplace. We do this by designing and building the most comfortable, affordable, and durable furniture available. Working with 24/7 mission critical environments, 911 centers and PSAP’s throughout the US and Canada, we have the right solution for your project.

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.

NGA 911

Legacy 9-1-1 systems have served us well over the past 50 years—but it’s time for a much-needed upgrade. NGA 911 provides the opportunity for public safety professionals to save more lives with modern technology capabilities like Cloud network infrastructure to keep data secure and flowing, and innovative interoperability with ever-evolving emergency communications technologies. This new way to connect callers in need of assistance, including emergency call-takers and field respondents, utilizes the latest technological innovations to provide better situational awareness to first responders, and efficiently provide those in need with the care and service that’s so vital during emergencies.

With NGA 911 as your partner in public safety, agencies can adopt a proactive strategy for providing public safety answering points with up-to-date advanced systems that allow them to deliver cutting-edge services to their constituents.

Next is Now with NGA 911.

Carbyne Inc.

Carbyne is a global leader in public safety technology. Our Next Generation 911-AE call-handling solutions deliver rich, actionable data from any connected device to Public Safety Answering Points (PSAPs), providing call-takers with device-based location for more calls than any other solution in the marketplace, live video streaming, chat capabilities and more. Carbyne’s cloud-native call handling/incident management platform sits on a global infrastructure and is supported by a powerful ecosystem which delivers advanced IP-enabled communication features, AI-enriched functionality, IoT gateways, and state-of-the-art caller solutions. At Carbyne, we are building for the dramatically different NG911-AE environment that is coming. An environment with greater situational awareness, AI-driven response capabilities, and tight interconnection with the Internet of Things. We hold multiple patents and partner with world-class partners such as Google, Cisco, and AWS to bring our vision to life.