

**KEYSTONE STATE CHAPTER
Annual Conference Agenda
Thursday, September 16, 2021**

7:30 AM – 08:30 AM

Registration/Full Breakfast – Held Outside Silver Maple I, II & III

8:30 AM – 09:00 AM

Conference Welcome – Silver Maple I, II & III

State of the Chapter

Joe Brennan – Keystone NENA Chapter President

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

National NENA Update

Erin Malloy, Northeastern Director, National NENA

Erin will update the membership on the latest news from National NENA.

9:00 AM – 10:00 AM

Operations Track – Silver Maple I

Dan Majernik and Dave Weakland, USI Insurance Services

Health and Wellness Resources

Join us for an overview of employee benefit programs to help you to create a vision for a successful health and wellness program in your organization. Navigating all of the resources can be overwhelming. With a better understanding of the actions you can take to keep yourself, your staff and families healthy creates a win-win for everyone.

Technology Track – Silver Maple II

Jim Mullen FirstNet Manager Pennsylvania and Delaware

FirstNet, Public Safety's Network. Update, New Products and Roadmap discussion.

This session will include a quick background of FirstNet, share many of the success stories and lessons learned in 2020, provide details and demonstrations on some new FirstNet tools available, as well as a look at the FirstNet Roadmap that Public Safety has asked for.

Vendor Track – Silver Maple III

Jared Steckel, CISO, CTL

NG911 PSAP Cybersecurity

Jared will review recently finalized NG911 Cybersecurity requirements, providing easy to understand examples of their use and implementation. Additionally, he will review the current threat landscape, the most prevalent dangers to the PSAP, and what you can do right now to improve your agencies' Cybersecurity posture.

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GIS Track – White Oak Library

Steve J. Kocsis, GISP, GIS Director, Cambria County, Pennsylvania

What's That on the Horizon I See--or Don't See

Cambria County's UAV program works with multiple county departments to fly missions. Safely operating UAVs in the real world is a 3D environment. Using 3D GIS is a natural fit that demonstrates the benefits of this technology from mission planning to generating updated models and imagery products. Join us for ideas to implement UAVs on a shoestring and maybe enhance your operations. Learn about 3D data capture to support the future 3D requirements of NG9-1-1.

10:05 AM – 11:00 AM

Refreshment Break – Outside Silver Maple I, II & III

Operations Track – Silver Maple I

Jeremy Ruffner, 911 Coordinator, Clearfield County

It's Time to Get Creative! Our Struggle to Hire, Train, and Retain GOOD Employees.

Clearfield County's 911 Coordinator Jeremy Ruffner will describe their procedure for advertising and conducting open interviews and the good, the bad, and the ugly of virtual interviews. Jeremy will also discuss schedule changes, training modifications, and their best effort to retain good employees.

Technology Track – Silver Maple II

Robert Barnham, Director, Pennsylvania State Police, Statewide Radio Network Division

PA-STARNet Update

This presentation will provide an overview and updates on the statewide P25 radio system. Topics will include general information, history leading up to the decision to upgrade to P25, status, lessons learned, and an opportunity for questions and answers.

Vendor Track I – Silver Maple III

Marc Gramlich, ENP / Emergency Services Outreach Leader

OnStar Emergency Services / Overview & Technology Update

As technology continues to evolve at a rapid pace, OnStar not only works to keep up with the changes, but also takes the lead to provide our public safety partners more ways to assist and protect the public. This presentation will provide an overview and update of OnStar's Emergency Services including Automatic Crash Response, Stolen Vehicle Assistance, Guardian Mobile App and OnStar's role with future technologies BEYOND the vehicle to enhance interoperability within the emergency services ecosystem. We recognize the challenges public safety entities face during emergencies and are always striving to help. Learn what to expect on future calls from OnStar and how it may impact your agency.

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GIS Track – White Oak Library

Eric Jespersen, Executive Director - PA State Geospatial Coordinating Board

PA State GeoBoard Update

Each level of government and many different departments in each level create and maintain spatial data. Much like PEMA has fostered collaboration between Emergency Services and GIS departments within counties for NG911, the PA State Geospatial Coordinating Board (GeoBoard) fosters collaboration among all levels of government and the private sector so that Pennsylvania will have a comprehensive base map to inform operations and decision making.

11:05 AM – 12:00 PM

Operations Track – Silver Maple I

Gary L. Ryan, Jr., MA – MCM Consulting Group, Inc.

Energize and Engage – Boosting Employee Morale

This presentation will enable to the participants to identify the issues that affect engagement and retention in the workplace. This an interactive session that provides every participant with the opportunity to consider the impact a leader can have by eliminating negativity. Built on the premise that: “With a positive approach, you can achieve great things.” If you continue to do the same things you have always done, you should expect the same results. A time for change!

Technology Track – Silver Maple II

John Geib, Deputy Director, Bucks County, Pennsylvania

Statewide ESInet Deployment: An Operational Perspective

The legacy environment of 911 was intentionally designed to create technological barriers between the public safety answering point (PSAP) and public domain. The limitations of secure interfacing at the time of implementation required it. Subsequently, operational policies and procedures were developed around that environment. But the migration from a legacy to a next generation 911 (NG911) environment has progressed from concept to reality in Pennsylvania. Within the next two years, the aging technology that has supported 911 call delivery to our PSAPs will be decommissioned and replaced with a fiber-based emergency services Internet-protocol network (ESInet). With this migration, the need for many of the barriers established between PSAPs ends.

With these technological advances comes a new way of thinking about operations in the PSAP. Rather than developing policy and procedure as an individual PSAP, or in some cases regionally, the effort will need to take a more collaborative approach with neighboring PSAPs and perhaps even across the state. There has been a great deal of valuable discussion and planning focused on the design and technical capabilities associated with the transition to the ESInet and NG911 environment. This session will concentrate on operational discussion points that PSAP leadership must begin to ask as we continue down the NG911 migration path.

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Don't expect to leave this session with all the answers. In fact, we may leave this session with more questions than we started. But identifying our important operational issues and making positive movement toward a resolution is vital to a successful NG911 migration. More than ever before, it will be essential that the emergency communications community in Pennsylvania work as a single team, completing a single mission. struggles and hope for the future.

Vendor Track I – Silver Maple III

Zetron

Title Coming Soon

Session Description Coming Soon

GIS Track – White Oak Library

Justin Smith, GIS Manager, Cumberland County, Pennsylvania

Spatial Interface Provisioning

The Spatial Interface is the core database that enables NG911 geospatial call routing. PEMA will require counties to upload GIS layers in the NENA GIS Data Model. Counties have already begun provisioning roads, address points, and emergency service boundaries to GeoComm's Data Hub. Much work is needed to bring county GIS data up to the high data quality standards of NG911.

12:00 PM – 1:00 PM

Lunch – Served on the Aspen Retreat

1:00 PM – 2:00 PM

Exhibits Open – Aspen Room

Exclusive Vendor Hour – No classes held during this time.

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2:00 PM to 3:00 PM

Operations Track – Silver Maple II

Facilitated by: Jen Cass, Montgomery County Department of Public Safety

Round table discussion on employee issues.

Join us for a round table discussion consisting of several supervisory and management staff from various PSAP's across the commonwealth. This will be a highly interactive session to discuss various employee issues encountered in the workplace and how they were or are being handled. You will leave this session with fresh ideas after realizing your own employee issues are common among other PSAP's.

Technology Track – Silver Maple II

*Kelly Marschall, MSW, President, Social Entrepreneurs, Inc.,
988 Project Planning Lead for Nevada's 988 system.*

988 Implementation: What PSAPS Need to Know

This session will provide an overview of 988, the three digit number approved by the FCC that will go live in July 2022 and the implications and interoperability issues with 911 and PSAPs. Participants will be oriented to how 988 relates to 911, the diversion opportunities from 911 to 988, and what system and planning efforts are underway. A summary of the crisis response systems being built in communities will be provided, highlighting the importance of partnership between 988 and PSAPs.

Vendor Track – Silver Maple III

Taylor Johnson, Account Manager Direct Sales, Motorola

Cybersecurity in the PSAP, It's Here It's Now

Cyberattacks on PSAPs are increasing in number and sophistication with attackers demanding more. Advancements in cyber-attack techniques, lack of security expertise and resources, and outdated systems are putting relentless pressure on cyber resilience. Motorola Solutions' cybersecurity team will discuss incident response themes, as well as best practices in preventing and preparing for a cyber attack to the PSAP.

GIS Track – White Oak Library

Francesco Nick DiPaolo, Senior Associate, Project Manager JMT Technology Group
Mind the Gap – Resolving Pennsylvania Addressing and Sub-Addressing Issues in NG911 GIS

The counties of Montgomery and Berks are continuously upgrading their 911 systems with the goal of becoming Next Generation 911 (NG911) compliant. Through PEMA Interconnectivity grants, both counties completed projects focused on creating & updating their authoritative addressing layers to meet the NENA standards for NG911 provisioning and establishing tools and guidance for sustainable county-wide address management workflows. The presentation will highlight the various GIS tools utilized to update the address points, and dive into the considerations made to identify and locate missing sub-addresses from both spatial and non-spatial datasets.

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3:00 PM – 4:00 PM

Annual Keystone Chapter of NENA Meeting – Silver Maple I, II & III

4:00 PM – 6:00 PM

Vendor Reception – Aspen Room

Exclusive Vendor Hours

Enjoy fabulous food and drink while you visit the vendor displays.

7:00 P.M. to 10:00 P.M.

29th Anniversary Dinner Silver Maple I, II & III

Hosted by PA NENA Executive Board, Conference Committee & Sponsoring Vendors

Hors d'oeuvre, Dinner, Entertainment and Music