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APCO 2013
August 18-21
Anaheim, CA

APCO International is celebrating its 79th Annual Conference & Expo in Anaheim, California, August 18-21, 2013. We invite you to join us in the celebration and look forward to seeing you at APCO 2013.

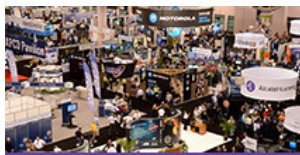


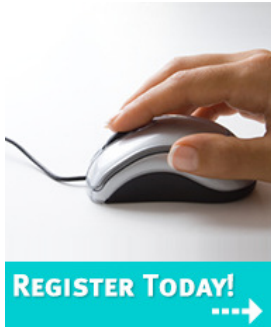
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TCS Are you ready for SMS9-1-1?

TIME	Session Title	Speaker(s)	Session Credits	Track
Sunday, August 18				
1:15pm - 2:15pm	Employee Motivation: The Ultimate Organizational Investment +	Kimberly Miller	1.00	Supervision and Leadership Development
1:15pm - 2:15pm	Clackamas Town Center Shooting Lessons Learned +	Mark Spross	1.00	Current Events/Hot Topics
1:15pm - 2:15pm	Cloud Services – What Does it Mean for a Public Safety LTE Network? +	Brenda Connor Patrik Ringqvist	1.00	Emerging Technologies & Applications
1:15pm - 2:15pm	Critical Infrastructure Assessment +	Thomas Somers	1.00	Emergency Preparedness, Response & Situational Awareness
1:15pm - 2:15pm	Distributive Antenna Systems - Public Safety Applications +	Tom Dover	1.00	Radio Technologies, LMR & Spectrum Management
1:15pm - 2:15pm	Staffing, Retention and Training: APCO Programs To Help You Succeed +	Crystal McDuffie	1.00	Communications Center Management
1:15pm - 2:15pm	Verbal Trauma Control for 9-1-1 +	Connie Fraser	1.00	Frontline Telecommunicator
2:30pm - 3:30pm	While We Wait for FirstNet: Preparing for Broadband +	Andrew Seybold	1.00	Emerging Technologies & Applications
2:30pm - 3:30pm	Anti-Bullying Policy in the Comm Center +	Toni Sexton Lisa Turley	1.00	Communications Center Management
2:30pm - 3:30pm	Developing a End of Year Certification +	Cindy Walker	1.00	Supervision and Leadership Development
2:30pm - 3:30pm	Is Your Data Ready For NG9-1-1? +	Jim Shepard	1.00	NG9-1-1 and New Response Technology
2:30pm - 3:30pm	Returning Veterans and PTSD +	Garett Bush David Fritz	1.00	Current Events/Hot Topics
2:30pm - 3:30pm	Surviving Sandy: Lessons from the Superstorm +	Christopher Carver	1.00	Emergency Preparedness, Response &

				Situational Awareness
2:30pm - 3:30pm	The Importance of Coverage Prediction in the Course of a Radio System Design and Implementation +	Adam Nelson Neil Horden	1.00	Radio Technologies, LMR & Spectrum Management
2:30pm - 3:30pm	Through the Eyes of Children +	Briana Kelley	1.00	Frontline Telecommunicator
2:30pm - 3:30pm	Understanding the role of APCO's Government Relations Team +	Jeff Cohen Roger Wespe Mark Reddish	1.00	Regulatory & Legislative Issues
Monday, August 19				
2:30pm - 3:30pm	800 MHz Post-Rebanding Interference: What Do I Do Now? +	Alan Tilles Jay Jacobsmeyer David Cruise	1.00	Radio Technologies, LMR & Spectrum Management
2:30pm - 3:30pm	Delivering MLTS NG911 Over the Top of Legacy E911 +	Mark Fletcher ENP	1.00	NG9-1-1 and New Response Technology
2:30pm - 3:30pm	Enhancing COMU Training-Trainers from the Field Share Best Practices/Lessons Learned +	John Peterson	1.00	Emergency Preparedness, Response & Situational Awareness
2:30pm - 3:30pm	Improving and Maintaining Your Training Program +	Jim Jones	1.00	Current Events/Hot Topics
2:30pm - 3:30pm	Life on Four Legs: Leadership Lessons From Man's Best Friend +	Angela Bowen	1.00	Supervision and Leadership Development
2:30pm - 3:30pm	LOL - Living On Line - The Development of the APCO/ANSI Social Media Standard +	Barry Furey	1.00	Communications Center Management
2:30pm - 3:30pm	Scientific-Based Operational Evaluation of Advanced Communications Technologies +	Nancy Merritt Jeremy Carter Fred Frantz	1.00	Emerging Technologies & Applications
2:30pm - 3:30pm	Take Charge of Your Career +	Sheila Hanna-Wiles	1.00	Frontline Telecommunicator
3:45pm - 4:45pm	FCC Update +	Robert Gurss	1.00	Regulatory & Legislative Issues
3:45pm - 4:45pm			1.00	

	Reducing the Challenges of Integrating Existing Systems and Services with NG9-1-1 and Other New Technology +	Bonnie Maney Michael Jacobson		NG9-1-1 and New Response Technology
3:45pm - 4:45pm	CALEA Communications Accreditation A to Z +	Debbie Gailbreath RPL Karen Shephard Mary Sue Robey, RPL	1.00	Current Events/Hot Topics
3:45pm - 4:45pm	Developing CIT Training for the 9-1-1 Telecommunicator +	Kathleen Boone Jada Lee Andrea Bryk Cheryl St John	1.00	Communications Center Management
3:45pm - 4:45pm	Migrating LMR to the Next Generation - LTE for Public Safety +	Keith Sinclair	1.00	Radio Technologies, LMR & Spectrum Management
3:45pm - 4:45pm	P25 Phase 2 – It is here, but do I need it? +	Scott Skibness	1.00	Emerging Technologies & Applications
3:45pm - 4:45pm	People Centered Management +	Gregory Hook	1.00	Supervision and Leadership Development
3:45pm - 4:45pm	Preparing Your Communications Center for Large Scale Operations: A Case Study of School Shooting Incidents +	William Pessemier	1.00	Emergency Preparedness, Response & Situational Awareness
3:45pm - 4:45pm	Who is on the Other Side of the TTY/TDD +	Donna Martin Carlos Valencia	1.00	Frontline Telecommunicator

Tuesday, August 20

1:15pm - 2:15pm	Becoming The Peacemaker In the Comm Center +	Sue Pivetta	1.00	Supervision and Leadership Development
1:15pm - 2:15pm	Marine / Water Emergencies & Marine Communications +	James Fraser	1.00	Emergency Preparedness, Response & Situational Awareness
1:15pm - 2:15pm		Stephen Hill	1.00	

	Preparing for a Natural Disaster – Communication in a Crisis			Current Events/Hot Topics
1:15pm - 2:15pm	Cooperate and Collaborate, from Single Owner/Operator to Shared System, a Case Study	Donald Denning	1.00	Radio Technologies, LMR & Spectrum Management
1:15pm - 2:15pm	Nationwide Public Safety Broadband Network (NPSBN) Early Builder Roundtable	Barry Fraser Charles Robinson William Schrier Todd Early	1.00	Emerging Technologies & Applications
1:15pm - 2:15pm	Taking the Worry Out of Your Migration to Next Gen 9-1-1	Mary Boyd	1.00	NG9-1-1 and New Response Technology
1:15pm - 2:15pm	The Separation of Work and Your State of Mind	Tasha Todd ENP, RPL	1.00	Frontline Telecommunicator
1:15pm - 3:30pm	Radio 101 for IT and Communication Center Managers	Mark Pallans	2.00	Communications Center Management
2:30pm - 3:30pm	Fixing Narrowbanded Analog Radio Systems	Ed O'Connor Joseph Blaschka	1.00	Radio Technologies, LMR & Spectrum Management
2:30pm - 3:30pm	Growing an IP-Based Regional 9-1-1 Call Delivery System - The Greater Wasatch Multi-Node Project	Tina Scarlet William Harry	1.00	NG9-1-1 and New Response Technology
2:30pm - 3:30pm	Integrating Critical Public Safety Functions Into A Single Facility/Campus	Steven Loomis Thomas Woods Nathan McClure	1.00	Emergency Preparedness, Response & Situational Awareness
2:30pm - 3:30pm	Managing In the Moment: Leveraging the Real-Time Data Trend to Improve Performance	Jaime Young	1.00	Current Events/Hot Topics
2:30pm - 3:30pm	PSCR 700MHz Public Safety Demonstration Network Updates	Jeff Bratcher	1.00	Emerging Technologies & Applications
2:30pm - 3:30pm	Registered Public-Safety Leader (RPL): Your Path to Success	Sheila Hanna-Wiles	1.00	Supervision and Leadership Development




Wednesday, August 21

9:00am - 10:00am		Manny Solis	1.00	
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	AY CARUMBA! Understanding Language and Cultural Barriers on 9-1-1 Calls +				Frontline Telecommunicator
9:00am - 10:00am	Hire For Skill and Attitude +	Jim Kuthy	1.00		Communications Center Management
9:00am - 10:00am	IPAWS & CMAS - NextGen Mass Notification +	Samuel Asher	1.00		Emerging Technologies & Applications
9:00am - 10:00am	Preparedness Peace +	Monica Simon	1.00		Emergency Preparedness, Response & Situational Awareness
9:00am - 10:00am	Radio Frequency Power and Antenna VSWR Measurements in Digital Land Mobile Radio Applications +	Tim Holt	1.00		Radio Technologies, LMR & Spectrum Management
9:00am - 10:00am	T-Band -- What's Next for Public Safety +	Stu Overby Harlin McEwen Donald Wright David Troup	1.00		Current Events/Hot Topics
9:00am - 10:00am	The Best Laid Plans: Why Your Organization Needs a Strategic Plan +	Jamie Welch	1.00		Supervision and Leadership Development
9:00am - 10:00am	The Impact of Texting to 9-1-1 on Staffing and Grade of Service +	Terry Wright	1.00		NG9-1-1 and New Response Technology
10:15am - 11:15am	COMU - EMAC Deployment to Superstorm Sandy - Nassau County NY +	Mark Cady David Clemons	1.00		Emergency Preparedness, Response & Situational Awareness
10:15am - 11:15am	Denise Amber Lee - We Must Learn the Lesson +	Tony Harrison Nathan Lee	1.00		Supervision and Leadership Development
10:15am - 11:15am	Multi-County Radio Communications From the Ground Up +	Greg Graham Charlie McClintock	1.00		Radio Technologies, LMR & Spectrum Management
10:15am - 11:15am	Nationwide SAR Initiative – 9-1-1 Call Operator's Role in a Safer America +	David Sobczyk	1.00		Frontline Telecommunicator
10:15am - 11:15am			1.00		

	NPSTC Discusses Public Safety Communications Current Events: T-Band, Broadband Statement of Requirements and other critical issues impacting Public Safety Communications. +	Marilyn Ward Harlin McEwen David Buchanan Tom Sorley		Current Events/Hot Topics
10:15am - 11:15am	The Accidental Project Manager +	Bonnie Maney	1.00	Communications Center Management
10:15am - 11:15am	The PSAP of the Future – It's Closer than You Think! +	John Chaney James Soukup Stephen Benwell Michael Lee	1.00	NG9-1-1 and New Response Technology
10:15am - 11:15am	Workflows for Managing Multimedia in the PSAP +	Jay Malin	1.00	Emerging Technologies & Applications
1:15pm - 2:15pm	APCO Standards-Paving the Road to Professionalism +	Angela Bowen	1.00	Supervision and Leadership Development
1:15pm - 2:15pm	Changing the Comm Center: One Call Type at a Time +	Lisa Turley Toni Sexton	1.00	Communications Center Management
1:15pm - 2:15pm	Google, Facebook, Pinterest, Texting - Integrating Consumer Technologies into Public Safety Software +	Chris Maloney	1.00	Current Events/Hot Topics
1:15pm - 2:15pm	How Will NPSBN Impact Your PSAPs Governance, Policies, Standards and Procedures? +	Donald Denning Doug Mummert Michael Britt Karen Allen	1.00	Emerging Technologies & Applications
1:15pm - 2:15pm	The Impact of FirstNet's Technical Requirements on System Design, Coverage, Throughput and Capacity +	Scott Wiggins Neil Horden Karen White	1.00	Radio Technologies, LMR & Spectrum Management
1:15pm - 2:15pm	There's an Alien in the Living Room? Now What do You Say? +	Kelly Sharp	1.00	Frontline Telecommunicator
1:15pm - 2:15pm	Will NG9-1-1 Mean Data Overload and How Do We Prepare? +	Todd Piett ENP	1.00	NG9-1-1 and New Response Technology
1:15pm - 2:15pm			1.00	Emergency Preparedness

	Wireless Emergency Alerting, Where We Are, Where We Need To Be 	Denis Gusty , PMP Joe Hanna		Response & Situational Awareness
2:30pm - 3:30pm	Migrating to a P25 Trunked Radio Network – Lessons Learned 	Dean Hane	1.00	Radio Technologies, LMR & Spectrum Management
2:30pm - 3:30pm	Non-Traditional Communication Centers and NG9-1-1 	Robert Bloom Elizabeth Phillips	1.00	Communications Center Management
2:30pm - 3:30pm	Preparing your GIS Data for NG9-1-1- What You Should Know 	Richard Kelly	1.00	NG9-1-1 and New Response Technology
2:30pm - 3:30pm	RF Safety for First Responders 	Doug Roberts	1.00	Emergency Preparedness, Response & Situational Awareness
2:30pm - 3:30pm	Take Five to B.R.E.A.T.H.E. 	Missy Widdison	1.00	Frontline Telecommunicator
2:30pm - 3:30pm	Training Guidelines, National 911 Data and Model State Legislation: Resources for Every PSAP 	Laurie Flaherty	1.00	Current Events/Hot Topics
2:30pm - 3:30pm	What’s All This About a Nationwide Public Safety Broadband Network? 	James Teel	1.00	Emerging Technologies & Applications
3:45pm - 4:45pm	Do's and Dont's in a Promotional Interview 	Charles Berdan	1.00	Supervision and Leadership Development
3:45pm - 4:45pm	Partnerships with Utilities for the 700 MHz National Broadband Public Safety Broadband Network 		1.00	Current Events/Hot Topics
3:45pm - 4:45pm	Emergency Response Communications: “Keeping the Lights On Through the Storm” 	Lee Johnson	1.00	Emergency Preparedness, Response & Situational Awareness
3:45pm - 4:45pm	In-building Coverage System for Public Safety Needs 	Minfei Leng	1.00	Radio Technologies, LMR & Spectrum Management
3:45pm - 4:45pm	Negotiating as a Dispatcher and How It Helps with Customer Service 	Tiffany Huntz	1.00	Frontline Telecommunicator

3:45pm - 4:45pm	Next Gen 911-to-PSAP-to-Patrol Car (Call to Car); A Case Study of Multimedia 911 Call Capabilities in a Broadband Environment Trial 	Roy McClellan Jeff Wittek David Kahn	1.00	NG9-1-1 and New Response Technology
3:45pm - 4:45pm	NG9-1-1 PSAP Consolidation 	Michael Smith	1.00	Communications Center Management
3:45pm - 4:45pm	Text Messaging to 9-1-1: The Deployment Journey or How to Get from Here to There 	John Snapp	1.00	Emerging Technologies & Applications