

APCO 2018 RECORDED SESSIONS

COMMUNICATIONS CENTER MANAGEMENT

- 010 **(More) Problem Employees - The Director !**
Stephan Bunker
- 027 **Next Generation 9-1-1: Policy Implications of Incident Related Imagery (IRI) on the Public Safety Answering Point - a graduate level overview**
D. Jeremy DeMar
- 028 **New Findings and Improved Tools for Staffing and Retention**
Crystal McDuffie
- 045 **Illuminating Your Communications Center's Continuing Education Program.**
Debbie Gailbreath
- 064 **Non-Traditional PSAP's - On-going conversations, roundtable and issues**
Elizabeth Phillips
- 080 **When Character Counts**
Cheryl Konarski, CPE
- 082 **One Size DOES NOT Fit All, Putting Hiring Practices to the Test**
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- 099 **Stress in the 911 Ranks**
Caitlin Sampsell
- 100 **In Plain Sight: Human Trafficking Awareness**
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- 117 **Social Media In The PSAP**
Tiffany Fuller
- 009-1 **APCO Agency Training Program Certification – Does your Training Program Meet the Standard?**
Crystal McDuffie
- 046-1 **Consolidation: A 4-letter word**
Sherri Bush
- 062-1 **Should We Stay or Should We Go? Decision-making for Separating Law and Fire Dispatching**
Charles Berdan

CUTTING EDGE ISSUES & HOT TOPICS

- 006 **Cutting Edge Policy Issues for APCO Members**
Jeff Cohen
- 013 **Imagining the Whole New World of Public Safety Apps**
TJ Kennedy
- 025 **How Open, Neutral Cloud Solutions can Solve Tomorrow's Interoperability Problems**
Brandon Abley
- 031 **Non-traditional Approaches to Modernizing 911**
Jeff Cohen
- 041 **Innovating for Public Safety**
Bill Schrier
- 049 **An Update on DHS' Efforts to Improve Emergency Communications**
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- 063 **Preparation for NG911 and FirstNet Web Applications**
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- 067 **FCC Regulatory Update**
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- 078 **Updates on Public Safety Communications Grants and NG9-1-1 from the NTIA Office of Public Safety Communications (OPSC)**
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- 085 **Location Accuracy & Public Safety**
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- 096 **An Update from the Public Safety Communications Research Program**
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- 115 **From mobile clients to mobile apps: How the rise of smartphones and tablets are shaping public safety communications**
Liz Coyle

CYBERSECURITY FOR PUBLIC SAFETY COMMUNICATIONS

- 007 **Cyber Security for PSAP Management**
Bill Hail
- 024 **Cybersecurity and Emergency Communications - Protecting the systems that protect the public**
Jay English
- 030 **Privacy and Security in Public Safety: Eliminating and Mitigating Threats to Personal Privacy**
Alex Hebert

CYBERSECURITY FOR PUBLIC SAFETY COMMUNICATIONS (CONT.)

- 043 **Making Cybersecurity Training Fun**
Robert Bloom
- 050 **Service Denied: Cyber and Jamming Threats to Public Safety**
Sridhar Kowdly
- 060 **Cybersecurity Best Practices: Are You Lagging or Leading?**
Troy Mattern
- 065 **Protecting Public Safety Against TDoS/DDoS Attacks**
Timothy Lorello
- 079 **new session & speaker: When It Comes to Cybersecurity, Closed Networks Are Not Closed- Tim Lorello**
Andrew Halperin
- 084 **Blue Team – Cyber Defense Architecture in Public Safety Infrastructure**
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- 097 **How Cyber Security Protection and IT Asset Management Can Save Your Public Safety Organization**
Mark Perkins
- 102 **Steps to Improving Cybersecurity at Your Agency**
Stephen Ashurkoff
- 114 **Identifying and Mitigating Cyberattacks**
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- 012-1 **Cybersecurity 101: What Every PSAP Needs to Know**
Gilles Ferland

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- 018 **The voices behind the incident: A discussion panel with the dispatchers involved in the 1 October shooting event**
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- 020 **Preparedness is the Best Response: Hurricane Season 2017**
Mary Boyd
- 038 **North Bay Wildfires: Lessons Learned from REDCOM Fire and EMS Dispatch**
Aaron Abbott
- 053 **Weathering the Storm: 9-1-1 Call Routing & Traffic Surges**
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- 089 **Hurricane Harvey Telecommunicator Response**
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- 092 **So you Think You're Prepared: 7 events in 7 weeks in 2017**
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- 002-1 **Hurricane Irma: Taking Care of our Own.**
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- 035-1 **Large Event Public Safety Communications and Interoperability Planning**
Janelle Harris
- 055-1 **Hurricane Maria - Emergency Communications Response in Puerto Rico**
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- 071-1 **The Telecommunicator's Role in Managing Emergency Incidents and Events**
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- 074-1 **Critical Incident Training**
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- 034 **How to get the Yuck off when things get all Yucked Up!**
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- 039 **Getting healthy and fit in the communications center.**
John Adkins
- 057 **Avoiding Ethical U-Turns**
Kimberly Clark
- 070 **Living in a 9-1-1 World**
Kim Ostin
- 075 **Make Me Happy!**
Roger Martin
- 088 **The Power of Resilience: 3 Keys to Beating Public Safety Telecommunicator Burnout**
Adam Timm

APCO 2016 RECORDED SESSIONS

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- 093 **APCO ProCHRT - Supporting YOU, the First, First Responder!**
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- 111 **How to Cope with Reactions to Traumatic Events**
Deana Kahle
- 003-1 **Imagine Listening - Your worst day is my everyday.**
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- 016-1 **Lessons Learned from an Act of Terror on Campus**
Johnna Sells
- 021-1 **Training for Success**
Doug Showalter
- 052-1 **Mindfulness and 911 Operations Employees - Changing the Culture in 911 - For Real**
Athena Butler

INDUSTRY PRODUCTS AND TOOLS

- 008 **When you respond and enter a burning building, the last thing you want is to have your radio not work.**
Don Henry
- 011 **Community Engagement: How Increasing Opt-Ins Helps Improve Large-Scale Events**
Scott Benoit
- 026 **Solving the LTE range and capacity challenges for First Responders operating in non-urban areas**
Louis Lambert
- 029 **High Power (HPUE) LTE Broadband Mobile Gateway for the FirstNet**
Robert LaRose
- 044 **P25 New Products and Services for 2018**
Stephen Nichols
- 047 **Text to 9-1-1: Telecom Trends & Tech Tips**
Tom Hagel
- 061 **Analyzing Crime Trends: Moving from Spreadsheets to Data Analytics**
Daniel (DJ) Seals
- 066 **What Public Safety Broadband Means to Small Agencies and How They Can Transition**
Michael Dorek
- 081 **Supporting a Healthy Ecosystem of Innovation for Public Safety**
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- 083 **Igniting Efficiency by Putting People First**
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- 098 **Improve Interoperability with Context Aware Applications**
Lexie Spiro
- 101 **FirstNet Response Operations Program**
Fred Scalera
- 116 **Tail Wagging the Dog: Public Safety Communication Systems Procurement Methods**
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- 001 **Increasing Employee Engagement**
Doug Showalter
- 017 **Drive Your Organizational & Cultural Change**
Holly Downs
- 056 **BE BRAVE Being Different is a great thing! Everyone on your team holds a unique and valuable piece to the puzzles that daily tasks bring. Learn ways to encourage one another to be their authentic selves each day.**
Ashley Goodwin
- 072 **Value Everyone; Servant Leadership**
Jared Pelham
- 073 **Workplace Bullying**
Angee Daniel
- 090 **Say This, Not That**
Jennifer Garner
- 091 **Who Moved My Headset?!**
Jeryl Anderson
- 108 **Challenges Faced with Recruiting and Retaining Communications Personnel in the 21st Century**
Sheila Hanna
- 109 **APCO Leadership Program: Certified Public-Safety Executive Program**
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- 019-1 **Vertical Leadership**
Regina Cochran
- 036-1 **0% Turnover: How the Best 911 Leaders Keep Their Best Employees**
Adam Timm

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- 037-1 **Getting Out Of Your Own Way: How To Take Your Leadership To The Next Level**
Kimberly Miller
- 054-1 **How to support, develop, and keep your employees!**
Bradley Jensen

NG9-1-1 AND EMERGING TECHNOLOGIES

- 005 **Public safety grade: why we need it and how it's achievable**
Joe Ross
- 014 **How to Adopt Mobile Apps and Avoid the Interoperability Challenges of the Past**
Niki Papazoglakis
- 023 **Real Time Text is Here Today**
Toni Dunne, ENP
- 032 **Are We There Yet?**
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- 042 **Is your IP Network Public Safety Ready?**
Mark Titus
- 048 **Finding a New Route with Wireless Caller Geo-location**
John Brosowsky
- 058 **The Automated Secure Alarm Protocol (ASAP to the PSAP): A No-Brainer that's Faster Than Fast**
Bill Hobgood
- 068 **The NG9-1-1 PSAP – Focus on the Future**
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- 077 **Ball of Confusion: Untangling the Growing Mass of Video Data Through Analytic Applications**
Donald Zoufal
- 095 **Times are Changing - Is Your PSAP Prepared to Receive Next Generation Technology?**
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- 104 **Best Practices for Broadband Network Resiliency in NG9-1-1 Environments**
Tony Bardo
- 113 **Using Video Content Analytics in the Comm Center**
Kevin Kearns
- 086-1 **The Future of Emergency Communications: Interoperability and the path to NG9-1-1**
Jay English

RADIO AND WIRELESS COMMUNICATIONS TECHNOLOGIES

- 004 **Interoperability in the coming LMR and LTE world; What to expect and how to be ready**
Neil Horden
- 015 **Efficient validation and 3D visualization of commercial cellular and FirstNet coverage inside buildings**
Carol Politi
- 022 **Utilization of Wireless Radio Management Technology to maintain inventory, troubleshoot, and update radio fleet.**
George Brown
- 033 **NPSTC Public Safety Communications Annual Update**
Barry Luke
- 051 **The Power of Public Safety LTE and Mission Critical Radio**
Mary Doherty
- 059 **Your Responsibility as a Holder of an FCC License**
Michael Scales
- 069 **What Telecommunicators Need to Know About Land Mobile Radio**
Brian Hughes
- 087 **How to Maximize Radio Reliability & Drive Down Costs with Good Remote Monitoring**
Andrew Erickson
- 094 **LMR to LTE: Best Practices to ensure ongoing public safety Interoperability**
Stephen Devine
- 105 **Will LMR and LTE Co-exist for Mission-Critical Communications?**
Kris Patel
- 112 **The convergence of LMR and FirstNet: How and when it could happen**
Nicholas Falgiatore
- 040-1 **Gizmos, Whatchamacallits, & Doodads: Radio Technology 101**
Roger Martin
- 076-1 **Moving to Encrypted Communications Without Breaking Interoperability**
Christopher Johnson