September 30

- **<u>Beyond the Call: The Future of Incident-Related Imagery in 9-1-1 and Public Safety</u>** **10:00 AM**

  Incident-related imagery is transforming the way 9-1-1 and public safety professionals respond to emergencies. This session provides an update on the latest technology, adoption trends, and challenges in integrating visual data into emergency response workflows. Explore how advancements like direct video calling, artificial intelligence, and enhanced data-sharing capabilities are reshaping situational awareness and decision-making. Gain insights into the policy, training, and operational considerations necessary to prepare for a future where images and videos are a standard part of the 9-1-1 landscape.

  Presenters: D. Jeremy DeMar, MA, CPE, ENP   Track: 9-1-1 Ops/Frontline Telecom

- **<u>How does emerging technologies like AI, PTT over Broadband relate to maintaining cyber security within public safety communications</u>**   **10:00 AM**

  This is an interactive presentation with hands-on learning tools. Problem solving is a part of the interactive learning tools. An introduction to mind mapping as a cognitive tool. Throughout our time together we will use our tools to discover solutions to todays challenges within 911 Dispatch and Public Safety communications.

  Presenters: David (Surfer) Jones   Track: Emerging Tech

- **<u>From Hire to Retire: Winning the Battle on Dispatcher Turnover</u>**   **10:00 AM**

  This session offers practical strategies to improve recruitment and retention in 911 dispatch centers. Learn how to attract the right candidates, support new hires, and build a workforce culture that keeps top talent.

  Presenters: Mandi Montalvo   Track: Management & Supervision

- **<u>Elevating and Connecting QA, Feedback, and Training in 9-1-1</u>**   **10:00 AM**

In 911 emergency communications centers, delivering consistent quality assurance (QA), actionable supervisor and CTO feedback, and meaningful training is essential to building a resilient and effective team that can be retained and nurtured. This session explores how advanced technologies, such as AI and automation, are reshaping these critical processes, without additional headcount. Attendees will learn how innovation can evaluate a larger volume of calls and radio transmissions, provide timely and constructive feedback, and enable personalized training opportunities—creating a culture of continuous improvement. Real-world examples and actionable insights will show how centers can elevate operations while reducing burnout and boosting team morale.

Presenters: Scott MacDonald   Track: Management & Supervision

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- ### Inspiring & Growing CTOs   11:00 AM

  1) Both future and current CTOs will learn why continued development of their leadership and mentoring skills is so vital to the training relationship and the agency. 2) Some reminders, refreshers, or new takeaways on how to use effective communication to the CTOs advantage and leveraging communication in the training relationship and it's impact to the ECC. 3) There is always room for reminders of capturing good and specific evaluation comments, and refresher of why continued review of the training program is vital to an organization's success.

  Presenters: Christine Law   Track: 9-1-1 Ops/Frontline Telecom

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- ### Extended Reality in the ECC   11:00 AM

  In this session, attendees will explore the groundbreaking integration of Extended Reality (XR) in Emergency Communications Centers (ECCs). Explore how XR technologies like VR, AR, and MR are revolutionizing ECC operations, enhancing training, situational awareness, and collaborative communication. Learn more about unlocking the potential of XR in optimizing emergency response for your center and public safety partners.

  Presenters: D. Jeremy DeMar, MA, CPE, ENP   Track: Emerging Tech

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- ### Are you Playing to Your Team's Strengths? Leveraging Strengths for High-Performance in 911 Communications   11:00 AM

  In the high-stress, fast-paced world of 911 communications, teamwork isn't just important—it's essential. Effective supervisors must understand both individual and team strengths to optimize performance, improve resilience, and foster a culture of trust, efficiency, and collaboration.

  This session provides a practical, strengths-based leadership framework designed specifically for 911 leaders to identify and leverage the unique strengths of their team members. When supervisors harness Character Strengths effectively, they can reduce burnout, increase engagement, and enhance decision-making under pressure—all critical elements for success in emergency communications.

A key takeaway from this session is the C.A.L.M. Check-in Technique, a structured approach to building stronger, trust-based relationships within high-performing teams. By implementing this tool, leaders will learn how to balance individual strengths with

team cohesion, ensuring their team functions effectively—even in the most intense situations.

Supervisors will leave with personalized insights into their leadership strengths, an understanding of how to apply strengths-based strategies in a high-pressure 911 environment, and a customized strengths profile to immediately put into action.

Presenters: Kim Rigden   Track: Management & Supervision

- **Operational Roundtable**   **11:00 AM**

    Presenters: Mandi Montalvo   Track: Operational Roundtable

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- **Fuel Cell & Hybrid off-grid Power for Emergency Communication**   **11:00 AM**

    Presenters: Austin Muenter, ?   Track: Radio & Wireless Technologies

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- **Building Trust, Bridging Gaps: Modern Tools for Community Engagement**   **1:00 PM**

    In today's law enforcement landscape, agencies are under increasing pressure to meet public expectations for consistent, transparent communication. Communities demand more engagement and accountability from their local police and emergency call handlers, and agencies are tasked with delivering timely updates, clear information and responsive services. Innovative community engagement tools are helping law enforcement agencies meet these expectations, enhancing the quality of service while strengthening public trust. Agencies can offer better communication channels, foster more transparent relationships and engage in proactive problem-solving with the communities they serve.

    These tools not only enhance external communication but also streamline internal workflows, alleviating stress and reducing staff burnout. By automating routine tasks, such as victim notification, and optimizing administrative processes, law enforcement personnel can improve efficiencies and allow for more meaningful interactions with the public. Reducing the workload on emergency communications staff while meeting community expectations fosters a more balanced and sustainable work environment, which is essential for long-term operational success. Community members can also make their voices heard through mobile surveys, which, in most cases, help boost morale within agencies.

Rochelle Danielson, Product Manager at Versaterm, will explore how agencies can integrate these modern tools to adapt to the public's demands and the challenges of daily law enforcement operations. Stephen Moore, Police Captain, will share firsthand experience with the successful implementation of community engagement solutions at the Sacramento Police Department. The session will provide actionable insights into fostering stronger connections between agencies and their communities while preparing law enforcement for the future. Attendees will leave with practical strategies to improve engagement, enhance operational efficiency and build lasting trust between agencies and the public.

Presenters: Rochelle (Shelly) Danielson, Stephen Moore   Track: 9-1-1 Ops/Frontline Telecom

- **Cracking the Code: Navigating the CAD/RMS/Mobile Procurement Maze**   **1:00 PM**

  Computer-Aided Dispatch (CAD), Mobile Data Systems (MDS), and Records Management Systems (RMS)—plus Jail/Corrections Management Systems (JMS)—are among the most complex and costly components of any public safety communications ecosystem. Each of these technologies includes layers of functionality, vendor-specific capabilities, and multiple system interfaces, making procurement a daunting process. In this session, Sherri Bush, ENP, draws from real-world project experience to help public safety leaders, project managers, and procurement officers demystify the acquisition process. Attendees will explore the pros and cons of cloud versus on-premise deployments, the growing role of AI and automation, and the often-overlooked lifecycle costs of these systems. The session will also provide practical tools and strategies for defining requirements, selecting the right vendor, negotiating effective contracts, and managing implementation and sustainment. Whether you're preparing to upgrade a legacy platform or starting from scratch, this session will offer actionable guidance to help your agency make informed, future-ready decisions.

  Presenters: Sherri Bush   Track: Emerging Tech

- **From Burnout to Buy-In: Tangible Steps to Transform Dispatch Center Culture**   **1:00 PM**

  Dispatch centers are the backbone of public safety—and yet, too many are suffering from toxic culture, low morale, and chronic burnout. In this powerful and practical session, former dispatch administrator, nationally recognized change management expert, and best-selling author Jacob Green, will walk participants through a proven roadmap for culture transformation in a communications center environment. Drawing on real-world experience turning around struggling centers, this session will empower dispatch leaders with the tools to rebuild their team's trust, communication, and pride.

  Participants will explore how to identify the root causes of cultural decline, reestablish shared purpose, and implement systems that foster accountability, excellence, and mutual respect. Through interactive discussion and actionable approaches, attendees will leave with the confidence to lead meaningful change—no matter their title or role.

  Presenters: Jacob Green   Track: Management & Supervision

- **The Me, We, and Us of Psychological Safety in the Comm Center**   **1:00 PM**

  Psychological safety is more than a checkbox—it's key to unlocking innovation, fostering resilience, and retaining top talent. In the high-stakes environment of emergency communication centers, the ability for teams to openly communicate, take risks, and support each other is essential to both individual and organizational well-being.

  Join us for a dynamic and interactive session where we explore practical, research-backed strategies to cultivate environments where people feel safe to show up fully, contribute fearlessly, and thrive collectively. We'll break down the three levels of psychological safety—Me (individual mindset), We (team interactions), and Us (organizational culture)—and provide actionable tools for leaders and frontline professionals to build trust, improve mental well-being, and foster a more effective, engaged workforce.

  Through real-world examples, case studies, and facilitated discussion, attendees will leave with immediately applicable skills to enhance communication, manage team stress, and create a workplace where everyone can succeed.

  Presenters: Kim Rigden, Cindy Sparrow, Tracy Ward   Track: Wellness

- **Hidden in Plain Sight: Human Trafficking Unmasked**   **2:00 PM**

  Take a journey into the underworld of commercial sex trafficking in the United States in a manner experienced by few: through the voices of an exploiter and survivor. This interactive presentation will weave together an overview of human trafficking, trends, themes, and tangible takeaways, all centered around lessons taught through debriefs between a pimp who sold women around the country and a survivor who was trafficked throughout Southern California. Attendees will hear audio clips, participate in learning activities, and walk away with tools to detect trafficking in 911 calls as well as everyday life!

  Presenters: Sgt. Kyle Baker & Sgt. Chris Chavez   Track: 9-1-1 Ops/Frontline Telecom

- **Bridging the Gap: The Overlap Between Dispatch & Real-Time Centers**   **2:00 PM**

  At the end of the presentation, participants will understand the significance of the overlap in the technologies used in the Communication Centers and in Real-Time Centers. Participants will understand importance of leveraging the technology available to both divisions to increase efficiencies to get the most return on investment. Additionally, presenters will expand on the importance in fostering a positive relationship between the groups.

  Presenters: Andrea Cortez, Nikki Bell, Chela Cottrell   Track: Emerging Tech

- **Are Technical PMs Real? A Venn Diagram of PMs vs Technical Leads. -- Learn the differences between PMI® Project Managers vs INCOSE® Systems Engineers**   **2:00 PM**

Most people know or have heard of PMI® Project Management but most haven't heard of INCOSE® Systems Engineering. Yet we all know a project won't be successful if there isn't a strong technical leader standing next to that project manager. It's that technical person who's been around the block that knows what details must be considered for a system upgrade, replacement, or change to be succeed. We've all learned it through the school of hard knocks and past experience. But would you believe? Just as there's a PMBOK for PM's, there's an SEBOK (body of knowledge) for technical leads – and once you know this, you'll wish you would have known about it sooner!

Presenters: Susan E. Ronning, PE, PMP ASEP   Track: Management & Supervision

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- **Beyond the Call: Enhancing First Responder Mental Health & Community Trust**   **2:00 PM**

    Public safety agencies are increasingly recognizing the need to implement proactive, data-informed approaches to health and wellness in support of their workforce. According to a recent Versaterm Public Trends Survey, respondents reported that they personally support the expansion of health and wellness resources in their agencies, while 81% indicated that their peers would also support it. This session will examine the current landscape of mental wellness initiatives in public safety, highlighting the benefits of structured programs that utilize data and technology to promote resilience.

    Presenters: Lucie Tremblay, Marissa Shmatovich   Track: Wellness

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- **NG 9-1-1 Update**   **3:00 PM**

    Presenters: Paul Troxel   Track: NG 9-1-1 Update

October 1

- **Radio Site Considerations in the Era of Wildfires**   **2:00 PM**

    As wildfires are increasing in both severity and frequency, the number of radio sites supporting public safety communications systems are being increasingly affected, either by public safety power shutdowns, destroyed commercial power, and burn-overs of the sites themselves. This presentation covers strategies and sizing of emergency power, the characteristics of wildfires, defensive measures, and the aftermath of wildfire burn-overs.

    Presenters: Chuck Schuler, PE & Craig Trygstad, PE   Track: Emergency Preparedness

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- **Using a drone to solve common radio site problems**   **2:00 PM**

    Understand the benefits of elevating RF measurement equipment for a true view of RF site performance.

    Get an overview of the equipment and processes needed to make elevated RF measurements

    Presenters: Tom Brinkoetter   Track: Emerging Tech

- **Rocket Science 101**   **2:00 PM**

    Not long ago, this Stanislaus Regional 911 center was in free fall. Plagued by high turnover, low morale, and a toxic work environment that left employees feeling disconnected and unmotivated. The agency was losing talent at escape velocity, struggling to retain those who were critical to its mission. But through bold leadership, intentional cultural shifts, and a relentless commitment to its Elevate philosophy, the center transformed from a workplace people fled to a destination where they wanted to stay and thrive.

    This is a discussion about that transformation. Like a space mission, the turnaround required recalibrating systems, overcoming inertia, and correcting course mid-flight. Participants will explore the key initiatives that fueled the turnaround, including:

    Escape Velocity: Breaking free from toxic habits and mindsets that kept the center stuck.

    Mission Control Leadership: Establishing strong, accountable, and supportive leadership that inspires trust and engagement.

    Crew Cohesion: Building a workplace culture where teamwork and shared purpose are non-negotiable.

    Adaptive Navigation: Implementing feedback loops and continuous improvement to keep the agency on course.

    Sustaining Orbit: Maintaining momentum and ensuring the center doesn't fall back into old patterns.

    Whether your agency is struggling to retain employees, suffering from low morale, or simply looking for ways to elevate its culture, this course will provide real-world strategies to help launch your workplace into a new era of excellence. Because at the end of the day, success isn't just about making it to the stars, it's about making sure your team wants to join you for the journey.

    Presenters: Kasey Young ENP & Kevin Pagenkop ENP   Track: Management & Supervision

- **Cybersecurity in Mission Critical Communications Systems**   **2:00 PM**

    Cybersecurity is well discussed across the IT industry, however Mission Critical Communications systems, including Public Safety, Utilities, Critical Infrastructure, and other Life Safety situations, have concerns that go beyond those of less critical enterprise systems. Organizations such as NIST, CISA, and NPSTC have projects providing a wealth of information, but in some regard lacking the clear direction those responsible for these systems require. Additionally, many agencies and enterprises lack the resources to address these critical concerns, while others have the resources but do not take action due to lack of clear direction. We discuss the disconnect between awareness of the problem, and the planning required to address cyber threats by implementing both cybersecurity protection and a cyber-attack mitigation process.

Presenters: Neil Horden

Track: Radio & Wireless Technologies

- **Bridging the Gap: Integrating 911 & Emergency Management for Effective Disaster Response**   **3:00 PM**

  Public safety emergencies do not respect agency lines. In today's complex risk landscape, successful disaster response hinges on seamless collaboration between 911 emergency communications centers (ECCs/PSAPs) and emergency management professionals. This session explores how these two critical functions can work more closely together—before, during, and after disasters. Attendees will learn about key roles, shared responsibilities, and proven strategies for operational integration. Topics will include activating Emergency Operations Centers (EOCs) with input from PSAPs, formalizing information-sharing protocols, and using common technology platforms to create unified situational awareness. With a blend of real-world examples, lessons learned, and practical tools, this session equips participants to build stronger, more resilient interagency partnerships that improve public safety outcomes.

  Presenters: Sherri Bush   Track: Emergency Preparedness

- **Overview of Radio Frequency Interference Mitigation**   **3:00 PM**

  Become aware of the many types of interference problems

  Review of the traditional interference hunting techniques

  Review of the interference monitoring solutions available

  Review of emerging new techniques for interference location

  Presenters: Tom Brinkoetter   Track: Emerging Tech

- **Performance Management in the Public Safety Answering Point (PSAP)**   **3:00 PM**

  This presentation will discuss Universal Management Principles (Performance Management, Key Performance Indicators (KPI), and Call Center – Workforce Management) and how they can be specialized and applied to the call center environment, specifically a 9-1-1 center. This presentation will take the audience member from the broad Performance Management principles to the more specific and relevant Call Center Workforce Management. Call Center Workforce Management (CC-WFM) is a global performance management set of processes designed to instill efficiencies in call center operations. The facilitator has been working with CC-WFM principles for well over fifteen years; however, it has only recently been introduced to PSAPs by one of its (PSAP) major vendors. It is the intent of the facilitator to educate the audience member in whichever leadership role (Director, Shift Manager, or Supervisor) they currently occupy in the PSAP; how CC-WFM can be used to facilitate communication with their direct reports, make a decision upon purchasing a Performance Management System software, or developing their own Performance Management System.

  Presenters: Damon P Farfan, MBA, ENP   Track: Management & Supervision

- **<u>Technology Transformation: Getting from where you are to where you need to be</u>**   **3:00 PM**

  Technology is always evolving; however, our systems tend to lock us in. This session addresses the situation by providing guidance on how to evaluate your current systems as they approach the point where they require upgrade or replacement. We ask the question; whether it is best to remain on the current technology or prepare for a migration to the next technological evolution. The discussion addresses making this decision based on your agency's requirements, rather than the more common 'system capabilities' perspective. This methodology provides a better understanding of when a technology should be retained and when it should be replaced. This process is applicable to radio, dispatch, network, and other technology systems. This process helps you understand the pros and cons of "staying with the tried and true" vs. adopting a new technology while avoiding chasing "the new shiny object" before it can support your requirements.

  Presenters: Neil Horden   Track: Radio & Wireless
                                                                          Technologies

- **<u>From Overlooked to Essential: Energizing Peer Support Teams</u>**   **3:00 PM**

  Peer support teams are consistently recognized as the most impactful factor in improving an agency's mental and emotional well-being, significantly influencing agency culture and operational effectiveness. When actively engaged, these teams build trust, reduce stress and trauma, enhance morale, and improve retention, fostering healthier first responders. However, inactivity or lack of trust within a team can harm morale and negate their potential. Success lies in being a visible, reliable presence that prioritizes strong, supportive relationships.

  Presenters: Shannon Polito   Track: Wellness

- **<u>Emergency Planning for the PSAP: Building Resilience Before Disaster Strikes</u>**   **4:00 PM**

  Public safety never stops—and neither can your PSAP. This session focuses on building operational resilience through proactive emergency planning tailored to the unique challenges of public safety communications centers. Attendees will learn how to develop and maintain robust emergency and continuity of operations plans (COOP) that address natural disasters, active threats, and system failures. The session will cover risk and hazard assessments, structured communication protocols, mutual aid agreements, and resource allocation strategies. Emphasis will also be placed on sustaining readiness through a regular cycle of training, drills, and after-action evaluations. With a mix of best practices and real-world examples, this session empowers PSAP leaders to protect their teams, maintain service continuity, and support broader emergency response efforts.

  Presenters: Sherri Bush   Track: Emergency Preparedness

- **<u>Remote Monitoring: The Unsung Hero of Public Safety Communications</u>**   **4:00 PM**

With labor shortages and rising operational costs, public safety agencies are being challenged to do more with less. This presentation explores how remote monitoring and automation technologies empower teams to optimize labor and reduce costly site visits, all while maintaining high system reliability. You'll discover how to monitor repeater sites for power, environmental, and RF performance, and how modern deployments can be scaled with autonomous systems, keeping operations running even during communication outages. The session also touches on the latest NFPA mandates, including the requirement that BDA/DAS systems report failures (e.g., power loss, antenna malfunction, low battery) to the fire alarm control panel with real-time alerts.

Presenters: Louis-Charles Cuierrier   Track: Emerging Tech

- **Call Center Work-Force Management in the Public Safety Answering Point (PSAP)**   **4:00 PM**

    This presentation will build upon Performance Management in the PSAP and discuss CC-WFM principles and their specific application to the call center environment. Using CC-WFM, we will identify the Key Performance Indicators (Service Level, Workload, Call Processing Time, and Staffing) that are shared by all PSAPs. The session will then discuss the use of an Erlang calculator, and its use for analyzing historical data, developing strategies to respond to current trends, and facilitate in the development of forecasting models. The session will conclude with a diagram or template that the audience member can use to develop their own KPIs that may be specific to their agency or used to manage a different work process other than 9-1-1.

    Presenters: Damon P Farfan, MBA, ENP   Track: Management &
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- **Public Safety FCC Licensing & Frequency Coordination**   **4:00 PM**

    This session will explore the importance of frequency coordination in the public safety sector, focusing on its role in facilitating uninterrupted communication among emergency responders. It highlights the need for effective coordination in the context of public safety communications, outlines the process of frequency allocation, identifies the challenges associated with coordination, and discusses the future of public safety communications. By understanding these key elements, we can ensure that public safety agencies are better equipped to respond to emergencies and enhance their operational efficiency.

    Presenters: Amanda Bredstrup (APCO Int.)   Track: Radio & Wireless
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- **Beyond CISM: Proactive Strategies for Building Resilience After Critical Incidents**   **4:00 PM**

Critical Incident Stress Management (CISM) has traditionally been the standard approach for supporting first responders after critical incidents. However, recent research suggests that while CISM can have positive effects, there are more effective methods for fostering mental and emotional resilience in response to such events. In this session, we will explore a clear and authentic definition of a critical incident and discuss how proactive strategies—such as providing Psychological First Aid education in advance, ensuring immediate connection and support after an incident, and offering ongoing resources—can significantly reduce stress and trauma injuries while strengthening resilience.

Presenters: Shannon Polito   Track: Wellness

October 2

- **<u>When the Lights Go Out: A Real-World Power Outage and the Lessons Every PSAP Needs to Learn</u>**   **8:00 AM**

    On July 9, 2023, the South Bay Regional Public Communications Authority (SBRPCA) experienced a rare but disruptive cascading power failure. Despite regular maintenance and automatic systems, a confluence of overlooked vulnerabilities—fuel contamination, inadequate testing loads, and poor alerting—led to the failure of both the main power and the generator system, resulting in near-total operational blackout. This session will walk attendees through:

    •   The real-time incident timeline and how personnel adapted without access to CAD, radio, or phones.

    •   A detailed review of how staff improvisation, alternate site deployment, and manual dispatch processes were used effectively under pressure.

    •   The Swiss Cheese model of failure as applied to PSAP infrastructure.

    •   A comparison of SBRPCA's policies with professional standards, including a best-practices gap analysis.

    •   The after-action review conducted by an independent third party (Matrix Consulting Group) and how their recommendations shaped ongoing improvements.

    Participants will gain insight into designing effective COOPs, implementing bi-annual drills, rethinking alert system placement, and preparing their teams to respond not just according to policy, but with resilience and flexibility in crisis conditions.

    Presenters: David Branch & Ross Klun   Track: Emergency Preparedness

- **<u>911 Tech - How will AI transform our ECCs</u>**   **8:00 AM**

    During this highly interactive session, you will learn about how AI is shaping current and future technology within our 911 centers.

    How will our dated workflows evolve? How will our positions change to keep up with the future demands of technology?

    How do we prepare both our staff and administrators for these positive changes?

Presenters: Timothy Buchfeller   Track: Management &
                                                                              Supervision

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- **Critical Incident Response & Legal Update for Dispatchers**   **8:00 AM**

  https://savagetraininggroup.com/training-schedule/critical-incident-response-legal-update-for-dispatchers-20251002/

  Presenters: Savage Training Group   Track: POST

- **Radio Coverage Concepts: How to interpret coverage maps & diagnose coverage issues**

  8:00 AM

  Many vendors, radio shops, and consultants deliver coverage maps to agencies which typically show areas covered and not-covered. The goal of this presentation is to be able to understand what the maps are depicting, how they were created, why two maps may not look the same, and how to question the map provider to clarify the results. The concepts will be also used to discuss why specific transmissions are not as clear as expected and the steps to find out why.

  Presenters: Craig Trygstad, PE   Track: Radio & Wireless
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- **Driven by Purpose: Cultivating Inner Resolve When Your Spirit is Weary**   **8:00 AM**

  Many of us aren't drawn to this job for outside recognition. Instead, we do the demanding work of a 911 dispatcher because we love it, fueled by a deep inner drive. This is what keeps us going through long hours, endless grief, and often, lack of support. But how do you continue when it feels like no one and nothing is on your side? How do you not only survive the challenging days on the floor, but find the strength to go beyond, sharing what you've learned with others outside your control room? This session will offer tools to manage all of this, as well as develop their own plans to maintain resilience and the heart to serve

  Presenters: Shannon Polito   Track: Wellness

- **From Marginal to Magnificent: Cultivating Growth in 9-1-1 Dispatchers**   **9:00 AM**

Every 9-1-1 center has employees who struggle—some teeter on the edge of mediocrity, while others simply need the right support to unlock their full potential. This session follows the real-world transformation of a dispatcher who went from barely meeting expectations to becoming a standout leader, taking on new responsibilities, and ultimately promoting to Shift Supervisor. Through the dual perspectives of the Dispatcher and the Director, we'll explore the pivotal moments that led to growth, the role of leadership in fostering ambition, and actionable strategies to inspire employees to push beyond their limits. Attendees will walk away with insights on how to identify untapped potential, develop mentorship-driven career pathways, and build a culture that encourages excellence at every level. Join us to discover how the right combination of personal drive and organizational investment can create the next generation of 9-1-1 leaders!

Presenters: Shelby Ortmeier, Jeff Logan   Track: 9-1-1 Ops/Frontline Telecom

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- **POST Updates and What's Next: Evolving Dispatcher Training for California's Future** **9:00 AM**

    Representatives from the California Commission on Peace Officer Standards and Training (POST) will provide a comprehensive overview of POST's mission, recent and upcoming changes to the Public Safety Dispatchers' Basic Course, and the evolving landscape of dispatcher certification and professional development.

    This session will cover:

    •   Recent and upcoming changes to the Public Safety Dispatchers' Basic Course, including impacts on training timelines and curriculum design.

    •   POST Professional Certificates: what they are, how they advance dispatcher careers, and the requirements for earning them.

    •   Practical tools and resources available through POST, such as the POST Learning Portal, POST PASS account, Continuing Professional Training (CPT) compliance tracking, and the SME application process.

    Looking ahead, POST staff will preview key initiatives currently in development, including:

    •   Communications Training Officer Guidelines Workshop, aimed at modernizing CTO practices and supporting more effective on-the-job training.

    •   Public Safety Dispatchers' Basic Course Modular Format Workshop, offering presenters new flexibility in course delivery while maintaining compliance with POST standards.

    •   Relaunch of the Public Safety Dispatch Advisory Council, creating a stronger forum for dispatch leaders to share expertise and provide statewide guidance.

    Designed for agency leaders, training coordinators, and dispatch supervisors, this session provides up to date information on recent and upcoming POST initiatives along with practical knowledge of tools and resources to help agencies strengthen, sustain, and enhance a resilient, skilled, and professional public safety communications workforce. Whether developing a training program from scratch or staying ahead of evolving state standards, participants will gain the insight needed to ensure dispatchers are fully prepared to serve their communities with confidence.

Presenters: Michelle Daubner, Jamila Fields   Track: Management &
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- **FCC Licensing & Coordination**   **9:00 AM**

    This presentation is primarily directed to those with little or no knowledge of FCC matters and covers
    the basics of FCC licensing. There will also be a questions and answers period with ample time to
    take more advanced questions if needed. Bill Ruck has been working in the radio field for over forty
    years. He is the Part 47 coordinator (broadcast radio) for Northern California.

    Presenters: William Ruck   Track: Radio & Wireless
                                                                                    Technologies

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- **Survival Mode Wasn't Meant to be a Lifestyle**   **9:00 AM**

    The demands of this job—staffing challenges, critical incidents, the calls we hear, the things we
    cannot unhear—combined with the stresses of our personal lives, often leave us stuck in survival
    mode. Survival mode isn't just a phrase; it's a physiological response meant for short-term
    situations, not something we should endure every day for years. In this session, we will explore what
    happens to our bodies in survival mode and learn actionable steps to shift into healing and
    resilience, fostering long-term well-being.

    Presenters: Shannon Polito   Track: Wellness

- **Building Resilient PSAPs with Land Development Principles & Sustainable Survivability**
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    As PSAPs evolve to meet the demands of modern emergency communications, long-term
    survivability and strategic site selection are more critical than ever. This session explores how land
    development principles intersect with PSAP design and location decisions to enhance operational
    resilience. Attendees will gain insights into assessing land value, physiography, infrastructure
    access, and population density trends. The session will also address survivability factors—ranging
    from structural resilience and physical security to accessibility and continuity during internal or
    external crises. With a focus on future-proofing, this presentation equips agency leaders with
    practical guidance for selecting and developing PSAP facilities that can withstand today's risks and
    tomorrow's unknowns.

    Presenters: Sherri Bush   Track: Emergency Preparedness

- **It's Fine, We're Fine...Everything's Fine: PSAP Management Unplugged**   **2:00 PM**

Managing a PSAP is a wild ride—part leadership, part crisis management, and part wondering how you ended up in charge. This interactive panel brings together PSAP Managers from across California to share real experiences, challenges, successes, and hard-earned lessons from the front lines of leadership. Whether you're a current manager looking for solidarity, a supervisor considering the next step, or a dispatcher wondering why your boss drinks so much coffee, this session offers insight, connection, and maybe even a little group therapy. You are not alone—so let's talk about it.

Presenters: Jeff Logan, Anna Trindade, Kristan Johnson, Jeff Hebert, Megan Wilske, Chela Cottrell

Track: Management & Supervision

- **Ground is Ground the World Around**   **2:00 PM**

    This would be a modified version of a presentation Bill gave to his broadcast colleagues. Here is a link to the YouTube video of the presentation: https://www.youtube.com/watch?v=Q2BCpAyfwh4&t=1932s&ab_channel=TheBDRnet Examples of modifications would include addressing audio within a dispatch center vs. in a music studio.

    Presenters: William Ruck   Track: Radio & Wireless Technologies

- **The Power of Coaching and Mentoring in Shaping Healthy Dispatch Environments** **2:00 PM**

    Emphasizing the belief in individual wholeness and creativity, coaching transforms the workplace, while mentoring offers personalized support, helping dispatchers navigate the challenges of being a first responder. This dual strategy enhances performance, prioritizes well-being, and fosters resilience, resulting in a supportive control room environment that improves morale and ensures staff retention for a more positive and healthier workplace.

    Presenters: Shannon Polito   Track: Wellness

- **Applying Systems Thinking to Projects, Programs, & Life!**   **3:00 PM**

    Systems Thinking helps ensure you've thought of everything! Systems Engineering is used heavily within the Department of Defense (DoD) and aeronautical industries but not others - YET. By applying a systems thinking approach to projects and programs, it helps ensure you're not only building the system right, but you're building the right system in the first place.

    As we grow in our careers from a disciplined subject matter expert, we start to see commonalities across disciplines and technologies. By applying a systems thinking mindset, and using a well-developed Systems Engineering toolset, you can learn to apply systems engineering processes.

    Presenters: Susan E. Ronning, PE, PMP ASEP   Track: Emergency Preparedness

- **One Team, One Mission: Uniting Sworn and Civilian Leaders**   **3:00 PM**

Public safety organizations rely on strong partnerships between sworn and civilian leaders to fulfill their mission to protect and serve the community. However, differences in training, background, and organizational culture can sometimes create divides between these groups, weakening collaboration and operational efficiency.

This session, "One Team, One Mission: Uniting Sworn and Civilian Leaders," addresses the critical need to bridge these gaps and build cohesive leadership teams.

Presenters Anna Trindade, Fire Telecommunications Coordinator, and Bryan Carr, Fire Chief, both of the Stockton Fire Department, will share their experiences leading from different sides of the badge to foster a culture of teamwork, communication, and mutual respect.

Attendees will explore the root causes of misunderstandings between sworn and civilian personnel and learn practical techniques for strengthening professional relationships across these roles. Topics will include communication best practices, fostering mutual trust, leadership styles that transcend organizational silos, and real-world examples of successful sworn-civilian partnerships.

Designed for leaders at all levels—whether managing dispatch centers, patrol units, fire services, or administrative divisions—this session provides actionable tools and insights to help attendees champion a "one team" culture within their own organizations.

Participants will leave better equipped to build trust, empower their teams, and lead with unity of purpose, ensuring stronger, more resilient public safety operations.

Presenters: Anna Trindade   Track: Management & Supervision

- **Defending Your Spectrum - The Licensee's responsibility to protecting their spectrum & operating privileges**   **3:00 PM**

    Best practices that should be incorporated to eliminate the interference issues that are being experienced by licensees nationwide. The presentation will focus on licensee responsibility as well as licensee authority to control any devices on their LMR radio networks.

    We will discuss FCC rules sections:

    90.427 – Precautions against unauthorized operation

    90.433 – Operator requirements

    90.219 – Use of signal Boosters

    13.21   – Signal Boosters

    19-1255 – FCC Public Notice

In the United States the use of all telecommunications devices is regulated by the Federal Communications Commission (FCC). The FCC established a set of laws that outline the responsibilities and authorities of all FCC Part 90 public safety LMR licensees. Unfortunately, over the last 7 to 10 years both the industry as well as licensees have not followed the FCC laws resulting in serious LMR interference problems. Surprisingly, many licensees do not understand their obligations to their license, nor do they understand their authority under the FCC rules. In this session we will bring together licensees, equipment manufacturers and engineering consultants to discuss the best way to turn the tide by following the intent of the FCC rules and eliminating interference and licensing issues.

Presenters: Greg Glenn   Track: Radio & Wireless
                                                                        Technologies

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- **Resilience & Longevity - Embracing Change**   **3:00 PM**

    Embracing change is a fundamental element of building resilience and increasing longevity. Resilience is the ability to adapt to change, bounce back from setbacks, and thrive in the face of adversity. Longevity is a "long life", ideally a long and healthy life.

    It is scientifically proven that better resilience contributes significantly to exceptional longevity. Policies and programs aiming at the promotion of wellbeing and resilience among employees ought to be on our agendas, if not already.

    Presenters: S. Diane House, PMP   Track: Wellness

- **NG9-1-1 in Action: What You're Missing, What's Coming, What's Next**   **4:00 PM**

    With NG9-1-1 deployments happening at home and across the country, are you ready for everything it has to offer? In this session, we'll demystify the core elements of your ESInet and NGCS, clarify what's working behind the scenes, and explore the capabilities you may not be using yet. Then, we'll shift to the call handling environment and show how new layers of information can enhance, not overwhelm, telecommunicators, with smarter integration and tools built for what's next.

    Presenters: Jared Hertzler, Nora Ligrani   Track: 9-1-1 Ops/Frontline
                                                                        Telecom

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- **Reducing Telecommunicator Overload with ASAP**   **4:00 PM**

    Public safety telecommunicators are navigating increasingly complex workloads, from alarm call handling to resource dispatch and situational monitoring. This session focuses on how the Automated Secure Alarm Protocol (ASAP) eases this burden by automating the flow of data from monitoring centers to PSAPs. By reducing manual data entry, minimizing human error, and expediting response times, ASAP allows telecommunicators to focus on higher-priority tasks—ultimately improving operational outcomes and job satisfaction.

    Presenters: Karen Carlson, Ron Dunn   Track: Radio & Wireless
                                                                        Technologies

- **Introduction to Radio for Dispatch; What is behind the console**   **4:00 PM**

    Public Safety radio systems have become quite complex and hide the "how and why" from the users. Dispatchers have also been inundated with new technologies. This forces them to focus on the tasks and therefore lose some of the knowledge that was common in the past. Many find it valuable to be reintroduced to the technology to dispatch staff and management, without having to have them become an 'expert'.

    We provide a basic understanding of the systems and their operation. This enables a working vocabulary of radio communications, helping dispatch staff communicate with the technicians and vendors. It also helps them communicate requirements and issues with managers and administrators.

    Presenters: Neil Horden   Track: Radio & Wireless
    Technologies

- **Saving Everyone But Yourself? Let's Change That**   **4:00 PM**

    As 9-1-1 professionals, we are wired to put others first—at work, at home, and everywhere in between. But when serving others comes at the cost of our own well-being, it's only a matter of time before we feel the impact. In this personal and insightful session, Jeff Logan shares his own journey of realizing the cost of always putting himself last—and how he made the choice to change. You'll walk away with practical ways to invest in yourself, understand that it's not too late to prioritize your health and happiness, and learn why self-care isn't selfish—it's survival.

    Presenters: Jeff Logan   Track: Wellness