

Virginia NENA / APCO



Spring Conference May 8th-10th, 2023
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Virginia NENA / APCO Spring Conference CONFERENCE EVENTS

Monday, May 8th Pre-Conference 8am – 5pm

ENP Bootcamp – Presenter: Sid McConahy, Mission Critical Partners

Those who have been there will tell you: Preparing for the Emergency Number Professional Certification exam is no simple task. But they'll also tell you that taking part in a study group is one of the best ways to ensure you're ready! This workshop starts off with an overview of ENP application and exam scheduling processes before jumping into a cram session to begin getting you ready to ace the test!

You will leave the workshop better prepared for the ENP exam and with an increased general knowledge of the main ENP exam topic areas, including telephone, radio, PSAP infrastructure, NG9-1-1, human-resource issues, and more. We'll also keep it fun and lively by playing a few rounds of "ENP Jeopardy!" and provide you with learning techniques you can use when you return home to maximize the effectiveness of your study time and improve your information retention levels.

Monday, May 8th Pre-Conference 8am – 5pm

Life Worth Living – Dr. Melynda Keatts & Chief Stephen Keatts

This training focuses on making healthy changes in lifestyle and home support systems that can make a difference in how well the individual can manage potentially traumatic events when they come. It is preventive in nature but is helpful for those who already have trauma experiences as well.

This training is not about how to overcome trauma after the fact. There are programs and initiatives in place that work well when used. The resilient lifestyle is one that offers support and positive experiences outside of the job, increasing life satisfaction, which can also help increase the tenure of a first responder in their career.

We will talk about trauma and its impact and offer a brief overview of some of the treatment options. However, the primary focus of the training is to help learn healthy relationship and communication skills, develop a more positive mindset and stronger support network, as well as identify some new sleep and stress management skills.

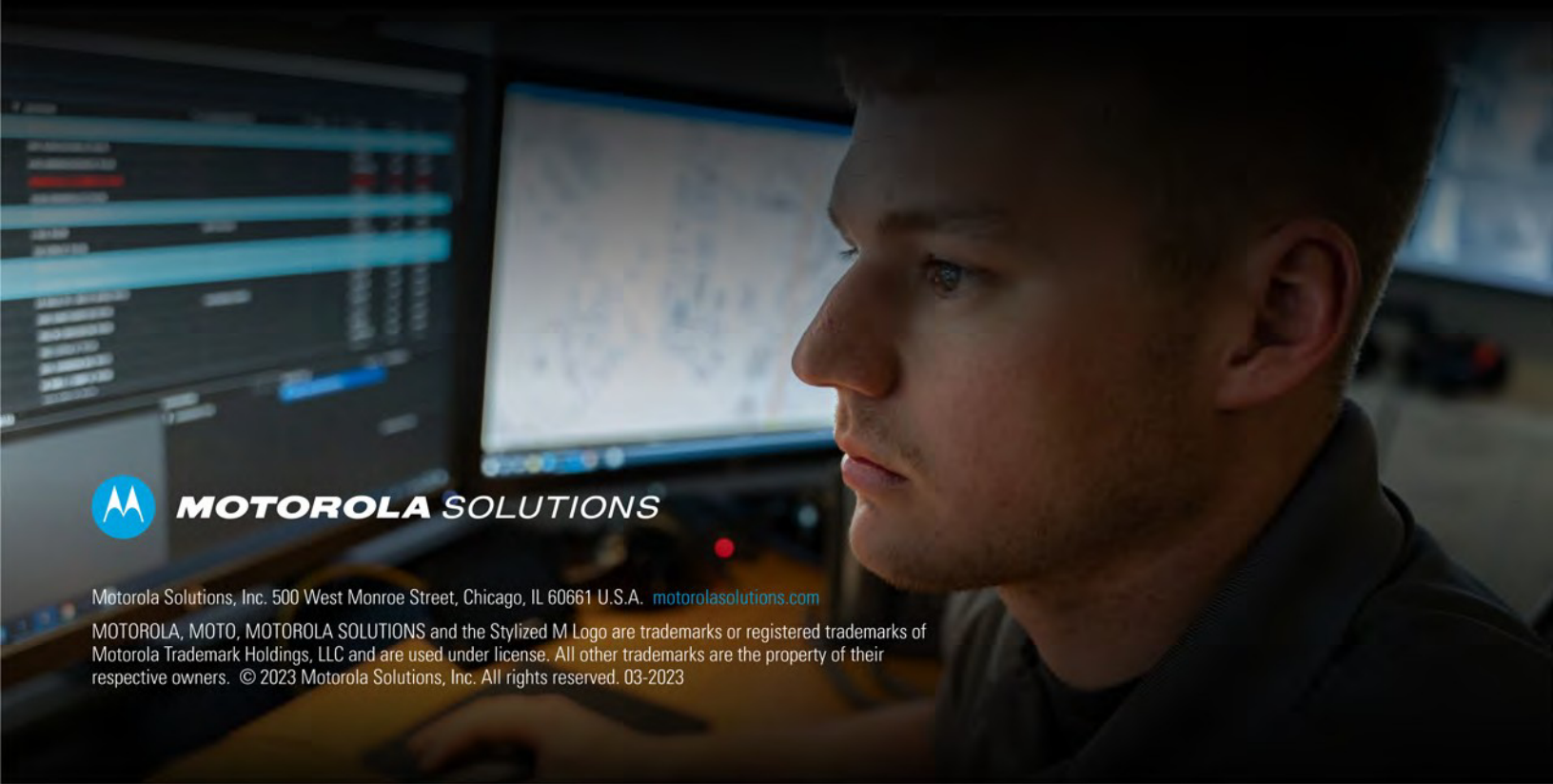
This is an 8-hour training class created by Dr. Melynda Keatts and presented along with her husband, Chief Stephen Keatts. Dr. Keatts has a PhD in Industrial/Organizational Psychology and a Master's in Human Services, Mental Health Counseling, both degrees from Capella University. She works as a Licensed Professional Counselor and is also a Certified Substance Abuse Counselor. Stephen Keatts is the Chief of Poquoson Police Department and retired from the Roanoke City Police Department after 26 years of service there. We hope you will join us as we work toward a Life Worth Living.



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Atos Public Safety's mission is to serve the nation's First Responder community as their NG9-1-1 transformation partner, designing custom communication ecosystems leveraging existing investments and assets using Atos' proven IT modernization methodologies. Atos is the company known and trusted around the world for complex IT program management, bringing the Public Safety industry an end-to-end managed, secured NG9-1-1 network infrastructure.

In the US, Atos Public Safety is working within the 9-1-1 sector arena to modernize, migrate and optimize the way our industry communicates. Using our expertise with carrier grade voice and data delivery systems, Atos brings to the US market proven qualifications, technical leadership and demonstrated expertise in NG9-1-1. Atos is the only company who has deployed carrier-grade, multimedia empowered, private IP network domains with policy and skills-based routing schemes serving domains with over 500,000 calls per day.

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INTRADO



Virginia NENA / APCO Spring Conference

Monday, May 8 th , 2023		
7:00AM – 3:30PM	Conference Registration Open	Location: Conference Foyer
8:00AM – 5:00PM	ENP Bootcamp	Location: Piedmont Room C
8:00AM – 5:00PM	Life Worth Living	Location: Allegheny Room C
1:00PM – 3:00PM	OEMS Communications Committee	Location: Allegheny Room A
3:00PM – 5:00PM	APCO Executive Board Meeting VA Chapter of APCO	Location: Allegheny Room A
3:00PM – 5:00PM	NENA Executive Board Meeting VA Chapter of NENA	Location: Piedmont Room A
5:00PM – 7:00PM	NENA/APCO Board Dinner	Location: Colony A,B
8:00PM-10:00PM	Conference Registration Open	Location: Conference Foyer
8:00PM – 10:00PM	2023 Spring Conference Welcome Reception	Location: Virginia F & Virginia Lawn



Tuesday, May 9th, 2023

7:00AM – 3:30PM	Conference Registration Open		Conference Foyer	
7:00AM – 8:00AM	Breakfast Buffet		Location: Virginia Foyer	
8:00AM - 8:15 AM	Opening Session: Welcome and Introductions		Judson Smith, VA NENA President Sonny Saxton, VA APCO President Location: Virginia Room DEF	
8:15AM – 8:30AM	State and National Updates		Location: Virginia Room DEF	
8:30AM – 9:20AM	Keynote Address Location: Virginia Room DEF		Dru Clark	The Spirit of Leadership - Unlock the Leader Within
9:20AM - 9:30AM	BREAK			
Session One				
9:30AM - 10:30AM	Track: Telecommunicator Location: Allegheny Room C	Where is she now? The Closure Conundrum	Valerie D'Intino	This class was developed to address the unresolved secondary traumas that many of us carry with us throughout our career. We will explore how it affects us and how to combat it.
9:30AM - 10:30AM	Track: Miscellaneous Location: Piedmont Room B	5 Tips to Manage the Unknown	Tony Guido	Preparing for the unknown can seem like forecasting the weather in 2025 and without your own time machine the thought of managing weather events, pandemics and other disasters can feel like herding cats across an ocean. In this session we will look at 5 tips to prepare your center to shift on the fly by focusing on the challenges in front of you while not missing the day-to-day objectives. Learn to prepare policies, procedures and other initiatives to make a smooth transition when you Manage the Unknown.
9:30AM - 10:30AM	Track: Technology Location: Piedmont Room C	Unifying Cyber Security & Physical Security for your Emergency Communications Center	Cheryl Giggetts	With the recent increase in cyberattacks, the need for resilient communication center security has become a serious issue. Can you recover from a cyberattack, or other unexpected security breach? All security threats must be considered when planning to ensure continuity of service and reliable communications for communication centers. This presentation will provide key information on designing, planning, and implementing security and resiliency throughout your technology infrastructure.
9:30AM - 10:30AM	Track: Leadership/Management Location: Allegheny Room B	Legislation Roundtable	David Bailey, Jim Turpin, Sonny Saxton, Jenny Rosenfeld	Special Guests: David Bailey and Jim Turpin along with VA NENA/VA APCO Legislative Co-Chairs, Jenny Rosenfeld and Sonny Saxton will provide information on our recent legislative session adventures along with some quick tips for our next session.
10:30AM – 10:45AM	BREAK			

Session Two				
10:45AM - 11:40AM	Track: Telecommunicator Location: Piedmont Room B	You're Going to Be Stressed: A CTOs Guide to Prepare for the Job ahead	Kris Nichols	You're Going to Be Stressed: A CTO's Guide to Prepare for the Job ahead. Objective One: Define stress and briefly discuss what it does to your body and how it can negatively affect you long term Objective Two: Discuss ways to manage the body's stress response and the benefits of creating a personal response plan Objective Three: Discuss Stress and Stress Management in the context of being a Dispatcher If you are a 911 dispatcher, it's a safe bet to say that you have been, currently are, or will be stressed out in this profession. If stress is starting to affect your life and job, it doesn't have to be your downfall. This session is geared towards all 911 dispatchers (trainees to seasoned vets) that want to understand more about stress and learn how to help manage it in their daily life. We will discuss the science of the stress response, how to complete the stress cycle, and ways to manage your stress by changing your mindset while working on the dispatch floor.
10:45AM - 11:40AM	Track: Miscellaneous Location: Allegheny Room C	Public Expectation and the Evolution of 911	Josh Robinson	The public safety industry has seen major technological advancements from location accuracy to additional data over the past few years. Today, new solutions enable data delivery from non-human initialized incidents directly to the screens of telecommunicators, sometimes before the phone even rings. This session will discuss public expectations of 911 and how additional data can reduce stress and lessen anxious moments under the headset.
10:45AM - 11:40AM	Track: Technology Location: Piedmont Room C	It's a Marathon not a Sprint	DeeDee Wilson, Zach Beckner	Software projects are ever-evolving, complex long-term events. This session will cover how to develop your project team to successfully manage change during the implementation along with preparing a training program for long-term success.
10:45AM - 11:40AM	Track: Leadership/Management Location: Allegheny Room B	Leading During Times of Crisis	Jeff Dodson	During this presentation Police Chief Dodson will discuss leading through various crisis events. These crisis events can be internal with your agency and external, outside of your agency. Handling internal stakeholders, external stakeholders, the media, and government officials.
11:40AM - 11:50AM	BREAK			
11:50AM - 1:35PM	2022 APCO Awards Luncheon			
1:35PM - 1:45PM	BREAK			
Session Three				
1:45PM - 2:45PM	Track: Telecommunicator Location: Allegheny Room C	20-TO-LIFE	Nicole Lewis	This presentation discusses solutions for the unique problems facing communications center staff with significant years on the job. While serving is an honor, it can feel like a discussing a "life sentence" when talking to new co-workers about our many years on-the-job. Especially when our years of service is a greater number than their years of life. Participants will walk away with ways to stay engaged and relevant in the constantly evolving dispatch environment. (and some comedic relief, too).

<p>1:45PM – 2:45PM</p>	<p>Track: Miscellaneous Location: Piedmont Room B</p>	<p>Collaborative 9-1-1 and GIS Programmatic Opportunities</p>	<p>Dorothy Spears-Dean, Rich Troshak, Terry Hall, Jeffrey Dodson, Michele Surdam, Judson Smith</p>	<p>As full statewide deployment of Next Generation 9-1-1 (NG911) approaches, there opportunities to work collaboratively to address critical issues impacting PSAPs in Virginia. Panel discussion participants are Terry Hall, Chief Jeffery Dodson, Michele Surdam, and Judson Smith all representing our Virginia 9-1-1 Services Board and Committees, along with 9-1-1 and Geospatial Services (NGS) Bureau Chief Dorothy Spears-Dean. Please join us to learn more about future initiatives and opportunities.</p>
<p>1:45PM – 2:45PM</p>	<p>Track: Leadership/Management Location: Allegheny Room B</p>	<p>Project Management for Non-Project Managers</p>	<p>Dr. Cherise Cobb</p>	<p>Leaders on all levels are faced with having to take lead projects and assignments. The Project Management for Non-Project Managers training can aid in organizing how the project manager or project leader approach and completes any project using PmBok's methodologies. The Project Management for Non-Project Managers will raise participants' awareness of the tools and processes of project management that has a beginning and end date. These approaches will allow project leaders to collaborate successfully on any project or assignment; which can be the most important part of the project management process. In this case, developing a project charter that outlines the work effort, budget, and support of the project can aid leaders on all levels to have a successful project outcome. In addition, having a clear and concise understanding of the shared language of terminologies used by managers, supervisors, and even peers who are supporting completing the project and/or assignment. Learning Objectives 1. Define Project Management - small 'p' - small 'm' 2. Accurately describe two (2) project management tools 3. Explain the Five Phase methodologies in PMBok's Project Management Book.</p>
<p>2:45PM – 3:45PM</p>	<p>ICE CREAM BREAK & Dedicated Vendor Hall Time</p>			
<p>Session Four</p>				
<p>3:30PM – 5:00PM</p>	<p>MEETING Location: Allegheny Room A</p>	<p>Region 42 (VA) 700 MHz 800 MHz Regional Planning Committees Meeting</p>	<p>Rich Troshak</p>	<p>The 700 MHz meeting will convene at 3:30 p.m. and the 800 MHz will convene immediately following. All interested parties wishing to participate in planning for the use of public safety spectrum in the 700 MHz and 800 MHz bands within Region 42 should plan to attend</p>
<p>3:45PM – 4:45PM</p>	<p>Track: Telecommunicator Location: Allegheny Room C</p>	<p>Motivational Leadership in Public Safety Communications</p>	<p>Rich Troshak</p>	<p>Challenging working conditions and stress can leave your Emergency Communication personnel unmotivated and less productive. This course provides motivational techniques you can use to enhance the 9-1-1 work environment. Explores leadership styles and how they impact morale. Encouraging healthy attitudes and professional development in the workplace can help prevent unnecessary turnover and burnout.</p>
<p>3:45PM – 4:45PM</p>	<p>Track: Miscellaneous Location: Piedmont Room B</p>	<p>Building a Successful Communications Center Culture</p>	<p>Sheila Ragan, Tracy Zingg, Doug Campbell</p>	<p>The communications center environment is stressful, how can you implement the small things necessary to develop a positive environment day in and day out? We know it is easy to recognize the big things, celebrate a key milestone, or attend an annual conference, that makes a big impact, but that is not daily experiences in a communication center. We will be describing the best practices to plan and implement characteristics that will lead your team to a confident atmosphere of culture understanding within the communications center. How do you provide encouragement and handle difficult tasks in communications centers? Our panel will share with you what they have implemented in their centers that built a foundation for a positive culture and continues to support a productive environment.</p>

3:45PM – 4:45PM	Track: Technology Location: Piedmont Room C	Technology Integrations – Making the Most of What You Have	Rodney Watson, Ashlee Swilling	This presentation is based on the technology in today's PSAP and how to get the most out of it. The discussion will focus on the PSAP's current technology and how to get the most out of integrations and audits for best practices. This will be an interactive discussion where we will facilitate members discussing how they use NextGen 9-1-1, the integrations they use, and performing system audits for the most current integrations and uses.
3:45PM – 4:45PM	Track: Leadership/Management Location: Allegheny Room B	NENA: How Can I Help	Erin Malloy, Melanie Jones, Judson Smith, Jenny Rosenfeld	Have you ever wondered what it means to get involved with NENA on a Chapter level or National level? What is the time commitment? What is involved? This is a Q&A session to answer any questions you have.
7:30PM – 9:30PM	Entertainment Night	Location: Precarious Beer Project 110 S Henry St (You may walk or trolley over)		<i>Located in the Heart of Williamsburg, Virginia. A Home for Beer Lovers and Chance Takers.</i>



Wednesday, May 10th, 2023		
7:30AM - 8:30AM	Breakfast Buffet	Location: Virginia Foyer
8:30AM – 9:00AM	APCO MEMBERSHIP MEETING	Location: Virginia Room DEF
9:00AM – 9:45AM	NENA MEMBERSHIP MEETING	Location: Virginia Room DEF
9:45AM – 10:00AM		BREAK

Session Five				
10:00AM – 11:00AM	Track: Telecommunicator Location: Allegheny Room C	Training Program Transformation	Nicole Lewis, Jan Farruggio, Sonny Saxton	Do you need to transform your training academy? Are you training for perfection or proficiency? Join us for discussion on how we are improving trainee performance and retention with a structured in-house training academy. Attendees will gain methods to equip new hires with core competencies, create a tiered program with realistic performance expectations and monitor for effectiveness.
10:00AM – 11:00AM	Track: Miscellaneous Location: Piedmont Room B	Virginia Interoperability	Gabe Elias	Where do you fit in the Interoperability Continuum? Virginia's Statewide Interoperability Coordinator (SWIC) will update attendees on statewide communications projects, systems, and training. Topics will include COMLINC, STARS, local radio systems, alerts & warnings, and more. We'll discuss ways for telecommunicators and others can make connections, build networks, and solve problems. Interoperability starts and ends with people, relationships, and choices, so let's start building!
10:00AM – 11:00AM	Track: Technology Location: Piedmont Room C	The Concept of Operating in a Virtual Environment	Cheryl Giggetts, Doug Campbell	This session will focus on the concept of a virtual communications center. Utilizing current technology to enhance operations and to develop practices that will fully embrace how centers can operate in a virtual environment. The virtual communications center ranges from having employees working off site to multiple brick and mortar PSAPs sharing remote or centralized resources. Continuity of operations plans can include virtualization, allowing for centers to continue to function off site. The virtualization of the center operations will be impacted by changes in technology, security, support systems, policy, and operational practices. The items to be covered during this session will include: What is a virtual communications center? The different types of virtual communications\dispatch centers Technologies that allow for virtual dispatch center operations. Security Cybersecurity requirements Physical Security needed Managing Operations and Personnel in a virtual environment. Continuity of operations using Virtualization 3 objectives <ul style="list-style-type: none"> â€¢ Understanding the different types of virtual dispatch centers â€¢ Providing an understanding of technologies utilized in virtualization â€¢ Comprehend the security requirements for Dispatch Center virtualization This session will focus the concept of a virtual communications center. Utilizing technology to enhance operations and to develop practices that will embrace how dispatch centers can operate in a virtual environment. Virtual dispatch centers range from having employees working off site to PSAPs sharing remote or centralized resources. Continuity of operations can include virtualization, allowing for dispatch centers to continue to function off site.
10:00AM – 11:00AM	Track: Leadership/Management Location: Allegheny Room B	Customer Service, Who C.A.R.E.S.?	Dru Clark	As emergency communicators we are the voice of the customer, yet we often find ourselves at odds with those we serve. This session explores how we can bridge the gaps between customer service, customer experience, and customer care using the CARES model. There are many barriers to upholding great service, but through interactive exercises and group dialogue, we will explore concrete solutions to bringing our best selves to service.
11:00AM – 12:30PM	LUNCH AND KAHOTS (911 Trivia!!)			

Session Six				
12:30PM – 1:30PM	Track: Telecommunicator Location: Allegheny Room C	911 Dispatchers & Compassion Fatigue: Signs & Symptoms of Compassion Fatigue & Vicarious Trauma	Angela Johnson	Objectives: What is Compassion Fatigue? Discussing the differences and similarities between compassion fatigue, vicarious trauma and PTSD Challenges to the mental health of the telecommunicator Physical, emotional and behavioral impacts of daily and cumulative stressors Auditory Witness Worst Case Scenario Rule Increasing Resiliency Self-Care: What is it and why is it so important but is always last on our list! Mindfulness Peer Support Seeking mental health support
12:30PM – 1:30PM	Track: Miscellaneous Location: Piedmont Room B	Telecommunicator Roundtable	Erin Malloy, Jenny Rosenfeld	This is a time for you to talk about issues or ask questions with your peers
12:30PM – 1:30PM	Track: Technology Location: Piedmont Room C	Location Information & GIS for 9-1-1. How Does it Work and How is it Changing?	Matt Gerike	Location information is critical to quick and effective emergency response. GIS is a source of accurate and up-to-date location information and contextual information. Over the years, standards, systems, and software have brought GIS and 9-1-1 closer together, and the pace of change is speeding up with Next Generation 9-1-1, supplementary software, continued standards development, and new federal regulations regarding multi-line phone systems, dispatchable location, and z-axis. This session explains how location information, GIS data, and 9-1-1 systems must and may work together now and in the future.
12:30PM – 1:30PM	Track: Leadership/Management Location: Allegheny Room B	The 5 Ws (who, what, where, when, why) + How of 911 Recruitment & Retention	Christian Gulotta	911 recruitment and retention continue to be a challenge for PSAPs across the country. 911 leaders must take a new approach to solve these problems. By taking an objective look at current processes, and using a different lens to view the people, procedures, logic, reasoning, and data behind these obstacles, success can be achieved with new outcomes. By focusing on the who, what, where, when, why, and how of recruitment and retention within your agency, leaders will be able to identify deficiencies within the recruiting, hiring, and onboarding process, as well as deficiencies within their organization on a day-to-day basis. Leaders will be able to narrow their focus to root causes, and more importantly identify specific faults within the recruitment process, branding, and candidates and employees perceptions of their agency. 911 leaders will be able come to a conclusion that explains what draws people to your agency, what drives them out, and what areas can be improved upon to enhance employees quality of life as well as performance metrics. Additionally, 911 leaders will be able to identify why people would want to join their agency to pursue a long-term career in public safety, as well as management's role in retention.
Session Seven				
1:45PM – 2:45PM	Track: Telecommunicator Location: Allegheny Room C	Feedback Fluency	Valerie D'Intino	This session is a guide to help navigate the sometimes foreign language called feedback. We will identify the need for feedback and discuss some pitfalls and way to overcome them. At the end of this session you will have a formula for providing objective feedback, and we will explore the art of receiving feedback as well.
1:45PM – 2:45PM	Track: Miscellaneous Location: Piedmont Room B	Stress and Staffing Shortfalls Go Hand in Hand	Sheila Ragan, Cheryl Giggetts Panelist: Denice Crowder, Doug	No matter what, 9-1-1 calls must be answered 24/7/365. Staffing the center 24/7 comes with a lot of challenges. You have to deal with planned events - vacancies, vacations time , and not planned events - sick leave. Over the last two years PSAPs were thrown with another obstacle to add to the mix, COVID. They had to come up with new protocols and

			Campbell, Jada Lee	procedures that were changing frequently to keep their staff safe and the stress it was adding to their staff. Staff quickly became stressed, overworked, and overwhelmed. Especially since COVID, it has become harder to get qualified applicants to apply for vacancies. In this session it will be a round table discussion with Directors/Managers from three different agencies discussing their staffing shortages, hiring practices and what they had to do to overcome this situation or changes they made to help solve this problem.
1:45PM – 2:45PM	Track: Technology Location: Piedmont Room C	The Need for Quantitative Research in the PSAP	Tony Dunsworth	With a dearth of quantitative research in the operations of 9-1-1 centers, PSAPs are missing multiple opportunities to demonstrate the importance and effectiveness of services to the community. This could impact scheduling, funding, and community relations. This presentation will discuss the need for additional quantitative research projects and the possible benefits of collaborative research, including regional and state-wide projects.
1:45PM – 2:45PM	Track: Leadership/Management Location: Allegheny Room B	Leading Tomorrow's Pioneers	Kelly Kuhns	To discuss the hurdles faced by newly promoted supervision and apply it in a way that relates to Communications. Touching on topics pertaining to promotion in the workplace and how to really reflect on oneself after achieving advancement. Discuss "self-deception" and how we as leaders can change our mind-set to effect positive change within our organizations. Explaining the difference in perspective towards staff that are often described as "problem employees." Breaking down what a Supervisor's role really is and how to effectively transition into this new role.
2:45PM – 3:00PM	FINAL RAFFLE DRAWING – WIN AN APPLE WATCH			
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