

Washington State Chapter APCO Summer Conference 2010

Wednesday, June 23, 2010

08:00-8:30 Opening Ceremony/Breakfast-8:30-10:00 Keynote Speaker (Grand Apple South)
Captain Al Haynes-Teamwork in Crisis-The Story of Flight 232

	Golden Delicious		Blossom Harvest	Red Delicious W	Gala 1	Gala 2	Gala 3	Gala 4	Fuji 1	Fuji 2	Fuji 3	Fuji 4
10:15-12:00	John Caccamo-Where in the world are we going?	10:15 - 12:00	Joe Blaschka Introduction to 911/Public Safety Technology Part 1		Jan Harrison- "Readin' & 'Ritin'-What Were U Think'n"	Dick Dickinson-Non-Service Initiated Phones and Progress on Preventing Harassment	Crystal Ayco/Brent Fouse- You say "Jump!" and I say "Why?" Identifying the "What's in it for me?" to Motivation	MSAG TRAINING (Intrado/Qwest) Basic MSAG Administration	Sandy Saffell-What Happens in China Stays in China-NOT!!	Public Education Academy	Tony Harrison-Fingerprint or Blueprint... What You Leave Your Trainee With	Sheila Hanna-Wiles, Staffing and Employee Retention

12:00-12:30 Lunch/12:30-14:00 Keynote Speaker (Grand Apple South)
Mike Utley-Motivation

13:00-14:00	Balanced Systems	14:15 - 16:45	Joe Blaschka Introduction to 911/Public Safety Technology Part 2		Jan Harrison-Exceptional Leadership Unplugged	Dan Hally-Unraveling the Mysteries of Domestic Violence	Crystal Ayco/Brent Fouse-PTSD: Identifying Post Traumatic Stress Disorder in Callers, etc	MSAG TRAINING (Intrado/Qwest) Advanced MSAG Administration	Sandra Hare-Coping with Caring: A Guide to Burnout and Compassion Fatigue	Public Education Academy	Tony Harrison-Customer Service	Sheila Hanna-Wiles, Staffing and Employee Retention
14:15-15:15	Site Grounding											
15:30-16:30	Narrow-Banding (Mandatory)											

1700-19:00 VENDOR HALL OPENING SOCIAL (ORCHARD EXHIBIT HALL)

Thursday, June 24, 2010

8:00-8:30 Continental Breakfast Red Lobby (near registration)

8:30-9:30	Analog to Digital	8:30-12:00	Cleo Subido-Diabetes 8:30-10:00 Cleo Subido-HELP 10:00-12:00	John Garner-Microcell Service and the Difficulties of SMS (Texting to 911) 8:30-10:30	Joe Blaschka-IP for the Radio Tech	John Justice-Public Records Training and Retention for Comm Centers	Introduction to NG911 Presented by DDTI	T.P. McAtamney-So Now You're A Supervisor	Public Education Academy	Tony Harrison-Critical Incident Dispatching	Carol Bowser-"Juggling Intergenerational Conflict"
9:45-10:45	Going Digital P-25										
11:00-12:00	Next Generation Wireless Comm.										

12:00-13:45 LUNCH AND DEDICATED VENDOR TIME (ORCHARD EXHIBIT HALL)

14:00-15:00	Interface Standards	14:00 - 16:30	Cleo Subido-CPR		Joe Blaschka-IP for the Radio Tech	Nansen Malin-In Case of an Emergency: Break Glass and Tweet!	Geoff Rodgers-Hire for Behaviors... Train for Skills	Roles of GIS & MSAG Coordinator's in NG911 Deployment Presented by DDTI	T.P. McAtamney-Stress & the Dispatcher, Surviving the Console	Public Education Academy	Michelle Bennett-Building a Respectful and Bully Free Workplace	Carol Bowser-"Dealing with the Difficult, the Really Difficult and the Just Plain Ugly"
15:15-16:15	Regional Planning for Communications											

18:00-21:00 Hours—2010 APCO WASHINGTON CHAPTER AWARDS BANQUET (Grand Apple South (semi-formal))

Friday, June 25, 2010 8:00-9:00 Continental Breakfast (GRAND APPLE SOUTH)

KEYNOTE SPEAKER 9:00-10:30 and Closing
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