

**KEYSTONE STATE CHAPTER
Annual Conference Agenda
Friday, September 17, 2010**

8:00 AM – 09:00 AM

Registration/Full Breakfast – Held Outside Classrooms ABC

9:00 AM – 09:30 AM

Keystone NENA Chapter President Welcome – Classrooms ABC

Frank Janetti – Chapter President

Chapter Goals & Objectives

Frank will outline to the membership the Chapter's 2010 – 2011 Goals and Objectives

9:30 AM – 10:30 AM

911 Converging Technologies Track – Classroom A

Staff from PEMA & OPRS

PA State Radio System

In collaboration with PSAPs, PEMA and OPRS wish to establish Standard Operation Procedures (SOP) establishing 800 MHz talk group access reciprocity between state agencies and PSAPs. This includes a review of current interoperability capabilities and an open discussion on how to utilize them to the maximum benefit of both state and county stakeholders.

9:30 AM – 10:30 AM

Vendor Track – Library II

Bob Perks, President of Creative Motivation (AM Pugh)

How to Deal with the Angry Public

As a consultant with the State of Pennsylvania he has presented communications and motivational programs, to hundreds of thousands of state and municipal government employees.

His over 20 years in the nonprofit sector has provided first hand knowledge in the development of "Volunteers don't grow on trees...nurture the ones you have," a program presented to hundreds of non profits nationwide.

As an inspirational speaker and corporate trainer, he has addressed meetings, conferences, and civic organizations across the U. S., providing training and talks in the areas of motivation, people skills, change, stress management, the gender difference, creativity, and listening skills, as applied to business and personal development.

KEYSTONE STATE CHAPTER
Annual Conference Agenda
Friday, September 17, 2010

He is a featured columnist with international recognition on Beliefnet.com, with five million visitors to the site per month. Belief net also sends out some 170 million email newsletters each month by subscription (approx. 5 million per day).

9:30 AM – 12:00 PM

911 Trends Track – Classroom BC

*Wayne Sheppard, Associate Director, Training and Outreach
National Center for Missing & Exploited Children*

Super Session

Mr. Wayne Sheppard is the Associate Director of Training and Outreach for the National Center for Missing and Exploited Children (NCMEC). Mr. Sheppard is responsible for the facilitation of training and outreach programs designed to enhance law enforcements efforts in the investigation of missing and exploited children. Wayne will present from 9:30 a.m. to 12 p.m. The topic will be the ANSI Standard for Handling Cases of Missing and Exploited Children and the Resources of NCMEC.

10:30 AM – 10:45 AM

Refreshment Break – Outside Classrooms ABC

10:45 AM – 11:45 AM

911 Converging Technologies Track – Classroom A

Robb Wentzel, Director, 911 Bureau PEMA

PEMA's Report to the PSAP's

Robb will update the conference attendees on the state of 911 in Pennsylvania and the challenges they will face in the future.

911 Trends Track – Classroom BC

*Wayne Sheppard, Associate Director, Training and Outreach
National Center for Missing & Exploited Children*

Super Session Continued

12:00 PM

Lunch
Conference Ends