

**KEYSTONE STATE CHAPTER  
Annual Conference Agenda  
Thursday, September 15, 2022**

**7:30 AM – 08:30 AM**

**Registration/Full Breakfast – Held Outside Silver Maple I, II & III**

**8:30 AM – 09:00 AM**

**Conference Welcome – Silver Maple I, II & III**

**State of the Chapter**

*John Grappy – Keystone NENA Chapter President*

John will update the membership on the past year's accomplishments and give an overview of the conference agenda.

**National NENA Update**

*Erin Malloy, Northeastern Director, National NENA*

Erin will update the membership on the latest news from National NENA.

**9:00 AM – 10:00 AM**

**Operations Track – Silver Maple I**

*Anna Trout, Crisis and Diversion Director, Montgomery County Office of Mental Health  
Jessica Fenchel, Vice President for Adult Behavioral Health and Crisis Services, Access  
Services*

**How Are You Really? The Impact of Stress and Trauma on Work and Wellness  
Part 1**

Attendees are invited to join experts from the field of mental health crisis response to learn about the impact of trauma in high-stress careers and strategies for managing and maintaining wellness. Special attention will be given to assisting current (and future) supervisors in supporting workers and preventing burnout through effective supervision that includes compassion, self-care, and boundary setting. Together with the facilitators, attendees will define stress and trauma, learn the warning signs of burnout, compassion fatigue, and suicidality, and strengthen their ability to encourage help seeking behaviors.

**Technology Track – Silver Maple II**

Panel Presentation

**Emerging Technologies in PSAP Operations: Part 1**

The Commonwealth of Pennsylvania has pushed forward corporately to realize the full implementation of a statewide ESInet by 2024 for 911 call delivery. The significance of this achievement is not to be denied. However, we cannot allow this massive goal to be the end of the NG911 story. With the foundation of a statewide ESInet, what else is possible to continue improving and streamlining the vital service we

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provide to the public? Don't think this year or even next year. Rather, what can we start to research today for 3, 4, or 5 years from now?

This presentation will consist of a panel of subject matter experts that will provide topic specific content and lead a Q&A session following each topic talking point. Six topic-specific sessions will be discussed at 15-20 minutes each. Topics include:

- Z-axis and indoor mapping – Stacen Gross (GeoComm)
- ADR – Dave Sehnert (RapidSOS)
- Machine Learning/AI – Ken Baillargeon, Jason Ramsey, Ron Wilson (Motorola)
- Video – Sondra Wesley (Prepared911)
- Shared systems (logging) – Rich Geremia (Interaction Insights)
- Comtech – Doug Kesser
- PEMA – Bill Shertzer
- Session facilitator – John Geib (Bucks County)

**Vendor Track – Silver Maple III**

*Jim Rowe, Mission Critical Partners*

**Lessons Learned from 300+ PSAP Cybersecurity Assessments**

The presentation will share findings and trends from the 300+ security assessments the firm has completed in emergency communications centers nationwide. We will also provide tactical and strategic guidance on things you can do to protect your PSAP. Three key takeaways:

1. The top goals each agency should make to mitigate the risk of cyberattacks based on available funding.
2. An overview of public-sector agencies' most significant threats, particularly emergency communication centers.
3. Why an organization's most significant threat starts from within, and what to do about it.

**GIS Track – White Oak Library**

*Maurie Kelly, Director of PASDA*

**New Data and Services at PASDA**

This presentation will cover new data and services from PASDA. We will discuss new imagery and lidar, the PA Flood Risk Tool, and the data sharing initiative.

**Refreshment Break – Outside Silver Maple I, II & III**

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**10:05 AM – 11:00 AM**

**Operations Track – Silver Maple I**

*Anna Trout, Crisis and Diversion Director, Montgomery County Office of Mental Health*  
*Jessica Fenchel, Vice President for Adult Behavioral Health and Crisis Services, Access Services*

**How Are You Really? The Impact of Stress and Trauma on Work and Wellness  
Part 2**

Attendees are invited to join experts from the field of mental health crisis response to learn about the impact of trauma in high-stress careers and strategies for managing and maintaining wellness. Special attention will be given to assisting current (and future) supervisors in supporting workers and preventing burnout through effective supervision that includes compassion, self-care, and boundary setting. Together with the facilitators, attendees will define stress and trauma, learn the warning signs of burnout, compassion fatigue, and suicidality, and strengthen their ability to encourage help seeking behaviors.

**Technology Track – Silver Maple II**

Panel Presentation

**Emerging Technologies in PSAP Operations: Part 2**

The Commonwealth of Pennsylvania has pushed forward corporately to realize the full implementation of a statewide ESInet by 2024 for 911 call delivery. The significance of this achievement is not to be denied. However, we cannot allow this massive goal to be the end of the NG911 story. With the foundation of a statewide ESInet, what else is possible to continue improving and streamlining the vital service we provide to the public? Don't think this year or even next year. Rather, what can we start to research today for 3, 4, or 5 years from now?

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**Vendor Track – Silver Maple III**

*Jim Mullen, ATT – FirstNet Manager*

**FirstNet Public Safety’s Nationwide, prioritized Broadband Network Update**

This session will provide Education on FirstNet, Public Safety’s Nationwide, prioritized Broadband Network. Attendees will also hear updates on the impact FirstNet is having on Public Safety in Pennsylvania. Recent Planned and Emergent events where FirstNet priority and/or FirstNet Communications on Demand have served Public Safety will be discussed. Several items on the Exclusive FirstNet Roadmap and advances in “Push to Talk” with hands on Demos will be part of this interactive session.

**GIS Track – White Oak Library**

*Steve Kocsis, Cambria County GIS Director*

**Drones, the Supplements Your Agency Can Ingest**

Using drones to provide updated information in the 911 and emergency response environment. It starts with equipment, collaboration, and most importantly use. Just like any other tool, they might work OK when you need something--like using a wrench as a hammer. Tools work best when we use them as intended. At the least, a drone can provide a visual with coordinates; however, matching the intent with the expectations only takes a little understanding and coordination. The results pay forward. Cambria County will discuss their drone technology and implementation.

**11:05 AM – 12:00 PM**

**Operations Track – Silver Maple I**

*Tim Elbertson: Public Safety Education and Outreach Specialist, PEMA*

**Making the Invisible Visible**

We work in a business where we are mostly “heard” and not “seen.” As we face this critical staffing crisis, creating visibility about what we do is more important than ever. Join the discussion as we explore what’s worked (and what hasn’t worked) from your counterparts across the state, as well as an update on how PEMA is helping with this effort.

**Technology Track – Silver Maple II**

*Robert Barnham, Director, Pennsylvania State Police, Statewide Radio Network Division*

**PA-STARNet Update**

This presentation will provide an overview and updates on the statewide P25 radio system. Topics will include general information, history leading up to the decision to upgrade to P25, status, lessons learned, and an opportunity for questions and answers.

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**Vendor Track – Silver Maple III**

*Sondra Wesley, Prepared 911*

**What Every 911 Center Ought to Know About Livestreaming**

The technology has arrived after decades of anticipation. Livestreams of current events can now be presented from cellular devices in real-time to telecommunicators in 911 centers. "What Every 911 Center Ought to Know About Livestreaming" will guide attendees in adapting to Livestream technologies. We will look at common roadblocks in adopting technology for staff and administration. Developing a solid implementation plan, leading through change, Improving employee engagement, and how livestreaming benefits telecommunicators and responders.

**GIS Track – White Oak Library**

*Eric Jespersen, Executive Director - PA State Geospatial Coordinating Board*

**Base Map 2030 – First Look**

The goal of the PA BaseMap 2030 initiative is to change the way we make and share maps (and the data that connects to them) by identifying logical workflow changes and pathways for collaboration. PA BaseMap 2030 will help guide interagency and intergovernmental efforts on data development, ownership, funding, and sharing. The result will be a clean, well-maintained foundation of authoritative data on which our citizens can depend to be current and reliable.

**12:00 PM – 1:00 PM**

**Lunch – Served on the Aspen Retreat**

**1:00 PM – 2:00 PM**

**Exhibits Open – Aspen Room**

**Exclusive Vendor Hour – No classes held during this time.**

**2:00 PM to 3:30 PM**

**Operations Track – Silver Maple I**

**Technology Track – Silver Maple II**

C. Steven Lyle, MS, Paramedic, Executive Director, Emergency Health Services  
Federation

**Moving to a Three-Tiered EMS System**

Learn the value of incorporating the Intermediate level of EMS Care in your system (IALS), and how it is provided for in PA Law. Discuss the benefits and difficulties during the initial phase of implementation. Discuss existing dispatch protocols

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guiding the utilization of AEMTs. Is your 911 dispatch center ready for the new EMS paradigm??

**2:00 PM to 3:30 PM**

**Vendor Track – Silver Maple III**

*Josh Robinson, RapidSOS*

**Data Driven Dispatch**

Technology is advancing at a rapid pace and consumer companies have realized the value of sending near real-time event and profile data directly to emergency communication centers to empower better-informed responses. Learn about the evolution and future of these data sources and how they will change the way your center operates.

**GIS Track – White Oak Library**

*Justin Smith, Cumberland County GIS Coordinator*

**Address Challenges**

County GIS and PEMA's NG911 efforts are developing a high-quality address points layer. Comprehensive mapping of individual addresses is bringing to light address problems that existed before GIS and NG911 standards. This presentation will discuss addressing authority, address data workflow, NG911 requirements, and quality control. We will breakdown specific examples of addressing systems and problems.

**3:30 PM – 4:00 PM**

**Annual Keystone Chapter of NENA Meeting – Silver Maple I, II & III**

Virtual Connectivity is Available

**4:00 PM – 6:00 PM**

**Vendor Reception – Aspen Room**

Exclusive Vendor Hours

Enjoy fabulous food and drink while you visit the vendor displays.

**7:00 P.M. to 10:00 P.M.**

**30<sup>th</sup> Anniversary Festival – Pool Side**

Join your colleagues poolside and under the tent

A wide variety of food stations & a food truck with a local delicacy

Compete in the inaugural cornhole tournament with prizes

Golf driving and putting competitions

Or kick back and relax around a fire pit with some friends

*Hosted by PA NENA Executive Board, Conference Committee & Sponsoring Vendors*