KEYSTONE STATE CHAPTER
Annual Conference Agenda
Thursday, September 14, 2023

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 Geib – 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
Mark Fletcher, ENP, Northeastern Director, National NENA
Mark will update the membership on the latest news from National NENA.

9:00 AM – 10:00 AM

Opening Session – Silver Maple I, II & III
Jordan Chevalier, Corti; Andre Williams, Motorola;
Keshav Vasudevan, Prepared 911; Andrew Brandt, Twiin, Inc.
John Geib, Director of Emergency Communications, County of Bucks – Moderator
A.I. The Impact and Integration in 911

The term artificial intelligence has become a common focus of technology evolution in nearly every aspect of life and business. And the 911 community is included in that discussion. But what does A.I. implementation mean for your emergency communications center? For your operation? How does it integrate? What does it replace? How does it help achieve your public safety mission? Does it meet our security standards? Whether this is a new concept for your agency or you've done the research and already have a list of your own questions, come join the conversation and learn with us.

10:00 AM to 10:05 AM

Refreshment Break – Outside Silver Maple I, II & III

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10:05 AM – 11:00 AM

Vendor Track – Aspen Alcove
Bonnie Maney, Manager, Operations Domain, Mission Critical Partners, LLC
Addressing the Current Staffing Crisis by Thinking Outside the Box

Bonnie Maney is operations domain manager and a senior consultant for Mission Critical Partners. She has extensive experience in PSAP operations, emergency management, project management, regionalization planning and training for federal, state, and local public safety agencies.

This session will focus on the current drivers causing the acute staffing shortage that is afflicting public-sector organizations nationwide. Bonnie will explore potential solutions alternating the recruiting-and-hiring process, such as staffing augmentation and workforce optimization.

During this session, Bonnie will discuss recruiting and hiring strategies, staffing augmentation and workforce optimization.

Operations Track – Silver Maple I
Sara Sloat, Assistant Operations Manager, Lancaster County-Wide Communications
Celebrating and Engaging Your Employees During Telecommunicator's Week and Beyond

National Public Safety Telecommunicators Week is celebrated every year during the second week of April. It's a wonderful time to celebrate your employees for all of their dedication and hard work. What can PSAPs do throughout the year to show appreciation and boost morale in your center?

The presentation will include ideas to make your Telecommunicator's week celebration successful, no matter if your budget is big, small, or non-existent; ideas for activities that engage your employees throughout the year; ways in which PSAPs can give back to the communities they serve; and an open discussion about what other PSAPs are doing to add some fun into the workplace.

Technology Track – Silver Maple II & III
Robert McLafferty, 911 Coordinator, Butler County Department of Emergency Services
Frank Jannetti, Director – Mercer County Department of Public Safety
Shared Systems Review – Western PA Region
Tearing down silos and removing boundaries. It works!

How a multi county regionalization process has served to strengthen the agencies involved. With assistance from PEMA four Western PA counties have been able to successfully share phone, CAD, and radio systems. Many of the challenges and successes of this project could be anticipated. However, presenters will share not only the anticipated but also the unexpected challenges, successes and benefits of working together as regional partners.

GIS Track – White Oak Library
Stephen Kocsis, GISP, GIS Director, Cambria County
AI (Artificial Intelligence) and GIS
Well, I Didn't See That Coming, But All Those in Favor Say AI!

By now you've had to have heard of OpenAI, ChatGPT, DALL·E 2, etc. Headlines talk about AI creating images, enhancing existing photos, or conversational interpretations to make jokes. All jokes aside some very clever people have already demonstrated the power that has been unleashed. You may not be ready for this, but AI is here and available to do things with GIS. We can choose to talk about the way we've always done things, or we can move forward and tap into AI and GIS. This is a NG911 GIS modified encore of the PAGIS 2023 presentation: "All those in favor, say AI!"

11:05 AM – 12:00 PM

Vendor Track – Aspin Alcove
Jim Mullen, ATT – FirstNet Manager
FirstNet Adoption and Roadmap Update

This session will provide Education and updates on FirstNet for Public safety. It will review FirstNet, share updates on the positive impact FirstNet is having on Public Safety nationally and in PA. New technologies, already adopted by major Commonwealth of PA agencies, will be introduced. Continued advances in Interagency communications via PTT (Push to Talk), including new devices and Push to Video will be on display.

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Operations Track – Silver Maple I
Gene Good, 911 Operations Chief, Westmoreland County DPS
Working with your local resources to create a Mental Health and Wellness Program for your TCOs

The Westmoreland County Department of Public Safety has been working with the Westmoreland County Behavioral Health and Development Service's Emergency Behavioral Health(EBH) professionals to create a program to support the mental health and wellness of their TCOs.

The presentation will cover how the program was started, the training provided, and how EBH provides quarterly check-in with the TCOs. If time permits an open discussion will be held to talk about any lessons learned from your 9-1-1 Center related to mental health and wellness.

Technology Track – Silver Maple II & III
Michael Metz, Senior Network Engineer
Pennsylvania Turnpike Commission
Safety Communications System Radio System Transition

The Pennsylvania Turnpike Commission (PTC) has an initiative to implement a new Safety Communication System to replace the existing conventional Land Mobile Radio (LMR) system. The Safety Communication System is used for roadway maintenance operations, incident response activities, facilities and interchange operations, authorized service providers, and county communications.

The presentation will include the history of land mobile radio communications within the PTC, the current system's technology, and the factors involved in transitioning to a cellular broadband push-to-talk solution. An overview will be presented on the Push-To-Talk-over-Cellular (PTToC) technology, the new devices and interoperability solutions, as well as transition schedule and communications with our EMS, Fire, County, Haz-Mat, and Towing incident response partners.

GIS Track – White Oak Library
Melissa Liebert, Technical Program Manager, NG Location Terrestrial & Wireless Networks at Comtech
NG911 and GIS Call Flow
The Most Important Piece of the Puzzle: How GIS Data is Used in the Next Generation 9-1-1 Call Flow

Almost half of the counties in the Commonwealth of Pennsylvania have transitioned to using geospatial call routing as part of a Next Generation 9-1-1 call flow, but what does that mean for Pennsylvania's GIS community. GIS is a vital component in successfully routing an emergency call to the correct Public Safety Answering Point (PSAP). Because of this increased visibility and importance, GIS data is under increased scrutiny and must be of the highest quality, which is it is having a profound impact on local data maintenance workflows, sharing agreements, and data partner reliance. This presentation will walk the audience through a Next Generation 9-1-1 call flow, the role GIS plays in the system, how PSAPs can prepare, and why high-quality data is vital to ensuring the 9-1-1 call arrives at the right place the first time.

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

Vendor Track – Aspen Alcove
Jared Steckel, Computer Technologies, LLC. (CTL)
SIEM & NG911 PSAP Cybersecurity

What is SIEM? Jared will provide an easy to understand overview of Security Information and Event Management systems and their importance. Additionally, he will review the current threat landscape, the most prevalent dangers to the PSAP, and what you can do right now to improve your agencies' Cybersecurity posture.

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Operations Track – Silver Maple I
Dr. Matthew Wintersteen, PhD, Thomas Jefferson University
988: An Update on Pennsylvania's Response to Behavioral Health Crises

In July 2022, the National Suicide Prevention Lifeline changed over to a 3-digit number 988 with little fanfare. One year later, this presentation will report on progress to address crisis calls, texts, and chats within Pennsylvania and efforts to improve collaboration with Public Safety Access Points.

Technology Track – Silver Maple II & III
Jeff Steiert, MCM Consulting Group, Inc.
Bill Shertzer, 911 Program Manager, PEMA
Telephony Bill Audits Pre and Post Transition to Statewide Audit

DRYZ, EMNT EVNT, FVNA, RTNA PRI, T1, DID, ALI Updates, Mileage, etc. are all items you may see on your monthly phone bills. But do you really know what you are paying for, and if all the circuits and services are actually being used? Jeff Steiert will guide you through a phone bill audit outlining what to look for and what to request from your telco's so you can fully understand your bills. Bill Shertzer will review what will stay on your phone bills and what will go away with the transition to the statewide network.

GIS Track – White Oak Library
Stephen Kocsis, GISP, GIS Director, Cambria County
Christian Przybylek, Geospatial Analyst for 9-1-1, PEMA
Cambria County 3D Mapping/Drones
NG911 GIS Updates Get Close to Real Life with 3D and Drones

Cambria County has recognized the importance of multiple resources to assist in address management and emergency response. Long before NG911 discussed unit level addressing Cambria had started its NG911 with that vision. Updating the foundation relies upon high quality imagery, 3D mesh, LiDAR, buildings, roads, and methods to deliver a full CAD integration. Catch up with Cambria, PEMA, and Fugro to find out about this project and how drones help fill in the times between basemap updates.

<u>3:30 PM – 4:00 PM</u>

Annual Keystone Chapter of NENA Meeting – Silver Maple I, II & III
The meeting will include an update on the status of state 911 legislation.

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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.

31st Anniversary Festival – Pool Side
Join us and your colleagues
Under tent, poolside
Cornhole tournament with prizes
Golf driving competition with prizes
Golf putting competition with prizes
Other yard games

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