

1996 APCO / NENA JOINT STATE CONFERENCE



September 9 - 12, 1996
New Bern, NC

WELCOME TO HISTORIC NEW BERN

On behalf of the Board of Directors for the North Carolina Chapters of APCO and NENA, we welcome you to New Bern for the first joint State Conference of these two outstanding organizations. For the past year, the Conference Committee from APCO and NENA, has worked many long hours, traveled hundreds of miles and made countless telephone calls to bring to our membership, an exciting, educational and enjoyable conference. It is our desire that this conference will become a landmark for the future, displaying the spirit of cooperation and unity as we all work towards the betterment of Public Safety Telecommunications.

Martha E. Hasty
President
NC APCO

Frank T. Thomason
President
NC NENA

**1995 -1996 Executive Board for the North Carolina Chapter of
APCO**

Martha E. Hasty
President

Dinah L. Jeffries
1st Vice President

Mike Moody
2nd Vice President

Don M. Mabe
Secretary/Treasurer

Glenn W. Griffin
At-Large Member

Marcia K. Simmons
At-Large Member

William L. Colley, Sr.
Executive Council Representative

**1995 - 1996 Executive Board for the North Carolina Chapter of
NENA**

Frank T. Thomason
President

Richard N. Taylor
1st Vice President

Dinah L. Jeffries
2nd Vice President

Brenda K. Hewlett
Secretary

John J. Jones
Treasurer

Lisa K. Linker
Immediate Past President

James D. Carr
Region A Representative

Z. Galantis
Region B Representative

Jerri K. Edmonds
Region C Representative

Cheryl W. Culnon
Region D Representative

Jimmy R. Jones
Region E Representative

Kevin R. Shook
Region F Representative

*On November 16, 1995, a joint meeting of the NC-APCO Board of Directors and the NC-NENA Board of Directors was held at the Guilford County Emergency Services Building in Greensboro. At that meeting, it was unanimously agreed that the two organizations would proceed with planning a joint APCO/NENA Conference for 1996. A committee made up from each organization was appointed. It is this team of seemingly tireless, hardworking and dedicated professionals who bring you the **FIRST APCO/NENA JOINT STATE CONFERENCE**. If at any time during the conference you have a special need, problem or a kind word to say, please, let one of the committee members know.*

APCO

Geneva H. Nash
Conference Co-Chairperson
Registration/Treasurer

Donald M. Mabe
Vendors

Marcia K. Simmons
Publicity

NENA

Richard N. Taylor
Conference Co-Chairperson
On-Site

Dinah L. Jeffries
Programs

Brenda K. Hewlett
Hospitality

assisting committee members:

Roy D. Meredith - Registration, Publicity, Vendors
A. Chuck Mancillas - Vendors
Nick Waters - Programs, Special Events
Gwen Snowden - Programs, All Around Help
Pam Mack - Hospitality

GENERAL CONFERENCE INFORMATION

NAME BADGE

Your name badge is very important! With so many people from across the State attending, it allows all of us to get to know each other better. Plus, it saves embarrassment if you can't remember someone's name. Please wear your name badge at all times.

DRESS

Regular business attire is **not** recommended. The conference is not only an educational experience, but, it's also a relaxing experience. Casual attire is suggested for the majority of the conference. Semi-Formal dress is recommended for the Closing Banquet on Thursday night.

WORKSHOPS

A schedule of the workshops with descriptive information on each is included in this booklet. The workshops have been planned and scheduled to include areas of interest and importance to 9-1-1 personnel. Please note that there are three sessions running concurrently and will be repeated so you can attend the workshops of interest to you.

BALLOTS for OFFICER ELECTIONS

Ballots for election of Officers for NENA are due by 12 noon, Wednesday September 11. Ballots should be turned in at the registration table.

SOCIAL ACTIVITIES

This years conference features many "networking" opportunities for your enjoyment:

Tuesday.....8am.....Opening Session with Breakfast
Tuesday.....6pm.....Pig Pickin' at the Pool
Wednesday.....8pm.....The EMBERS at City Side Cafe
Thursday.....7pm.....Closing Banquet with Dinner,
Awards Presentations and
DOOR PRIZES!!

SPECIAL NEEDS

If you need any special assistance, contact any Chapter Officer so we can assist with special arrangements.

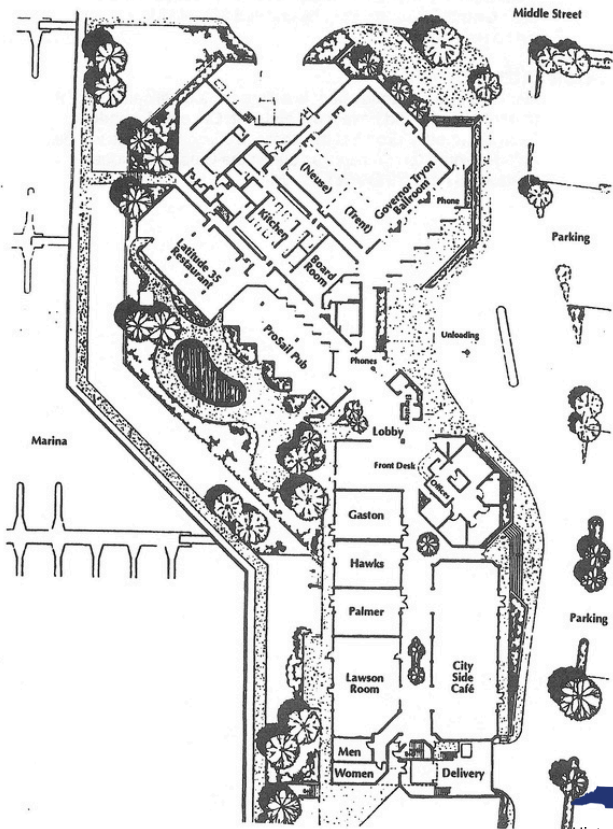
HOSPITALITY SUITE

The Hospitality Suite will be open at various times during the Conference in the "Boardroom" next to the vendor display area/Grand Ballroom. Stop by and visit with old friends and make new ones!

DOOR PRIZE DRAWINGS

Included in your "goody bag" is a door prize certificate. Take it to each vendor and have them stamp it. Once **ALL** vendors have stamped it, drop it in the door prize box. Drawings will be held for some fabulous prizes during the Closing Banquet.
YOU MUST BE PRESENT TO WIN.

MAP OF THE SHERATON GRAND FOR CONFERENCE ACTIVITIES



MONDAY, SEPTEMBER 9

8:00am

LAWSON ROOM

NATIONAL EXECUTIVE EMD CERTIFICATION COURSE

Hosted by Dr. Jeff Clawson, Medical Priority Consultants

- | | |
|--|---|
| * Brief History of EMD | * Elements of EMD Training |
| * Rationale of EMD | * Efficiency & Effectiveness |
| * Advanced MPDS Elements | * Complexion of a Comprehensive System |
| * Management of the Comprehensive System | * Commons Pitfalls of System Implementation |

(Registration for this course is separate from your Conference registration and can be paid at the beginning of the class)

9:00am

NEUSE / TRENT ROOM

NORTH CAROLINA SMARTNET USERS' NETWORK

Hosted by Motorola

- | | |
|--|--|
| * MTUG Report | * APCO Report |
| * Region 31 Report | * Report From Frequency Coordinator |
| * FCC News | * Roaming Update |
| * VHF/UHF/800mhz Patching/Roaming Scheme | * Coverage Testing Results - a Case Study from Charlotte/Mecklenburg |
| * LUNCH - Riverside Cookout | |

MONDAY, continued

5:30pm

LAWSON ROOM

BELLSOUTH 9-1-1 USER'S FORUM

Hosted by Bellsouth's North Carolina 9-1-1 Account Team

- * BellSouth Database Update
- * E9-1-1 PinPoint Service
- * BRC
- * Revised "Who To Call" List
- * Changes/Additions to Account Team

TUESDAY, SEPTEMBER 10

8:00am

GRAND BALLROOM

OPENING BREAKFAST AND CEREMONIES

- Presentation of Colors
USMC Color guard, Cherry Point Marine Corp
Air Station
- Invocation
To Be Announced
- Breakfast
- Welcome to New Bern
Tom Bayliss, City of New Bern Mayor
- Welcome to 1996 APCO/NENA Conference
Frank T. Thomason, President, NC-NENA
Martha E. Hasty, President, NC-APCO
- Opening Remarks and National NENA Update
John Ellison, National President, NENA
- Motivational "Kick-Off"
Jim Folks, Positive Momentum
- Telecommunicator Certification Update
Neil Allen, Chairman TS&T Committee
- Emergency Medical Dispatch
Dr. Jeff Clawson, Medical Priority Consultants

12noon

Break - Lunch On Your Own

3:00pm

LAWSON ROOM

North Carolina Chapter of APCO State Meeting

TUESDAY, continued

6:00pm

DECK / POOL AREA

MOTOROLA invites you to join them on the deck for a "Down East Pig Pickin' ". Plenty of food, fun and fellowship.

8:00pm

GRAND BALLROOM

*****VENDOR DISPLAY GRAND OPENING *****

This years conference features 38 of APCO and NENA's **BEST FRIENDS**. Come see the latest in state of the art 9-1-1 technology. Be sure to get your door prize ticket stamped.

10:00pm

BOARDROOM

Hospitality Room opens! Come join your friends and business associates in a relaxed atmosphere.

WEDNESDAY, SEPTEMBER 11

7:00am - 9:00am

GRAND BALLROOM

VENDOR DISPLAYS OPEN

Come see the latest in 9-1-1 technology and talk with the people "in the know". PLUS, enjoy a complimentary continental breakfast in the Vendor Display area.

9:00am - 9:50am

WORKSHOPS

1A - GASTON ROOM PUBLIC RECORDS LAW - David Lawrence

This session will begin with a general introduction to the law of public records in North Carolina, structuring this part of the presentation around some specific questions. It will then examine specific public records provisions involving public employee personnel records, 9-1-1 system records, and emergency management agency records. *David M. Lawrence is William Rand Kenan, Jr., Professor of Public Law and Government and assistant director in the Institute of Government, The University of North Carolina at Chapel Hill. At the Institute, he focuses on local government law and legal aspects of public finance.*

1B - HAWKS ROOM HAZARDOUS MATERIALS: AWARENESS LEVEL - Henry Sermons

How would you respond to a hazardous material incident? Do you know how to "translate" the placard markings? Do you know what questions to ask a caller reporting a HAZMAT incident? These and other hazardous material questions and answers will be the topic of discussion. A great workshop to "renew" your HAZMAT skills. *Henry Sermons is the retired Fire Marshal for Craven County. In his "retired" career, Henry works closely with Craven Community College and their fire and rescue training. Henry is also a volunteer with the Havelock Fire/Rescue Squad.*

WEDNESDAY, continued

1C - PALMER ROOM COMMUNICATION CENTER CERTIFICATION - John Ellison

NENA announces a program to certify 9-1-1 Communication Centers. John will unveil the concept and the criteria to receive this national accreditation. How does your center "measure up"? Come and discuss this new program with our national leader. *John Ellison is the 1996-97 National President of NENA and works with Shelby County 9-1-1 in Columbiana, Alabama.*

10:00am - 10:50am WORKSHOPS

2A - GASTON ROOM PUBLIC RECORDS LAW - David Lawrence see 1A for workshop description

2B - HAWKS ROOM HUMAN DYNAMICS: CREATIVE CONFLICT - Eileen Dowse

Conflict is natural - Conflict is a daily reality - Creativity is one of the most intriguing aspects of today's leaders. Conflicts can't be avoided but you can develop your capability to ensure that the outcomes of conflicts are productive rather than destructive. *Eileen Dowse is a national speaker, mediator and trainer with Human Dynamics Inc. Her expertise in the areas of facilitation, communication, creative problem solving and conflict management is drawn from more than 17 years of business experience throughout North America. Her use of humor and magic, distinguishes her as a speaker. She is a commentator for National Public Radio and produces and hosts the television show "Raleigh Talks".*

2C - PALMER ROOM DCI UPDATES FOR 1996 - Doug Kappler

DCI will present an overview of changes taking place on the system. Some of these changes are in the DMV registration file, the Domestic Violence Order File, NLETS access to out-of-state Sex Offender Registration Data, NLETS access to out-of-state Department of Correction Data and a new NCIC file called the Protective Orders File. Also, there will be a

discussion of the status of NCIC 2000, DCI's plans to eliminate the current dumb terminals replacing them with PC's and new legislation creating the Criminal Justice Information Network Board. *Douglas H. Kappler is a 24 year employee with the State Bureau of Investigation, Division of Criminal Information. With a BS degree from Appalachian State University, he is currently the Supervisor of the Crime Reporting and Field Services Unit.*

11:00am - 11:50am

WORKSHOPS

3A - GASTON ROOM LOCAL EXCHANGE PROVIDERS - UTILITY REPRESENTATIVES

Representatives from Telcos across North Carolina will participate in a panel discussion dealing with regulations related to local telephone service.

3B - HAWKS ROOM COMMUNICATION CENTER CERTIFICATION - John Ellison

see 1C for workshop discussion

3C - PALMER ROOM DCI UPDATES FOR 1996 - Doug Kappler
see 2C for workshop discussion

12:00noon - 1:30pm

LUNCH BREAK (ON YOUR OWN)

1:30pm - 2:20pm

WORKSHOPS

4A - GASTON ROOM RELAY: NORTH CAROLINA - Linda Nelson
How do you communicate over the telephone to a deaf or hard of hearing person without a TDD? In North Carolina, you can use RELAY, an interactive interpretation service. Ms. Nelson provides you with all the details of this wonderful service. *Linda Nelson is the Telecommunications Relay Service Coordinator with the NC Division for the Deaf and Hard of Hearing.*

4B - HAWKS ROOM HUMAN DYNAMICS: CREATIVE CONFLICT - Eileen Dowse

see 2B for workshop discussion

WEDNESDAY, continued

4C - PALMER ROOM *LIGHTNING STRIKES - Ernest Duckworth*

Ernie will talk on the means we have at our disposal to protect personnel and equipment from the dangers of lightning strike energy at 9-1-1 PSAP locations. This discussion will cover the theory of what a Ground Potential Rise (GPR) is and how to protect against it. His talk will cover the safety issues for personnel and the protection of selected equipment that is critical to the continued operation of the PSAP through a lightning strike. *Ernest Duckworth is the Vice President of the Power Products Division of Positron Industries, Inc. He is considered a national expert in Electrical Protection with 30 years experience in the field. Ernie has a Masters Degree in Electrical Engineering and is a Registered Professional Engineer. He is a Senior Member of the Institute of Electrical and Electronics Engineers and is a member of Strathmore's Who's Who.*

2:30pm - 3:20pm

WORKSHOPS

5A - GASTON ROOM *EMERGENCY CONTINGENCY PLANS - Bruce Williams*

During this session, you will learn why a Public Safety Communications Center needs a contingency plan. A review of the disaster at the Greensboro Police Department's Communication Center on November 9, 1995 will be conducted. There will be a discussion of the different methods of creating a contingency plan and the six major components of every PSAP and the back up resources necessary to develop a plan. *Bruce Williams is the Assistant Director of Communications for the Greensboro Police Dept. At 38 years of age, Bruce is a 13 year veteran with Greensboro and maintains a general instructor certification with the North Carolina Department of Justice Standards Division. He is responsible for communications training for Police recruits and members of the Departments Citizen's Academy.*

5B - HAWKS ROOM *HAZARDOUS MATERIALS: AWARENESS LEVEL - Henry Sermons*

see 1B for workshop discussion



**5C - PALMER ROOM PERSONAL COMMUNICATIONS SYSTEMS
BELLSOUTH**

The next "wave" in Communications is upon us, PCS, Personal Communications Systems. How will it effect you? How will it effect the 9-1-1 systems? The answers to these and many other "PCS" questions from one of the industry pioneers, BellSouth.

3:30pm - 5:30pm

GRAND BALLROOM

VENDOR DISPLAY AREA OPEN

5:30pm - 7:30pm

Dinner Break - On Your Own

7:30pm - 9:00pm

GRAND BALLROOM

VENDOR DISPLAY AREA OPEN

8:00pm - 12:00mid

CITYSIDE LOUNGE

Break out your "shaggin' shoes" and come ready to party! It's everyone's favorite party band, the fabulous RALEIGH EMBERS. It's a great mid-week, mid-conference break. Join old friends and make new ones while partying with the EMBERS!

THURSDAY, SEPTEMBER 12

7:30am - 9:00am

GRAND BALLROOM

VENDOR DISPLAY AREA OPEN

Come enjoy a complimentary continental breakfast courtesy of our special friends, the Vendors. Enjoy a cup of coffee, a glass of juice and a pastry while "scoping" out the latest in technology.

THURSDAY, continued

9:00am - 9:50am

WORKSHOPS

6A - GASTON ROOM OPEN

6B - HAWKS ROOM *LIGHTNING STRIKES - Ernest Duckworth*
see 4C for workshop discussion

6C - PALMER ROOM *STATEWIDE MOBILE DATA NETWORK -*
Maj. George S. Ake & Dyke Hosteller

The planning has been going on for several years. Now, it's becoming reality, a statewide, mobile data network! This workshop will feature a discussion of the network and its' impact on 9-1-1 Communication Centers. *Major Ake is the Director of Planning and Research for the North Carolina Highway Patrol. Dyke Hosteller is now serving as Mobile Data Engineer for the North Carolina Highway Patrol.*

6D - LAWSON ROOM *DOMESTIC VIOLENCE - SUICIDE CALLS*
PART 1 - Phil Salafia

This two hour presentation will focus in on two of our nations's most controversial issues, the receipt and dispatch of the domestic violence and suicide calls. *Phil Salafia, President and CEO of POWERPHONE is retired from Public Safety with over 27 years law enforcement experience. Phil has been responsible for the training of over 32,000 public safety dispatchers in the areas of police, fire and emergency medical dispatch.*

10:00am - 10:50am

WORKSHOPS

7A - GASTON ROOM *EMERGENCY OPERATIONS CENTER*
INTERFACE - Billy Smithwick

7B - HAWKS ROOM *NC ATTORNEY GENERAL'S FAMILY*
MEDICAL KIT - Brian Steen

Many law enforcement agencies are finding their elderly population growing. One specific elderly issue is that of timely medical treatment and recognition of the person's desire to die with dignity. This workshop is in response to this issue. *Bryan Steen is the Safe Neighborhood Specialist with the NC Department of Justice. With a Master's Degree from UNC-Chapel Hill and a Bachelor of Administrative Sciences from*

Guilford College, Bryan's work experience includes the NC Highway Patrol, NC Department of Transportation and Central Carolina Community College.



7C - PALMER ROOM KIDSTUFF - Rob Compton

Need a new idea for teaching 9-1-1 to kids? *KIDSTUFF* will give you a new perspective on how to hold the attention of younger kids and make teaching 9-1-1 use really fun. Rob Compton is a Telecommunicator with the Riedsville Police Department who uses his talent as a former radio and television personality to create this delightful presentation.



**7D - LAWSON ROOM DOMESTIC VIOLENCE - SUICIDE CALLS
PART 2 - Phil Salafia**

see 6D for workshop discussion

11:00am - 11:50am

WORKSHOPS

**8A - GASTON ROOM EMERGENCY OPERATIONS CENTER
INTERFACE - Billy Smithwick**

see 7A for workshop discussion

**8B - HAWKS ROOM NC ATTORNEY GENERAL'S FAMILY
MEDICAL KIT - Brian Steen**

see 7B for workshop discussion



8C - PALMER ROOM KIDSTUFF - Rob Compton

see 7C for workshop discussion

12:00noon - 1:30pm

GRAND BALLROOM

VENDOR DISPLAY AREA OPEN

This will be your last chance to stop, look, listen and ask about the latest in 9-1-1 technology from our 38 vendors. Be sure to stop at each booth and have your "ticket" stamped for the door prize drawing tonight at the Closing Banquet.

12:00noon - 1:30pm

LUNCH BREAK (Own Your Own)

1:30pm - 2:45pm

LAWSON ROOM

STATE APCO CHAPTER MEETING

Annual business meeting and installation of new officers

3:00pm - 4:14pm

LAWSON ROOM

STATE NENA CHAPTER MEETING

Annual business meeting and installation of new officers

7:00pm

GRAND BALLROOM

CLOSING BANQUET AND AWARDS CEREMONY

- Invocation
 - To Be Announced
- Dinner
- Keynote Address
 - Marilyn Ward, National President , APCO
- Awards Presentation
 - NENA President's Award
 - Telecommunicator of the Year Award
- Door Prize Drawing
- Closing Remarks

After the Banquet

BOARDROOM

HOSPITALITY ROOM OPEN !!

1996 APCO/NENA JOINT STATE CONFERENCE EXHIBITORS

Aerial Images, Inc.
American Geographic Data, Inc
Bell Atlantic Nynex Mobile
Bellsouth Business Systems
Bill Brown Co.
Carolina Transportation Sales, Inc.
Cerulean Technology Inc
Data Transmission Network
Dictaphone Corporation
Digital Analogue Communications Sys
Emergitech, Inc
Ericsson Inc
GTE
Hayes, Seay, Mattern & Mattern, Inc
Informer Computer Systems
InterAct Computer Systems
L. Robert Kimball & Associates
Lawmen's Safety Supply
Lanier Recording Systems, Inc
Logistic Systems, Inc
Mach 5
Medical Priority Consultants, Inc
MOBEX North Carolina
Modular Communications

---- OVER ----

Motorola, Inc
MSAG Data Consultants
Open Software Solutions, Inc
Plant Equipment, Inc
Powerphone, Inc
Power Sales Company
RAN Systems
Relay of North Carolina
Seltronics
Sprint Mid-Atlantic
Tekton
Thunder Eagle, Inc
Vision Software, Inc
Warning Systems, Inc

An extra special word of "THANKS" is given to all of our exhibitors for their many contributions to the enormous success of the 1996 APCO/NENA Joint State Conference.

These companies support APCO and NENA and have established themselves as leaders in the 9-1-1 / Communications marketplace. Remember them when you purchase goods and services.

