



2015 WRC Session Schedule

Date	Time	Class	Title	Presenter	Track
April 7	1:00 PM	301	Applying Big Data Techniques to Improve Public Safety	Stephen Ashurkoff	Supervisory / Management
April 7	1:00 PM	302	APCO ProCHRT Toolbox Breakout	Lynn Bowler	Front Line Operators
April 7	1:00 PM	303	Potential for Multi Media in the PSAP	Thomas Sammons	Supervisory / Management
April 7	1:00 PM	304	P.O.S.T Bullying		P.O.S.T
April 7	1:00 PM	305	P.O.S.T Tactical Customer Service		P.O.S.T
April 7	1:00 PM	306	Diesel 911: Secure your PSAP Emergency Operations	Robert Leamy	Supervisory / Management
April 7	1:00 PM	307	Wrangling Risks in Technology Projects: Lessons From a Colorado Implementation	Liz Coyle / Monica Lynn	Supervisory / Management
April 7	1:00 PM	315	Getting Incident Communications to the Incident: A COML's Experience	Chuck Schuler	Supervisory / Management
April 7	2:30 PM	301	FCC 106 and You!	Andrew Pulcheon	Supervisory / Management
April 7	2:30 PM	302	Mission Critical GIS Mapping Data in NG911 Environment	John Joseph	Technical
April 7	2:30 PM	303	Text to 911 Working Together for the Future	Greg Pascal / Cyndee Freeman	Front Line Operators
April 7	2:30 PM	306	Communications Center Staffing Models: One Size Does NOT Fit All	Monica Lynn	Supervisory / Management
April 7	2:30 PM	307	Using SINAD Coverage Mapping to Locate Receiver Blocking	Tom Brinkoetter	Technical
April 7	2:30 PM	315	Multi-Generational Challenges	Doug Roberts	Supervisory / Management
April 7	3:45 PM	301	Work Shifts: Are PSAPs Putting the Public at Risk With Less Than Optimal Shift Assignments?	Jim Kuthy	Front Line Operators
April 7	3:45 PM	302	Radio Overload – How much is too much for one radio dispatcher?	Jim Bare / Ronald Dunn	Supervisory / Management
April 7	3:45 PM	303	Text to 911 Working Together for the Future	Greg Pascal / Cyndee Freeman	Front Line Operators
April 7	3:45 PM	306	Satellite Communications 101	Jim Coates	Technical
April 7	3:45 PM	307	Vehicular Repeater Systems	Balbir Johl	Technical

Date	Time	Class	Title	Presenter	Track
April 7	3:45 PM	315	The Many Wonders of CAD Integration	Paul McLaren	Supervisory / Management
April 8	2:00 PM	304	P.O.S.T Next Gen 911		P.O.S.T
April 8	2:00 PM	305	P.O.S.T Response to Mass Casualty		P.O.S.T
April 8	2:00 PM	General Session	State of CA - CalFRN Board Meeting	CalFRN Board	FirstNet
April 8	2:30 PM	301	Automated Secure Alarm Protocol (ASAP to the PSAP)	Bill Hobgood	Supervisory / Management
April 8	2:30 PM	302	Text to 911 Logging: Are You Ready?	Joshua Asbill	Supervisory / Management
April 8	2:30 PM	303	Uh Oh! The System (Radio, 911, CAD) Crashed: Now What?	Katie Braverman / LaTonya McDaniel	Front Line Operators
April 8	2:30 PM	306	Quality Assurance and Improvement (QA/QI) Best Practices	Jeff Visger	Supervisory / Management
April 8	2:30 PM	307	800 MHz Post Rebanding Interference	Alan Tilles	Technical
April 8	2:30 PM	315	Ahh In the News: Keeping Your 911 Center out of the Headlines	Kevin Willet	Front Line Operators
April 8	2:30 PM	317	The Suicidal Caller	Kelli Bedway	Front Line Operators
April 8	2:30 PM	318	What APCO Can Do For You		Supervisory / Management
April 8	3:45 PM	301	Advancements in Wireless Location Accuracy: Outdoors/Indoors X/Y/Z	John Snapp	Supervisory / Management
April 8	3:45 PM	302	P.O.S.T Learning Technology	Rayanne Rogers	Front Line Operators
April 8	3:45 PM	303	Resilience in NG911	Thomas Sammons	Supervisory / Management
April 8	3:45 PM	306	Earthquake Early Warnings	Panel: Josh Bashioum / USGS / Caltech	Supervisory / Management
April 8	3:45 PM	307	Base Station Receivers, Interference and Desensitization	Bernie Olson	Technical
April 8	3:45 PM	315	Dispatcher Role in Delirium	Leslie Whitham	Front Line Operators
April 8	3:45 PM	317	California and Next Generation 9-1-1	William Anderson / Don Wise	Supervisory / Management
April 8	3:45 PM	318	What APCO Can Do For You		Supervisory / Management

Date	Time	Class	Title	Presenter	Track
April 8	3:45 PM	General Session	What is the public safety broadband network and why should I care?	George Molnar / Steve Noel / Kristi Wilde	FirstNet
April 9	9:00 AM	301	Understanding the FCC 601 Process	Pres Thomson	Supervisory / Management
April 9	9:00 AM	302	Frequencies to Failures: The Fundamentals of Radio and Systems	Chuck Schuler	Front Line Operators
April 9	9:00 AM	303	Radio System Troubleshooting for Dispatchers	Bill Ruck	Front Line Operators
April 9	9:00 AM	306	Earthquake Early Warnings	Panel: Josh Bashoum / USGS / Caltech	Supervisory / Management
April 9	9:00 AM	307	Using RF over Fiber (RoF) to fill in dead zones in public safety radio systems	Eric Dye	Technical
April 9	9:00 AM	314	Federated Architecture	Craig Dollar	Supervisory / Management
April 9	9:00 AM	315	Domestic Violence	Andrew Trygg	Front Line Operators
April 9	9:00 AM	317	Text to 9-1-1 in California	Chereise Bartlett / Wes Nitta	Supervisory / Management
April 9	9:00 AM	318	106 Process for any New Communications Structure	Dan Abeyta / Jill Springer	Technical
April 9	9:00 AM	General Session	A Few Best Practices, Homework for those Involved, What we are learning during Consultation	Vicki Lee / Bill Schrier / Karen Wong / Jeremy Zollo	FirstNet
April 9	10:15 AM	301	Automated Secure Alarm Protocol (ASAP to the PSAP)	Bill Hobgood	Supervisory / Management
April 9	10:15 AM	302	Getting Incident Communications to the Incident: A COML's Experience	Chuck Schuler	Supervisory / Management
April 9	10:15 AM	303	Radio Overload – How much is too much for one radio dispatcher?	Jim Bare / Ronald Dunn	Supervisory / Management
April 9	10:15 AM	306	California Pro CHRT Update	Lynn Bowler	Front Line Operators
April 9	10:15 AM	307	Advances in Simulcast Testing Methodologies	Tom Eckels	Technical
April 9	10:15 AM	314	Tower Work: The Peril of Compromise	James Tracy	Technical
April 9	10:15 AM	315	Fighting Off a Toxic Workplace	Andrew Trygg	Supervisory / Management
April 9	10:15 AM	317	Quantifying & Legitimizing Stress in the 9-1-1 Workplace	Kim Turner	Front Line Operators
April 9	10:15 AM	318	106 Process for any New Communications Structure	Dan Abeyta / Jill Springer	Technical

Date	Time	Class	Title	Presenter	Track
April 9	10:15 AM	General Session	How Will Public Safety Be First In Line for Broadband?	Brian Kassa	FirstNet
April 9	2:30 PM	301	Can they Multi-Task, Determining Whether Your Job Applicants Can Multitask	Jim Kuthy	Supervisory / Management
April 9	2:30 PM	302	¡Ay! Caramba! Understanding Language and Cultural Barriers on 911 Calls	Manny Solis	Front Line Operators
April 9	2:30 PM	303	Reducing Noise Complaints About Noise, Glare, and Temp	Tim Belke / Michael Smith	Supervisory / Management
April 9	2:30 PM	304	P.O.S.T Next Gen 911		P.O.S.T
April 9	2:30 PM	305	P.O.S.T Tactical Customer Service		P.O.S.T
April 9	2:30 PM	306	Evolution vs Forklift Upgrades	Thomas Sammons	Supervisory / Management
April 9	2:30 PM	307	Implementing an Asset Management	Doug Roberts / Tim Trager	Supervisory / Management
April 9	2:30 PM	314	In Building coverage / 700 / SMR	Greg Glenn	Technical
April 9	2:30 PM	315	Offering Sincere Service	Leslie Whitham	Front Line Operators
April 9	2:30 PM	317	Health & Wellness in the Dispatch Center: Developing a Culture of Movement in the Workplace	Quint Andrae	Front Line Operators
April 9	2:30 PM	318	De Stress and Get More "Me" Time	Adam Timm	Front Line Operators
April 9	2:30 PM	General Session	NG 9-1-1 and FirstNet	Jennifer Hansen / Walt Magnuson / Kristi Wilde	FirstNet
April 9	3:45 PM	301	Communications Center Staffing Models: One Size Does NOT Fit All	Mike Gavin	Supervisory / Management
April 9	3:45 PM	302	Understanding POST	Rosanna McKinney	Front Line Operators
April 9	3:45 PM	303	Teaching Critical Thinking	Sue Pivetta	Front Line Operators
April 9	3:45 PM	306	Intelligence Led Policing (Real Time Crime Centers)	James Wolfenbarger	Supervisory / Management
April 9	3:45 PM	307	Cyber Security and the PSAP	Alan Tilles	Front Line Operators
April 9	3:45 PM	314	Networks are more than Microwave	Cherian Abraham	Technical
April 9	3:45 PM	315	ABC's of Supervision	Leslie Whitham	Supervisory / Management
April 9	3:45 PM	317	What if it Were Family?	Kevin Willet	Front Line Operators
April 9	3:45 PM	318	De Stress and Get More "Me" Time	Adam Timm	Front Line Operators
April 9	3:45 PM	General Session	NENA and FirstNet	Brian Fontes	FirstNet

Date	Time	Class	Title	Presenter	Track
April 10	9:00 AM	302	P.O.S.T Learning Technology		P.O.S.T
April 10	9:00 AM	303	Multi-Cultural Considerations for the 911 Call Taker	Brianne Nelson	Front Line Operators
April 10	9:00 AM	304	P.O.S.T Bullying		P.O.S.T
April 10	9:00 AM	305	P.O.S.T Response to Mass Casualty		P.O.S.T
April 10	9:00 AM	306	Public Education and Training for Texting to 9-1-1	Sherri Griffith Powell	Supervisory / Management
April 10	9:00 AM	307	Planning for the Known & Unknown in Communications Center Power	Bruce Bucknell	Technical
April 10	9:00 AM	314	Between the Walls – Public Safety Coverage (Fire Code-In Building Coverage)	Kevin Persing	Technical
April 10	9:00 AM	315	Games Trainers Play	Andrew Trygg	Front Line Operators
April 10	9:00 AM	317	Conquer Stress for Enhanced Productivity and Increased Wellness	Kathy Gruver	Supervisory / Management
April 10	9:00 AM	318	What APCO Can Do For You		Supervisory / Management
April 10	10:15 AM	301	Cyber Security Considerations When Implementing NG911	Stephen Ashurkoff	Supervisory / Management
April 10	10:15 AM	302	APCO ProCHRT Toolbox Breakout	Lynn Bowler	Front Line Operators
April 10	10:15 AM	303	Up For Grabs! New Incident Intelligence Tools	Jerry Pope	Front Line Operators
April 10	10:15 AM	306	Intelligence Led Policing (Real Time Crime Centers)	James Wolfenbarger	Supervisory / Management
April 10	10:15 AM	307	RFP Technical Specs	Susan Ronning	Technical
April 10	10:15 AM	314	Understanding RF System-Level Filter Design Considerations to Minimize Interference	Eric Dye	Technical
April 10	10:15 AM	315	It's Your Ship	Kevin Willet	Front Line Operators
April 10	10:15 AM	317	Quantifying & Legitimizing Stress in the 9-1-1 Workplace	Kim Turner	Front Line Operators
April 10	10:15 AM	318	What APCO Can Do For You		Supervisory / Management



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FirstNet	A Few Best Practices, Homework for those Involved, What we are learning during Consultation	Vicki Lee / Bill Schrier / Karen Wong / Jeremy Zollo	April 9	9:00 AM	General Session
FirstNet	How Will Public Safety Be First In Line for Broadband?	Brian Kassa	April 9	10:15 AM	General Session
FirstNet	NENA and FirstNet	Brian Fontes	April 9	3:45 PM	General Session
FirstNet	NG 9-1-1 and FirstNet	Jennifer Hansen / Walt Magnuson / Kristi Wilde	April 9	2:30 PM	General Session
FirstNet	State of CA - CalFRN Board Meeting	CalFRN Board	April 8	2:00 PM	General Session
FirstNet	What is the public safety broadband network and why should I care?	George Molnar / Steve Noel / Kristi Wilde	April 8	3:45 PM	General Session
Front Line Operators	¡Ay! Caramba! Understanding Language and Cultural Barriers on 911 Calls	Manny Solis	April 9	2:30 PM	302
Front Line Operators	Ahh In the News: Keeping Your 911 Center out of the Headlines	Kevin Willet	April 8	2:30 PM	315
Front Line Operators	APCO ProCHRT Toolbox Breakout	Lynn Bowler	April 7	1:00 PM	302
Front Line Operators	APCO ProCHRT Toolbox Breakout	Lynn Bowler	April 10	10:15 AM	302
Front Line Operators	California Pro CHRT Update	Lynn Bowler	April 9	10:15 AM	306
Front Line Operators	Cyber Security and the PSAP	Alan Tilles	April 9	3:45 PM	307
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Front Line Operators	Dispatcher Role in Delirium	Leslie Whitham	April 8	3:45 PM	315
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Front Line Operators	Frequencies to Failures: The Fundamentals of Radio and Systems	Chuck Schuler	April 9	9:00 AM	302
Front Line Operators	Games Trainers Play	Andrew Trygg	April 10	9:00 AM	315
Front Line Operators	Health & Wellness in the Dispatch Center: Developing a Culture of Movement in the Workplace	Quint Andrae	April 9	2:30 PM	317
Front Line Operators	It's Your Ship	Kevin Willet	April 10	10:15 AM	315
Front Line Operators	Multi-Cultural Considerations for the 911 Call Taker	Brianne Nelson	April 10	9:00 AM	303

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Front Line Operators	Offering Sincere Service	Leslie Whitham	April 9	2:30 PM	315
Front Line Operators	P.O.S.T Learning Technology	Rayanne Rogers	April 8	3:45 PM	302
Front Line Operators	Quantifying & Legitimizing Stress in the 9-1-1 Workplace	Kim Turner	April 9	10:15 AM	317
Front Line Operators	Quantifying & Legitimizing Stress in the 9-1-1 Workplace	Kim Turner	April 10	10:15 AM	317
Front Line Operators	Radio System Troubleshooting for Dispatchers	Bill Ruck	April 9	9:00 AM	303
Front Line Operators	Teaching Critical Thinking	Sue Pivetta	April 9	3:45 PM	303
Front Line Operators	Text to 911 Working Together for the Future	Greg Pascal / Cyndee Freeman	April 7	2:30 PM	303
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Front Line Operators	The Suicidal Caller	Kelli Bedway	April 8	2:30 PM	317
Front Line Operators	Uh Oh! The System (Radio, 911, CAD) Crashed: Now What?	Katie Braverman LaTonya McDaniel	April 8	2:30 PM	303
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Front Line Operators	Work Shifts: Are PSAPs Putting the Public at Risk With Less Than Optimal Shift Assignments?	Jim Kuthy	April 7	3:45 PM	301
P.O.S.T	P.O.S.T Bullying		April 7	1:00 PM	304
P.O.S.T	P.O.S.T Bullying		April 10	9:00 AM	304
P.O.S.T	P.O.S.T Learning Technology		April 10	9:00 AM	302
P.O.S.T	P.O.S.T Next Gen 911		April 8	2:00 PM	304
P.O.S.T	P.O.S.T Next Gen 911		April 9	2:30 PM	304
P.O.S.T	P.O.S.T Response to Mass Casualty		April 8	2:00 PM	305
P.O.S.T	P.O.S.T Response to Mass Casualty		April 10	9:00 AM	305
P.O.S.T	P.O.S.T Tactical Customer Service		April 7	1:00 PM	305
P.O.S.T	P.O.S.T Tactical Customer Service		April 9	2:30 PM	305
Supervisory / Management	ABC's of Supervision	Leslie Whitham	April 9	3:45 PM	315
Supervisory / Management	Advancements in Wireless Location Accuracy: Outdoors/Indoors X/Y/Z	John Snapp	April 8	3:45 PM	301
Supervisory / Management	Applying Big Data Techniques to Improve Public Safety	Stephen Ashurkoff	April 7	1:00 PM	301

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Supervisory / Management	Automated Secure Alarm Protocol (ASAP to the PSAP)	Bill Hobgood	April 8	2:30 PM	301
Supervisory / Management	Automated Secure Alarm Protocol (ASAP to the PSAP)	Bill Hobgood	April 9	10:15 AM	301
Supervisory / Management	California and Next Generation 9-1-1	William Anderson / Don Wise	April 8	3:45 PM	317
Supervisory / Management	Can they Multi-Task, Determining Whether Your Job Applicants Can Multitask	Jim Kuthy	April 9	2:30 PM	301
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Supervisory / Management	Communications Center Staffing Models: One Size Does NOT Fit All	Monica Lynn / Mike Gavin	April 9	3:45 PM	301
Supervisory / Management	Conquer Stress for Enhanced Productivity and Increased Wellness	Kathy Gruver	April 10	9:00 AM	317
Supervisory / Management	Cyber Security Considerations When Implementing NG911	Stephen Ashurkoff	April 10	10:15 AM	301
Supervisory / Management	Diesel 911: Secure your PSAP Emergency Operations	Robert Leamy	April 7	1:00 PM	306
Supervisory / Management	Earthquake Early Warnings	Panel: Josh Bashoum / USGS / Caltech	April 8	3:45 PM	306
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Supervisory / Management	Fighting Off a Toxic Workplace	Andrew Trygg	April 9	10:15 AM	315
Supervisory / Management	Getting Incident Communications to the Incident: A COML's Experience	Chuck Schuler	April 7	1:00 PM	315
Supervisory / Management	Getting Incident Communications to the Incident: A COML's Experience	Chuck Schuler	April 9	10:15 AM	302
Supervisory / Management	Implementing an Asset Management	Doug Roberts / Tim Trager	April 9	2:30 PM	307

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Supervisory / Management	Intelligence Led Policing (Real Time Crime Centers)	James Wolfinbarger	April 9	3:45 PM	306
Supervisory / Management	Intelligence Led Policing (Real Time Crime Centers)	James Wolfinbarger	April 10	10:15 AM	306
Supervisory / Management	Multi-Generational Challenges	Doug Roberts	April 7	2:30 PM	315
Supervisory / Management	Potential for Multi Media in the PSAP	Thomas Sammons	April 7	1:00 PM	303
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Supervisory / Management	Quality Assurance and Improvement (QA/QI) Best Practices	Jeff Visger	April 8	2:30 PM	306
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Supervisory / Management	Resilience in NG911	Thomas Sammons	April 8	3:45 PM	303
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Supervisory / Management	Text to 911 Logging: Are You Ready?	Joshua Asbill	April 8	2:30 PM	302
Supervisory / Management	The Many Wonders of CAD Integration	Paul McLaren	April 7	3:45 PM	315
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Supervisory / Management	What APCO Can Do For You		April 8	2:30 PM	318
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Supervisory / Management	What APCO Can Do For You		April 10	10:15 AM	318
Supervisory / Management	Wrangling Risks in Technology Projects: Lessons From a Colorado Implementation	Liz Coyle / Monica Lynn	April 7	1:00 PM	307

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Technical	106 Process for any New Communications Structure	Dan Abeyta / Jill Springer /	April 9	9:00 AM	318
Technical	106 Process for any New Communications Structure	Dan Abeyta / Jill Springer /	April 9	10:15 AM	318
Technical	800 MHz Post Rebanding Interference	Alan Tilles	April 8	2:30 PM	307
Technical	Advances in Simulcast Testing Methodologies	Tom Eckels	April 9	10:15 AM	307
Technical	Base Station Receivers, Interference and Desensitization	Bernie Olson	April 8	3:45 PM	307
Technical	Between the Walls – Public Safety Coverage (Fire Code-In Building Coverage)	Kevin Persing	April 10	9:00 AM	314
Technical	In Building coverage / 700 / SMR	Greg Glenn	April 9	2:30 PM	314
Technical	Mission Critical GIS Mapping Data in NG911 Environment	John Joseph	April 7	2:30 PM	302
Technical	Networks are more than Microwave	Cherian Abraham	April 9	3:45 PM	314
Technical	Planning for the Known & Unknown in Communications Center Power	Bruce Bucknell	April 10	9:00 AM	307
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Technical	Understanding RF System-Level Filter Design Considerations to Minimize Interference	Eric Dye	April 10	10:15 AM	314
Technical	Using RF over Fiber (RoF) to fill in dead zones in public safety radio systems	Eric Dye	April 9	9:00 AM	307
Technical	Using SINAD Coverage Mapping to Locate Receiver Blocking	Tom Brinkoetter	April 7	2:30 PM	307
Technical	Vehicular Repeater Systems	Balbir Johl	April 7	3:45 PM	307



2015 WRC Speaker Bios

Speaker	Bio
Abeyta, Dan	<p>Dan Abeyta is the Assistant Chief of the Wireless Bureau's Spectrum and Competition Policy Division (NEPA Adjudications). His staff is responsible for ensuring that all wireless facilities comply with the Commission's environmental regulations implementing the National Environmental Policy Act of 1969, including the Nationwide Programmatic Agreement. Mr. Abeyta has been with the Commission since 1983. During his tenure at the Commission, he has held legal positions in the Enforcement Division of the former Mass Media Bureau and the Mobile Services and Tariffs Divisions of the former Common Carrier Bureau.</p> <p>Mr. Abeyta received a BA in Political Science and Economics from the University of Wyoming, a JD from Syracuse University College of Law, and an MBA from George Washington University.</p>
Abraham, Cherian	<p>Cherian Abraham leads the Government Technology Solutions team at Alcatel-Lucent. As part of the technology strategy team at Alcatel-Lucent, Cherian is responsible for developing and managing Network Solutions for the Government segment. In this capacity he played an instrumental role in developing Alcatel-Lucent's shared government network solution and quantifying the financial benefits the solution can bring to Government networks. Cherian also has the additional responsibility for sales engineering across Government, Energy and Transportation segments at Alcatel-Lucent. In this capacity he leads a team of sales engineers who are working closely with Alcatel-Lucent customers to create network solutions that can help them solve complex problems.</p>
Anderson, William	<p>William Anderson has worked in field of Public Safety Communications for over 30 years. Mr. Anderson took over the position of Branch Manager of the California 9-1-1 Branch in May 2013. Previously he served as the Chief of Public Safety Communications Engineering for the Public Safety Communications Office for 12 years and prior worked as a communications engineer designing emergency communications systems for public safety agencies of California. He holds a Bachelor's degree in Engineering from California State University Sacramento and is a member of Association of Public Safety Communications Officials (APCO), National Emergency Number Association (NENA) and represents California on the National Association of State 911 Administrators (NASNA) board.</p>
Andrae, Quint	<p>Quint Andrae is currently Technical Sales Manager for Watson Dispatch. He has over 18 years of experience in the Public Safety industry. He as worked or the last 16 years designing and building ergonomic 24/7 consoles specifically for the Dispatch Center. He has attended over 75 State, Regional and National Public Safety conferences over his career.</p>
Asbill, Joshua	<p>Joshua Asbill is the Western Regional Manager for Public Safety for NICE Systems' Security Americas Division. Joshua has more than a decade of Public Safety experience, specializing in Next Gen 9-1-1 and system architecture, and new technologies in the areas of recording, multimedia incident information management, in car video, and in car computing. In his role at NICE he has consulted with many large public safety agencies on the West Coast. Prior to joining NICE, Joshua worked for GTSI Corp., a leading IT solutions and services company focused on the mission-critical needs of government entities and other sectors. Joshua holds a degree in Business Management from Chapman University.</p>

Speaker	Bio
Ashurkoff, Stephen	Stephen is responsible for NG 9-1-1 Solutions at General Dynamics IT and is an Emergency Number Professional (ENP). He holds a bachelor of Science in Foreign Service from Georgetown University and a Master of Business Administration from University of Michigan. Stephen resides in Virginia and extensive communications experience.
Bare, Jim	Jim Bare is a Communications Supervisor at the San Bernardino County Sheriff's Department's Desert Control Center. He's been a dispatcher for 21 years, and is a P.O.S.T. Academy instructor. Jim is currently working on becoming a POST Master Instructor.
Bartlett, Chereise	Chereise Bartlett is the Next Generation 9-1-1 Project Manager for the California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) within the Governor's Office of Emergency Services (Cal OES) Public Safety Communications office. In this role, Ms. Bartlett is the central point of contact for NG9-1-1 projects within the State of California. Ms. Bartlett began her 9-1-1 career in 2000 with a local exchange carrier (LEC) as a 9-1-1 project manager. She retired from the LEC in 2009 and began her current role with the CA 9-1-1 Branch in the same year.
Bedway, Kelli	Kelli has been dispatching for over 20 years for 2 different agencies. The last 15+ Years have been for the Arizona Department of Public Safety. She is a trainer and general instructor and a single mom of two teenagers and a suicide loss survivor.
Belke, Tim	Tim Belke has more than 35 years experience in Mechanical Engineering including the Casramento County Sheriff's 911 Center. He has taught college level course.
Bowler, Lynn	Lynn Bowler is the Divisional Manager/Commander for the Dispatch/911, Records and Property & Evidence Bureaus of the Elk Grove Police Department. Prior to Elk Grove PD, Lynn worked for the Fresno & Folsom Police Departments. Lynn is the Chair of the NAPCO ProCHRT Task Force, as well as a member of the National APCO ProCHRT Task Force. Lynn represents medium size agencies on the 911 Workgroup under the 911 Advisory Group and Long Range Planning Committee.
Bowler, Lynn	Lynn Bowler is the Divisional Manager/Commander for the Dispatch/911, Records and Property & Evidence Bureaus of the Elk Grove Police Department. Prior to Elk Grove PD, Lynn worked for the Fresno & Folsom Police Departments. Lynn is the Chair of the NAPCO
Braverman, Katie	Katie currently serves as the Police Services Administrator over the Dispatch Center for the Roseville Police and Fire Departments, and previously served in the Sacramento Police Department Communication Center. In her 15 years of experience, she has worked as a training officer, first line supervisor, Training Coordinator, CTO Coordinator, Supervising Dispatcher, and Administrative Supervisor. She holds an AA in Communications, and a BA in Organizational Management. She is an ENP, a Level 3 POST Master Instructor, and is certified through IAED as an EMD.
Brinkoetter, Tom	Tom Brinkoetter's extensive knowledge in the field of RF Test and Measurement comes from over 30 years' experience at HP, Tektronix and Anritsu. His comprehensive work experience includes assignments in R&D, Project Management, Applications Engineering, Customer Support, and Marketing. Throughout his career, he has worked with a wide variety of test products including; microwave sources, spectrum analyzers, network analyzers, oscilloscopes, and IP protocol analyzers. He has been a consistent contributor on test and measurement at IWCE and APCO conferences.

Speaker	Bio
Bucknell, Bruce	Bruce Bucknell is a licenced electrician with over 18 years of experience. 16 of those years have been focused around Public Safety, Military, and Home Land Security Communications and Electrical Infrastructures. Bruce currently works for Sacramento Regional Fire/EMS Communication Center and is the CEO of Bucknell Consulting.
Coates, Jim	James Coates holds an AS degree in Electronics as well as holds a General-Class Radio Telephone License and an Extra Amateur Radio License. He worked 16 years for Palo Alto Police Department as a Communications System Technician and has worked for Santa Clara County as a Communications Engineer for the past 17 years. Santa Clara County has about 28 SAT phones and City of San Jose has around 50 SAT other districts & cities having one or two in our County. From work at Palo Alto during the Loma Prieta Earthquake, he realized during a major disaster; out of state phone blocking would likely block 1'1 responder phone calls into the state of California. After doing some research on GETS cards, found GETS cards also did not support the satellite 800 phone numbers. He then went on to solve the problem. "An ounce of prevention is worth more than one ounce of gold".
Coyle , Liz	Managing risks in technology projects improves project outcomes. However, when project teams spread attention across the many tasks involved in implementing technology, risk management becomes an afterthought considered only when the project starts falling apart. This session reviews how one agency successfully controlled project risks while implementing information technology. We share the tool used to identify and assess project risks, as well as how we used the tool to develop cohesion and joint ownership of risk management among project team members. We then discuss how we managed risks as the project progressed, and present lessons learned along the way.
Dollar, Craig	President / Founder of Emergency CallWorks - With over 30 years of combined experinece in the telecommunications and public safety industries, Mr. Dollar possesses in-depth experience in all facets of public safety telecommunications including: Legacy and NG 9-1-1 systems, dispatch systems, systems integration, systems operations, training, and customer support. Mr. Dollar founded Emergency CallWorks in 2006 and has been a regular support and frequent speaker for the NENA and APCO associations, serving on several advisory committees.
Dunn, Ronald	Ron Dunn is the Communications Manager at Desert Control Center. He has been with Sheriff's Communications for 22 years and has taught the dispatch academy for the past 14 years. Ron presented "Social Media and 911 – are we prepared" at the 2011 CPRA Western Regional Conference in Ontario, CA. Ron is currently working on becoming a POST Master Instructor.
Dye, Eric	Engineering Division of the California Governor's Office of Emergency Services, Public Safety Communications
Eckels, Tom	Thomas M. Eckels, P.E. of Hatfield & Dawson Consulting Engineers, LLC has more than 40 years of experience in the design and implementation of radio frequency systems ranging from broadcast facilities to public safety and transit voice and data communications systems. Tom has successfully managed and engineered a wide range of projects from conventional, trunked, and simulcast radio systems to microwave interconnect systems, interference analysis and mitigation at multiple user communication sites, and in-building coverage systems. A Partner at H&D since 1982, Tom is a registered Electrical Professional Engineer in Washington, Colorado, and Hawaii.
Fontes, Brian	CEO NENA (National Emegency Number Association)

Speaker	Bio
Freeman, Cyndee	Cyndee Freeman, Communications Manager San Bernardino County Sheriff's Department - Valley Control Center has been with the division for the past 30 years. Throughout her career she has worked as a 9-1-1 dispatcher, CTO, supervisor. In 2007 she became the first civilian Communication's Manager over SBSD's Valley Control Center. She has served on a number of committees including, POST Public Safety Dispatch Advisory Council, State 9-1-1 Advisory Workgroup, and POST Best Practice Workgroup. She is currently leading a group of 21 PSAP's in the Inland Empire in a regional deployment of Text to 9-1-1.
Gavin, Mike	Monica Lynn and Michael Galvin are both managers at DELTAWRX, a management consulting firm focused on public safety and technology. For a combined 16+ years, Dr. Lynn and Mr. Galvin have provided consulting services to 100+ public safety agencies across the United States. The range of services provided includes: consolidation feasibility studies, needs assessments, technology procurements, change management, and business process analysis, among others.
Glenn, Greg	Gregory Glenn is Senior Director of RF Engineering at SOLiD and an APCO International member. Mr. Glenn possesses more than 30 years of RF system design experience and is widely recognized as an expert on in-building signal enhancement for cellular and public-safety communications services. His extensive history in enabling indoor public-safety communications and deploying Distributed Antenna Systems in harsh environments contributed to the innovation of the SOLiD ALLIANCE DAS, a multi-service platform that provides capacity and coverage for commercial wireless, public-safety radio, private 2-way radio and paging on a code-compliant, single-fiber architecture. Mr. Glenn frequently writes and presents on emerging RF and public-safety technology trends. Glenn sits on several technical working groups and was a commenting and ex parte participant in FCC proceeding 10-4, dealing with BDA and DAS issues.
Griffith Powell, Sherri	Sherri Griffith Powell has over 19 years of experience in 9-1-1. She worked for the Texas Commission on State Emergency Communications doing Public Education, Training, Wireless Phase I&II deployments and VoIP deployments. Sherri worked for Vonage, HBF and Intrado prior to joining L.R. Kimball as a public safety consultant. Sherri currently chairs the NENA NG9-1-1 Public Education & Training working group.
Gruver, Kathy	Dr Gruver has been involved in natural health for over 20 years. She has multiple award winning books, lectures internationally and has been a feature expert in hundreds of magazines, TV and Radio Shows. She has studied min body medicine at the famed Benson Henry Institute for Mind/Body Medicine a Harvard and was a featured speaker et APCO International 2014 to a standing room only crowd As a former actress, Gruver js comfortable engaging the audience and incorporates humor and personal cases.
Hansen, Jennifer	Jenny has 30 years in public safety leadership. Roles include PM support in complex, public safety projects including USDOT NG9-1-1, LMR rebuild in NYC at the WTC, among others. She is active with public safety requirements and standards development organizations. Jenny currently serves as a Senior Consultant with LR Kimball.
Hobgood , Bill	Bill Hobgood is a Project Manager for the City of Richmond's Department of Information Technology, Public Safety Team. Bill has worked in the public safety domain for 42 years. Before switching to his present IT career, Bill was a Senior Communications Officer for Richmond and presented with the first Communications Officer of the year award in 1982. Bill was been awarded Richmond's 2006 Sherwood Reeder award, APCO's 2007 Information Technologist of the year, & the E911 Institute's 2009 9-1-1 Technician award. Bill is recognized as a Subject-Matter-Expert on the ASAP project and speaks often about this highly successful project.

Speaker	Bio
Johl, Balbir	Balbir S. Johl is a Senior Telecommunications Engineer with the Governor's Office of Emergency Services, Public Safety Communication. He has extensive experience in mobile radio communications, fixed remote site design, telephone and fiber optic communications systems. In his current position, Balbir has helped the California Highway Patrol improve their radio communications system by both modification of existing systems as well as procuring new state of the art radio equipment. His educational background is a Bachelor of Science and a Master of Science in Electrical Engineering as well as several computer programming classes.
Joseph , John	John Joseph is the Northwest Regional Account Manager for GeoComm based in Seattle, WA He has been working in the GIS industry for roughly 15 years, supporting needs of GIS Professional in Public and Commercial environments. After spending a significant amount of his career with ESRI as a regional and commercial account executive, he moved on to pursue his true passion. Having a personal belief that GIS can truly make a positive impact on the world around us, he believes that GIS for Public Safety is emblematic of just this type of change, and that NG9-1-1 is the first step in this process. GeoComm is a company with a singularly focus on the use of GIS for Public Safety, from Crime Analysis to Mobile Mapping systems, GIS is what we do.
Kassa, Brian	FirstNet Director of Technology Planning & Development
Kuthy , Jim	Dr. Kuthy is a former law-enforcement officer who holds both a Masters and a Ph.D. degree in Industrial and Organizational Psychology. He is the author of the CritiCall Pre-employment test which has been adopted by more than 1,200 PSAPs. He has also conducted two national dispatcher/calltaker job analysis studies involving hundreds of Job Experts from dozens of agencies. His work in the area of pre-employment selection practices has consistently been accepted by government agencies and the courts as addressing the federal Uniform Guidelines on Employee Selection Procedures (1978) and other related regulations.
Leamy, Robert	Robert Leamy's diesel fuel research has been focused on the changes in stored diesel fuel as a result of new refining techniques as well as the federally approved addition of biodiesel into the common diesel fuel supply. Ongoing field research along with his diesel laboratory work have combined to establish his expertise as he has worked with other leading researchers and inventors to create actionable solutions for challenges faced by facilities that rely on stored diesel.
Lee, Vicki	FirstNet Association Manager and PSAC Liaison
Lynn, Monica	Managing risks in technology projects improves project outcomes. However, when project teams spread attention across the many tasks involved in implementing technology, risk management becomes an afterthought considered only when the project starts falling apart. This session reviews how one agency successfully controlled project risks while implementing information technology. We share the tool used to identify and assess project risks, as well as how we used the tool to develop cohesion and joint ownership of risk management among project team members. We then discuss how we managed risks as the project progressed, and present lessons learned along the way.
Lynn, Monica	Monica Lynn and Michael Galvin are both managers at DELTAWRX, a management consulting firm focused on public safety and technology. For a combined 16+ years, Dr. Lynn and Mr. Galvin have provided consulting services to 100+ public safety agencies across the United States. The range of services provided includes: consolidation feasibility studies, needs assessments, technology procurements, change management, and business process analysis, among others.

Speaker	Bio
Magnussen, Walt	Dr. Walt Magnussen is Director of the TAMU Internet2 Technology Evaluation Center (ITEC). The ITEC is the premier higher education public safety emergency communications center in the United States. This work involves the advancement of development of Public Safety LTE wireless broadband and NG 9-1-1 networks.
McDaniel, LaTonya	LaTonya brings over 20 years of service with the Sacramento Police Department in the Communications Center. During her tenure, LaTonya has served as a training officer, tactical dispatcher, instructor, an operations first line supervisor, supervisor over the Dispatch Academy & Tactical Dispatch Team, and second line supervisor. LaTonya currently serves as the unit's Administrative Supervising Dispatcher and holds a Bachelors of Science in Business Management and Operations and a Master of Business Administration.
McKinney, Rosanna	Rosanna retired after 32 years in public safety communications. She has been heavily involved in training since 1981 and is a graduate of the POST Master Instructor Program. Shortly after retirement, she published her first book, Train Them So You Keep Them". In January 2013 Rosanna came out of retirement to take a position with POST In this capacity, she manages a number of public safety dispatch-related projects, ensures the alignment of curriculum delivery, serves as a subject matter expert to POST and is the voice of public safety. dispatchers throughout the state.
McLaren, Paul	Paul McLaren, Director of Support Engineering at Intrado has over 30 years' experience in Public Safety. He has overseen instrumental in designing and implementing numerous Next Generation 9-1-1 Systems, Text to 9-1-1, CAD, Mapping, and 800 trunked radio systems. As Chair of the NENA Emerging Topics Committee, he helps set the standards for industry direction and provides educational sessions in venues throughout the world. A past PSAP Manager in New York, K-9 dog handler, Paramedic, and volunteer firefighter, Mr. McLaren's educational background includes Electrical Engineering, RF systems, Plasma Physics, and Systems Integration.
Molnar, George	Nevada Statewide Interoperable Communications Coordinator - Preparedness Section
Nelson, Brianne	Brianne J. Nelson is a Senior Communications Dispatcher with Sonoma County Sheriff's Office in Northern California. She is Communication Training Officer and membr of the tactical Dispatch Team. In 201, she wrote a Master's Thesis on 9-1-1 communication with Non-English speakers.
Nitta, Wes	Wes Nitta began his Telecommunications career with Motorola/Codex in 1981 as a field engineer. He joined the State of California with Health and Welfare Data Center in 1998 as a System Software Specialist II. Mr. Nitta was promoted to a Supervising Telecommunications Engineer while leading the CALNET 2 procurement process with the Department of General Services in 2001. He has managed the Program Development Section within the CA 9-1-1 Branch since 2011. His section is responsible for statewide network oversight, emerging technology pilot projects (e.g., Next Generation 9-1-1 and Text to 9-1-1), Statewide Emergency Call Tracking, and coordination of Wireless/VoIP deployments
Noel, Steve	Oregon FirstNet - Single Point of Contact
Olson, Bernie	Bernie Olson has over 50 years of experience in radio system design and interference discovery and mitigation. He worked for Motorola for over 40 years managing field engineering services. He was a Fellow of the Technical Staff and Director Resource Development Engineering. For 14 years, the Chair of TIA TR8.18 which produced the TSB- 88 series of best practices for Land Mobile systems. He has 11 granted land mobile radio patents, is a Life Senior Member of the IEEE, a Fellow in the Radio Club of America and has made numerous presentations on these topics at IWCE and NAPCO.

Speaker	Bio
Pascal, Greg	Greg Pascal, Communications/Records/Information Systems Manager at CSU Long Beach Police Department. Greg, a paramedic by training, has spent the last 20 years working to advance the art of public safety communications and technology. He has spent 19 of those years working for the CSU Long Beach Police Department where he was hired as the first civilian supervisor and currently serves as the Communications/Records/Information Systems Manager. During his tenure, Greg created a new PSAP, was the first college or university in the state to accept direct-routed wireless 9-1-1 calls, and was part of the State 9-1-1 Branch's text-to-911 pilot project. CSULB was the first place in the state to receive a text message to 9-1-1 and was one of the first places in the country to deploy all 4 major carriers. Greg is a frequent presenter on text-to-911 and currently sits on APCO's 9-1-1 Emerging Technologies Committee.
Persing, Kevin	Kevin Persing has given training at the NFPA Conference Boston in 2011 and several State and Regional training classes to Fire Marshals across the Country.
Pivetta, Sue	Sue Pivetta is President of 911Trainer.com a company of "911 professional educators who have developed training simulators, curriculum, textbooks and workshops for this amazing career. Sue has over 30 years working in the industry as a Supervisor, Vocational Educator, author or workshop leader.
Plantz, Sue	The California First Responder Network (CalFRN) Board of Directors consists of 12 multi-disciplinary members representing a cross-section of public safety, state, local, and tribal expertise at the executive leadership level.
Pope, Jerry	Jerry is a Solutions Engineer at Intrado, providing technical support for the company's Government So s Division. In this role, he is dedicated to providing next generation (NG) telecommunications and data communications systems. Mr. Pope was part of the development committee that designed the Nine One One Inc. product offering for Next Gen 9-1-1 and ESI networks. Mr. Pope was a Communications Administrator at the McPherson County 911 Center in Kansas, successfully consolidating communications for 10 fire agencies, eight law enforcement agencies and five EMS agencies into a joint communications center to bring Enhanced 9-1-1 to the county.
Pulcheon, Andrew	Andrew Pulcheon is a Registered Professional Archaeologist who meets the Secretary of the Interior's Standards for prehistoric and historical archeology, and history. He is experienced in preparing Memoranda of Agreement and Historic Property Treatment Plans, Section 106 and CEQA eligibility evaluations; NEPA analysis; Initial Studies; and project- and program-level Environmental Impact Reports in both urban and rural settings. With over 20 years of experience in cultural resources management, and as the head of LSA's northern California Cultural Resources Group, he is well versed in the policy and issues relating to resource conflicts during remediation / reuse of former industrial areas.
Roberts, Doug	Doug Roberts PhD. is a network supervisor with the County of San Bernardino responsible for the management of the subscriber repair facility. With over thirty years of experience in commercial and public safety communications, Dr. Roberts holds a PhD. in Organization and Management from Capella University.
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Speaker	Bio
Rogers , Rayanne	Rayanne Rogers is a Senior Instructional Designer in the Learning Technology Resources Bureau at the California Commission on Peace Officer Standards and Training (POST). POST oversees the development of the hiring and training standards for over 90,000 California law enforcement personnel. -Rayanne brings 20 years of project management and instructional design experience to POST from various training industries. Her background in Instructional Technology allows her to use various methods of design, development and delivery to bring a unique blend of learner needs and expectations together for an impactful training piece.-One mission of the Learning Technology Resources Bureau is to research and apply new technology to learning for law enforcement.
Ronning, Susan	Susan Ronning P.E. has over 16 years in the Public Safety and Critical Infrastructure marketplace. She has experience as a radio system manager, a manufacturer's design engineer, as an agency technical project manager, and as a consultant. Ms. Ronning is well respected by her peers, subordinates, managers, and clients alike.
Ruck, Bill	Bill Ruck troubleshoots, designs, and engineers public safety radio systems, and navigates the world of FCC licensing. With over 35 years experience in radio frequency communications, and systems engineering and implementation Bill is proficient in the measurement of radio frequency signals and problem resolution. He is a Member of the IEEE, the Society of Broadcast Engineers (SBE), EIBASS, the Audio Engineering Society, a NARTE certified Senior Engineer, and he holds an FCC General Class Radio Telephone License. A regular attendee at NAPCO meetings, he is the Chair of the Northern California Frequency Coordinating Committee and an SBE Accredited Frequency Coordinator.
Sammons, Thomas	As a Principal Systems Engineer with General Dynamics Information Technology, Tom Sammons uses his 28 years of engineering experience in SS7, VoIP, SIP IP-PBX systems and IP networking solutions for technical pre-sales engineering of NG9-1-1 systems. Mr. Sammons is a sought-after public speaker and co-author of several published books.
Schrier, Bill	Washington State FirstNet - Single Point of Contact
Schuler, Chuck	Chuck Schuler is a licensed Electrical Engineer with a MSEE in RF Communications I Digital Signal Processing. He has worked over the past 11 years in both Law and Fire roles as a Communications Unit Leader and Telecommunications Engineer. He is CEO of Public Safety Innovation. Inc.
Smith, Michael	Michael Smith has presented on the topics of Facilities Hardening, and Ergonomics and Designing for Growth and Change to Regional APCO convnetions. He has designed more that 30 emergency communications facilities.
Snapp, John	John Snapp, Senior Technical Officer, provides strategic direction and coordination of technical activities within the wireless group and between various departments within the company. The Chief Architect behind Intrado's Text to 9-1-1 initiative, he has worked in the wireless industry since 1991, holding 16 patents. He has directed technical groups for various wireless carriers in both engineering and operational roles. He was lead architect in several network nodes that allowed AT&T Wireless to seamlessly bridge the gap between TOMA and GSM. He led the initial wireless deployment of E911 Phase 1 and design, development and deployment of E911 Phase 2.
Solis, Manny	Manny Solis, Strategic Account Executive, Language Line Solutions: Manny has worked extensively with state and local government to improve communication with Limited English Proficient communities. He has presented training and awareness programs on a variety of language and cultural themes to public safety audiences nationwide. Manny brings over 20 years of sales and account management experience to his mission, and offers PSAP audiences a unique perspective to their work. Manny graduated San Jose State University with a Business Administration degree in Marketing with minors in Economics and Mathematics, and is an active Toastmaster member.

Speaker	Bio
Springer, Jill	<p>Jill Springer is the Deputy Federal Preservation Officer of the Wireless Bureau's Spectrum and Competition Policy Division. Ms. Springer joined the FCC in 2014. She brings twenty years of experience in cultural resources management and federal environmental compliance to the Division, including three years implementing and enforcing National Historic Preservation Act (NHPA) Section 106 requirements for projects funded by the Broadband Technology Opportunities Program (BTOP).</p> <p>Ms. Springer received a BA in Political Science from Agnes Scott College, and holds a Master of Heritage Preservation (MHP) degree from Georgia State University.</p>
Tilles, Alan	<p>Alan Tilles is Chairman of the Shulman Rogers Telecommunications Department, Chairman of the Firm's Cybersecurity Practice Group and a member of the Firm's Board of Directors. He is counsel to numerous entities in the private radio, internet industries. Mr. Tilles has participated in every FCC proceeding involving the private land mobile radio industry since 1984.</p>
Timm, Adam	<p>Adam Timm is a certified stress management consultant, trainer, and #1 bestselling author of "Stress Is Optional! How to Kick the Habit." A former 911 operator for the Los Angeles Police Department, he spent years suffering the symptoms of chronic stress before finding a way out. Using these same powerful tools, Adam's first stress elimination program at the LAPD 911 call center helped over 100 dispatchers kick their stress habit. Since then, his workshops and keynotes have been used by law enforcement, emergency dispatchers, and universities around the country.</p>
Tracy, James	<p>Mr. Tracy is a seasoned business professional with over 30 years of experience in Senior Management of commercial construction firms and engineered wood products manufacturing. As a Chief Executive and founding partner, Jim's focus is the management and direction of the people who execute projects for Legacy's four business areas. Jim has over 17 years of experience in communication tower and power line infrastructure construction, including managing multiple award and extremely remote projects.</p>
Trygg, Andrew	<p>Andrew began his dispatching career in 2001, working his way up to the rank of Communications Manager for a large regional dispatch center for 4 agencies. As an Instructor with Public Safety Training Consultants (PSTC) he shares his knowledge and shares skills and tools to assist 9-1-1 professional in being their best. Andrew consistently receives excellent reviews from his students and class hosts. His classes range from customer service and active shooter, to Communications Training Officer and Leadership. Andrew's sense of humor, knowledge and respect for the job shows in every class he teaches.</p>
Turner, Kim	<p>Kimberly Turner worked as a cop for nearly 10 years but now serves as the dispatch training supervisor for San Bernardino Sheriff's Valley Control Center. She holds several academic degrees and her thesis on dispatcher stress is the pilot for a future research project incorporating all 454 PSAPs in California.</p>
Visger, Jeff	<p>Jeff Visger is the Western Regional Public Safety Director at VPI. Jeff leverages over 20 years experience in the emergency communications industry with organizations including Lucent, Brooktrout, Rhetoirex and Inter-Tel. He focuses on the mission-critical aspects of capturing multimedia interactions, optimizing PSAP workforce performance and preparing organizations for Next Generation 9-1-1. He has designed and successfully designed and implemented over 100 public safety recording and quality assurance solutions throughout North America. He is an active member of NENA's Next Generation Partner Program, and has been instrumental in supporting VPI on NENA's NG9-1-1 ICE 8 Planning Committee for testing Interoperability with Recording and Logging Components.</p>

Speaker	Bio
Whitham, Leslie	Leslie Witham has been in the public safety field for over twenty two years, as a reserve police officer, dispatcher, supervisor and a nationally recognized instructor with Public Safety Training Consultants. She has been involved in recruiting and training for most of her career, from heading oral board reviews at her home agency to educating dispatchers across the country. She is also involved in critical incident debriefings and support through 911 Cares, recently meeting with dispatchers from Newtown, CT and FDNY. Her classes include Customer Service, Active Shooter, Mental Preparedness, Complacency, Cannibalism and Critical Thinking, Crisis Communications, CTO workshops, Policy and Procedure Development and Crisis Communications.
Wilde, Kristi	FirtNet Outreach Coordinator
Willet, Kevin	Kevin is one of the nation's most popular speakers within the 9-1-1 industry. He has spoken at more National APCO, NENA and NAVIGATOR conferences than anyone else on record. Kevin has been in public safety for over 29 years and he is a crowd pleaser whether it be for a keynote speech or session instruction.
Wise, Don	Don Wise has 25 years in the fire service and is currently the Executive Administrator of the Verdugo Fire Communications Center. "Verdugo" is the regional dispatch center for 13 fire agencies and serves as the fire mutual aid coordination center for Area C of the Los Angeles County Operational Area. Don has served as President of the Communications Section of the California Fire Chiefs Association, and actively advocates for a statewide training standard for fire communications centers. Don is also a member of the Association of Public Safety Communications Officials (APCO) and National Emergency Number Association (NENA). He was the recent recipient of the (NENA) Bill McMurray Award for Excellence. Don holds a Bachelor of Science degree in Emergency Management.
Wilde, Kristi	FirtNet Outreach Coordinator
Wolfinbarger, James	Col. James (Jim) M. Wolfinbarger retired as the 7th chief of the Colorado State Patrol in 2013 after serving his final four years as Chief. During the course of Jim's career with the CSP he served in a number of capacities including as the Director of the CO Office of Preparedness and Security (OPS) which included oversight of the State's Fusion Center and Critical Infrastructure Protection Team. He also served as the Training Director for the Colorado State Patrol and a number of years as the agency's lead media spokesperson. As the chief, Jim was responsible for the 1200 members of the CSP to include 5 regional statewide communications centers with over 140 police communication professionals. In addition to the CSP, those centers provided professional communications services to over 60 state and local agencies across Colorado. Jim served as the chair of the International Association of Chiefs of Police (IACP) Homeland Security Committee from 2012-13 and served as a board member for the IACP's Highway Safety Committee from 2009-13. Since joining Motorola Jim has worked to provide industry expertise and to act as a ambassador to law enforcement executives in the western part of the US regarding what Motorola is bringing to the market to enable public safety agencies the tools and solutions needed to empower their personnel to move forward into intelligence-led public safety while ensuring that the men and women who serve in those departments have the tools at their disposal to keep them safe by providing the right information and intelligence when they need it the most.
Wong, Karen	California FirstNet
Zollo, Jeremy	Chief, FirstNet State & Local Outreach