LINDA LINGLE
GOVERNOR

RUSS K. SAITO
Comptroller

SANDI YAHIRO
Deputy Comptroller

June 3, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Authorization to send the Executive Director, Board Members and PSAP Representatives to the Association of Public-Safety Communications Officials International (APCO) Annual Conference in Houston, TX – August 1-4, 2010

The following are the estimated costs per person to APCO Annual Conference in Houston, TX – August 1-4, 2010 (see included brochure)

- Registration: $ 615
- Airfare: $ 1,165.
- Hotel: $ 1,125 (5 nights @ $225 per night)
- Per Diem $ 497 (7days @ $71 per day – M & IE)

- Total: $3,402

Conference Registration

NEW 4-Day Schedule! More Events! Same 2009 Prices!

APCO

76TH ANNUAL CONFERENCE & EXPO

2010

AUGUST 1-4, 2010
HOUSTON, TEXAS
GEORGE R. BROWN CONVENTION CENTER

www.apco2010.org

Opening Session Keynote

Captain Jim Lovell | *Monday, August 2, 2010* | *8:30 AM – 10:00 AM*

Captain Jim Lovell's inspirational story is a testament to the essential elements of heroism: a courageous spirit, quick and well-reasoned thinking, meticulous attention to every detail, and the spirit of teamwork that guided him and his crew safely back to Earth. Harkening back to the incredible early days of space exploration and the Apollo program, Lovell applies the "time when we did bold things in space to achieve leadership" to your goals and ambitions, proving that even during challenging times, innovation and new heights of leadership can be attained. An unforgettable motivational speaker with an unforgettable story, Lovell will inspire you with his valiant and courageous journey.

SUPERSESSIONS

Frank Miles

TUESDAY, AUGUST 3

8:00 AM – 10:30 AM
(in conjunction with the Distinguished Achiever's Breakfast)

Sponsored by: TCS TeleCommunication Systems — *Enabling Convergent Technologies®*

Laugh at Fear: Finding the Courage to Achieve

This is a unique motivational comedy presentation that demonstrates a simple approach to overcoming the self-imposed limits of fear — the number one obstacle to success. With the help of audience volunteers, Frank Miles uses his extraordinary talents of juggling, magic, unicycling, and fire-eating to deliver a powerful presentation, helping you to address the issues of stress, change, and achieving goals.

John Chappelear

WEDNESDAY, AUGUST 4

12:00 PM – 2:00 PM
(includes lunch)

Build Balance and Reduce Stress, Secrets from The Daily Six

Agencies are pushing employees to do more and more, often with less and less. Reset your day at anytime, using The Daily Six. This simple, yet powerful, process reduces stress and enhances productivity by showing people to live positively. Prosper, by living with purpose and committing to the success of others.

WHAT IS INCLUDED IN MY REGISTRATION?

	Member Full*	Non-Member Full	Spouse, Guest, Child over 5 yrs of age	Member Day Pass* (S,M,T,W)	Non-Member Day Pass (S,M,T,W)	Member Exhibit Hall Only Day Pass* (M,T)	Non-Member Exhibit Hall Only Day Pass (M,T)
Early registration fee (before 7/16/2010)	$415	$615	$125	$105	$205	$35	$55
On-site registration fee	$465	$665	$125	$155	$255	$55	$75
One complimentary One Year APCO Membership**	n/a	●		n/a		n/a	
Entrance into all professional development sessions (Sunday – Wednesday)	●	●					
Entrance into the exhibit hall (Monday – Tuesday)	●	●	●				
One day entrance into professional development sessions (Sunday – Wednesday)	n/a	n/a	n/a	●	●		
One day entrance into exhibit hall only (Monday – Tuesday)	n/a	n/a	n/a	●	●	●	●
1 ticket to Attendee Welcome Reception (Sunday)	●	●	●				
1 ticket to Monday Night Celebration	●	●	●				
1 ticket to the Distinguished Achiever's Breakfast (Tuesday)	●	●	●				
1 ticket to Closing SUPERSESSION Luncheon (Wednesday)	●	●	●				
1 attendee bag ticket	●	●	●	if available	if available		

Social and Networking Event Tickets (if purchased separately)

Attendee Welcome Reception Ticket (Sunday)	$20
Monday Night Event	$20
Distinguished Achiever's Breakfast (Tuesday)	$20
Annual Blue & White Gala (Tuesday)***	$45
Closing SUPERSESSION Luncheon (Wednesday)	$20

* Please note that you must be a current APCO Member (regular, active or commercial) to register for member categories.

** Excludes commercial and international memberships.

*** Annual Blue & White Gala Tickets must be purchased separately and are not included in any registration.

Register Now! www.apco2010.org

SCHEDULE AT A GLANCE

Agenda is subject to change without notice or obligation. Visit www.apco2010.org for updates.

Telecommunicator Topics: On the Front Line · Training for Today and Tomorrow · Supervision Leadership & Development

SATURDAY, JULY 31

1:00 PM – 4:00 PM	Pre-Registration Check-in/ Badge Pick-up Only (no on-site registration)
8:30 AM – 5:00 PM	Executive Council Meeting

SUNDAY, AUGUST 1

7:00 AM – 6:00 PM	Registration
7:30 AM – 4:00 PM	13th Annual Golf Tournament—Sponsored by: HARRIS
10:00 AM – 12:00 PM	Committee Meetings
12:00 PM – 1:00 PM	New Attendee Orientation
1:00 PM – 2:00 PM	First General Business Session
2:00 PM – 3:00 PM	Featured Presentation—Laughter is Lawful
2:00 PM – 3:00 PM	National Standards for Public Safety Communications Case Studies in Dispatch Consolidation The External Alarm Interface Exchange ANS and False Alarm Reduction Efforts: Making a MASSIVE Difference for Comm Centers Core NG 9-1-1 Elements: The Logging Service Big Bang – Little Bucks
3:15 PM – 4:15 PM	The Good, the Bad, and the Ugly Using PowerPoint to build software simulators, online learning, and interactive reference tools "I Want to Speak to the Supervisor!" – Handling Complaints Operating in a Child Centered PSAP Grant Writing - A How-To Guide for Funding your New System City of Houston, Texas Leading the Country in the Development and Implementation of its New $130 Million Next-Generation P-25 Phase 2 700MHz Trunked Radio System Effective Public Safety Backhaul Network Transformation What are these New In-Building Codes and / How do they Effect You and the Hardware You Buy; a Technical Discussion
4:30 PM – 6:30 PM	Attendee Welcome Reception and Grand Opening of the Exhibit Hall

AUGUST 1-4, 2010
HOUSTON, TEXAS
GEORGE R. BROWN CONVENTION CENTER

Communications Center Management | Projects, Planning & Practice | Current Events/Hot Topics | Technology Management | IT & Radio Techno-Talk

MONDAY, AUGUST 2

7:00 AM – 6:00 PM	Registration	
8:30 AM – 10:00 AM	Opening General Session and Keynote Address—Sponsored by: HARRIS	
10:00 AM – 4:00 PM	Exhibit Hall Hours	
12:45 PM – 1:45 PM	How to Act in a Promotional Interview Be All You Can Be As a Trainer Non-Service Initialized Phones: Problems, Challenges, and Legal Status? Beyond the Cubicle: Creating an Ergonomically Focused Communications Center	Advanced Automatic Crash Notifications and Urgency Factors: Can We Standardize? 800MHz Rebanding: Lessons Learned How NOT to Specify Radio Coverage
12:45 PM – 3:00 PM	Roundtable Discussion for Communications Supervisors	
2:00 PM – 3:00 PM	PTSD: Identifying Post Traumatic Stress Disorder in Callers and Techniques in Aiding Such Individuals If it is Not in Writing, it Didn't Happen, or Did it? CALEA Panel Procuring CAD Systems for Multi-Discipline Communication Centers	Next Generation Cyber Security for Today's Public Safety Systems Interoperability Planning and Governance: a Focus on the Local Level Improving Radio Communication Security Through Better Encryption Management
3:15 PM – 4:15 PM	Featured Presentation—FCC Regulatory Panel	
3:15 PM – 4:15 PM	Do You Feel Like an Elephant in a Phone Booth? - Maintaining Your Fabulous Self in a 9-1-1 World Champagne Training on a Beer Budget	Cultivating Positive Change Within Challenging Employees The Emerging Role of Social Media Tools for Public Safety: Beyond the Web
3:15 PM – 5:30 PM	Everything You Need to Know, But are Afraid to Ask	
4:30 PM – 5:30 PM	Deployment Awareness for Telecommunicator Emergency Response Taskforce-TERT TEAM How to Teach a NEW Dog OLD Tricks Registered Public-Safety Leader (RPL): Your Path to Success Lessons Learned in Moving from Coded-Substitutions to Plain Language	Virtual USA Panel: Connecting Emergency Responders to Real-Time, Actionable Information When Will P25 Radios Really be Interchangeable Between Manufacturers? Cybersecurity and Public Safety
7:00 PM – 10:00 PM	Monday Night Celebration	

Communications Center Management | Projects, Planning & Practice | Current Events/Hot Topics | Technology Management | IT & Radio Techno-Talk

WEDNESDAY, AUGUST 4

7:00 AM – 12:00 PM	Registration	
8:15 AM – 9:15 AM	Terminology and Technology Removing the Fear Factor Training Syllabus Putting your IQ into QI - The Quality Improvement Cycle Preventing Information Overload on Patrol	Get Behind the Wheel - Building Your PSAP's Roadmap to Next Gen 911 Narrowbanding Update - Time is Growing Short The Role of Satellite in Interoperable Communications for Public Safety
8:15 AM – 11:45 AM	Leadership Symposium Classes	
9:30 AM – 10:30 AM	Officer Down: What Dispatchers Need to Know Can You Teach an Old Dog New Tricks? Quest for Quality	PSAP NextGen Readiness - What About The Map? Are IP Technologies Really Ready for Mission-Critical Wireless Communication Systems?
9:30 AM – 11:45 AM	Broadband Communications to Enable First Responders with New Level of Information	
10:45 AM – 11:45 AM	Where Am I? Why Am I Here? APCO Call Center Standards Committee Panel Discussion - Public Safety Communications Training Coordinator Training Standard Effective Use of NCIC in Missing, Abducted and Sexually Exploited Child Incidents	Communications Tower Design and Installation Points To Remember The Future of Mobile VPN Technology for Mission-Critical Communications The New Multi-Band Radios and Their Impact on Interoperability
12:00 PM – 2:00 PM	Closing SUPERSESSION Luncheon	

Register Now! www.apco2010.org