



## 2022 VENDOR SHOWCASE & TRAINING EXPO

Hosted by the Northern California Chapter of the Association of Public-Safety Communications Officials

### DISTRICT 56

8230 Civic Center Drive | Elk Grove, CA 95757

[Click here to Register and attend both events for FREE!](#)

### TRAINING EXPO SCHEDULE --- MONDAY, OCTOBER 24<sup>TH</sup>

\*\*\* Schedule last updated 10/11/2022 \*\*\*

#### **Track #1, OPERATIONS:**

**Title:** Dispatcher Wellness

**Presenter:** Luz Martinez, [Dispatch Wellness](#)

**Description:** *Learn concepts and applications of simple mindfulness tools to help with job stressors while increasing wellness and resilience. Research shows mindfulness can help reduce stress, reduce emotional reactivity and increase the ability to participate in the present moment.*

**Time:** 8:30AM – 10:30AM

**Title:** Dispatcher Customer Service

**Presenter:** Luz Martinez, [Dispatch Wellness](#)

**Description:** *Learn customer service knowledge to provide services that are more efficient and effective while minimizing burnout. Be better equipped to take care of yourself and provide improved customer service to the public and the agency personnel you interact with.*

**Time:** 1:00PM – 3:00PM

#### **Track #2, LEADERSHIP DEVELOPMENT & WELLNESS IN THE PSAP:**

**Title:** Enjoy Your Job

**Presenter:** Martha Bryan, [Bryan and Bryan Associates](#)

**Description:** *Bring positive change, order, balance and quality to your life for greater personal and professional success.*

**Time:** 9:00AM – 10:00AM

**Title:** Manage the New Workforce

**Presenter:** Martha Bryan, [Bryan and Bryan Associates](#)

**Description:** *harness the energies of diverse groups of individuals to produce high-performing outcomes.*

**Time:** 11:00AM – 12:00PM

**Title:** Stay Healthy and Productive Under Pressure

**Presenter:** Martha Bryan, [Bryan and Bryan Associates](#)

**Description:** *Identify causes and effects of stress. Learn how to respond to – not react to – time pressures and demands from others for improved outcomes.*

**Time:** 1:00PM – 2:00PM

**Title:** Thrive during Change

**Presenter:** Martha Bryan, [Bryan and Bryan Associates](#)

**Description:** *Learn how certain attitudes and beliefs can reduce the stress associated with change. Receive tools to facilitate positive changes, obtain support from others and enjoy the process.*

**Time:** 3:00PM – 4:00PM

### **Track #3, TECHNICAL:**

**Title:** COML Overview

**Presenter:** Shelly McMahon, Cal OES

**Description:** *The Communications Unit Leader is part of the Logistics unit within the Incident Command Structure. Learn about the COML's role during an incident and how to become involved during major incidents.*

**Time:** 9:00AM – 10:00AM

**Title:** The DIY Guide to Site Development

**Presenter:** Craig Trygstad, [CSI Telecommunications](#)

**Description:** *Often, site development is scoped into the radio vendor's implementation services as part of a communications system project. This presentation addresses the facets of site design and best practices to help you to do it yourself, avoiding the markup and overhead costs associated with letting the vendor do it.*

**Time:** 11:00AM – 12:00PM

**Title:** Radio 101 for Dispatchers

**Presenter:** Bill Ruck, [CSI Telecommunications](#)

**Description:** *Learn essential radio concepts and terms to give Dispatchers a working knowledge of basic radio systems without getting involved in physics and math.*

**Time:** 1:00PM – 2:00PM

**Title:** In-building Coverage Best Practices for Licensees

**Presenter:** Greg Glenn, [CSI Telecommunications](#)

**Description:** *This session will cover best practices for licensees when/if they allow signal boosters on their networks. Also, we'll discuss the FCC rules as it relates to enforcement per Part 90 to help minimize service degradation as well as a review of IFC/NFPA standards.*

**Time:** 3:00PM – 4:00PM

## **VENDOR SHOWCASE --- TUESDAY, OCTOBER 25<sup>TH</sup>**

Visit 50+ vendors who provide products and services for Public Safety! Also, presentations across various topics will occur throughout the day including:

**9:00AM: Motorola**, Saeed Salimian - Motorola APX radios with focus on APX NEXT and APX N radios. Presenting new broadband features for these radio types.

**10:00AM: ESChat**, Josh Lober – Broadband Push-to-Talk.

**11:00AM: Dispatcher Roundtable** in a Town Hall format with potential topics including 9-8-8 and NextGen 9-1-1.

**12:00PM: FirstNet**, Kevin Nida - A FirstNet Roundtable moderated by Senior Public Safety Advisor Kevin Nida with first responder panelists.

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