



Wyoming APCO

9th Annual Meeting

Tentative Agenda

November 16-18, 2009

Ramada Plaza
Casper, Wyoming
(307) 235-2531

Monday - November 16, 2009

- 5:00 p.m. Dispatcher Information Sharing
7:00 p.m. Monday Night Football — *Baltimore @Cleveland*

Tuesday - November 17, 2009

- 7:00 a.m. Registration
Continental Breakfast
- 7:30 a.m. **Welcome, Introduction of WYAPCO Board, and Opening**
- 8-11:00 a.m. **Concurrent Training Sessions (with breaks)**
- **Managing Change in a Positive Way** (*Nancy Brady, Iowa Law Enforcement Academy*)
 - **They Blamed The Dispatcher: The Good, the Bad, and the Ugly** (*Lt. Robert Graham, Professional Dispatch Management*)
- 11:00 a.m. **Concurrent Training Sessions**
- **Are You 'PHIT' for Duty?** (*Nancy Brady, Iowa Law Enforcement Academy*)
 - **Officer Down** (*Lt. Robert Graham, Professional Dispatch Management*)
- Noon Poolside Buffet Lunch (Included in Registration)
- 1:00 p.m. Vendor Set-Up
- 1-2:00 p.m. **Concurrent Training Sessions**
- **Learning Styles of Adult Learners** (*Nancy Brady, Iowa Law Enforcement Academy*)
 - **Officer Down (Repeat)** (*Lt. Robert Graham, Professional Dispatch Management*)
- 2-5:00 p.m. **Concurrent Training Sessions (with breaks)**
- **911 Customer Service** (*Laura Spell, Flowood Police Department and Professional Dispatch Management*)
 - **Supervising Problem Employees** (*Lt. Robert Graham, Professional Dispatch Management*)
- 5:00 p.m. **Vendor Welcome Reception** (*Located in the Spruce Room*)

Wednesday - November 18, 2009

- 7:00 a.m. Registration
Continental Breakfast
Vendor Set-Up
- 7:30 a.m. **Day's Opening Comments** (*Bill Gordon, WYAPCO President*)
- 8:00 a.m. **Update: Next Generation 911** (*Chief Dale Stalder, Laramie P.D.*)
- 9:00 a.m. Visit Vendor Displays and Break
- 10:00 a.m. **Integrated Solutions for Data Handling in the NG9-1-1 PSAP** (*Positron*)
- 11:00 a.m. Visit Vendor Displays and Break
- Noon Poolside Awards Luncheon (Included in Registration)
- 1:30 p.m. **Update: WYOLINK** (*Marty McCoy, WYDOT*)

2:30-3:30 **LTE/4G Broadband Technology** (*Katie Gard, Motorola*)

3:30 p.m. Refreshments

3:40 p.m. **Wyoming APCO Business Meeting**

- Election of Officers
- National APCO Update
- 2010 Meeting

4:40 p.m. Open Topics and Conclusion

revised/October 09

