APCO strives to provide you with an educational experience unparalleled to any other industry-related event. In doing so, we will help you become more knowledgeable in your field, more valuable to your agency and co-workers, and better equipped with the latest tools to keep our communities and the public safe.

Below are Professional Development sessions purposely designed to enhance Deaf or Hard of Hearing attendees experience that focus on a variety of subject areas.

**Sunday, August 5**

9:30am-10:30am
Imagine Listening: Your Worst Day Is My Everyday Within the Trenches
*Track*: Frontline Telecommunicator

10:45am-11:45am
Community Engagement: How Increasing Opt-Ins Helps Improve Large Scale Events
*Track*: Industry Products and Tools

1:30pm-2:30pm
TTY is Going Away: RTT is Here to Stay
*Track*: NG9-1-1 and Emerging Technologies

2:45pm-3:45pm
0% Turnover: How the Best 9-1-1 Leaders Keep Their Best Employees
*Track*: Leadership Development
Monday, August 6
8:30am-10:00am
Opening General Session
Keynote: Sal Giunta, First Living Medal of Honor Recipient Since the Vietnam War and Author, Living With Honor

2:00pm-3:00pm
North Bay Wildfires: Lessons Learned from REDCOM Fire and EMS Dispatch
Track: Emergency Preparedness, Response, and Situational Awareness

3:15pm-4:15pm
Service Denied: Cyber and Jamming Threats to Public Safety
Track: Cybersecurity in Public Safety Communication

4:30pm-5:30pm
Avoiding Ethical U-Turns
Track: Frontline Telecommunicator

Tuesday, August 7
8:00am-10:00am
Distinguished Achievers Breakfast
Keynote: Gary Heil, Founder, The Center for Innovative Leadership and Author

1:30pm-2:30pm
Value Everyone; Servant Leadership
Track: Leadership Development

2:45pm-3:45pm
Critical Incident Training
Track: Emergency Preparedness, Response, and Situational Awareness
**Wednesday, August 8**

**9:00am-10:00am**
The Future of Emergency Communications: Interoperability and the Path to NG9-1-1  
**Track:** NG9-1-1 and Emerging Technologies

**10:15am-11:15am**
Stress in the 9-1-1 Ranks  
**Track:** Communications Center Management

**11:30am-1:30pm**
Food for Thought Luncheon  
**Keynote:** Connie Podesta, Expert in Changing Lives and Author, *Life Would Be Easy If It Weren’t for Other People*

**1:45pm-2:45pm**
FirstNet Town Hall  
**Track:** Cutting Edge Developments

**3:00pm-4:00pm**
Identifying and Mitigating Cyber Attacks  
**Track:** Cybersecurity in Public Safety Communications

**6:45pm-9:00pm**
Connect & Celebrate Dinner

*Please note: The Distinguished Achievers Breakfast (Tuesday), Food for Thought Luncheon (Wednesday) and Connect & Celebrate Dinner (Wednesday) are not included in any registration. These event tickets must be purchased separately.*