

## APCO 2016 Orlando Video Lessons

Class	Legal Aspects	Interpersonal Perspectives	Technical Studies	Skill Development	Total Hours	Expiration
7 Requirements that will Improve Your Emergency Communications			1		1	8/30/2017
911 for 911: What Happens when 911 Has an Emergency				1	1	8/30/2017
911 Hacked! Attacked! Where's That?			1		1	8/30/2017
Active Shooter: The Telecommunicator's Role				1	1	8/30/2017
Advanced Automatic Collision Notification-Real Time Impact				1	1	8/30/2017
APCO 911 Advisor Innovations & Best Practices			1		1	8/30/2017
APCO Agency Training Program Certification				1	1	8/30/2017
APCO ProCHRT - Shaping the Future		1			1	8/30/2017
APCO/NENA - Standard for QA/QI Program	1				1	8/30/2017
APCO's Leadership Programs: RPL & CPE				1	1	8/30/2017
Automated Secure Alarm Protocol (ASAP to PSAP)			1		1	8/30/2017
BeRailSafe 911 Rail Emergency Communications Awareness				1	1	8/30/2017
Best Practices for E-911 Database Management			1		1	8/30/2017
Best Practices in LMR Tower Construction/Maintenance			1		1	8/30/2017
Building NG911 Systems Through Collaboration			1		1	8/30/2017
Citizen Apps & 911: Hype or Road to Improved Response			1		1	8/30/2017
Civil Unrest in Baltimore City: Lessons Learned				1	1	8/30/2017
Commercial Wireless Networks/Priority for Public Safety			1		1	8/30/2017
Considerations for Third Party Consoles			1		1	8/30/2017
Core Competencies, Operational Factors, and Training				1	1	8/30/2017
Critical Shift in Public Safety/Government Automated HF-NVIS networks			1		1	8/30/2017
Customer Service		1			1	8/30/2017
Cybersecurity & Public Safety			1		1	8/30/2017
Developing a Social Media Policy Workshop	1				1	8/30/2017
Developing Leadership Within Your Comm Center		1			1	8/30/2017
Developing Training Material for the FrontLine Communicator				1	1	8/30/2017
Digital Television (DTV) Datacasting for Encrypted Video/Data Sharing			1		1	8/30/2017
Don't Lose Power - Modern Backup Power Solutions			1		1	8/30/2017
Driving LMR & LTE Convergence Through Networks, Devices, Apps			1		1	8/30/2017
Effective Whole Community Digital Comm Planning			1		1	8/30/2017
Effectively Leading Millennials in the Workplace		1			1	8/30/2017
Emotional Safety: The Essential Element in Workplace Wellness		1			1	8/30/2017
Enabling PSAP Success with a Unified/Seamless NG911 Solution			1		1	8/30/2017
FCC Update			1		1	8/30/2017
Find It: New Technologies&Techniques for Location Accuracy			1		1	8/30/2017
FirstNet & NG911			1		1	8/30/2017
FirstNet Early Builder Roundtable			1		1	8/30/2017
FirstNet Roaming: App stability/connectivity across net boundaries			1		1	8/30/2017
FirstNet Townhall			1		1	8/30/2017

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Handling Suicidal Callers		1			1	8/30/2017
Hearing Past the Silence		1			1	8/30/2017
How LMR/LTE Combine to Make PSC More than Expected			1		1	8/30/2017
How to Buy an Interoperable Communications System			1		1	8/30/2017
How to Improve What You Say and How You Say It		1			1	8/30/2017
Human Trafficking Awareness				1	1	8/30/2017
I Didn't Know My Boss Knew About Public Media?		1			1	8/30/2017
Identifying & Dealing with Problem Employees		1			1	8/30/2017
If You Build It, They Will Come (How to Grow Your Radio System)			1		1	8/30/2017
Inside Out-Optimizing GIS to Bring Address Location Indoors			1		1	8/30/2017
Jim's Ten Principles of Leadership		1			1	8/30/2017
Lesson Learned-Looking Forward: Purpose Built Smartphone for PSC			1		1	8/30/2017
Leveraging COMLs & Priority Services to Support Incident Response			1		1	8/30/2017
Leveraging Data for Public Safety			1		1	8/30/2017
Leveraging Your GIS Investment for Location Accuracy			1		1	8/30/2017
LMR and It's Future: Why It Remains Indispensable			1		1	8/30/2017
LMR&LTE Interoperability - Future of Public Safety Communications			1		1	8/30/2017
NG911 Interstate Playbook - How To Manual for Interconnecting			1		1	8/30/2017
NG911: Consolidating Disparate GIS Data into Common Layer			1		1	8/30/2017
NPSTC Annual Public Safety Communications Update			1		1	8/30/2017
NTIA Office of Public Safety Communications Update			1		1	8/30/2017
OEC and the New Emergency Communications Ecosystem			1		1	8/30/2017
OYO or Oh, No! You Choose!				1	1	8/30/2017
P25 Suncoast Regional Communications Network: Collaboration			1		1	8/30/2017
People: The Most Important Asset during Consolidation		1			1	8/30/2017
Perspectives on Sitting: Developing a Culture of Movement in the Workplace			1		1	8/30/2017
Police Call QA-A Personalized QA Program			1		1	8/30/2017
Project 25 Revealed - without the Technical Babble			1		1	8/30/2017
Providing Communications to the World: World Bicycle Association				1	1	8/30/2017
Providing Holistic Public Safety Communications			1		1	8/30/2017
Providing Resiliency/Security for PS Radio Systems/IT Networks			1		1	8/30/2017
PSAP Management, 400 Level				1	1	8/30/2017
Public Safety In Building Radio Coverage: Understanding NFPA Code			1		1	8/30/2017
Putting It All Together - A Look at Leadership & the Comm Center		1			1	8/30/2017
Radio Maintenance: DiagnostX to Identify at-risk Radios			1		1	8/30/2017
Radio Operator Workload - How Much is too Much				1	1	8/30/2017
Real World Experience using Vehicle Repeaters/Enhance Coverage			1		1	8/30/2017
Resilient 911 Communications			1		1	8/30/2017
Scheduling 101: Managing Needs, Wants & Reality		1			1	8/30/2017

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Securing Public Safety Networks - APCO Perspective			1		1	8/30/2017
Shots Fired! Officer Down! A Dispatcher's Response				1	1	8/30/2017
So Now You Have Encrypted Talk Groups on Your P25 System?			1		1	8/30/2017
So, You Want to be A Director		1			1	8/30/2017
Social Media 101		1			1	8/30/2017
Social Media Discovery, Web Collection & Preservation			1		1	8/30/2017
Social Media in the PSAP		1			1	8/30/2017
Social Media: How It Can Work for You				1	1	8/30/2017
Social Media: Posting Your Way OUT of a Job	1				1	8/30/2017
State & Local Implementation Grant Program (SLIGP)				1	1	8/30/2017
Supervision - The Hard Questions?		1			1	8/30/2017
Supporting Communications during National Special Security Events				1	1	8/30/2017
System Down: Best Practices for Eliminating This Status			1		1	8/30/2017
Tactical Applications of Broadband networks for First Responders			1		1	8/30/2017
Talent Management: Developing & Maintaining the Workforce		1			1	8/30/2017
Text to 911: Current State of the Market			1		1	8/30/2017
The Active Shooter Terrorist				1	1	8/30/2017
The Case for Social Media Use in Law Enforcement	1				1	8/30/2017
The Internet of Public Safety Things (IoPST)			1		1	8/30/2017
The Secret to Performance Success		1			1	8/30/2017
This is Not Your Mother's Training Program: Critical Thinking				1	1	8/30/2017
Top 10 NG911 Recording & QA Best Practices			1		1	8/30/2017
Top 10 Reasons You ARE NOT READY for NG911 (How to Fix them)			1		1	8/30/2017
Training Budget? What Training Budget?				1	1	8/30/2017
Turning Conflice Into Conversation		1			1	8/30/2017
Understanding Domestic Violence		1			1	8/30/2017
Unlocking Hidden Insights in Your Incident Data			1		1	8/30/2017
Using Drones for Public Safety			1		1	8/30/2017
Vertical Leadership: Build Great Teams That Last!		1			1	8/30/2017
We Trained for This Day: Chattanooga's Military Active Shooter				1	1	8/30/2017
What Do You Need to Get Your Job Done?				1	1	8/30/2017
What You Need to Know to Implement Text-to-911			1		1	8/30/2017
When Autism Has An Emergency		1			1	8/30/2017
Why Doesn't She Just Leave: Domestic Violence		1			1	8/30/2017
Why ESINet? Why Now?			1		1	8/30/2017
You Posted What?		1			1	8/30/2017
You're on a Need to Know Basis-Data Analytics for Your PSAP			1		1	8/30/2017