

# 2026 Atlantic APCO Conference

## Agenda

### Sunday, September 27

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6:00 AM - 9:00 PM	Vendor Booth Set Up Nobel C,D
1:00 PM - 7:00 PM	Registration Nobel Assesmbly
2:00 PM	Event Start
2:30 PM - 3:30 PM	Atlantic Chapter of APCO Executive Board Meeting
4:00 PM - 5:00 PM	Morris County 9-1-1 Tour
5:30 PM - 6:30 PM	New Attendees Reception
6:30 PM - 8:00 PM	Welcome Reception Sponsored by: INDIGITAL Nobel Assesmbly

### Monday, September 28

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6:30 AM - 6:30 PM	Registration Closed for Business Meeting 1600-1700 reopens at 1730
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7:00 AM - 8:00 AM

Breakfast

8:00 AM - 9:30 AM

Opening Ceremony  
Andrew Baxter

8:45 AM - 9:00 AM

Exhibit Hall Inspection

8:45 AM - 9:45 AM

Keynote  
Sponsored by: RapidSOS

10:00 AM - 11:00 AM

Exclusive Vendor Hour

10:00 AM - 4:00 PM

Vendor Hall

10:30 AM - 11:00 AM

AM Break  
Sponsored by: Axon 911

11:00 AM - 12:00 PM

Session 1-1 Diamond RM - Morale; The Good, the bad and the fixable!

L&PG 16

Diamond RM

This session identifies common morale killers and helps you recognize your own impact on the team. Learn how small, consistent positive changes can shift culture, improve morale, and create a stronger, more supportive workplace.

Tracy Eldridge

Session 1-2 Pearl RM Protecting Call  
Taker Wellness: Using AI to Manage Non-  
Emergency Call Surges in Modern PSAPs

T/A13

Pearl RM

PSAPs face rising call volumes and staffing shortages as non-emergency calls consume Call Taker time. This session explores how agencies evaluate AI-assisted call handling to manage routine demand, protect wellness, and maintain public trust.

JOSH WRIGHT

Session 1-3 Emerald RM You're buying  
drinks if your password is 'ADMIN';  
Closing the cyber gaps in PSAP networks

T/A 1

EMERALD RM

Obstacles and solutions for everyday cybersecurity. Story based best practices and ideas for real ongoing cybersecurity threats.

IRINA VISHNEVETSKY

Session 1-4 Ruby RM Lights, Cameras,  
Consequences: Customer Service Liability

FLT-1

RUBY RM

This session provides a quick intro to customer service & liability (legal liability & other consequences). We will review real-life cases, that could have been handled better, and see the consequences for the telecommunicators involved.

JESSICA MILLIKEN

Session 1-5 Sapphire RM The Psychology of Domestic Violence and the Role of the Telecommunicator

FLT-6

SAPPHIRE RM

In this course, we'll dive deep into the real hazards of responding to domestic incidents. You'll gain a greater understanding of why victims often remain in these situations and uncover the powerful statistics behind these complex calls.

JASON LONG

Session 1-6 Tanzanite RM - Beyond CISM: Building Resilient Dispatchers

TW-6

TANZANITE

CISM has long supported first responders after traumatic events. Research shows proactive strategies like Psychological First Aid, early connection, and ongoing support more effectively reduce stress injuries and build lasting resilience.

SHANNON POLITIO

12:00 PM - 1:00 PM

Lunch

1:00 PM - 2:00 PM

Fast Round Vendor/Decision Maker Meeting

Session 2-1 Diamond RM

Session 2-2 Pearl RM

Session 2-3 Emerald RM

Session 2-4 Ruby RM

Session 2-5 Sapphire RM

Session 2-6 Tanzanite RM

2:00 PM - 3:00 PM

Session 3-1 Diamond RM

Session 3-2 Pearl RM

Session 3-3 Emerald RM

Session 3-4 Ruby RM

Session 3-5 Sapphire RM

Session 3-6 Tanzanite RM

3:00 PM - 4:00 PM

Vendor Exclusive Hour #2

3:30 PM - 4:00 PM

PM Break

Sponsored by: Priority Dispatch

4:00 PM - 5:00 PM

1st Business Meeting

6:00 PM - 9:00 PM

Monday Night Social  
Sponsored by: Critical Response Group,  
Inc.

## Tuesday, September 29

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6:30 AM - 6:00 PM

Registration  
Closed for Business Meeting 1600-1700  
reopens at 1700

7:00 AM - 8:00 AM

Breakfast

8:00 AM - 9:00 AM

Fast Round Vendor/Decision Maker  
Meeting  
Vendor Hall

9:00 AM - 10:00 AM

Session 1-1

9:00 AM - 12:00 PM

Vendor Hall

10:00 AM - 11:00 AM

Session 2-1

11:00 AM - 12:00 PM

Exclusive Vendor Hall Hour

Session 3-1

12:00 PM - 1:00 PM

Lunch

1:00 PM - 2:00 PM

9/11 Discussion

2:00 PM - 3:00 PM	Session 4-1
3:00 PM - 4:00 PM	Session 5-1
4:00 PM - 4:30 PM	2nd Business Meeting
6:00 PM - 10:00 PM	Dinner/Awards Banquet Sponsored by: Motorola Solutions Join us to celebrate the Atlantic Chapter of APCO's 60th Anniversary

## Wednesday, September 30

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7:00 AM - 8:00 AM	Breakfast
8:00 AM - 9:00 AM	Morris County Communications Center Tour
9:00 AM - 10:00 AM	Session 1-1
10:00 AM - 11:00 AM	Session 2-1
11:00 AM - 12:00 PM	Hotel Check out
12:00 PM - 2:00 PM	Lunch Closing Ceremonies
1:00 PM	Event End