

IGNITE, ADAPT, OVERCOME:

Leading in Today's Fire Service



FEB. 24-26
2026

Professional Development Conference @
<https://fcam.org/pdc/>



DISPATCHERS | FEBRUARY 24

Tuesday, 09:00 – 10:00 | Room B

Wait... What Did They Just Say? — A Dispatcher's Guide to Fire Lingo

Speaker: Chief David Hurlbut (Ret.), Sterling Fire Department



This lively session helps dispatchers better understand the fast-paced terminology of the fireground. Chief Hurlbut explains common fire service acronyms, tactical radio terms, and operational lingo used during emergencies, providing clarity and confidence for communications center staff. Attendees will gain a working knowledge of structure fire operations and command terminology, improving coordination between responders and dispatchers and strengthening overall emergency response efficiency. The seminar is ideal for both new and experienced telecommunicators who want to enhance communication accuracy and effectiveness. Chief Hurlbut brings over 40 years of front-line and leadership experience, offering insights drawn from decades of real-world emergency response.

Tuesday, 10:15 – 11:30 | Room B

MA State Fire Mobilization Plan: A Dispatcher's Perspective

Chief Hurlbut, State Coordinator for the Massachusetts State Fire Mobilization Plan, takes attendees behind the scenes of the program with a focus on the crucial role of dispatch centers. The session covers activation procedures, resource tracking, documentation, and communication strategies that support mutual aid and statewide coordination. Participants will review real-world examples of how proper planning and communication help ensure quick, safe, and organized deployment during large-scale incidents. This seminar empowers dispatchers to be a critical link in the mobilization chain, ensuring success during major events. His career includes leadership in large-scale incidents, giving attendees practical, proven strategies they can apply immediately.

Tuesday, 13:00 – 16:30 | Room B

Saving Lives on Both Sides of the Call!

Tracy Eldridge, Founder, On Scene First; Public Safety Trainer



This thought-provoking presentation explores the importance of mental health and wellness among first responders. Drawing on her 25+ years of experience in public safety - from dispatch to fire/EMS - Tracey Eldridge shares insight into the realities of PTSD, burnout, and secondary trauma. Learn practical tools to identify early warning signs, access support, and prioritize self-care without stigma. Tracy's message is both motivational and educational, encouraging attendees to take care of themselves as fiercely as they care of others—saving lives on both sides of the call. You will leave inspired to build resilient, healthy teams while fostering a culture that values mental well-being.

REGISTER & INFO: <https://fcam.org/pdc/>