LEARN ★ CONNECT ★ GROW ★ DISCOVER

NENA 2014

CONFERENCE AND EXPO

NASHVILLE, TN ★ JUNE 14–19

REGISTER BEFORE MAY 16 to SAVE $100 — OR MORE!
See pages 23 for details.

NENA

9-1-1

NENA 2014

"The most hospitable, educational, and fun conference I have ever attended."

— NENA 2013 attendee

About NENA: The 9-1-1 Association

NENA: The 9-1-1 Association serves its members and the greater public safety community as the only non-profit professional organization solely focused on 9-1-1 policy, technology, operations, and education issues.

NENA members are part of a grassroots network of public safety professionals dedicated to improving 9-1-1 across North America and beyond. NENA is where hands-on work to improve emergency communications yields truly meaningful results; our members are directly involved in shaping the future of 9-1-1 and in keeping our communities strong, safe, and vibrant.

NENA
THE
9·1·1
ASSOCIATION

NENA exists to ensure that 9-1-1 is prepared to meet the needs of all citizens making requests for assistance by developing standards and resources for 9-1-1 systems and operations; providing education, training, and certifications for 9-1-1 professionals; informing policymakers about issues facing 9-1-1; and educating the public about 9-1-1 systems, their importance, and their proper uses.

Be part of the conversation before, during, and after NENA 2014!

www.facebook.com/911nena911
www.twitter.com/911nena911

LEARN ★ CONNECT ★ GROW ★ DISCOVER

NENA 2014

Working in 9-1-1 puts you on the front lines of emergency response. Every day you work to solve the problems of the citizens you serve in their time of need, but what about the issues that you face while striving to enable the most effective and efficient response possible? Where can you find solutions to the challenges you face today, as well as those just beyond the horizon?

No matter what your role is in public safety, NENA 2014 delivers the education, resources, and contacts you need to be better equipped to do your job and actively prepare for the road ahead.

At NENA 2014 you will not only hear about the public safety issues of the present and the future, but also gain practical, real-world know-how that you can take home with you and put into action immediately. You will be connected to the pulse of 9-1-1, joining thousands of public safety professionals, telecommunications specialists, and federal, state, and local policymakers for a week filled with chances to develop a keen understanding of the near- and long-term issues facing public safety and build the skill-sets necessary to tackle these challenges head on.

Featuring inspiring keynote speakers, 90+ hours of education and training sessions designed to inform and empower, comprehensive full-day and multi-day courses and workshops with real-world applications, unparalleled opportunities to network with peers and make the right connections, and an Expo Hall showcasing cutting-edge products and services, NENA 2014 is the must-attend event of the year for today's emergency communications professional. Don't miss your chance to be a part of it!

❋NENA 2014 Schedule-at-a-Glance❋

Subject to change. Visit www.nena.org/nena2014 for the latest updates.

KEYNOTES (See page 7 for details.)

Mon, 6.16	8:00am – 10:00am		Opening Keynote Session featuring Bob Woodruff
Tues, 6.17	8:15am – 9:30am		Keynote Session featuring Janet Miller
Wed, 6.18	12:30pm – 2:30pm		Networking Lunch and Keynote featuring Inky Johnson

EDUCATION
Full- and Multi-Day Courses and Workshops (See pages 11–12 and page 20 for details.)

Wed, 6.11 – Sun, 6.15	8:30am – 4:30pm (Sat, 6.14 only: 10:30am – 6:30pm)		Center Manager Certification Program*
Sat, 6.14	10:30am – 6:30pm		Pre-Conference Courses*
Sun, 6.15	8:30am – 4:30pm		Pre-Conference Courses*
Thurs, 6.19	8:00am – 1:00pm		What Does That Box Do? NG9-1-1 Components & How They Work*

Education and Training Sessions (See pages 13–19 for details.)

Mon, 6.16	1:30pm – 5:00pm	
Tues, 6.17	9:45am – 11:00am; 1:30pm – 2:30pm; 4:00pm – 5:00pm	
Wed, 6.18	9:30am – 12:15pm; 2:45pm – 4:00pm	

Expo Hall Buzz Sessions (See page 9 for details.)

Mon, 6.16	10:15am – 1:00pm	
Tues, 6.17	11:15am – 1:00pm; 2:45pm – 3:15pm	

NETWORKING EVENTS (See page 5 for details.)

Sat, 6.14	7:00am – 9:30am		Friends of 9-1-1 Run for 9-1-1 Charity 5K*
Sun, 6.15	4:30pm – 5:30pm		Membership Meeting
Sun, 6.15	5:30pm – 6:30pm		Awards Ceremony
Sun, 6.15	6:30pm – 8:00pm		Welcome Reception
Mon, 6.16	7:00am – 7:45am		First Timers' Breakfast
Mon, 6.16	5:00pm – 6:30pm		Networking Reception in the Expo Hall
Tues, 6.17	7:00am – 8:00am		Regional Breakfasts
Tues, 6.17	2:30pm – 4:00pm		Expo Hall Prize-a-Palooza
Tues, 6.17	5:30pm – 6:30pm		ENP & Leadership Reception (closed event)
Tues, 6.17	7:00pm – 8:30pm		Young Professionals Mixer (The Bridge bar, Renaissance Nashville)
Wed, 6.18	9:30am – 12:15pm		Chapter Leadership Forum*
Wed, 6.18	12:30pm – 2:30pm		Networking Lunch and Keynote featuring Inky Johnson
Wed, 6.18	5:30pm – 8:00pm		Installation Reception

EXPO HALL (See page 9 for details.)

Mon, 6.16	10:00am – 1:30pm; 4:00pm – 6:30pm	
Tues, 6.17	10:00am – 4:00pm	

PSAP TOURS (See page 21 for details.)

Sun, 6.15	1:00pm – 4:00pm	
Mon, 6.16	1:00pm – 4:00pm	
Wed, 6.18	9:30am – 12:30pm	

GUEST TOURS (See page 23 for details.)

Mon, 6.16	1:00pm – 3:00pm		Country Music Hall of Fame and Museum
Tues, 6.17	1:00pm – 3:00pm		NashTrash Bus Tour

* Additional registration and/or advance notice of participation required.

New for 2014!
- **Two breakout tracks specifically designed for law enforcement and fire leaders**
- **Networking Lunch and Keynote**
- **Run for 9-1-1 charity 5K**
- **Young Professionals Mixer**
- **Thursday workshop: NG9-1-1 Components & How They Work**

WHO SHOULD ATTEND?

9-1-1 authority personnel; PSAP managers and supervisors; telecommunicators and dispatchers; 9-1-1 service providers; GIS and addressing professionals; telecommunications and network specialists; law enforcement, fire, and EMS personnel with 9-1-1 oversight responsibilities; public safety applications developers; managed services and cloud hosting providers; homeland security regulatory agency staff; state, regional, and local government officials

REGISTRATION RATES

NENA Member	$579	} By 5/16/14	$679	} After 5/16/14
NENA Member ENP	$529		$629	
Non-Member	$729		$829	
Tennessee Resident	$529		$629	

Turn to page 23 for additional pricing options and registration information.

THREE WAYS TO REGISTER
- Online at **www.nena.org/nena2014/register**
- Download a printable form at **www.nena.org/nena2014/form**
- Call **202.466.4911** to request a printable form

"There is always something new to learn, both from NENA and the people we meet."

— NENA 2013 attendee

SATURDAY, 6.14

7:00AM – 9:30AM

New! **Run for 9-1-1 5K**
Lace up your running or walking shoes in support of 9-1-1 training and wellness programs and participate in the Friends of 9-1-1 first-ever "Run for 9-1-1" charity 5K!

SUNDAY, 6.15

1:00PM – 4:00PM

PSAP Tours
Join your peers on a visit to three local 9-1-1 centers where you'll see the latest public safety equipment in action.

4:30PM – 5:30PM

Membership Meeting
Hear reports on the state of the association and its activities over the past year and vote on proposed bylaws amendments.

5:30PM – 6:30PM

Awards Ceremony
Honor 9-1-1 professionals and callers who have demonstrated exceptional dedication and valor!

6:30PM – 8:00PM

Welcome Reception
Co-hosted by NENA and the NG9-1-1 Institute, this popular event is a great way to catch up with old friends, make new ones, and schedule dinner plans during NENA 2014.

MONDAY, 6.16

7:00AM – 7:45AM

First Timers' Breakfast
Meet new friends and develop a game plan to navigate NENA 2014's sessions, Expo Hall, and events.

10:00AM – 1:30PM | 4:00PM – 6:30PM

Expo Hall
Meet with exhibitors and see, hear, and touch the latest in public safety technology and services.

1:00PM – 4:00PM

PSAP Tours

5:00PM – 6:30PM

Networking Reception in the Expo Hall
This fun event is perfect for networking with peers to hear how they are addressing similar challenges.

TUESDAY, 6.17

7:00AM – 8:00AM

Regional Breakfasts
Meet your NENA Regional Director and share with your peers the issues affecting the public safety community in your area.

10:00AM – 4:00PM

Expo Hall

2:30PM – 4:00PM

Expo Hall Prize-a-Palooza
It's about prizes, snacks, and meeting with industry partners... and more prizes!

5:30PM – 6:30PM

ENP & Leadership Reception
This closed event celebrates those who have achieved public safety's most prestigious professional designation, ENP, as well as chapter and national NENA leaders.

7:00PM – 8:30PM

New! **Young Professionals Mixer**
Future leaders unite! Join other up-and-coming 9-1-1 professionals at The Bridge bar in the Renaissance for drinks and lively conversation. Recommended for attendees 40 and younger, although the young at heart are also welcome.

WEDNESDAY, 6.18

9:30AM – 12:15PM

Chapter Leadership Forum
Learn how to take an active role in shaping the future of NENA both locally and nationally. Pre-registration is required.

9:30AM – 12:30PM

PSAP Tours

12:30PM – 2:30PM

New! **Networking Lunch and Keynote featuring Inky Johnson**
Hear from inspiring keynote speaker Inky Johnson, dialogue with fellow attendees, and make valuable connections.

5:30PM – 8:00PM

Installation Reception
Enjoy cocktails, hors d'oeuvres, and lively entertainment with NENA friends, colleagues, and your spouse or guest.

NETWORKING

KEYNOTE SPEAKERS

Bob Woodruff

Award-winning Journalist

Monday, 6.16 | 8:00AM – 10:00AM

From reporting on the Afghanistan and Iraq wars to covering the on-going situation in the Middle East/North Africa, to observing the North Korean celebration of the 65th Anniversary of the Workers Party, to witnessing the final troops leaving Iraq from Camp Virginia in Kuwait and visiting the very border spot where he entered Iraq on March 20, 2003 embedded with the Marines, Bob Woodruff conveys the most influential stories facing our world today.

In January of 2006, while reporting on U.S. and Iraqi security forces, Woodruff was seriously injured by a roadside bomb that struck his vehicle near Taji, Iraq. In an instant, his life was altered forever. Sharing stories from his moving and inspirational best-selling memoir, *In An Instant*, which he co-authored with his wife Lee, Woodruff captivates audiences and leaves them with a new understanding of the fragility of life, the strength of family, the bravery of those who helped save his life and lessons on how to survive and overcome even the most tragic of circumstances.

For his intrepid ability to get at the heart of a story, Woodruff has won numerous awards including three Emmys, a George Foster Peabody, an Alfred I. Dupont Award and the Daniel Pearl Award for Courage and Integrity in Journalism. After his miraculous recovery, the Woodruffs established the Bob Woodruff Foundation (ReMIND.org), which assists wounded service members and their families with receiving the long-term care they need and helps them successfully reintegrate into their communities.

Janet Miller

Change Management Leader

Tuesday, 6.17 | 8:15AM – 9:30AM

What makes an effective leader? In this keynote, management and leadership expert Janet Miller will share techniques and coaching tips to help you bring out the best in your team. She'll also explain the essentials of change management to ensure that you're all able to see change for what it is — an opportunity, not cause for alarm.

Janet has a master's degree in Project Management and a bachelor's degree in Business Administration with an emphasis in Management. She has been a public speaker for over 30 years, with more than 25 years of sales experience and 15 years in management. Janet has been with Grand Canyon University since 2007. Prior to joining to GCU, she and her husband ran their own business helping individuals achieve their peak potential through brain training.

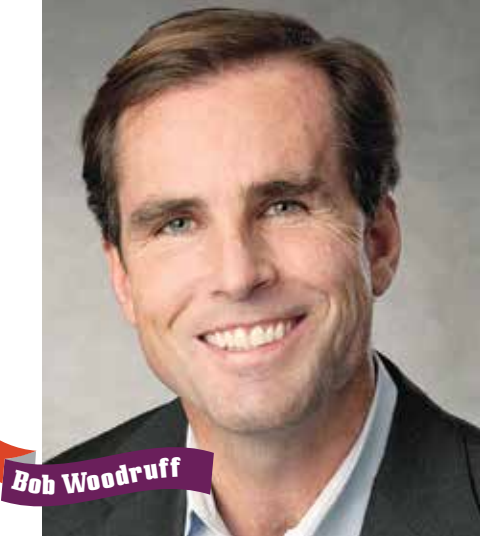## Inky Johnson

Inspirational Survivor

Wednesday, 6.18 | 12:30PM – 2:30PM

September 9, 2006. It started as a normal college football game in Neyland Stadium. If anything, the event was an afterthought, dropped into the schedule at the last minute. For Inky Johnson, though, the game changed everything. A routine tackle turned into a life-threatening injury, and nothing has been normal for Inky ever since. His dream had always been to play professional sports. You might think his injury would have destroyed his motivation and crushed his spirit. But that's only because you don't know Inky.

Who is Inquoris "Inky" Johnson? He could be described as the survivor of an underprivileged past. He could be described as a refugee of poverty and violence. He could be described as a success story stained by tragedy. But if you look deeper, you'll discover something else; and you'll be inspired by his relentless determination, which he loves to impart to others through his dramatic story.

"My total outlook on my position at work was challenged and changed through the speakers."

— NENA 2013 attendee

Bob Woodruff

Janet Miller

Inky Johnson

Hot technology. Cool tools.
It's all in the NENA 2014 Expo Hall.

The Expo Hall is home to interactive exhibits and live demonstrations showcasing next-generation technologies and services. This is THE can't-miss experience to see, hear, and feel the latest in public safety products and services, and gain the knowledge necessary to make well-informed buying decisions. The Expo Hall provides critical connections between buyers and sellers, allowing you to learn about new solutions and helping exhibitors to better understand your needs. Also, the Expo Hall provides the perfect opportunity to network with your peers to learn how they are addressing similar challenges.

Monday, 6.16
10:00AM – 1:30PM; 4:00PM – 6:30PM
Networking Reception in the Expo Hall | 5:00PM – 6:30PM

Tuesday, 6.17
10:00AM – 4:00PM
Expo Hall Prize-a-Palooza | 2:30PM – 4:00PM

The NENA 2014 Expo Hall will feature exhibits from:

- 911 for Kids
- 911 Datamaster, Inc.
- 911Trainer.com
- Aculab
- AE Works
- Alastar
- Alert Public Safety Solutions
- Amcom Software
- APCO International
- Applied Digital Solutions
- AT&T
- CAPERS
- Carousel Industries
- Cassidian Communications
- CenturyLink
- Combix 911 Inc.
- Computer Information Systems, Inc.
- Concept Seating, a division of Laacke & Joys
- CritiCall Pre-Employment Testing Software
- DC Group
- Denise Amber Lee Foundation
- Digital Ally, Inc.
- Domore Seating
- DSS Corporation
- Eaton
- ECaTS

- Emergency CallWorks, Inc.
- EmergiTech, Inc.
- Esri
- Evans Consoles, Inc.
- Eventide Inc.
- Everbridge, Inc.
- Exacom, Inc.
- FATPOT Technologies
- Ford Motor Company
- Frequentis USA, Inc.
- Frontier Communications
- General Dynamics Information Technology
- GeoComm
- GeoConex Corporation
- Global Software
- Guardian Tracking, LLC
- Harris
- HICAPS INC.
- HigherGround
- HipLink Software
- Hitech Systems, Inc.
- ID Networks Inc.
- INdigital telecom
- Infor Public Sector
- InterAct
- Intergraph Corporation

- International Academies of Emergency Dispatch
- Intrado, Inc.
- Julie Industries Inc.
- KOVA Corp.
- L.R. Kimball
- Logistic Systems, Inc.
- Man & Machine Public Safety Group
- MIR3
- Mission Critical Partners, Inc.
- Modular Communication Systems, Inc. (ModUcom)
- Motorola
- New World Systems
- NextNAV LLC
- NICE Systems
- NowForce
- OnStar
- Pictometry International Corp.
- Pipeline Operators Safety Partnership
- Plantronics
- PowerPhone, Inc.
- POWERVAR
- Priority Dispatch
- PSTC/911 CARES
- Public Safety Group
- Public Safety Systems Inc. (PSSI)
- Rave Mobile Safety (Smart911)

- RCC Consultants, Inc.
- REVCORD
- Russ Bassett Corporation
- SAVE Corporation
- Schedule Express by Informer Systems
- Select Advantage
- Solacom
- Southern Software, Inc.
- Spillman Technologies
- Stancil Solutions
- SunGard Public Sector
- TeleCommunication Systems, Inc.
- Telelanguage, Inc.
- This End Up Furniture Company
- Tiburon, Inc.
- TriTech Software Systems
- Verint Systems, Inc.
- VFP, Inc.
- Villa International
- Voiance Language Services, LLC
- Voiceriver
- VPI
- Watson Dispatch
- WeatherTAP.com
- Westnet, Inc.
- Xybix Systems Inc.
- Zetron, Inc.

List complete as of 4.17.14

Expo Hall

NENA 2014 features our five-day Center Manager Certification Program, as well as nine one-day and two-day Pre-Conference Courses designed for 9-1-1 professionals looking to hone their skills in specific areas. These classes are a great way to kick off your conference experience, gain valuable insights into the latest trends and topics in emergency communications, and earn points towards ENP Certification and Re-Certification.

Center Manager Certification Program

Wednesday, 6.11 – Sunday, 6.15
Wednesday – Friday, Sunday | 8:30AM – 4:30PM
Saturday | 10:30AM – 6:30PM

NENA's Center Manager Certification Program (CMCP) equips current, new, and potential PSAP and 9-1-1 Authority managers and supervisors with the tools needed to effectively manage their agency through a rigorous 40-hour course of lecture and lab-based education.

The CMCP, unlike many other upper-level emergency communications training programs, utilizes a real-world, hands-on approach that is focused on topics encountered daily by managerial and supervisory level personnel: Business Writing, Financial Management, Human Resources, Legal Issues, and Communications Skills.

With a curriculum built by current and former 9-1-1 center managers with decades of combined supervisory and training experience, the program will provide you with knowledge and skills that can immediately and dramatically improve your on-the-job effectiveness and enhance your agency's everyday operations.

CMCP
Unlock your future.

Pre-Conference Courses

Two-Day Course

Saturday, 6.14 | 10:30AM – 6:30PM
Sunday, 6.15 | 8:30AM – 4:30PM

SOP Development: Refining & Enhancing Your 9-1-1 Center

During this two-day course, lecture will be combined with personal and small and large group work as we examine the difference between policies, procedures, and guidelines while reviewing accreditation, standards, and best practices that drive your particular agency's needs. Students will learn the processes involved in developing and maintaining SOPs, and how to effectively organize them to assist staff. There will be opportunities to develop and critique SOPs. As a group, we'll discuss what Next Generation 9-1-1 will mean to the communications center and begin to identify the SOPs that you may need as the amount of sensitive and often confidential information received in the center increases. Students are encouraged to bring policies that they'd like to review or ones that they'd like to develop.

One-Day Courses

Saturday, 6.14 | 10:30AM – 6:30PM

Interpersonal Skills

One of the most consistent issues experienced in 9-1-1 centers is our ability, or lack thereof, to communicate among ourselves. Join us as we explore key elements for enhancing your communication skills, both personally and professionally. This course provides you with tools for identifying how both verbal and nonverbal communication impact the overall wellbeing of your 9-1-1 center. Each participant will leave class with a strategic plan for improved communication that will ultimately increase the potential for a harmonious work environment.

Supervisory Development: A Guide to Moving Ahead in Your Career

It is a common misconception that in order to be a good manager you need only operational and supervisory experience. While these are assets, there is a great deal more involved in running a PSAP. Public safety communications is a career, and we need new leaders and supervisors in our field. This course helps motivated telecommunicators and first line supervisors understand what opportunities are available, and what they should do to prepare for promotions. Based on the experiences of those who have risen through the ranks, attendees will hear about such diverse and critical topics as management styles, elements necessary for successful PSAP management, and planning and goal setting.

"Pre-Conference Courses are always well worth the money and a great training opportunity...."
– NENA 2013 attendee

EDUCATION & TRAINING

Sunday, 6.15

Training the 9-1-1 Trainer
Are you looking for information on how to reach adult learners? Are you in need of fresh strategies to keep your classes interesting? Many who came before you have successfully overcome these issues. How did they do it? Come to this class and learn techniques proven successful in PSAPs around the country to revitalize your 9-1-1 training program. Don't you think that an instructor should leave every class feeling energized, and every student should go home with a smile on their face? This highly interactive class will provide you with the tools to make this dream a reality and help you be the best trainer that you can be!

One-Day Courses

Sunday, 6.15 | 8:30AM – 4:30PM

Caught in the Middle: A Guide to Middle Management
The heart of management in public safety communications rests on the shoulders of the "middle managers." This course provides strategies for success for supervisors and managers who are caught in the middle. Real world examples and techniques will be utilized to assist middle managers in understanding the best ways to communicate messages up and down, developing leadership qualities in themselves and mentoring subordinates, and avoiding the land mines that can impact both PSAP operations and career advancement.

Communications Center Staffing Workshop
Determining appropriate staffing levels for a PSAP can be difficult. Even more challenging than that can be the task of justifying your findings before a personnel or budgeting authority. Without a detailed, formalized system in place that takes into account call volume and other PSAP-specific data, it is almost impossible to calculate your staffing needs. This hands-on workshop instructs you on the use of the NENA Communications Center Staffing Tool, first using sample data and then using your PSAP's actual data. You will go home with a better understanding of your center's staffing needs at a high-level and with the tools necessary to ensure your center is adequately staffed at all times.

Developing a Quality Assurance Program from Call to End of Incident
To date, quality assurance has largely been considered part of the call taking process. So what about dispatch or any processes beyond call taking? This class closes the loop on PSAP best practices by applying QA strategies and principles to the dispatch parts of a call. NENA's hands-on approach gets attendees completely engaged in the methods and practices intended to create agency policies and a dispatch QA template. Utilizing sample recordings and CAD printouts, participants will examine the QA review process, measurement and evaluation tools, supervisor-to-telecommunicator feedback scenarios, and related legal issues.

Liability Issues in the 9-1-1 Center
This course provides practical suggestions on limiting PSAP personnel and 9-1-1 center liability. Lessons learned from court cases are used to provide examples of procedural violations that formed the basis of lawsuits against PSAPs. The hiring and management of personnel and dispatch center operations are examined from the standpoint of compliance with federal and state laws that regulate these areas. Finally, the concept of privacy in the dispatch center will be evaluated from a constitutional perspective and in light of the many rules governing the confidentiality of medical information.

Understanding Databases in NG9-1-1
NG9-1-1 software and databases are controlled in fundamentally new ways from E9-1-1 and present exciting new opportunities and challenges. This course is geared toward the operational perspective and is designed for managers, supervisors, and administrators. It introduces attendees to the world of NG9-1-1 systems, software, databases, and the data contained therein. Starting with the basics, participants will gain a foundational understanding of the roles each of the many databases play, how they work together, and their basic data requirements. Understanding the roles and capabilities of these different databases in NG9-1-1 will allow agencies to make informed decisions and develop the necessary policies and requirements as they move toward NG9-1-1.

Live Learning Center

Wish you could make it to every breakout session? Now you can with the NENA 2014 Live Learning Center! The Live Learning Center provides you with online, on-demand access to audio and synchronized presentation materials* from every Education & Training Session at NENA 2014. That's 90+ hours of expert presentations addressing best practices, innovations, trends, and more available at the click of a mouse!

Included with every full-conference registration!

*Presentation material(s) available as authorized by presenter(s)

Education & Training Sessions

MONDAY, 6.16

1:30PM – 2:30PM

APPLICATIONS & EMERGING TECHNOLOGIES
How Data Drives Emergency Response Process Improvement
Data is a key driver of the response process. Whether verbal cues from a call, additional data from a sensor device, or streaming video, data helps us determine who to send where. We'll explore various forms of data being delivered to the PSAP, how it is changing the definition of a call for service, how it can transform a response, and the impact on operational procedures.

CALL TAKING & PROCESSING
When 9-1-1 Calls Go Bad: Lessons Learned
Through the use of video and audio from actual 9-1-1 calls, attendees will be presented with fact patterns that form the basis for lawsuits against 9-1-1 centers. The session will identify the most frequent sources of error that lead to liability and poor telecommunicator performance.

FIRE LEADER
Fire Ground Communications for Structure Fires (Part I)
Problems on the ground are often blamed on communications, yet success is centered on great communications. Effective incident communications connects the three management levels of the organization: strategic, tactical, & task. We will dissect the six types of incident communications, streamline communications, and make emergency scene workers safer and more effective.

GIS
Lessons Learned During the GIS Build-Out for the State of TN
This session examines obstacles overcome and lessons learned during the development and aggregation of the GIS data for use in the State of TN Next Generation 9-1-1 system. The presentation explains how the project was set up and implemented, as well as provides guidance on how a similar project could be developed by other states looking to have a statewide GIS system.

LAW ENFORCEMENT LEADER
EPD Protocol: What is It? How Can It Make My Job Better & Easier?
"I've been doing this job for so long, I just know what has to happen for every call." Really? Then why do we have protocols for almost everything else in public safety? In fact, there's a whole lot to this EPD thing. This session delves into the pros and cons of EPD protocol and examines the ways it can help you do your job better, and even make easier.

LEADERSHIP & MANAGEMENT
Seven Things that Every Successful PSAP Must Have
How does your department spell success? This session examines seven essential characteristics of the PSAP that is truly on the journey of excellence in care and service. Yes, the agency is the focus, but the people make it happen.

NG9-1-1 BASICS
9-1-1 in an IP-World
It's time we stop trying to solve NG9-1-1 challenges in telephony terms. This presentation presents some out-of-the-box thoughts for overcoming the challenges of implementing NG9-1-1 and challenges attendees to approach the problems related to migrating to NG9-1-1 in a different way.

WIRELESS CHALLENGES
Wireless Phase II & You
Due to staff turnover and other factors, the need for education and re-education about Wireless E9-1-1 remains. This session provides an overview of how Phase II was designed to work; what has changed in the last few years; information, standards, and recommendations available from NENA; and a method for validating and evaluating operational problems.

PERSONAL & PROFESSIONAL DEVELOPMENT
National Telecommunicator Training Requirements
With an increasingly mobile public comes the expectation that all calls for assistance will be handled with the same degree of professionalism in each of the fifty states. This session provides an update on the work undertaken by NENA in partnership with the major 9-1-1 training providers to develop core training requirements that can be used to develop or augment statewide 9-1-1 training mandates.

PUBLIC EDUCATION & OUTREACH
Fostering Relationships within Public Education
Understanding how the education system works and fostering relationships are key to getting public education into school systems. Attend this session to learn about: How to identify and capitalize on relationships within education system; fostering a positive relationship with other public safety agencies; creating goals and programs; and building a public education program based on relationships that create a strong bond in the community.

TEXT MESSAGING
Text-to-9-1-1: Early Adopter Experiences
This session summarizes the real-life planning, implementation, and operational experiences of PSAPs that have enabled text-to-9-1-1. Panelists will facilitate discussion among attendees about concerns and presumed issues in getting interim SMS text-to-9-1-1 installed for service to the deaf, hard of hearing, and speech disability communities throughout America, as well as any others who need to use text in an emergency.

2:45PM – 3:45PM

APPLICATIONS & EMERGING TECHNOLOGIES
Telematics: Now & the Future
Today, telematics is usually associated with basic automotive data transmitted to a PSAP, either directly or via a call center. However, the use of personal and environmental telematics is on the rise. What does this mean for 9-1-1? This session explores current telematics and expected future developments, as well as how telematics can enhance 9-1-1's ability to manage emergencies through automated notifications and additional data.

CALL TAKING & PROCESSING
Railroad Incidents & Public Safety Dispatch
Using actual footage of train accidents supplied by the Federal Railroad Administration, this session explains how PSAP personnel should handle such events. Attendees will learn the nomenclature used in the railroad industry and will be provided with information about vital tools and training resources available to assist 9-1-1 professionals in preparation for, and during, railroad incidents.

Don't miss on Monday, 6.16
First Timers' Breakfast | 7:00AM – 7:45AM
Networking Reception in the Expo Hall | 5:00PM – 6:30PM

FIRE LEADER
Fire Ground Communications for Structure Fires (Part II)
Continued from the previous hour.

GIS
NG9-1-1 GIS Data: How it Will (or Should) Work
This interactive session focuses on the practical aspects of preparing and maintaining GIS data for use in the NG9-1-1 geospatial call routing environment. Emphasis will be placed on covering the latest information on GIS data requirements and use within current, as well as under development, NENA standards and guidelines. Examples of processes and techniques underway in many locations today will be highlighted.

LAW ENFORCEMENT LEADER
Designing & Building a 21st Century Emergency Communications Center
The Maricopa County Sheriff's Office Headquarters provides call taking and dispatch for one of the largest and most populated counties in America. The building's design directly addresses requirements for redundancy, blast mitigation, and effective day-to-day operations. This presentation discusses design and construction techniques, technology infrastructure, and lessons learned in creating this facility supporting more than 700 sworn deputies, 2,000 detention officers, a PSAP, and a data center.

LEADERSHIP & MANAGEMENT
If All Else Fails, LEAD
Learn true skill sets essential to any successful leader. We hear buzz phrases like "lead by example" and "be the best" but there is so much more to leadership. Let Kevin and the PSTC team share vital skills needed to be a trusted and respected leader within our industry. Get resources and ideas for proven success. Keep Calm and LEAD On!

NG9-1-1 BASICS
NG9-1-1 Operational Impacts: Separating Facts from Fiction
Next Generation 9-1-1 brings dramatic changes in technology into the PSAP, along with new fears of information overload, increased stress, and emotional impacts. This panel session explores how NG will transform the traditional PSAP and focuses on issues PSAPs are concerned about. Along the way, we will separate the facts from fiction and explore lessons learned in an enlightening and entertaining way.

PERSONAL & PROFESSIONAL DEVELOPMENT
NENA's Education & Certification Programs
Through the Emergency Number Professional (ENP) Certification, in-person and online courses and webinars, and the Center Manager Certification Program (CMCP), NENA provides public safety practitioners with unparalleled opportunities for professional development. Come to this session to hear from NENA staff and committee members about how you can get the most out of the educational opportunities offered by NENA.

PUBLIC EDUCATION & OUTREACH
Are You Prepared? Responding Effectively to Media Inquiries
Attend this session for media 101 training! Learn to work with demanding reporters and bloggers, prepare key messages, avoid being reactive, and become more confident in your media relations abilities. Come hear how media relations were handled when the media came calling, learn when to arrange media interviews versus issuing written statements, and evaluate the benefits and pitfalls of engaging Twitter, Facebook, YouTube, and other social media.

TEXT MESSAGING
Planning for & Requesting SMS Text-to-9-1-1 Service
As of May 15, the "Big Four" wireless carriers are ready to provide SMS text-to-9-1-1 service. A national Service Coordination Group has developed best practices and resources for planning and requesting this long-awaited service. This session covers that information, the overall status of text-to-9-1-1, and the experiences of implementers across the nation.

WIRELESS CHALLENGES
Location Accuracy Across Services: What To Expect
Location accuracy and dependability varies by type of originating services, and even by provider. In some cases, new technologies and products can actually lessen location accuracy and consistency. A NENA working group will soon make recommendations for improving consistency in location accuracy and availability. This session provides an overview of common location issues and solutions, as well as a readout of ongoing NENA work and future plans.

4:00PM – 5:00PM

APPLICATIONS & EMERGING TECHNOLOGIES
Smartphones & Apps: The Future of 9-1-1?
It is important for applications developers to have access to a real network where they can put the applications in the hands of first responders in a non-life threatening environment. This session discusses the Applications Testing Sandbox at Texas A&M University and how the US UCAN network can be used to extend these tests to other sites and facilitate a national backbone.

CALL TAKING & PROCESSING
The New Active Assailant Protocol
This session introduces the latest protocol intended to be used by PSAPs for incidents involving active assailants—an all too frequent occurrence that is a huge threat to both the public and our emergency responders.

FIRE LEADER
Communications Under Fire: Lessons Learned on the Most Difficult Days
In this informative and highly important session, presenters will highlight critical communications lessons and insights gained from major disasters, fires, and similar incidents across the US. These case studies reveal just how critical the role of communications is — not only during once in a lifetime incidents, but for day-to-day operations as well.

GIS
Address Point Assessment for NG9-1-1
Even if you aren't currently planning an NG9-1-1 implementation, it's not too early to your prepare GIS data — it enhances current operations and prepares your jurisdiction for the inevitable transition. This presentation shows you how to review existing address points for completeness, consistency, and spatial accuracy, as well as how to determine the synchronization between address points and 9-1-1 MSAG and ALI database resources.

LAW ENFORCEMENT LEADER
In-House Tactical Dispatch
Telecommunicators are unplugging from the console more and more and entering the field as responders. Tactical Dispatch is becoming more common. But how do you start a team and how does your team actually operate? These questions and more will be addressed with real world examples and actual takeaways for those who want to start a team, or want to improve their own team.

LEADERSHIP & MANAGEMENT
Leader-Ment 101 for 9-1-1
This breakout focuses on management and leadership concepts for public safety communications professionals, recognizing that, for most agencies, personnel have to be good at both leadership and management. By highlighting that leadership and management begin with oneself, then extend outward to those in the agency and those beyond it, attendees will gain basic strategies from improving themselves, their personnel, and their agencies.

NG9-1-1 BASICS
"Standards-Based Approach" Doesn't Mean One Size Fits All
During the transition from E9-1-1 to an NG9-1-1 construct, many things must be taken into consideration about technology. But does embracing a consolidated approach require standardization on every element of the system? This talk discusses the inherent advantages in a standards-based approach, including flexibility in technology selection, the "best of breed" approach to integration, and the value of solution integration and testing.

PERSONAL & PROFESSIONAL DEVELOPMENT
Mentoring in the Comm Center
Support and develop the (hidden) talent in your agency, and there's no limit to the quality performance you'll enjoy from your employees. Learn how to inspire as well as train personnel with a formal mentoring program that will help the entire agency avoid apathy, atrophy, and ambivalence.

PUBLIC EDUCATION & OUTREACH
Inquiring Minds Want to Know: Answering the Public's Questions about Hot 9-1-1 Topics
When the public and the media want to learn more about apps, MLTS, NG9-1-1 and interim text, how will you respond? This session takes an in-depth look at current hot topics facing the 9-1-1 industry and gives examples of how to respond to questions using lessons learned from recent events. A group exercise will help you develop talking points that you can put into practice right away.

TEXT MESSAGING
Text-to-9-1-1: PSAP Training
There continue to be many misconceptions about the impacts of the interim text solution on 9-1-1 operations, along with questions about how to train call takers to receive text messages. This presentation will help public safety agencies identify available training resources. It will also provide an overview of current NENA committee work being done related to texting to 9-1-1 public education and dispatcher training.

WIRELESS CHALLENGES
Indoor Location Accuracy: Positioning & Solving the Six-Inch Wall Problem
Today, over 70% of 9-1-1 calls are placed from wireless devices, many indoors. Attend this session and hear a discussion of the state of the industry for indoor 9-1-1 location accuracy, with a particular focus on performance and policy issues. Learn about recent testing, potential technology solutions, the historically elusive "z-axis," and implications for emergency response.

TUESDAY, 6.17
9:45AM – 11:00AM

ACCESSIBILITY
Video Phones, Mobile Relay, & 9-1-1
People with hearing disabilities commonly use mobile devices for everyday direct and relayed video calls. Is the mobile network good enough for wireless sign language calls, and what are the factors affecting call quality? How effective is it to call 9-1-1 via video while on mobile or other networks, and what are the limitations? Discussion and video call demonstrations will be included.

DATA MANAGEMENT & UTILIZATION
Standardizing the Contents of NG9-1-1-Related Data Exchanges
NENA has spent several years developing a new NIEM conformant American National Standard for exchanging emergency incident information: the Emergency Incident Data Document (EIDD). Successful EIDD data exchanges rely upon standardizing not only the format of the data being exchanged, but also the content. This session discusses the progress made and the reason for standardizing the contents of EIDDs.

GIS
Leveraging GIS for Increased Interoperability & Awareness
Through GIS standardization and increased collaboration between jurisdictions to prepare GIS data for future NG9-1-1 systems, there is the opportunity to leverage increased data interoperability to improve communication and situational awareness across the public safety community. This presentation looks at strategies for planning and integrating GIS data across applications and working with neighboring jurisdictions to increase data interoperability through collaboration.

HIRING & STAFFING
Justifying Staffing Needs to Decision Makers
Most agencies know how many staff they need, but justifying that number can be difficult, if not impossible. This session provides some key points for justifying staffing requests to better your chances of getting approval. Attendees will learn how to identify telecommunicator "workload," key service level metrics, and the effects of workload on service, as well as how to present this information to decision makers.

HOT TOPICS
Public Safety Managers & Their Role in Cybersecurity
Many public safety managers leave cybersecurity to their IT department and think it can be addressed with a firewall and an anti-virus program. However, cybersecurity requires a greater understanding. In this session, attendees will learn how to: Assess vulnerabilities and risk, understand the anatomy of an attack, identify the public safety manager's role in cybersecurity, protect critical assets, manage incidents, and more.

LAW ENFORCEMENT & FIRE LEADER
The Synergy Between 9-1-1 & FirstNet
FirstNet will be the first high speed wireless broadband data network dedicated to public safety that will provide a single, nationwide network to facilitate communication for public safety during emergencies and on the job every day. This session explores, from the national and state perspectives, how FirstNet will be deployed, operated, and integrated with 9-1-1 (and NG9-1-1) for the benefit of all users.

NG9-1-1 & THE PSAP
New Technologies & Standards: What They Mean to My PSAP
Learn how the latest standards impact the roll-out of NG9-1-1 systems. This session reviews the current status of NG9-1-1 system deployments and addresses other relevant issues surrounding solutions actually being deployed and used by PSAPs today. A special focus will be reporting on the progress of industry agreements and emerging standards for text messaging to 9-1-1, call routing, and GIS data requirements.

NG9-1-1 STRATEGIC PLANNING
NG9-1-1 Technical Considerations Explained
Any successful NG9-1-1 implementation requires significant policy decisions to be made during the planning phases by PSAP managers that are often technical in nature. This session outlines and explains key decisions and considerations for management staff, providing options, detailing risks, and promoting greater understanding for non-technical staff during the decision making process.

PREPAREDNESS & CONTINGENCY PLANNING
TERT: Readiness, Planning, & Packing
This session outlines lessons learned from previous TERT deployments, with a focus on what needs to be in place to ensure success. Attendees will learn about the necessary authorization paperwork for TERT team members, what goes into planning a deployment, recommended packing items, and what to expect at the assistance site.

PSAP TRAINING
Train, Supervise, or Get Out of the Way
Predictable tragedies are preventable if supervisors would act like supervisors and curb risky behavior before it matters. Nathan Lee and Geoff Weiss, Supervising Emergency Services Dispatcher with the San Diego County Sheriff's Department, will present a lively session on how to stop predictable tragedies. This session examines how to hire the "right" people, provide quality training, and supervise proactively.

STRESS & WELLNESS
Boosting Wellness: Key to 9-1-1 Retention & Peak Performance
Across industries, implementation of employee wellness programs has dramatically boosted performance and job satisfaction while reducing health-related costs. Attend this session to explore challenges to mental and physical wellness specific to frontline telecommunicators, learn about ground-breaking PSAP initiatives supervisors and managers can replicate, and hear about a new industry wellness standard for the Next Generation PSAP.

1:30PM – 2:30PM

A ACCESSIBILITY
Federal Overview of Accessibility and Text-to-9-1-1
Many initiatives are underway in Washington to improve access to 9-1-1 emergency services for callers with disabilities. Attend this session to learn how federal agencies are addressing topics including text-to-9-1-1, video relay, and more.

DATA MANAGEMENT & UTILIZATION
The Art of Data Transformation Along the 9-1-1 Continuum
Massive data sources and life-saving apps can now be introduced into the 9-1-1 operational environment without compromise. It is possible to support interoperability while eliminating single points of failure and maintaining the integrity of the network. Learn how to optimize your system to accommodate all of these new types of data—text messages, pictures, video—transforming incoming data into actionable intelligence.

LAW ENFORCEMENT & FIRE LEADER
Pulling Back the Curtain: The Emergency Communications Ecosystem in the 21st Century
Doesn't it sometimes seem like law enforcement, fire, and 9-1-1 personnel are speaking different languages? With emergency communications entities being more connected than ever before, it's time to get everyone on the same page. Attend this session to hear from public safety leaders who are getting it right, and learn what you can do at home to foster an atmosphere of collaboration that benefits responders and the public alike.

NG9-1-1 & THE PSAP
Hosted NG9-1-1 Solutions: Special Considerations
NG9-1-1 services can be hosted at an external data center. And those services can be shared by

---

GIS
Beyond the Map: Get More Out of GIS for 9-1-1
Maps and GIS data have the ability to quickly connect telecommunicators with critical information, such as the appropriate responding agencies, utility boundaries, and railroad crossing locations. Maps make processing location based information easier, and GIS brings critical information directly to the map display - helping

---

save time when handling a call. It's not about information on demand anymore; it's about information when needed.

HIRING & STAFFING
Hiring Mr. or Ms. Right: Knowing What to Look for
This presentation focuses on three areas: What are you currently looking for, what are you missing, and what to do now that you've hired the wrong person. Participants will have some fun discovering the answer to these questions. Participants will also receive a unique behavior-based interview guide for dispatchers, as well as a performance evaluation based upon key on-the-job behaviors.

NG9-1-1 STRATEGIC PLANNING
Improving Project Performance
While project status reports typically provide a static capture of progress, expenditures, and tasks, a formal project review provides an environment to proactively resolve issues and risks. Further, a structured risk management approach improves contractual outcomes and long-term project results. This presentation discusses the key components of any project to manage and provides a structured approach to proactively identifying, prioritizing, and resolving issues.

PREPAREDNESS & CONTINGENCY PLANNING
When It Happens, Are You Ready?
When the worst-case scenario happens, are you ready? Bad things happen, and in 9-1-1 we are at the frontline to help those in need. Learn techniques to ensure mental and emotional readiness to respond when the call comes in. Create an action plan to handle whatever comes your way, from the time of the disaster, to the fallout that comes afterwards.

PSAP TRAINING
The New Model Quality Assurance Standard for PSAPs
This session showcases NENA's latest Recommended Standard For The Establishment of a Quality Assurance Program for Public Safety Answering Points. Come and see how any PSAP can successfully establish a QA Program at little or no cost. Discussion focuses on: Understanding QA, how to implement, tour of forms and processes, and a list of QA-centric sources of information.

---

more than one agency - a key cost-saving feature of NG9-1-1. But there are special requirements for this kind of service, and it may be offered under a different cost model. Operational, technical, and pricing model issues will be discussed, with a Q&A session to answer your questions.

STRESS & WELLNESS
The Most Recent Research Findings Regarding Telecommunicator Health
There has been an increased emphasis in recent years on research with 9-1-1 telecommunicators. Preliminary evidence showed that telecommunicators are at risk for high levels of stress, which can be associated with symptoms of Posttraumatic Stress Disorder (PTSD) and depression. This presentation discusses the most recent findings from follow-up studies examining the mental and physical health of 9-1-1 telecommunicators and predictors of poor health.

4:00PM – 5:00PM

A ACCESSIBILITY
What NG9-1-1 Means for Accessibility
Next Generation 9-1-1 supports text and video, among a wide range of other communications media. This means that various forms of text and ASL via direct video interaction will become a reality between consumers and PSAPs using NG9-1-1. This panel session will overview capabilities, likely timeframes, and the types of issues that non-voice communications can solve as we move forward with next generation services.

DATA MANAGEMENT & UTILIZATION
Information Sharing Standards & the PSAP
National best practices and standards exist that enable electronic information sharing within the criminal justice community. These same standards are being adopted to improve information sharing within public safety, including communications such as CAD-to-CAD interoperability and the development of the NG9-1-1 Emergency Incident Data Document (EIDD). This presentation focuses on national standards and how they increase information quality, improve user satisfaction, and reduce costs.

GIS
Geospatial Routing: How Ohio Is Implementing NG9-1-1
In NG9-1-1, the Geographic Information System (GIS) becomes a mission critical component of call routing decisions. Ensuring the correct PSAP receives the call and emergency services are appropriately dispatched depends on accurate geospatial information. This presentation explores how ECRF/LVF technology will ensure proper call routing, how legacy databases (MSAG and ALI) will be effectively transitioned, and the benefits of interoperability in an NG9-1-1 environment.

HIRING & STAFFING
That Rare Breed: The 3- to 8-Year Employee
How many employees with 3-8 years of experience does your center have? Chances are you have them on either end of the spectrum: newbies or veterans. Come and learn how you can turn your newbies into veterans and bridge that gap!

HOT TOPICS
Making Consolidations Successful
Mergers, takeovers, and consolidations are all terms used to denote what can be a very traumatic event in the history of any communications center. This presentation shows how pre-planning, open communications, and the right technical team can make the transition smoother and cut day a breeze.

NG9-1-1 & THE PSAP
Databases & Call Delivery in an NG9-1-1 Environment
NG9-1-1 allows flexibility and individual agency choice based on their information needs and enables advanced technical and operational capabilities for enhanced coordination and delivery of emergency services. But what happens to the old "stuff" such as the selective routers? This session explains NG9-1-1's new functional elements, their acronyms, and their required data, as well as call delivery in the NG9-1-1 environment.

NG9-1-1 STRATEGIC PLANNING
The i3 Standard: A Primer
Reading and understanding NENA's i3 Standard is not for the faint of heart. The session describes all of the elements that make up an NG9-1-1 system and how they cooperate to route a call to its target agency. Additional discussion will cover how the existing capabilities of E9-1-1 are preserved in NG9-1-1.

PREPAREDNESS & CONTINGENCY PLANNING
Ready to Reunify: Best Practices in Family Support
How will your facility manage a surge of family members looking for missing loved ones? Learn what you can do to support family and patient reunification following a disaster via the implementation of a Family Information Center at your healthcare facility. Explore lessons learned and best practices from recent disasters and what Los Angeles County is doing to support families of disaster victims!

PSAP TRAINING
Creating a Child-Centered PSAP
Calls for service that come into PSAPs about missing children, abused children, and runaways provide telecommunicators with an opportunity to help communities to protect their most important asset: children. This session discusses how 9-1-1 centers can provide the best possible assistance to missing children and their families based on recognized national standards and best practices designed specifically for 9-1-1 call-takers.

STRESS & WELLNESS
Critical Incident Stress Management for Telecommunicators
Stress is an expected part of the 9-1-1 profession and is routinely managed on a day-to-day basis. Critical incident stress can produce reactions that may interfere with or overwhelm a person's ability to function or cope, and 9-1-1 personnel are often forgotten about during the debriefing process. During this session, attendees will learn how to recognize CISM & where to turn for help.

HOT TOPICS
Text-to-9-1-1 Pub Ed
Strong education campaigns must accompany any fundamental change to how 9-1-1 works, and the availability of text-to-9-1-1 is no different. Hear about the key public messaging points and resources developed by NENA and partners, and learn how early adopters have approached the issue through the creation of PSAs, web-based initiatives, and more.

WEDNESDAY, 6.18

9:30AM – 10:45AM

CALL TAKING & PROCESSING
GIS Meets the Dispatcher: What Is My Map Telling Me?
GIS data is vital information provided to dispatchers through various forms of mapping applications. Where is the GIS data from? How does it work to plot 9-1-1 calls? Why is it important for dispatchers to learn how to interact with GIS data? Following the session, attendees will have a better understanding of GIS data and its importance within 9-1-1 systems.

HOT TOPICS
Telecommunicator Task Overload
New technology and expectations from citizens and responders are resulting in additional modes to contact and provide information to PSAPs. While this enhanced information provides the opportunity to improve service it also has the potential of overloading telecommunicators. Discussions will center on NENA's Task Overload workgroup efforts to identify task thresholds and mitigate effects of overload on employees.

INTERPERSONAL ISSUES
LGBT Issues in the 9-1-1 Center
With many states not offering protections, the danger of being terminated for being gay is still very real. The presentation identifies and explains the common issues faced by members of the Lesbian, Gay, Bisexual, Transgendered, and Queer community. Discussion focuses on not only employment concerns, but also interpersonal issues and effective communication.

LEADERSHIP & MANAGEMENT
Become the Lead Guitarist of Your Center
Whether you're new to supervision, an experienced leader, or someone desiring the next promotion, this session is for you! There are 12 keys to being a leader every employee wants to follow. By learning these skills, you'll be the most effective supervisor you can be, which leads to a more successful and cohesive dispatch center. Come join the band!

NG9-1-1 EARLY ADOPTER CASE STUDIES
Statewide NG9-1-1 Projects in Maine & Alabama
This session outlines how Maine and Alabama are moving from the E9-1-1 environment to NG9-1-1. The discussion will focus on planning, coordination, and installation of the system components, the RFP process, data development, call routing, cost savings, and more.

PERSONAL & PROFESSIONAL DEVELOPMENT
Saving Lives, Hysterical Callers, & the Kids' Soccer Game: Achieving Work-Life Balance in 9-1-1
The evidence is clear that the long-term health impacts of working in 9-1-1 are serious. There also impacts on home life, life satisfaction, and self-worth from a career devoted to helping others. These impacts do not have to be all bad. In fact, by trying new approaches to time management, stress management, goal- and priority-setting, and communicating, we can learn to live beyond 9-1-1.

REGULATION, POLICY, & GOVERNANCE
Resources for Every 9-1-1 System
The National 9-1-1 Office offers valuable tools for the 9-1-1 community. In addition to administering a grant program, the 9-1-1 Office is engaged in numerous activities to improve 9-1-1 service nationwide and accelerate NG9-1-1 implementations. Attend this session to learn about the NG9-1-1 video, outreach tools for engaging law enforcement, a compendium of NG9-1-1 standards, and other projects sponsored by the National 9-1-1 Program.

11:00AM – 12:15PM

ANALYTICS & "BIG DATA" FOR 9-1-1
What Analytics Can Do for Your PSAP
What is your organization doing to meet the daily demands of your system? Learn how you can systematically measure, monitor, and adjust for things like call volume, lost unit hours, and call processing times by using data management tools that provide real-time, on-demand analysis. Further discussion focuses on what widely aggregated data can show us, and how it can be used to improve emergency response as an enterprise.

CALL TAKING & PROCESSING
Pipeline Emergencies: Are You Prepared?
In the United States alone, more than 2 million miles of pipelines deliver petroleum and natural gas products. This session covers the information that 9-1-1 professionals need to recognize a report of a potential pipeline emergency and dispatch a safe and effective response. The session also provides an overview of Enbridge's free online training program for 9-1-1 dispatchers developed in partnership with NENA.

HOT TOPICS
Connecting Across Borders
The emergency communications landscape is changing across the world and Next Generation services and networks provide opportunities for greater connectivity across borders. This session offers participants an inside view of emergency communication strategies in various countries.

INTERPERSONAL ISSUES
The Next Generation of Employees
With four different generations working together, communication has become challenging. During this session, you will learn strategies to help you engage all employees. Further discussion will center on recruiting and hiring practices that take into consideration the traits that make millennials (the fastest growing segment of the workforce) unique.

LEADERSHIP & MANAGEMENT
Accountable, Balanced & Committed
Are you a supervisor who is pulled in 100 different directions? Do you hide in your office just to get some peace and quiet? Or do you consider yourself a "fire fighter", putting out personnel "slow-burns" throughout the day? Spend an hour setting personnel expectations, employing effective time management skills, and understanding your role as the moral compass that points your team in the right direction.

NG9-1-1 EARLY ADOPTER CASE STUDIES
NCTCOG's Journey to NG9-1-1
NCTCOG is an early adopter in the 9-1-1 industry and embarked on a journey to NG9-1-1 in 2007. Come to this session and hear about the challenges and successes that they have encountered. You will hear about their ESInet and text-to-9-1-1 projects, and will get to explore lessons learned throughout the journey.

PERSONAL & PROFESSIONAL DEVELOPMENT
Supervisory Development: A Guide to Career Advancement
Public safety communications is a rewarding career. The question is are you ready for your next challenge? Do you want to move ahead in your career? This session provides hints, tricks, and recommendations to prepare anyone in our field for that next position.

REGULATION, POLICY, & GOVERNANCE
FCC 9-1-1 Update
In the past 12 months, the FCC has taken steps to address a number of critical 9-1-1 issues, including Next Generation 9-1-1 deployment, text-to-9-1-1, location accuracy, and more. Join Public Safety and Homeland Security Bureau staff for a discussion of current and future Commission actions and what they will mean for PSAPs nationwide.

2:45PM – 4:00PM

ANALYTICS & "BIG DATA" FOR 9-1-1
Visual Data Analytics for 9-1-1
PSAPs are increasingly awash in data from new or improved CPE, CAD, CDR, and MIS systems, but it's often difficult to extract key insights from bland tables of numbers. This session explores the emerging world of visual analytics: software and methods for telling powerful stories with real-world data. From PSAP and telecommunicator performance to crime trends and time trends, this is the session where seeing is understanding.

CALL TAKING & PROCESSING
Traffic Incident Management
When was the last time you were stuck in traffic for an extended period because of an accident? Have you ever thought why can't they just move the vehicle off the side of the road and let traffic pass? This session assists telecommunications officers in getting the information needed to help responders with the quick clearance of traffic incidents and assist in clearing roadways.

INTERPERSONAL ISSUES
Becoming the Peacemaker
Peacemaking is not a process of passive acceptance but a vibrant, powerful leadership concept that creates relational and structural cooperation for agency and personal wellbeing. Unresolved conflicts result in resentment and negativity that often last far beyond the memory of the conflict. Come and learn from a mediator some simple concepts for positive change in your life and at work.

LEADERSHIP & MANAGEMENT
Addressing & Managing the IT Skills Shortage
The changing requirements for technology and the implications on operations increase the complexity and integrated nature of 9-1-1 systems. This discussion focuses on the challenges facing PSAPs and the IT staff who support them. Learn the differences between insourcing and outsourcing, gain strategies to manage the influx of new technology with limited resources, and identify what skills your staff need to manage in this changing environment.

NG9-1-1 EARLY ADOPTER CASE STUDIES
Palm Beach County's NG9-1-1 Network
Palm Beach County, the largest county east of the Mississippi, is in the final phases of implementing an NG9-1-1 network for 19 PSAPs. This session covers lessons learned, the challenges of being an "early adopter," and the successes of the transition.

PERSONAL & PROFESSIONAL DEVELOPMENT
The Five G's of NENA Membership
NENA membership gets you more than a cool membership card and an awesome quarterly publication: it gets you current, value, connected, ahead, and involved. Attend this session and Q&A to learn how to take advantage of everything NENA membership has to offer!

REGULATION, POLICY, & GOVERNANCE
Tearing Down Silos: The Economies of Cooperation
NG9-1-1 is regional in design and holistic in its approach to improving public safety. This panel session shares real-world insights on approaching NG9-1-1 implementation challenges while tearing down the silos within agencies and municipalities. Discussion will include topics such as interoperability challenges, mutual aid plans, policy and governance issues, and funding.

Know Your Association General Session
8:15AM – 9:15AM
Any association is only as strong as its membership, and NENA is no exception! Attend this session featuring NENA Staff and the Executive Board to hear about the association's strategic plan for the future, new and planned initiatives to increase the value of membership, and more. With time planned for interactive Q&A, this session lets you make your voice heard to ensure NENA remains responsive to the membership's needs.

Never miss a session with the NENA Live Learning Center.

See page 12 for details.

Free Workshop

8:00AM – 1:00PM

What Does That Box Do?
NG9-1-1 Components & How They Work*

The telecommunications industry has advanced at what was once an unimaginable rate. Over this time of rapid change, the 9-1-1 community has struggled to keep pace in adapting and modernizing existing emergency communications systems and networks. Next Generation 9-1-1 is now here and 9-1-1 Administrators, now more than ever, are in control of their respective 9-1-1 systems. As such, it is critical that public safety professionals have a fundamental understanding of the inner workings of Next Generation 9-1-1.

This workshop overviews the myriad of network elements, application level components, multiple databases, and human processes that make up the NG9-1-1 network, as well how these critical parts interconnect and interface to provide 9-1-1 service.

The workshop takes a no nonsense approach and provides the attendee with a solid, foundational understanding of NG9-1-1, both the system and the service.

*Pre-registration required.

✳ FRIENDS OF 9-1-1 CHARITY 5K ✳

Saturday, June 14, 2014
Race time: 7AM – Officially timed event

RUN FOR 9-1-1
2014
Friends 5K 9-1-1

Start location
Bridgestone Arena 5th and Broadway

Route includes
Bridgestone Arena, Music City Center, Midtown, and Music Row

Registration Fees
$30 ....Now through 5.2.14
$35 ....5.3 – 6.13.14
$40 ....Race Day
$100 ....Team of 5

Awards
- Every participant will receive a complimentary t-shirt and medal for completion.
- Grand prizes for top 3 finishers, male and female.
- Giveaways for all!

The Friends of 9-1-1 campaign encourages public support and recognition of 9-1-1 professionals and provides scholarships, continuing education opportunities, and wellness programs for these unsung heroes of public safety who answer the more than 250 million 9-1-1 calls placed by Americans every year.

Register, get more information, or make a donation at friendsof911.org/run

Friends of 9-1-1

PSAP Tours

Sun, 6.15 | 1:00PM – 4:00PM
Mon, 6.16 | 1:00PM – 4:00PM
Wed, 6.18 | 9:30AM – 12:30PM

Vanderbilt LifeFlight's Office of Emergency Communications

Year Built/Remodeled: 2003

The current communications center is located on top of Vanderbilt University Medical Center at the helipads.

Agencies Served: Vanderbilt LifeFlight (air and ground units); Vanderbilt University Medical Center; Monroe Carell Jr. Children's Hospital at Vanderbilt; All EMS units transporting into Nashville (Nashville MedCom). All medical helicopters coming into the Nashville area; Works closely with Vanderbilt Police Department and Metro Nashville Fire/EMS.

Annual 9-1-1 Calls: More than 7,500 request for services

Annual Calls for Service (Dispatched): 26,279 Trauma & Emergency Department Pages Sent; 14,067 ambulance radio reports taken; 5,174 responder teams dispatched; 1,549 medical consults (air and ground)

Phone Equipment Provider: Vanderbilt IT (AT&T)

CAD Equipment Provider: Flight Vector

Additional Services: Additionally, this team dispatches any stat emergency calls throughout the medical center campus, monitor weather conditions, and track more than 10,000 take off and landings at the Vanderbilt helipads. The team, through its discharge transportation unit, also arranges all ambulance discharges from VUMC. The center also serves as one of eight Regional Medical Communications Center (RMCC), which is a state designated communications entity with a regional mission and focus that coordinates hospitals, ambulance services and other medical resources.

Total Staff: 19

Average # Staff Working on the Floor on a Shift: 4

City of Brentwood 9-1-1 Emergency Communications District

Year Built/Remodeled: We are housed in the Municipal Center, between Brentwood Fire & Rescue Station 1 and the Brentwood Police Department Patrol Room. The Municipal Center was built in 1987 and the Communications Room was remodeled in 2011.

Agencies Served: Police, Fire, EMS other - We dispatch for Brentwood Police Department and Brentwood Fire and Rescue. We transfer EMD calls to Williamson County 9-1-1 and send Brentwood F&R units who are ALS trained.

Annual 9-1-1 Calls: Approximately 8,000

Annual Calls for Service (Dispatched): Approximately 38,400 (Total annual call volume approximately 65,000 emergency and administrative calls)

Phone Equipment Provider: Zetron

CAD Equipment Provider: InterAct

Protocol Provider: IAED/ PowerPhone /APCO – APCO (Law and Fire only)

Additional Services: Smart911, etc – Smart911, 3Si BankPac GPS Tracking, A Child is Missing

Total Staff: 12

Average # Staff Working on the Floor on a Shift: Three on days and evenings, 2 on midnights. Three 8-hour shifts daily.

Nashville Emergency Communications Center

Year Built/Remodeled: Built in 1982, moved in Jan 1983. Last remodel was 2010.

Agencies Served: Metro Nashville Police, Metro Nashville Fire & EMS

Annual 9-1-1 Calls: Average of 350,000

Annual Calls for Service (Dispatched): 1.3 million (includes self-initiated dispatches)

Phone Equipment Provider: Intrado Viper

CAD Equipment Provider: Motorola PremierOne

Protocol Provider: IAED

Additional Services: Smart911

Total Staff: 182

Average # Staff Working on the Floor on a Shift: 25-30 (three 8-hour shifts)

"Being fairly new to the 9-1-1 district, it was important to me to see how other centers run and grow my knowledge of current issues 9-1-1."

— NENA 2013 attendee

Discovering Music City

"Country music lovers have long made the pilgrimage to Nashville, but now the city has fast gained cachet among rock fans and foodies." That's what the *New York Times* said when they **included Nashville on their list of 52 Places to Go in 2014**.

The stars of the **Grand Ole Opry** perform every Tuesday, Friday and Saturday night. And the **Country Music Hall of Fame and Museum** has something for everyone.

Bluebird Café, Tootsie's Orchid Lounge, Legends Corner (to name just a few) serve up **cool longnecks and hot music**.

The **restaurants** are garnering their own attention. *Food Arts Magazine* noted the "emerging culinary scene putting Nashville on the gastronomic radar."

Shop Nashville as you stroll through the antique stores and boutiques that fill neighborhoods like East Nashville, 12South and Hillsboro Village.

Getting to Nashville
A genuine geographic bull's-eye, Nashville is perfectly positioned to draw people together.

Three interstates connect in Nashville. I-65 connects the north and south; I-40, an east-west freeway; and I-24 crosses the city from the northwest to the southeast.

Nashville International Airport (BNA) is designed to keep you moving with an easy flow to and from the terminal's 45 gates. Cabs and the shuttle are located on the ground level of the airport.

Guest Tours

Bring a companion to share your time in Nashville with! Each Guest registrant not only gets access to select NENA 2014 events, but also selects one of the below tours for an opportunity to see some of the best of Music City!

Monday, 6.16 | 1:00PM – 3:00PM

Country Music Hall of Fame and Museum and Historic RCA Studio B
Located in the heart of downtown Nashville, the Country Music Hall of Fame and Museum stands as the hallmark of this city's musical heritage. Begin with a self-guided tour of more than 2 million artifacts that traces the story of country music from its humble folk roots through today's unprecedented success as an internationally recognized art form.
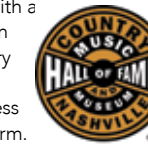
From the Country Music Hall of Fame and Museum, we will head to Nashville's renowned music row to visit one of the world's most successful recording studios. From 1957-77, RCA Studio B was home to over 45,000 recordings by hundreds of artist, including Charlie Pride, Dolly Parton, Roy Orbison, the Everly Brothers, and Elvis Presley. "Only the Lonely," "All I Have to Do is Dream," "I Will Always Love You," "Little Sister," and "Are You Lonesome Tonight" are just a few of the timeless songs first recorded inside this studio's 4 walls.

Tuesday, 6.17 | 1:00PM – 3:00PM

NashTrash Bus Tour
The Original NashTrash Tour is a one-of-a-kind country musical-comedy extravaganza. Hop on the Big Pink Bus and Sheri Lynn & Brenda Kay (the Jugg Sisters) will dish the dirt on your favorite polyester, double-knit, sequined country music legends. And there's as much going on inside the bus as outside it...you'll laugh 'til yer face hurts!

This 90-minute tour travels through downtown Nashville. You'll ride past major country music institutions like the Ryman Auditorium and Country Music Hall of Fame, then cruise along legendary Music Row before returning to the Market. (Ages 15+)

NENA 2014 Conference and Expo Hotels (Housing closes May 24, 2014)

To secure the discounted NENA 2014 rate, you must book your reservation through NENA at **www.nena.org/nena2014/housing** or by calling **954.404.8252**.

• **Omni Nashville Hotel**
  250 5th Avenue South, Nashville, TN 37203
  Located on Fifth Avenue between Demonbreun and Korean Veterans Boulevard, the Omni Nashville Hotel design is a modern expression of the city's distinct character.
  Room Rate: $196 per night

• **Renaissance Nashville Hotel**
  611 Commerce St, Nashville, TN 37203
  Experience all that Music City has to offer within one distinctive property, the Renaissance Nashville hotel in downtown Nashville.
  Room Rate: $179 per night

• **Hilton Nashville Downtown**
  21 4th Avenue South, Nashville, TN 37201
  The Hilton Nashville Downtown is perfectly situated for access to the Nashville Convention Center, Country Music Hall of Fame, Broadway and 2nd Avenue.
  Room Rate: $209 per night

• **The Holiday Inn Express® Nashville**
  920 Broadway, Nashville, TN 37203
  Since the hotel's location in Nashville guests find themselves in the heart of "Music City, USA" which means entertainment galore.
  Room Rate: $174 per night

• **The Hyatt Place Nashville**
  301 3rd Avenue South, Nashville, TN 37201
  This brand-new downtown Nashville hotel in SoBro is just one block from the newly-constructed Music City Center Convention Center and within walking distance to Nashville's famous Honky Tonk Row.
  Room Rate: $199 per night

• **The Sheraton Downtown Nashville**
  623 Union Street, Nashville, TN37219
  The recently renovated Sheraton Nashville Downtown Hotel is located in the heart of "Music City USA" just three blocks from the Convention Center.
  Room Rate: $195 per night

Learn more about each hotel at **www.nena.org/nena2014/housing**

NENA 2014 Registration Fees

	Early Bird (On or before May 16, 2014)	Regular (After May 16, 2014)
Member	$579	$679
ENP	$529	$629
Non-Member	$729	$829
Tennessee Resident	$529	$629
One-Day	$299	$299
Guest	$225	$225
Banquet Only	$100	$100
Expo Only	$25	$25

Pre-Conference Course Fees

	Early Bird (On or before May 16, 2014)	Regular (After May 16, 2014)
One Course Member	$195	$225
One Course Non-Member	$245	$275
Two Courses/Two-Day Course Member	$320	$350
Two Courses/Two-Day Course Non-Member	$395	$425
Center Manager Certification Program Member	$1,000	$1,000
Non-Member	$1,200	$1,200

Three Ways to Register

Online at **www.nena.org/nena2014/register**

Download a printable form at **www.nena.org/nena2014/form**

Call **202.466.4911** to request a printable form

❦Destination Nashville❦

NENA
THE 9-1-1 ASSOCIATION

National Emergency Number Association
1700 Diagonal Road, Suite 500
Alexandria, VA 22314

www.nena.org

NENA 2014
CONFERENCE AND EXPO
NASHVILLE, TN ★ JUNE 14-19

" ...the best trade show and conference for the money..." — NENA 2013 attendee

Thanks to Our Sponsors!

PLATINUM LEVEL

at&t
CASSIDIAN COMMUNICATIONS
An Airbus Defense & Space Holdings, Inc. Company
COMCAST
intrado®

GOLD LEVEL

NG9-1-1 Institute
SiriusXM CONNECTED VEHICLE SERVICES
TCS Booth 515 www.telecomsys.com
Time Warner Cable®
verizon

BRONZE LEVEL

Ford
IAED International Academies of Emergency Dispatch
L.R. Kimball ARCHITECTURE · ENGINEERING · COMMUNICATIONS TECHNOLOGY A CDI Company
MissionCriticalPartners
OnStar®
SOLACOM
tkc CONSULTING GROUP, LLC

NENA 2014