

The logo is a large circle with a gradient from pink at the top to yellow at the bottom. Inside the circle are various icons: a smartphone, a laptop, a server rack, a magnifying glass, a graduation cap, a speech bubble, a Wi-Fi symbol, a book, a hard hat, and a plus sign. The text 'nena2019' is written in a light blue, rounded font across the middle of the circle. Overlaid on this is the word 'ORLANDO' in a pink, handwritten-style font.

nena2019

ORLANDO

CONFERENCE & EXPO
JUNE 14-19

LEARN • CONNECT • GROW • DISCOVER

register online @ nena.org/nena2019-register

nenA 2019 ORLANDO

KEYNOTES

That Motivate, Excite, & Empower

EXPO

Showcasing Public Safety Innovations

WORKSHOPS & COURSES
Exploring 9-1-1's Hottest Topics

BREAKOUTS

That Educate & Turbocharge Your Career

NETWORKING

Events That Build Connections



ABOUT NENA

NENA: The 9-1-1 Association improves 9-1-1 through research, standards development, training, education, outreach, and advocacy. Our vision is a public made safer and more secure through universally-available state-of-the-art 9-1-1 systems and trained 9-1-1 professionals.



All events take place or commence at the Gaylord Palms unless noted with a +.

EVENT SCHEDULE

Subject to change. Visit nena.org/nena2019 for the latest updates.

KEYNOTES (See page 7 for details.)

Shawn Achor	Sun, 6.16	9:15AM - 11:00AM
Damien Patton	Mon, 6.17	8:00AM - 9:15AM
Vinh Giang	Tue, 6.18	12:30PM - 2:45PM

EDUCATION

Multi-Day Programs, Full-Day Courses, & Free Workshops* (See pages 11-20 for details.)

Center Manager Certification Program	Mon, 6.10 - Fri, 6.14	8:30AM - 5:00PM
Center Supervisor Program	Thu, 6.13 - Sat, 6.15	8:30AM - 5:00PM Thu & Fri; 9:30AM - 6:00PM Sat
Center Training Officer Program	Thu, 6.13 - Sat, 6.15	8:30AM - 5:00PM Thu & Fri; 9:30AM - 6:00PM Sat
Pre-Conference Courses	Fri, 6.14 & Sat, 6.15	8:30AM - 5:00PM Fri; 9:30AM - 6:00PM Sat
ENP Exam Prep Boot Camp	Wed, 6.19	8:00AM - 1:00PM
Chapter Leader Workshop	Wed, 6.19	9:30AM - 12:00PM

Breakout Sessions (See pages 12-19 for details.)

Sun, 6.16	2:30PM - 5:00PM
Mon, 6.17	1:30PM - 2:30PM; 4:00PM - 5:00PM
Tue, 6.18	8:45AM - 12:15PM; 3:00PM - 4:00PM

Innovation Theater Sessions (See page 11 for details.)

Sun, 6.16	11:15AM - 2:00PM; 5:15PM - 5:45PM
Mon, 6.17	11:00AM - 1:00PM; 2:30PM - 3:00PM

NETWORKING EVENTS (See page 5 for details.)

Run for 9-1-1 Charity 5K Run/Walk*	Sat, 6.15	7:00AM - 8:30AM
ENP Roundtable	Sat, 6.15	5:00PM - 6:00PM
Membership Meeting	Sat, 6.15	6:15PM - 7:00PM
NENA 2019 Kick-Off Celebration	Sat, 6.15	7:15PM - 9:30PM
Regional Breakfasts	Sun, 6.16	8:00AM - 9:00AM
Hall Happy Hour	Sun, 6.16	5:00PM - 6:00PM
K-9 Demonstration	Sun, 6.16	5:15PM - 5:45PM
Excellence in 9-1-1 Reception*	Sun, 6.16	6:15PM - 7:15PM
Coffee & Doughnuts With the Exhibitors	Mon, 6.17	9:15AM - 10:45AM
Blood Drive	Mon, 6.17	10:30AM - 3:30PM
Expo Hall Prize-a-Palooza	Mon, 6.17	2:30PM - 4:00PM
International Reception*	Mon, 6.17	5:30PM - 6:30PM
Young Professionals Mixer*	Mon, 6.17	6:30PM - 8:30PM
Board Installation Lunch & Keynote Session	Tue, 6.18	12:30PM - 2:45PM
NENA 2019 Closing Celebration*	Tue, 6.18	5:30PM - 8:30PM

EXPO HALL (See page 9 for details.)

Sun, 6.16	11:00AM - 2:30PM; 4:00PM - 6:00PM
Mon, 6.17	9:15AM - 4:00PM

PSAP TOURS (See page 21 for details.)

Sat, 6.15	1:30PM - 4:30PM
Sun, 6.16	2:30PM - 5:30PM
Tue, 6.18	9:00AM - 12:00PM

GUEST TOURS* (See page 23 for details.)

Titanic—the Artifact Exhibit	Sun, 6.16	2:30PM - 4:30PM
Chocolate Kingdom Factory Tour	Mon, 6.17	11:00AM - 1:00PM
Airboat Tour & Gator Park	Wed, 6.19	8:00AM - 2:00PM
Kennedy Space Center Tour & Lunch With an Astronaut	Wed, 6.19	8:00AM - 5:00PM


WHO SHOULD ATTEND?

9-1-1 authority personnel; PSAP managers and supervisors; telecommunications 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; providers of IoT technologies; sensor, beacon, and drone industry professionals


REGISTRATION RATES (See page 23 for details and additional pricing options.)

	By May 3	By June 13	On-Site
Member	\$599	\$699	\$749
Member ENP or FL Resident	\$549	\$649	\$699
Non-Member	\$749	\$849	\$899


THREE WAYS TO REGISTER



Online at
nena.org/nena2019-register



Download a printable form at
nena.org/nena2019-form



Call **202.466.4911**
to request a printable form

*Additional registration, invitation, or advance notice of participation required.

NETWORKING



Great vendors. Great sessions.
Outstanding people!

NENA CONFERENCE ATTENDEE

SATURDAY, JUNE 15

Run for 9-1-1 Charity 5K Run/Walk* 7:00AM - 8:30AM

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 sixth-annual "Run for 9-1-1" charity 5k! The run/walk promotes healthy living among 9-1-1 professionals, gives the Central-Florida community and supporters from around the country a chance to say "thank you" to 9-1-1, and generates funds for scholarships and 9-1-1 training opportunities.

PSAP Tours 1:30PM - 4:30PM

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

ENP Roundtable 5:00PM - 6:00PM

Join ENPs from around the world to network and discuss some of today's hottest topics! This fast-paced discussion focuses on PSAP succession planning, as well as how to recruit, hire, train, and retain telecommunicators in a competitive labor market.

Membership Meeting 6:15PM - 7:00PM

Hear reports on the state of the association and its activities during the past year. Be among the first hundred members through the door and get a special gift from NENA!

Kick-Off Celebration 7:15PM - 9:30PM

Get #NENA2019 started right with an 80's-themed outdoor party where you can meet new friends, try some delicious local food and beer, and hear great live music!

SUNDAY, JUNE 16

Regional Breakfasts 8:00AM - 9:00AM

Before the Opening Keynote Session, grab breakfast with your Region Director and other attendees from your area as you map out your week of sessions, events, and activities. You'll also have the opportunity to discuss issues affecting the association and the public safety community in your region.

Expo Hall 11:00AM - 2:30PM; 4:00PM - 6:00PM

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

PSAP Tours 2:30PM - 5:30PM

Hall Happy Hour 5:00PM - 6:00PM

Start your evening with a cocktail in the Expo Hall!

K-9 Demonstration 5:15PM - 5:45PM

Join members of a local K-9 unit for a look inside the jobs of these four-legged officers and their partners as they demonstrate obedience, narcotics detection, and suspect apprehension.

Excellence in 9-1-1 Reception 6:15PM - 7:15PM

Closed event. Certified ENPs, CMCP graduates, award winners, scholarship recipients, and national and chapter leaders are invited to join us for a reception honoring those who are going above and beyond for 9-1-1 and NENA.

3 WAYS TO REGISTER

FOR NENA 2019

- Online at nena.org/nena2019-register
- Download a printable form at nena.org/nena2019-form
- Call 202.466.4911 to request a printable form

MONDAY, JUNE 17

Coffee & Doughnuts With the Exhibitors 9:15AM - 10:45AM

There aren't too many better ways to jumpstart the day than with a hot cup o' joe and a fresh doughnut! Browse the aisles, meet with exhibitors, and discuss the morning's keynote session!

Expo Hall 9:15AM - 4:00PM

Blood Drive 10:30AM - 3:30PM

Each week, local blood centers need thousands of donors to meet the needs of the community and to be prepared in case of an emergency. Join NENA to help give back to our host city; you'll feel good knowing you've helped change a life.

Expo Hall Prize-a-Palooza 2:30PM - 4:00PM

It's about prizes, snacks, meeting with industry partners... and more prizes! You can't win if you're not there, so be sure to fill out your booth bingo card, drop it in the raffle drum in the NENA booth, and join us for this last chance to see the Expo Hall!

International Reception 5:30PM - 6:30PM

Closed event. Attendees from around the globe are invited to this reception showcasing NENA's global impact and involvement.

Young Professionals Mixer* 6:30PM - 8:30PM

Pack your swimwear and join other new 9-1-1 professionals and future leaders for a pool party with games, a DJ, and more! *This event is open to all attendees, but recommended for those 40 and younger or in their first five years in the profession. Pre-registration required.*

TUESDAY, JUNE 18

PSAP Tours 9:00AM - 12:00PM

Board Installation Lunch & Keynote Session 12:30PM - 2:45PM

Featuring seating organized by interest area, this special lunch provides the opportunity to make great connections, celebrate the swearing in of your 2019-20 NENA Board of Directors, and hear from a highly sought-after motivational speaker.

NENA 2019 Closing Celebration 5:30PM - 8:30PM

It's going to be a night to remember as we bid farewell to NENA 2019! Don't miss out on live music, good food, and fun times!

KEYNOTES

“ I attend three conferences each year and NENA is the best.”

NENA CONFERENCE
ATTENDEE

SHAWN ACHOR

Harvard professor of positive psychology and author of the best-selling book *The Happiness Advantage*

SUN, 6.16 | 9:15AM - 11:00AM

THE RIPPLE EFFECT: HOW TO MAKE POSITIVE CHANGE EASIER

Common sense is not common action. This is because information does not necessarily cause transformation because we require a certain

level of “activation energy” to start a change. Shawn Achor’s research in the field of positive psychology has revealed how changes in our own brain due to mindset and behavior can have a ripple effect to a team and an entire

organization. This positive ripple effect can create a more productive, positive work culture making positive change easier. You will learn about the latest research that explains how positivity and negativity spread, case studies on how to become a lightning rod for change, and findings on how a positive ripple effect profoundly affects an organization’s ability to transition and change.



DAMIEN PATTON

Founder and CEO at Banjo

MON, 6.17 | 8:00AM - 9:15AM

INNOVATION IS FOR EVERYONE

Damien Patton is the Founder/CEO of Banjo, whose mission is to save lives and reduce suffering by using technology for good. Banjo’s mobile technology provides real-time content discovery by location across all major social networks. He leads the product development and technology strategy, resulting in a global presence with over 3.5 million users in

just 17 months. Under Damien’s leadership, Banjo’s patented mobile location technology has received multiple awards.

Damien’s passion for problem solving is at the hallmark of everything he does. Join Damien and a panel of tech and emergency-communications experts for a discussion of how we can develop our innovation mindset, overcome problems by approaching them in new ways, and become innovation champions in our organizations.



VINH GIANG

Internationally-renowned magician, entrepreneur, and communicator

TUE, 6.18 | 12:30PM - 2:45PM

ANYTHING IS POSSIBLE

Magic is much more than sleight of hand. It’s the ability to guide perspective, spotlight influence, and challenge belief systems. It is an art that is created to demonstrate the impossible. The beautiful thing about this is that the very nature of magic shows us that things that are seemingly impossible can be made to happen. In this powerful and entertaining keynote session, Vinh

Giang demonstrates that perspective is the key to solving any problem and helps us to break down the barriers that we have in our minds that hold us back from accomplishing truly amazing things.





The expo is great for anyone in the market for new services and products.

NENA CONFERENCE ATTENDEE

EXPO HALL

HOT TECHNOLOGY. COOL TOOLS. IT'S ALL IN THE NENA 2019 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.

SUN, 6.16

11:00AM - 2:30PM; 4:00PM - 6:00PM

Hall Happy Hour | 5:00PM - 6:00PM

K-9 Demonstration | 5:15PM - 5:45PM

MON, 6.17

9:15AM - 4:00PM

Coffee & Doughnuts With the Exhibitors | 9:15AM - 10:45AM

Blood Drive | 10:30AM - 3:30PM

Expo Hall Prize-a-Palooza | 2:30PM - 4:00PM

THE NENA 2019 EXPO HALL FEATURES EXHIBITS FROM:

- 20/20 Technical Advisors, LLC
- 911 Datamaster, Inc.
- AGENT511
- AK Associates
- AT&T
- Agency360
- Aladtec, Inc.
- Applied Geographics, Inc.
- Atos
- Avaya, Inc.
- Black & Veatch
- Caliber Public Safety
- Carbyne, Inc.
- CentralSquare Technologies
- CenturyLink
- Columbia Southern University
- Commercial Electronics Corp
- Commission on Accreditation for Law Enforcement Agencies, Inc.
- Computer Information Systems, Inc.
- Comtech Safety & Security Technologies
- Concept Seating a Division of Laacke & Joys
- CritiCall Pre-Employment Testing Software
- Critical Response Group, Inc.
- DPS TELECOM INC
- Denise Amber Lee Foundation
- E.M. Stimulation
- ECaTS
- Environmental Systems Research Institute, Inc.
- Equature
- Essential Management Solutions, LLC
- Evans Consoles, Inc.
- Eventide Inc.
- Everbridge, Inc.
- Exacom, Inc.
- FATPOT Technologies
- FEMA IPAWS
- Ford Motor Company
- Frontier Communications
- General Dynamics IT
- GeoComm
- GeoConex, Corp
- Guardian Tracking
- Hamilton NG911, Inc.
- Hexagon Safety & Infrastructure
- HigherGround
- i911 by Callyo
- ID Networks Inc.
- INdigital
- IamResponding
- International Academy of Emergency Dispatch
- Inteserra Consulting Group, Inc.
- KOVA Corp.
- Komutel
- Logistic Systems, Inc.
- Mark43
- Michael Baker International
- MicroAutomation Inc.
- Miller at Work
- Mission Critical Communications/Pandata Corp.
- Mission Critical Partners, Inc
- Mitsubishi Electric U.S.
- Motorola Solutions
- my911shop.com
- NENA NJTI TERT
- NGA 911
- NICE Systems
- OnSolve
- OnStar
- PSTC
- Plantronics
- PowerPhone, Inc.
- Priority Dispatch Corp.
- Public Safety Group
- Pulse
- Pulsiam
- REVCORD
- RQI Partners, LLC
- RapidDeploy
- RapidSOS
- Rave Mobile Safety (Smart911)
- Russ Bassett
- SBFi
- SCHRADERGROUP
- SENCOMMUNICATIONS, INC.
- Schedule Express by Informer Systems
- Select Advantage
- SkySoft-ATM
- Solacom
- Sorenson Communications
- Southern Software, Inc.
- Stancil Corporation
- Synergem Technologies, Inc.
- Telanguage, Inc.
- The Healthy Dispatcher
- The Learning House
- Thinklogical
- Tyler Technologies
- Unique Communications Solutions
- Verint
- Verizon
- Virtual Academy
- Voiance Language Services, LLC
- Watson Dispatch
- West Corp.
- Xybix Systems Inc.
- Zetron, Inc.



SUN, 6.16

11:15AM - 2:00PM; 5:15PM - 5:45PM

MON, 6.17

11:00AM - 1:00PM; 2:30PM - 3:00PM

Education and training opportunities extend into the Expo Hall on Sunday and Monday, where you can learn more about the technologies, products, and services on display at the event. Presentations, demonstrations, and panel discussions provide an in-depth look at the changing face of emergency communications. Don't miss this opportunity to see tomorrow's 9-1-1 today!

Check nena.org/nena2019 for additional information and a schedule of sessions.

List complete as of 04.17.2019

CONTACT ANNA MARIE BATT (ABATT@NENA.ORG) TO EXHIBIT AT NENA 2019.



I learned how to better myself as a leader.

NENA CONFERENCE ATTENDEE

EDUCATION & TRAINING

NENA 2019 features our three multi-day programs, as well a variety of one-day pre-conference courses that help you hone your skills and advance your career. 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.

ONE-DAY PRE-CONFERENCE COURSES*

FRI, 6.14 | 8:30AM – 5:00PM

Comm Center Staffing Workshop

Determining appropriate PSAP-staffing levels can be difficult. Even more challenging can be the task of justifying your findings before personnel or budgeting authorities. Without a detailed, formalized system in place that considers 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 high-level staffing needs and with the tools necessary to conduct a thorough staffing assessment.

Please note, all registrants should bring a Wi-Fi-enabled laptop with a USB drive to fully participate.

Addressing for NG9-1-1

Address formatting may be one of the most important elements of NG9-1-1. Consistent addressing ensures that everyone working in the NG-environment is "seeing" addresses the same way. Proper GIS mapping of addresses, as well as the assignment of those addresses, can streamline the NG-transition process. This course, designed for non-GIS professionals, provides you with an understanding of addressing basics, how addressing in NG9-1-1 is different from E9-1-1, current (and future) addressing standards, data-maintenance best practices, and quality control methodologies.

SAT, 6.15 | 9:30AM – 6:00PM

CMCP Alumni Seminar

All CMCP graduates are invited to start off #NENA2019 by attending the CMCP Alumni Seminar! Join CMCP instructors and other industry experts for this interactive, dy-

amic, and informative review of the latest trends impacting the 9-1-1 industry and its leaders. This pre-con course, exclusive to NENA's annual conference, provides critical updates for those who have attended the CMCP over the last nine years and offers the opportunity for CMCP alumni to network with their fellow 9-1-1 professionals. Be sure to register early for this this exciting opportunity, as space is limited!

Advanced Fire & EMS Dispatching

Dispatching fire and EMS units sometimes seems like just one more part of working inside the 9-1-1 center. The truth, however, is much different. The complexity of fire and EMS responses, the time-critical nature of fire and EMS operations, and the staffing-intensive realities of these events demand a specific set of skills and knowledge if you are to rise to the challenge. During this course, you gain knowledge to become a better dispatcher, improve your understanding of fire and EMS operations, and learn why fire- and EMS-specific dispatch skills and awareness are critical to successful outcomes.

Advanced Police Dispatching

To be an excellent police dispatcher, you must continually improve your skills and keep current with evolving trends. This course helps you take your abilities, knowledge, and performance to the next level. Attend to learn about your role in specific crucial situations such as handling increased radio traffic, ICS events, SWAT/Negotiator calls, civil disturbances, and active assailant events. Through this course, you not only learn vital information about the evolution of your profession, but also learn to think tactically, anticipate field unit requests, and prepare to successfully handle large- and small-scale events while maintaining public welfare and field-responder safety.

Enhanced Caller Management

This course helps you become a better caller, enhances your professional skills, and improves outcomes for your agency and the community you serve. From active listening to decision making, local knowledge to performing efficiently in a crisis, the journey to becoming a star performer under the headset starts here. Attend to advance to the next level of 9-1-1 call-taking proficiency on your journey towards professional mastery by learning how to handle infrequent but highly critical events, improve listening skills, and develop a plan to keep growing to meet new challenges.

Improving 9-1-1 Center Culture for Personal & Organizational Success

For better or worse, every PSAP has a culture. By bringing your beliefs, attitudes, and actions to work every day, you are contributing to that culture. Attend this course to identify how workplace culture affects productivity, efficiency, and effectiveness, as well as what you can do to ensure your PSAP's culture is one that empowers everyone to do their best. You'll learn about the organizational structures and behaviors that define culture and gain the leadership, communications, and wellness strategies that can improve all aspects of employee satisfaction and performance.

NG9-1-1: The Next Generation Is Now

This class provides an overview of NG9-1-1: What it means, what it does, and how it will change not just the 9-1-1 center, but the entire public-safety ecosystem. From a non-technical perspective, you will learn about the standards, systems, and components that comprise and enable NG9-1-1. From governance to operations and technology to funding, you'll leave with an understanding of the short-, medium, and long-term actions necessary for you to successfully plan for, implement, and operate in an NG9-1-1 world.

MULTI-DAY PRE-CONFERENCE PROGRAMS*

Center Manager Certification Program (5-day course)**

Mon, 6.10–Fri, 6.14 | 8:30AM – 5:00PM

NENA's Center Manager Certification Program (CMCP) equips you with the tools you need to effectively manage your agency. This rigorous forty-hour course of instruction and interactivities strengthens core competencies required for PSAP management and helps you build the knowledge, connections, and community essential to lasting success. With a focus on topics you encounter every day—like organizational culture, legal issues, staffing, training, procurement, project management, budgeting, documentation, discipline, business writing, and much more—the CMCP provides you with knowledge and skills that drastically improve your on-the-job effectiveness and immediately enhance your agency's operations.



9-1-1 Center Supervisor Program (3-day course)**

Thu, 6.13–Sat, 6.15 | 8:30AM – 5:00PM Thu & Fri;
9:30AM – 6:00PM Sat

NENA's 9-1-1 Center Supervisor Program gives you the skills you need to succeed as a supervisor. Using a combination of lecture and practical exercises, you learn the supervisor's role in HR, tools to get organized, how to effectively make the transition from line-level to supervisor, how to build and lead a team, supervisor-specific communications, conflict resolution, performance evaluations, stress management techniques, and much more.

Center Training Officer Program (3-day course)**

Thu, 6.13–Sat, 6.15 | 8:30AM – 5:00PM Thu & Fri;
9:30AM – 6:00PM Sat

NENA's Center Training Officer (CTO) Program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates. The course covers proper evaluation and documentation of performance, setting milestones, and developing a plan for trainee success. CTO software with the exclusive NENA Daily Observation Report template provided by Agency360 Public Safety Software.

****Please note, all registrants should bring a Wi-Fi-enabled laptop with a USB drive to fully participate in all multi-day pre-conference programs.**

*Additional registration required for all pre-conference training programs and courses. All events take place or commence at the Gaylord Palms unless noted.

EDUCATION & TRAINING SESSIONS

SUN | 2:30PM - 3:45PM



CYBERSECURITY
It Can Happen to You: The Story of a Cyberattack on a Small PSAP
 Think you are not a target for cyberattack? Think again! Attend to hear about how a small agency's data ended up on the Dark Web, the problems it caused, how they responded and rebuilt their security infrastructure, and the steps you can take - with or without an IT staff - to make sure it doesn't happen to your center.



FRONTLINE SKILLS
9-1-1 Customer Service: Takes Seconds, Saves Minutes
 This session focuses on providing you with some rapid-fire tips and tricks to help call taking go more smoothly. You'll discuss the concepts of empathy, ethical obligations, cooperation, and more that will help you create an environment of efficiency and cut minutes off response times.



GIS & DATABASES
Unpacking GIS for NG9-1-1
 Got GIS questions? We have answers! Join us as we unpack the who, what, when, where, why, and how of GIS for NG9-1-1: Who uses the GIS data? What data is used? When and where is it used? Why is it important? And how does it work? Don't forget to bring your questions, as we'll be helping you unpack those, too!



INNOVATION
Beyond Location: Embracing the Internet of Things & Emerging Technologies
 Millions of connected devices collect billions of data points; the challenge is making actionable information available to 9-1-1 and field responders. Attend to learn how advances like the Internet of Things, Smart Cities, and over-the-top services work and intersect with 9-1-1. You'll leave with an understanding of operational

considerations for your PSAP and tools to develop a proactive plan that embraces new life-saving technologies.

THE NG TRANSITION
Rome Wasn't Built in a Day & NG9-1-1 Won't be Either
 NG9-1-1 is a very complex topic. It takes a lot of blood, sweat, and tears leading up to cut-over day. But it doesn't end there and it isn't as easy as just flipping a switch, unfortunately. This session explores the nuts-and-bolts of the conversion and cut-over processes and helps you to understand what you can expect from start to finish - and beyond.



PSAP TECH
CAD Implementation Best Practices
 Today, state and local governments face challenges when upgrading or updating CAD systems. Attend to learn procurement, contracting, and implementation best practices, as well as how to maintain accountability throughout the project lifecycle and ways to mitigate risk during implementation.



Run for 9-1-1
 Charity 5K Run/Walk
 7:00AM - 8:30AM

ENP Roundtable
 5:00PM - 6:00PM

Membership Meeting
 6:15PM - 7:00PM

NENA 2019 Kick-Off Celebration
 7:15PM - 9:30PM



WELLNESS
Surviving PTSD: Saving Lives on Both Sides of the Headset
 Post-Traumatic Stress Disorder is a serious issue in 9-1-1, but it isn't a life sentence. Hear from a twenty-year PSAP vet about her personal experience and journey with overcoming trauma. This presentation provides a PTSD timeline that outlines the events leading up to PTSD, warning signs, diagnosis, ways to get help, and, most importantly, how to have it but not let it have you!



FRONTLINE SKILLS
Hidden Bias: Cultural Diversity & the Telecommunicator
 This session examines how the issues of hidden bias, discrimination, and stereotypes affect our ability to take and dispatch calls. This session examines sensitive issues in our society and will provoke questions and discussion about complicated topics in a safe, professional, and respectful environment.



INNOVATION
Envisioning the Future of Your PSAP
 Rapid changes in 9-1-1 technology and operations can make it difficult for leaders to develop a vision of what their PSAP will look like - and do - in the future. This presentation provides the knowledge of technical and operational concepts that enable you to envision the future of your PSAP and map out a plan to get there.



MANAGEMENT
Strategies for Improving Employee Engagement
 Many public-safety professionals report feeling frustrated with their jobs, which causes agencies to spend thousands trying to increase morale, engagement,



THE NEXT-GEN PSAP
Minimum Standards for PSAPs in an NG9-1-1 World
 The public expects PSAPs to provide a superior level of service. Following industry standards and best practices are essential to the success of any center striving to excel constantly and consistently, especially as we transition to NG9-1-1. This presentation examines the technical, administrative, fiscal, network, and operational standards and best practices that can improve your PSAP today and tomorrow.



THE NG TRANSITION
A Guide to NG9-1-1 Planning & Implementation
 This session is for 9-1-1 administrators, PSAP managers, and supervisors planning for or implementing NG9-1-1. We'll cover important transition issues including legislation and regulation, ALI-database conversion, call aggregation, location accuracy, PSAP integration, future proofing, project planning, overcoming common barriers, and much more.



STANDARDS & BEST PRACTICES
NFPA 3000: The Active-Shooter Standard
 Unfortunately, active shooter and hostile work events are an increasingly common occurrence. An extreme challenge for field responders and 9-1-1 alike, the NFPA recently released the first standard to help agencies plan for and mitigate these complex, demanding events. Come to this session to learn about 9-1-1's role in both active shooter and hostile event preparation and response.

EVERY BREAKOUT. ON-DEMAND.

Included with your registration!



LIVE LEARNING CENTER

Wish you could make it to every breakout session? Now you can! The NENA 2019 Live Learning Center provides you with online, on-demand access to audio and synchronized presentation materials* from every session at NENA 2019. That's 90+ hours of expert presentations addressing best practices, innovations, trends, and more available at the click of a mouse!

Others charge \$250 or more for session records, but unlimited access to the Live Learning Center is included with your NENA 2019 full-conference registration!

If you miss a session or want to share something you saw with your team, the Live Learning Center is an invaluable educational resource all year round. Not at your desk? Don't worry! All sessions can be viewed on iPads and other mobile devices to help you fit learning into your schedule.

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

3 WAYS TO REGISTER

FOR NENA 2019

- Online at nena.org/nena2019-register
- Download a printable form at nena.org/nena2019-form
- Call 202.466.4911 to request a printable form

MON | 1:30PM - 2:30PM



COMMUNITY
Within the Trenches Presents: Imagine Listening & Open Mic
 Attend this live-audience episode of the Within the Trenches podcast! In this session, you have the chance to read your own story (or have it read for you) as we learn from each other, gain closure, and heal through storytelling.



FACILITY PLANNING
Consolidation: Not a Four-Letter Word
 Consolidation: A word that strikes fear in the hearts of 9-1-1 professionals everywhere. But does it have to? Learn how to navigate these tricky waters through discussion of how to influence political will, manage organizational change, engage stakeholders, build budgets, and more.



GROWTH
Leading Up: How to Influence Your Boss
 It's not only the boss's job to lead... it's your job, too! Come and learn how to effectively tailor your interactions to your boss's communication style, how to "lead up," and how to improve your overall communications skills. You'll leave with new knowledge of emotional intelligence, conflict resolution, and other tools to help you succeed in your position.



INNOVATION
Leadership for 9-1-1: Navigating to the Future
 Despite innovation occurring at a rapid pace, we still face the everyday challenges like staffing, operations, budgets, and more. Are you equipped with the abilities and techniques to help your team handle it all? Attend to learn how you - no matter what your role - can be a leader in your organization and cultivate essential skills that will benefit you both personally and professionally.



MANAGEMENT
Retaining Your PSAP's Best Employees
 As an industry, we struggle to recruit qualified applicants and even fewer individuals successfully complete lengthy hiring processes and training programs. Attend this session to hear about a 2018 study on employee retention. You'll gain data-driven insights about how you can increase retention of personnel through recruitment, hiring, training, promotional processes, succession planning, disaster recovery, and employee-wellness programs.



NG TECH
The Latest in ESInet Architecture, Technology, & Interoperability
 The design, implementation, and interconnection of ESInets has a profound impact on NG9-1-1's reliability, availability, and capability. Architectural designs and technologies are now available to improve the resiliency and diversity of ESInets and address a broad range of challenges. This session provides guidance on the architectural approaches to implementing ESInets; new technologies that can improve network availability and reduce costs; and guidelines for inter-ESInet communications.



Regional Breakfasts
 8:00AM - 9:00AM

Hall Happy Hour
 5:00PM - 6:00PM

K-9 Demonstration
 5:15PM - 5:45PM

Excellence in 9-1-1 Reception*
 6:15PM - 7:15PM

*Additional registration, invitation, or advance notice of participation required.



OUTREACH
Revamping Community Outreach Using Today's Technology
 Effective community outreach allows your organization to engage with your community, benefitting citizens and responders alike. If your current outreach efforts are not having the impact they used to, now is the time to adjust your strategy and take advantage of what technology makes possible. Attend this session to analyze your outreach pain points, learn to target your messages, and implement successful outreach programs.



OUTREACH
Steering Your Stakeholders: Building Consensus
 In this session, directors from two consolidated PSAPs share their experiences, stumbling blocks, and successes in implementing, managing, and delivering large-scale projects. Through discussion of the design, selection, and implementation of a multi-agency CAD/RMS system and the construction of a state-of-the-art communications center, you'll learn how to develop plans, build consensus, engage your stakeholders, and achieve great things more quickly.



POLICY
FCC Update

The FCC is actively working to address a number of critical 9-1-1 issues, including Next Generation 9-1-1 deployment, real-time text, location accuracy, network reliability, 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.



PREPAREDNESS
Prepare for Disasters Using Cloud Technology & Virtual TERT

During natural disasters and other large-scale emergencies, your designated backup center may also be compromised or overloaded. What if you utilized a backup center thousands of miles away? In this session, you learn how cloud technology and NG9-1-1 can create true geo-diversity and redundancy, as well as how agencies in Florida and South Carolina prepare for disasters by forming virtual Telecommunicator Emergency Response Taskforce teams.



STANDARDS & BEST PRACTICES
NENA Standards: An Operations Primer
PSAP operations have changed dramatically over time, and with those changes have come significant standards development to ensure 9-1-1 centers are high-performing emergency-response hubs. This session provides an overview of the standards PSAPs should incorporate – from incident initiation to dispatch – into their agency SOPs to ensure efficient and effective operations, as well as what standards are available (or in development) for the NG9-1-1-operations world.



TRAIN THE TRAINER
Creating Training Plans That Work
How do you ensure that training delivers not just knowledge, but actual skills that can be applied on the job? This session focuses on how you can use Bloom's Taxonomy to assess for knowledge, comprehension, and application of any topic and



how those areas of the cognitive domain can be used to create training plans that ensure your students receive the most beneficial education possible.



WELLNESS
Coping When 9-1-1 Needs Help
Each of us can deal with emergencies on the other end of the line; but what about when we ourselves need help? This session focuses on recognizing the impact personal loss has on us and co-workers and how it shapes our professional interactions. You will leave with a better understanding of the resources available in these situations and tools to maintain emotional balance and stability.

MON | 4:00PM – 5:00PM



ANALYTICS & DATA
Incorporating Big-Data Analytics Into 9-1-1
Big-data analytics can help detect emergencies and enhance situational awareness. This presentation demonstrates why and how PSAPs should incorporate this valuable tool into dispatch. Presenting findings from an ongoing study examining future 9-1-1 workflows, you'll see how insights obtained from social-media data can enhance the timeliness and quality of information shared with field responders, and learn about how to incorporate data analysts into 9-1-1 operations.



FRONTLINE SKILLS
Eliminating Complacency: There's No Such Thing as Routine

As telecommunicators, we sometimes forget that there is no such thing as a routine call. Complacency can lead to mistakes, mistakes can lead to fatalities, and fatalities can lead to liability. This session is a reminder that responder and citizen safety is paramount; we examine common "autopilot" types of calls and identify practices that enable you to break the complacency cycle for good.



FRONTLINE SKILLS
Listening Skills: Hearing & Perceiving Beyond What's Spoken

Do you ever feel like you aren't being heard? Maybe you aren't listening! Attend to learn how to engage three types of listening, understand how eleven different barriers affect your ability to hear a message, and identify the three reasons callers don't respond to questions or instructions. You'll leave with the tools to overcome your listening barriers and become a better dispatcher, trainer, or supervisor.



GROWTH
Teamwork Makes the Dream Work

Being a 9-1-1 professional is tough. What keeps you going? What do you want your future to look like? Join us for an enthusiastic, fun, and truthful discussion about the challenges we face. You'll hear about a team that formed a support group to fuel positivity, share honestly, and empower growth. Be prepared to come away with some a-ha moments about yourself and your future.



GROWTH
Overcoming Obstacles to Build a Better You

We're all capable of so much more than we think. Attend to hear an amazing story of personal growth and transformation (going from 420-lbs, stressed, and depressed to Spartan-Race runner and obstacle overcomer) and learn the steps you can take to deal with stress at home and at work, step outside your comfort zone, and achieve your goals.



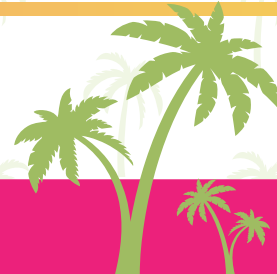
MANAGEMENT
Vendor Management 101

The average PSAP director oversees more than thirty different vendors responsible for various networks, systems, and services. Agencies are more dependent on vendors than ever before and, as a result, their spend and risk continue to increase and their satisfaction continues to decrease. In this session, you learn negotiation best practices and must-haves, how to improve vendor performance, enhance value, and improve accountability.



NG TECH
NG9-1-1 & Drones: Standardization Challenges

Drones provide an aerial perspective of emergencies that was previously expensive, dangerous, or simply impossible to obtain. This is no longer the case, and agencies need more guidance and training – especially with NG9-1-1 greatly expanding multimedia and data-sharing capabilities. Join us for an overview



Visit nena.org/nena2019-register to register online. Or download a faxable registration form at nena.org/nena2019-form.



THE NG TRANSITION
Are You NG-Ready?

There's a lot to consider when you're transitioning to NG9-1-1. Attend to learn about two great resources from the DHS SAFECOM initiative that can help you on your journey. You'll get an overview of the group's NG9-1-1 cyber-risk assessment report and its findings, as well as a new NG9-1-1 self-assessment tool that you can use to evaluate your level of NG-readiness and transitional progress.



OUTREACH
Telling & Sharing 9-1-1's Story Effectively
It is up to us to spread the word about the important work telecommunicators do every day. This session teaches you



PREPAREDNESS
Regional 9-1-1 Outages: Lessons Learned

We can't always prevent outages, but we can plan! After twenty-seven years in existence, the North-Central Texas Council of Governments had its first regional-9-1-1 outage in 2018, affecting more than 1.7 million people. Come explore the technology, operations, and communications issues experienced during the outage; hear about the insights gleaned from the incident; and learn how to create your own critical incident/outage plan.



STANDARDS & BEST PRACTICES
Using Workforce Management to Meet the Call-Answering Standard

This presentation shows you a strategic approach to either improve or maintain your center's call-answering service level. From a stakeholder equity perspective, you'll learn why PSAPs need to meet the standard, tools you can use to troubleshoot issues preventing you from achieving your target service level, and changes you can make short-term and long-term to improve your call-answer times.



TRAIN THE TRAINER
Mastery Not Minions: Successful Training Delivery

Even the best curriculum can be undermined by a trainer with the wrong attitude, focus, or delivery style. This presentation focuses on the critical intersection of socialization and operation,



WELLNESS
Saving Careers & Lives Through Peer Support

Discover the difference peer support can make in your PSAP! In this session, you'll hear remarkable stories of resilience reclaimed in the aftermath of tragedy. Attend to identify the signs that a peer is struggling and needs support, see what 9-1-1 peer support looks like in action, and learn how peer support helps retention, performance, and morale.



TUE | 8:45AM - 9:45AM

ANALYTICS & DATA

Embracing What's Possible: Training Your Telecommunicators for New Data Sources

The future of 9-1-1 looks dramatically different from the linear model of traditional call delivery, processing, and dispatch. With NG9-1-1 making it possible to receive many kinds of data, how can you operationalize it all without overwhelming? Attend to find out! You'll learn what new and emerging data sources are out there, as well as how you can incorporate them into existing workflows.



FRONTLINE SKILLS

Improving Service to Callers With Disabilities

Handling calls from individuals with disabilities can be challenging. Attend this session to learn how to recognize speech disabilities, understand how other disabilities may present during a 9-1-1 call, and gain etiquette and interaction skills that enable effective communication. Further discussion focuses on train-the-trainer resources and other tools available to enhance service to special-needs populations.



GIS & DATABASES

It's All in the Details: Developing & Maintaining GIS Data Long-Term

This session details what GIS professionals need to do to put their data to work across the entire spectrum of locations encountered in emergency response. You will learn how greater granularity within GIS data allows 9-1-1 authorities to take greater advantage of what Next Generation 9-1-1 offers, as well as how both regional governance and local buy-in are essential to long-term GIS success.



GROWTH

Failing Center or Failing Boss? A Self-Assessment Checklist

This presentation draws on observations made over decades in hundreds of North-American PSAPs, identifying the core management functions and skills

that make some centers thrive and others fail. We'll talk about the best and worst examples of recruitment, training, supervision, SOPs, protocols, performance evals, QA, planning, risk management, and liability avoidance and you'll leave with a self-assessment checklist to score and gauge your own performance.



LEADERSHIP

Facilitating Change & Growth in the 9-1-1 Center

Every day, we face challenges in our communications centers and we want to make changes to overcome them. However, when new systems and processes are put into place, many times they are met with resistance. Attend this presentation to learn how you can be a change leader, reduce opposition, and motivate your employees to embrace new ways of thinking and doing.



MANAGEMENT

The Seven Skills PSAPs Need to Hire for

Traditional public-safety hiring requirements focus on proficiencies such as typing, multi-tasking, and language competency. However, as agencies transition to NG9-1-1 and the job of telecommunicator changes, are these skills sufficient? Attend to learn what abilities are essential for the dispatchers of tomorrow, how to cultivate them in your current team, and how to find them in potential new hires.



Board Installation Lunch & Keynote Session
12:30PM - 2:45PM

NEA 2019
Closing Celebration
5:30PM - 8:30PM



the current state of interactive response technology; learn strategies for planning, deployment, and obtaining officer buy-in; and identify what the future holds for interactive-response capabilities.



THE NG TRANSITION

Creating a Multi-County NG9-1-1 Network

Many counties are now looking at forming regional, hosted networks to transition to NG9-1-1 and reduce costs. This session, highlighting a tri-county solution underway in Florida, explains the operational and cost benefits of a shared, hosted system; the difference between consolidated and shared systems; and how to share resources without giving up independent PSAP operation.



PARTNERSHIP

Moving Forward Together: DoD & NG9-1-1

Efforts continue throughout the Department of Defense to enhance collaboration and connection between military and civilian entities to improve the operational and technical response capabilities on military bases and facilities at home and abroad. This session provides an update on current activities and overviews new programs to enable better emergency communications and collaboration utilizing NG9-1-1 systems and services.



STANDARDS & BET PRACTICES

CPR LifeLinks: Uniting EMS & 9-1-1 to Save Lives

Cardiac-arrest emergencies make up only a small percentage of 9-1-1 calls, but telecommunicators know that every call may need hands-on-chest. In this session, learn about the CPR LifeLinks initiative, how it unites EMS and 9-1-1, and how your agency can deploy a program to improve cardiac-arrest survival rates.



WELLNESS

Defusing Comm-Center Conflict

Difficult callers aren't the only communication problem in 9-1-1. Negative interactions with coworkers, superiors, or subordinates can end up being the most stressful part of your job. This presen-



THE NEXT-GEN PSAP

The Changing Role of the Telecommunicator in NG9-1-1

The evolution of our profession requires us to reexamine just what a telecommunicator actually is, as well as how the job is perceived and portrayed. Join us for a discussion of all things TC-future, from duties and classification, to compensation and title. We'll discuss ongoing research, NENA's work on these topics, and how you can help move the industry forward.



THE NEXT-GEN PSAP

Generation Z: You Ain't Seen Nothing Yet!

Just when you were starting to understand Millennials, here comes Generation Z into the workforce! Come and learn about what sets Gen Z apart from previous generations, as well as what surprising characteristics they may share. Are they really the Millennials' worst nightmare? We'll discuss all this and more and you'll leave knowing how to manage and motivate these new hires of the not-too-distant future!



NG TECH

When FirstNet, Streaming Media, & Data Sharing Converge

A revolution in data-rich interactions between agencies and responders is underway. Live streaming video from body-worn cameras and real-time incident data exchange increase command and control capabilities, while greatly improving responder safety. Attend to understand

Don't forget to register for a pre-conference course!

TUE | 10:00AM - 11:00AM



ANALYTICS & DATA

Nationally-Uniform Data: Improving the 9-1-1 Data Set

9-1-1 data is regularly collected at the state and sub-state levels, but challenges exist when trying to compare this non-standardized data across jurisdictions. In this session, learn about efforts to remedy this issue. You'll hear how a central data-collection point improves PSAP operations and eases the process for collecting, analyzing, and sharing many kinds of information, including administrative, operational, financial, and CAD data.



FRONTLINE SKILLS

Helping Veterans in Crisis

The number of calls regarding the well-being of veterans is increasing. Given their high rate of attempted suicide, their firearm training, and the challenges associated with returning to civilian life, it is beneficial to obtain information regarding their service. This session provides recommendations for assisting veterans in crisis, information regarding the development of protocols for veteran-related calls, and ideas for collaboration at the local level.



FRONTLINE SKILLS

It's About Time: Effective Fire & EMS Dispatch

Fire dispatch is an important function in the 9-1-1 center, but one that is sometimes difficult to master. These incidents



FRONTLINE SKILLS

PSAP & Railroad Interactions: Understanding the Basics

This presentation provides an overview of the NENA Public Safety Communications & Railroad Interaction standard, as well as best practices for handling incidents requiring PSAP and railroad interactions. We'll cover the basics of railroad operations, overview rail-specific technology and terminology, and discuss the resources available to PSAPs that enable improved response to railroad incidents.



GIS & DATABASES

Keeping Address Points & Other GIS Data NG-Ready

The boxes are checked: Your data meets the NG9-1-1 GIS Data Model standard and you've synchronized your MSAG and ALI to your GIS... So, you're done, right? Not so fast! This session covers how to maintain your data, check for quality, and more. Further discussion focuses specifically on site structure and address point importance, use history, role in NG9-1-1, and relationship to other data.



MANAGEMENT

Having Difficult Conversations

Do you dread "The Talk?" This session teaches you how to successfully navigate the three most difficult conversations you will have with an employee: performance issues, behavior issues, and personal issues. Explore ways to remain considerate, respond without judgment, show empathy while keeping a profes-



NG TECH

Lessons Learned From NG9-1-1 & FirstNet Integration Testing

In March, the Texas A&M Internet2 Technology Evaluation Center held a scenario-based public-safety exercise to test information conveyance from the emergency caller to the field responder through NG9-1-1, information sharing between agencies, and getting IoT-generated data through from NG9-1-1 to FirstNet. Attend to get a readout from the event and learn more about how NG9-1-1 and FirstNet will interoperate in the future.



THE NG TRANSITION

NG9-1-1: Is It Just Technology?

From the day you decide to transition through the day an NG9-1-1 system goes live, a lot has to happen - and technology is just part of it. This session presents a number of the non-technical issues that should be on your mind throughout this evolution, including maintaining service levels, identifying efficiencies, increasing 9-1-1's profile and visibility with decision makers, and more.



PARTNERSHIP

Serving Cybercrime Victims

The impact of cybercrime and online fraud on the economy, critical infrastructure, and our personal lives is growing exponentially each year. What should 9-1-1 do when a cybercrime is reported? This session delivers a primer on the most common cybercrimes, explains your reporting and response options, and provides information on the Cybercrime Support Network and its program to improve victim services and response.



POLICY

Achieving Meaningful Access to Emergency Communications

New technologies create more effective emergency-communications options for individuals who are deaf, hard of hearing, deafblind, speech disabled, or have cognitive impairments. The presentation covers the Federal Communications Commission's regulations that facilitate accessible 9-1-1 calling and accessible emergency notifications. Emergency-communications options available today and in the future will also be discussed, including real-time text and media communication-line services.



STANDARDS & BEST PRACTICES

Litigation & Defining the Standard of Care

Emergency-communications professionals want to provide the highest level of care for their communities. However, a generally-accepted standard of care has been difficult to define. This session presents the findings of a new study that reviewed litigation against PSAPs over four decades, defines the expected standard of care and practice that emerged from those combined cases, and describes what you can do to meet that standard.



WELLNESS

Conquer Stress for Enhanced Productivity & Communication

Stress is a killer. It kills our physical and mental wellbeing, our relationships, and our careers. It limits our ability to respond rather than react, communicate effectively, or lead consciously. Attend to learn five practical techniques - meditation, mindfulness, affirmations, visualization, and breathwork - that help you overcome your stress response and allow for mindful communication, increased productivity, and empowered leadership.



WELLNESS
Don't Let a Toxic Dispatch Environment Kill Your Motivation
 Is your physical work environment affecting your ability to perform at your best? The space you and your team work in affects moods, health, productivity, and more, manifesting as high turnover, low retention, poor morale, and increased sick leave. This session helps you identify why your center may be toxic and what you can do about it.

TUE | 11:15AM - 12:15PM



ANALYTICS & DATA
How Supplemental Data Saves Lives
 Every PSAP has experienced situations where limited information created challenges for emergency response. Supplemental data has emerged as a life-saving development for PSAPs to better locate and respond to emergencies. In this session, PSAP leaders explain how embracing supplemental data has helped improve emergency response and share anecdotes from real emergencies where supplemental data had a positive impact.



COMMUNITY
Therapy Animals: Helping 9-1-1 One Paw at a Time
 Dogs to the rescue! This session provides a replicable case study that shows how you can implement an employee-decompression plan, which includes therapy dog visits as a part of a healthy environment for the team in your PSAP. Learn about the positive impact the program had, issues encountered and lessons learned during implementation, and hear feedback from dispatchers, managers, and the handlers themselves.



CYBERSECURITY
Understanding End-to-End Cybersecurity in an i3 Environment
 NG9-1-1 is built on an all-IP foundation, making cybersecurity a critical concern since IP systems or networks can be attacked. This session explains the im-

portance of cybersecurity in an all-IP environment, the cybersecurity challenges of NG9-1-1, and key findings from NENA's recent NG-cybersecurity testing event.



FRONTLINE SKILLS
Communicate Effectively During Crisis & Conflict
 In most situations we communicate effectively with others. However, when conflict or crisis is introduced, our abilities tend to deteriorate. In this session, we'll discuss the communication process, then consider how to ensure effectiveness during trying times and with difficult people through the use of proper attitudes, respect, and professionalism in our verbal and non-verbal communication.



GIS & DATABASES
Mind the Gap: The Basics of PSAP-Boundary Development
 Getting your GIS data ready for NG9-1-1 can be overwhelming. Join us as we focus on one layer: the PSAP boundary. This session, designed for both operations and GIS professionals, helps you better understand the function of the PSAP boundary in NG9-1-1 and provides strategies to develop a PSAP boundary free from gaps and overlaps that plays nicely with its neighbors.



GROWTH
Partners in Your Profession: NENA & the Telecommunicator
 Being a 9-1-1 professional starts with everyday actions "under the headset," but it does not end there. Maintaining and growing your knowledge and skills; keeping up with trends and technology; building your support network; and helping your coworkers are important elements in any long and successful career. This session highlights ways you can find your tribe, advance in your job, and find lasting satisfaction.



LEADERSHIP
Value Everyone: Servant Leadership in the PSAP
 Servant leadership turns the power pyramid upside down; instead of employees working to serve their leaders, leaders are there to serve their employees. This inversion unlocks potential, motivates, and creates higher-performing teams and happier employees. Attend to learn how you can start practicing servant leadership and create a culture that encourages everyone to be curious and courageous.



NG TECH
Making the Transition to Real-Time Text
 Real-time text (RTT) technology is available today! Hear from consumer advocates, NG9-1-1 providers, and wireless-industry representatives about how this service works, how it differs from SMS text-to-9-1-1, the benefits of RTT for citizens and PSAPs alike, how to accept RTT requests for service, training resources, and more.



THE NG TRANSITION
NG9-1-1 Migration Resources: Are You Ready?
 Although there is a lot of info out there about NG9-1-1, few resources exist specifically for agency leaders. This session shares the lessons contained in publications about NG9-1-1 for EMS and fire officials. Further, you'll learn about ongoing revisions to the *Model State 911 Plan* and *Guidelines for State NG911*

Legislative Language, two documents that provide agencies transitioning to NG9-1-1 with invaluable migration-planning best practices.



POLICY
Legislative Strategies for Training & Protocol Laws
 This presentation offers you examples of successful approaches to creating and passing state legislation for training standards and the use of structured call-taking protocols. You'll leave with a sample checklist, as well as knowledge about how to draft and propose legislation, testify on its behalf, recruit allies, develop funding models, and navigate the legislative process.



WELLNESS
Protecting the 9-1-1 Professional's Family Life
 Successful 9-1-1 leaders and frontline personnel also want success in their family lives. Yet, the mindset and communication styles responders build to cope and function on the job often create conflict in personal relationships. Join us to gain five powerful strategies you can use to manually override your "9-1-1 Brain," leave work at work, and boost success on the home front.



TUE | 3:00PM - 4:00PM



COMMUNITY
Empowering the Wonder Women of Public Safety
 The number of amazing women in public safety continues to grow as our industry evolves toward the next generation of 9-1-1 and the next generation of leaders. Join us to share stories and ideas about how we can build a community of women in public safety who support and empower one another, achieve work/life balance, and stay motivated to grow and succeed.



FRONTLINE SKILLS
Creating Positive Outcomes: Gaining the Cooperation of Callers in Crisis
 Getting emotional callers to cooperate during a high-stakes call is a common challenge for dispatchers. Using a conversation analytic training method, this session provides communication strategies for redirecting callers towards more productive outcomes, methods for getting callers to focus on patient care during EMD calls, and an introduction to using actual 9-1-1 calls to identify best practices in caller management.



GROWTH
Surviving Professional Growing Pains
 This session explores the cycle of professional growth, from the new hire to the veteran. It includes discussion about what employees need to succeed at the different stages of development, reasons they leave, and ways to retain them and keep them willingly engaged.



INNOVATION
Innovating for 9-1-1 & Public Safety
 9-1-1 is undergoing a major paradigm shift from being voice-centric to data-centric. This session focuses on the culture shift that needs to happen in PSAPs to utilize the downpour of data, and provides an overview of technology trends from outside of 9-1-1 that are driving innovation and disruption like artificial intelligence, data analytics, and cloud computing.

3 WAYS TO REGISTER

FOR NENA 2019

- Online at nena.org/nena2019-register
- Download a printable form at nena.org/nena2019-form
- Call 202.466.4911 to request a printable form



INNOVATION
A Quantum Leap for 9-1-1: The Vertical Plane & Handset-Derived Location
 The challenge of finding wireless 9-1-1 callers is now being met with new handset-based and vertical-location technologies. In this session, you receive an overview of the technologies that make it all work, examine how this information is incorporated into CAD systems, discuss the benefits (better routing, quicker fix on caller location, faster delivery of information to field responders), and identify potential roadblocks.



THE NEXT-GEN PSAP
Understanding NG9-1-1 Basics: Systems & Databases
 NG9-1-1 is a system of databases and networks that bears little resemblance to today's E9-1-1. This fun and interactive session illustrates all the technical elements that together form NG9-1-1 in an easy to understand way. At the end, you'll be better able to explain NG9-1-1 to your legislature, public utility commission, board, or other stakeholder groups.



NETWORK TECH
Beyond Kari's Law: MLTS Location Delivery & PSAP Community Engagement
 MLTS systems are now legislatively required to implement an E9-1-1 response plan. PSAPs should be ready to engage so that viable options are implemented and the general public doesn't enact bad policies and practices. Come to this session for a detailed assessment of the options available. Further discussion tackles the emergence of alternative pathways of communication between MLTS networks and the PSAP.



PARTNERSHIP
Improving Security Through Collaboration: DHS & 9-1-1
 9-1-1 is increasingly vulnerable to threats, both physical and cyber. Preventing or

mitigating attacks is a shared responsibility of public safety, government, industry, and academia. As technology and threats evolve, DHS will continue to be a partner in securing our emergency-communications infrastructure. Attend to learn about the DHS Cybersecurity Strategy, the evolving risk landscape, and how you can make 9-1-1 more secure and resilient.



POLICY
Reclassification: Challenges, Opportunities, & Next Steps
 Attend to discuss one of the hottest 9-1-1 topics in recent memory! Much has happened since OMB decided not to reclassify telecommunicators into the "protective service" category. Legislation has been introduced in both houses of Congress and NENA and partners continue to advocate for reclassification. Join us to hear about the latest developments, the many ways the process continues, and how you can get involved.



PREPAREDNESS
School-District Partnerships for Better Planning & Response
 Recent events in schools highlight the communication silos that exist between schools, 9-1-1, and field responders. This session helps agencies address communication gaps and delivers best practices, training resources, tactics, technological resources, and more. You'll learn strategies and methods for partnering

with schools for better preparedness, as well as simple ways to facilitate better communication during school-related emergencies.



PREPAREDNESS
Surviving Hurricanes & Other Natural Disasters
 Hurricanes, tornadoes, flooding, earthquakes - there is no shortage of disasters that threaten PSAPs! Planning and preparation are essential to meeting the challenges associated with large-scale weather events. By examining real-world examples, this session provides best practices for system survivability, operational continuity, logistical planning, and what to do if you need to evacuate your center.



WELLNESS
Positive Psychology: A Path to Progress
 Positive psychology is not just a buzzword; it's a foundational approach to achieving better results from your personal and professional life, building resiliency, and overcoming the challenges associated with a high-stress career. This session introduces you to the concept of positive psychology and explains how you can integrate it into your wellness toolkit.



WELLNESS
The Resilient Dispatcher: How to Thrive in Your 9-1-1 Center
 A 9-1-1 professional's career can take a toll, eroding your ability to remain alert and impartial while providing excellent customer service to callers in need. With this breakout, you will be able to combat feelings of job-related burnout, curb complacency, and continue making a difference in the lives of each caller.

FREE WORKSHOPS*

WED, 06.19

FREE for full-conference attendees!

ENP Exam Prep Boot Camp

8:00AM - 1:00PM

Those who have been there will tell you: Preparing for the Emergency Number Professional Certification exam is no simple task. But they'll also tell you that taking part in a study group is one of the best ways to ensure you're ready! This workshop starts off with an overview of ENP application and exam scheduling processes before jumping into a cram session to begin getting you ready to ace the test!

You will leave the workshop better prepared for the ENP exam and with an increased general knowledge of the main ENP exam topic areas, including telephone, radio, PSAP infrastructure, NG9-1-1, human-resource issues, and more. We'll also keep it fun and lively by playing a few rounds of "ENP Jeopardy!" and provide you with learning techniques you can use when you return home to maximize the effectiveness of your study time and improve your information retention levels.

Chapter Leader Workshop

9:30AM - 12:00PM

At the Chapter Leader Workshop, you gain insights on trends in associations, volunteerism, membership, meetings, and more. Interactive sessions allow you to learn from other chapter leaders and discover ways you can grow your chapter's membership and enhance the member experience.

*Pre-registration required.

6TH ANNUAL FRIENDS OF 9-1-1 CHARITY 5K



SATURDAY, JUNE 15, 2019

Race time: 7AM - Officially timed event

Location: Kissimmee, FL

REGISTRATION FEES

- \$25 (\$30 after May 3)
- \$100 Team of 5
- \$35 Virtual Runner

Can't be there on race day? Register as a Virtual Runner and show your support from anywhere in the world!

AWARDS

- Commemorative t-shirt and medal
- Grand prizes for top 3 finishers, male and female
- New for 2019 - Age Group Division Awards!
12 & Under; 13-19; 20-29; 30-39; 40-49; 50-59; 60-69; 70+
- Best Team T-Shirt/Costume prize
- Giveaways for all!

Register, get more information,
or make a donation at
RUNFOR911.ORG



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.

PSAP TOURS

Year after year, PSAP tours continue to be one of the most popular NENA conference activities! Join your peers on a visit to a local 9-1-1 center where you'll see the latest public safety equipment in action.

SAT, 6.15 | 1:30PM - 4:30PM

SUN, 6.16 | 2:30PM - 5:30PM

TUES, 6.18 | 9:00AM - 12:00PM



ORLANDO POLICE DEPT

Year built and/or renovated: 2002 (built),
2016 (renovated)

Agencies served: Law enforcement (1)

Population served: 280,257

Annual 9-1-1 call volume: 331,083

Accreditations: APCO Training Program Certification

Phone equipment: West Safety Services

CAD equipment: New World / Tyler

Total staff: 92

Staff during a typical shift: 17



An incredible opportunity to learn and hear from my fellow 9-1-1 professionals from around the nation.

NENA CONFERENCE ATTENDEE



REEDY CREEK FIRE DEPT

Year built and/or renovated: 2008 (built)

Agencies served: Fire/rescue (1)

Population served: 150,000-300,000

Annual 9-1-1 call volume: 58,000

Accreditations: IAED ACE

Phone equipment: Spok

CAD equipment: Tri-Tech

Protocols used: EMD, EFD

Additional services: RapidSOS

Total staff: 26

Staff during a typical shift: 5

Visit nena.org/nena2019-register to register online. Or download a faxable registration form at nena.org/nena2019-form.

MEET ORLANDO



“One of the most amazing times I have ever had!”

NENA CONFERENCE ATTENDEE

ORLANDO: THE CITY BEAUTIFUL

Orlando is one of the world's most visited destinations, and while its illustrious themed attractions may steal the limelight, with a vibrant and well-kept city center and a climate that averages around 75° Fahrenheit, there is a surprising number of things to experience.

Welcoming tens-of-millions of visitors per year, both Disney World and Universal Orlando pack in an entire trip's worth of fun on their own. But it would be a mistake to overlook Orlando's other activities because the rest of "The City Beautiful" is full of similar family-friendly attractions like waterparks, giant aquariums and zoos, exciting shows, airboat tours around the swamps, and plenty of golfing opportunities.

No matter how many times you've been to Orlando, you'll be amazed by what you find. The city is always improving, with new theme park additions, attractions, resorts, restaurants, and other can't-miss experiences joining the lineup constantly.

BRING A GUEST

When you purchase a Guest registration for a spouse or friend, he or she not only receives access to select NENA 2019 events (Opening Keynote, Expo Hall, evening receptions, etc.), but also gets to go on one of the following tours for an opportunity to see some highlights of our host city! Because these tours occur during conference hours, they are not open to conference attendees or exhibitors - only those in the "Guest" registration category are eligible to participate. Full-conference attendees should check out our great Stay & Play options!

Titanic—the Artifact Exhibition

SUN, 6.16 | 2:30PM – 4:30PM

Titanic—the Artifact Exhibition immerses you in the more than 100-year story of "The Unsinkable Ship": as you've never experienced it before. Come stroll through full-scale recreations of famous Titanic rooms, including her Grand Staircase, First Class Parlor Suite, Boilers, and Promenade Deck, where you can walk out and feel the chill of the cold Atlantic air as you gaze at the stars. The 20,000 sq ft interactive museum showcases well over 400 artifacts and historical treasures, including the second largest piece of the Titanic ever recovered!

Chocolate Kingdom Factory Tour

MON, 6.17 | 11:00AM – 1:00PM

Chocolate Kingdom is the most unique chocolate experience in North America and will inspire and amaze chocoholics of all ages. Go on an interactive journey that uncovers how chocolate

transforms from the bean into the creamy, dreamy chocolate bar. Check out a cacao tree greenhouse, a one-of-a-kind chocolate museum, and a micro batch bean-to-bar factory utilizing old world machinery. You'll even customize your own chocolate-bar souvenir!

STAY & PLAY

Make the most of your time in Orlando! Central-Florida has so much to offer, we're offering two optional Stay & Play excursions for those who want to incorporate some leisure time into all the education and networking NENA 2019 offers! *Additional registration fees apply.*

Airboat Tour & Gator Park

WED, 6.19 | 8:00AM – 2:00PM | \$100/person

See the wild side of Central Florida from a Coast-Guard-approved airboat skimming across the shoreline while you look for wildlife (like alligators, turkeys, wild hogs, eagles, and more) and enjoy the endless beautiful swamps, marshes, and rivers. You'll also get to have your picture taken with a gator (if you dare!) and experience the Wild Florida Gator Park, featuring more than 200 native and exotic animals like ring-tailed lemurs, two-toed sloths, zebras, and watusi. Lunch included.

Kennedy Space Center Tour & Lunch With an Astronaut

WED, 6.19 | 8:00AM – 5:00PM | \$150/person

The Kennedy Space Center Visitor Complex is an out of this world destination not to be missed, offering a fascinating, behind-the-scenes look at the U.S. space program. NASA's launch and landing HQ promises a day of fun and a lifetime of inspiration as you tour launch areas, have a group lunch with a real astronaut, walk beneath a massive moon rocket, stroll through the Rocket Garden, enjoy a five-story IMAX® space film, and much more. More than 60 interactive touchscreen experiences and high-tech simulators invite guests to "be the astronaut," bringing to life the people, passion, and patriotism behind NASA's 30-year Space Shuttle program.

HOTELS

Rooms at our host hotel and conference venue, the Gaylord Palms, are available at the special attendee rate of \$209+tax per night. Self parking is available for \$24+tax per night and valet parking is \$35+tax per night. Visit nena.org/nena2019-housing to book by May 20. Overflow housing is available at nena.org/nena2019-overflow through May 22.

DEALS & DISCOUNTS

Visit nena.org/attendee-discounts for exclusive attendee savings on airfare, rental cars, and more!

RESERVE YOUR HOTEL BY MAY 20 FOR DISCOUNTED RATES!

Registration Fees

	Early Bird (Thru May 3)	Regular (May 4-Jun 13)	On-Site (Jun 14-19)
Full Conference Access (Member Non-Member)	\$599 \$749	\$699 \$849	\$749 \$899
Full Conference Access (Member ENP or FL Resident)	\$549	\$649	\$699
One-Day Admission	\$299	\$299	\$349
Expo Only	\$75	\$75	\$75
Add One Pre-Con Course (Member Non-Member)	\$169 \$245	\$199 \$275	\$199 \$275
Add Two Pre-Con Courses (Member Non-Member)	\$270 \$395	\$300 \$425	\$300 \$425
Add Center Manager Certification Program (Member Non-Member)	\$1,000 \$1,200	\$1,000 \$1,200	\$1,000 \$1,200
Add CTO or Supervisor Program (Member Non-Member)	\$300 \$350	\$350 \$400	\$350 \$400
Add CMCP Alumni Seminar (Member Non-Member)	\$99 \$129	\$99 \$129	\$99 \$129
Bring a Guest	\$100	\$100	\$100
Closing Celebration Only	\$75	\$75	\$75
Stay & Play With Us (Airboat Tour NASA Tour)	\$100 \$150	\$100 \$150	\$100 \$150

What's Included

What's Included	Full Conf	Sun Only	Mon Only	Tue Only	Guest	Closing Only	Expo Only
Kick-Off Celebration	•				•		
Regional Breakfast	•	•					
Opening Keynote	•	•			•		
Monday Keynote	•		•				
Board Installation Lunch & Keynote	•			•			
Breakouts	•	•	•	•			
Free Workshops	•						
Expo Hall & Innovation Theater	•	•	•		•		•
Coffee & Doughnuts w/ Exhibitors	•		•				•
Expo Hall Prize-a-Palooza	•		•		•		•
Guest Tour					•		
PSAP Tours	•	•		•			
Closing Celebration	•			•	•	•	

3 WAYS TO REGISTER



Online at
nena.org/nena2019-register



Download a printable form at
nena.org/nena2019-form



Call **202.466.4911**
to request a printable form

“

One of the best conferences I have ever attended.

NENA CONFERENCE ATTENDEE

nena2019

ORLANDO

CONFERENCE & EXPO * JUNE 14-19

THANK YOU TO OUR SPONSORS!

“

Great event! I recommend it to everyone in the industry.

NENA CONFERENCE ATTENDEE

PLATINUM



GOLD



SILVER



BRONZE



MEDIA

