Subjects include the following:

- SBP Wall: (see page 8 for details)
- Sun, 6/16
- Mon, 6/17
- Tue, 6/18
- Wed, 6/19
- Thu, 6/20
- Fri, 6/21
- Sat, 6/22
- Sun, 6/23

- Expo Tours: (see page 21 for details)
- Sun, 6/16
- Tue, 6/18
- Wed, 6/19
- Thu, 6/20
- Fri, 6/21
- Sat, 6/22
- Sun, 6/23

- Keynote Sessions:
  - Shawn Achor
  - Damien Patton

- Blood Drive
- Coffee & Doughnuts with the Exhibitors
- Excellence in 9-1-1 Reception*
- Hall Happy Hour
- Membership Meeting
- ENP Exam Prep Boot Camp
- Center Training Officer Program
- Center Supervisor Program
- Center Manager Certification Program
- Multi-Day Programs, Full-Day Courses & Free Workshops*

- NENA 2019 Kick-Off Celebration
- Run for 9-1-1 Charity 5K Run/Walk*
- Sun, 6/16
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- EXPO هEDUCA TION
- Workshops & Courses
- Networking
SCHEDULE OF EVENTS

SATURDAY, JUNE 15

**Run for 9-1-1 Charity 5K Run/Walk**
- **9:00 AM – 10:00 AM**
- Lace up your running or walking shoes in support of 9-1-1 training and wellness programs and participate in the 5K through the streets of Atlanta.
- **10:30 AM**
- Join your peers on a visit to a local 9-1-1 Center where you will see the latest public safety equipment in action.

**SNP Roundtable**
- **10:00 AM – 10:15 AM**
- Join 200+ from around the globe to network and discuss topics of interest to you.

**Kick-Off Celebration**
- **12:30 PM – 2:30 PM**
- Get a fresh start to NENA 2019! Enjoy cocktails and hors d’oeuvres in the Expo Hall.

**Regional Breakfasts**
- **7:00 AM – 9:00 AM**
- 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 have the opportunity to discuss issues affecting the association and the public safety community in your region.

**Expo Hall**
- **8:00 AM – 4:00 PM**
- Meet with exhibitors and see, hear, and touch the latest in public safety technology and services.

**PSAP Tours**
- **8:00 AM – 4:00 PM**
- Join members of a local PSAP for a tour of the facilities and learn how they work.

**Regional Tour**
- **12:30 PM – 2:15 PM**
- Visit local PSAPs and see the latest in public safety technology and services.

**Hall Happy Hour**
- **5:00 PM – 6:00 PM**
- Start your evening with a cocktail in the Expo Hall.

**K-9 Demonstration**
- **5:15 PM – 6:30 PM**
- 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.

**International Reception**
- **5:30 PM – 7:30 PM**
- Closed event.

**Regional Tour**
- **6:15 PM – 7:30 PM**
- Visit local PSAPs and see the latest in public safety technology and services.

**Regional Tour**
- **8:00 AM – 4:00 PM**
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**Run for 9-1-1 Charity 5K Run/Walk**
- **9:00 AM – 10:00 AM**
- There aren’t too many better ways to jumpstart the day than with a 5K run and a fresh start! Drive through the aisles, meet with exhibitors, and discuss the morning’s keynote session!

**Expo Hall**
- **9:00 AM – 6:00 PM**
- It’s about prizes, snacks, meeting with industry partners, and more prizes! You can’t win if you don’t try! 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!

**Blood Drive**
- **9:15 AM – 4:00 PM**
- There aren’t too many better ways to start your day than by giving back to your community and helping those in need.

**Coffee & Doughnuts With the Board**
- **9:15 AM – 10:45 AM**
- Board of Directors, and hear from the host city; you’ll feel good knowing you’ve helped change a life.

**Expo Hall Prize-a-Palooza**
- **10:00 AM – 4:00 PM**
- It’s about prizes, snacks, meeting with industry partners, and more prizes! You can’t win if you don’t try! 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!

**Canadian Reception – Hotel Bar**
- **10:30 AM – 2:30 PM**
- 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.

**International Reception**
- **5:00 PM – 6:00 PM**
- Closed event. Attendees from around the globe are invited to this reception showcasing NENA’s global impact and involvement.

**NENA 2019 Closing Celebration**
- **5:00 PM – 8:00 PM**
- 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!

**TUESDAY, JUNE 18**

**Board Installation Lunch & Keynote Session**
- **12:30 PM – 2:45 PM**
- Featuring a wide-ranging organization of individuals in our special lunch meeting, this session provides the opportunity to make introductions and get to know other attendees.

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- **12:30 PM – 2:45 PM**
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**Pack Your Swimwear and Join Other 9-1-1 Professionals and Future Leaders for a Pool Party with Games, Food, and More!**
- **9:00 AM – 1:00 PM**
- New 9-1-1 professionals and future leaders will feel better than ever with a full day of pool parties and a $10,000 spa and more prizes! It’s going to be a wonderful event for all attendees, but recommended for those 40 and younger or in their first five years in the profession. Pre-registration required.

**Sunday, June 16**

**Regional Tour**
- **7:00 AM – 4:00 PM**
- Visit local PSAPs and see the latest in public safety technology and services.

**Regional Tour**
- **8:00 AM – 4:00 PM**
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I attend three conferences each year and NENA is the best.

SHAWN ACHOR
Harvard professor of positive psychology and author of the best-selling book The Happiness Advantage
SUN, 6.16 | 9:15 am – 11:00 am
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 the 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.

DAMIENT PATTON
Founder and CEO of Banjo
SUN, 6.16 | 8:00 am – 9:15 am
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 an 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 | 12:30 pm – 2:45 pm
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.
ATTENDEE NENA CONFERENCE services and for new is great for The expo Hall is home to interactive exhibits and live demonstrations showcasing next-generation technologies and services. This is the perfect mix of experience to see, hear, display 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.

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**ONE-DAY PRE-COnFERENCE COURSES**

**ComCen Center Staffing Workshop**
This multi-day class introduces fundamental concepts of staffing your operations. Participants will analyze your staffing before and after implementing advanced practices. The course emphasizes personnel policies in place that consider call volume and other non-specific data. It is ideally designed to solve your staffing needs. This one-day workshop covers the core issues you need to address: Core issues you need to address include: personnel management, performance measurement, forecasting, skill assessments, and future needs. Hands-on exercises will help you apply the concepts to your PSAP. **RFL, Fri:** 8:30 a.m. – 5:00 p.m.

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**Advanced PSAP & DMS Dispatching**
This class will focus on the tools you need to ensure success. You'll learn about the tools and strategies necessary to determine your staffing needs and ensure future success. **Fri:** 9:30 a.m. – 3:00 p.m.

**Advanced Police Dispatching**
This class will focus on the tools you need to ensure success. You'll learn about the tools and strategies necessary to determine your staffing needs and ensure future success. **Fri:** 9:30 a.m. – 3:00 p.m.

** Latter-day 9-1-1 callers**
With the increased use of the Internet by the public, companies must be able to ensure success. You'll learn about the tools and strategies necessary to determine your staffing needs and ensure future success. **Fri:** 9:30 a.m. – 3:00 p.m.

**An in-depth look at your specific inci**
This class will focus on the tools you need to ensure success. You'll learn about the tools and strategies necessary to determine your staffing needs and ensure future success. **Fri:** 9:30 a.m. – 3:00 p.m.

**FRI, 6.13 | 8:30 a.m. – 5:00 p.m.**

**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 teaches you how to develop a program that will engage and motivate your trainees to success. This rigorous forty-hour course of instruction and interactives strengthens core competencies required for PSAP management to effectively manage your agency.**

**NENA’s 9-1-1 Center Supervisor Program (3-day course)**
**Fri, 6.14–Sat, 6.15 | 8:30 a.m. – 5:00 p.m.**
NENA’s 9-1-1 Center Supervisor Program gives you the skills you need to succeed as a supervisor (using a combination of interactive teachings and case studies). You will be provided with new tools to help you identify how workplace culture affects productivity, efficiency, and effectiveness, and as well as personal and professional safety. You'll learn about the tools and strategies necessary to determine your staffing needs and ensure future success. **Fri:** 9:30 a.m. – 3:00 p.m.

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EDUCATION & TRAINING SESSIONS

**THEORY OF EVERYTHING & Emerging Technologies**

As we'll be helping you unpack why it's important and how does it take place. You'll discuss the future of the industry and how advances like the Internet of Things, 9-1-1 and field responders. Attend to learn to develop a proactive plan that embraces new life-saving technologies.

**PSAP TECH**

- **A Guide to NG9-1-1 Planning and Implementation**
  - This session is for all NG9-1-1 administrators. Participants will learn about the importance of maintaining a user-friendly approach to implementing NG9-1-1 and the importance of providing clear communication and education.
  - Attend this session to get a clear understanding of the process and how it can be effectively implemented.

**CYBERSECURITY**

- **Cybersecurity**
  - This session will cover the importance of cybersecurity infrastructure, and the steps you can take to develop a proactive plan that embraces new life-saving technologies.
  - Attend this session to learn about the steps you can take to make your organization more secure.

**NG9-1-1**

- **Revamping Community Outreach Using the Within the Trenches Podcast**
  - Attend this session to learn about the importance of community outreach and how to use the Within the Trenches Podcast to target your messages and implement change within your organization.

**OUTREACH**

- **Consolidation: Not a Four-Letter Word**
  - This session will cover the importance of consolidation and how it can benefit your organization.
  - Attend this session to learn about the benefits of consolidation and how to implement it effectively.

**STANDARDS & BEST PRACTICES**

- **NREN 2020: The Action-Model Standard**
  - This session will cover the importance of standards and best practices in the field of 9-1-1 and how to implement them effectively.
  - Attend this session to learn about the importance of standards and best practices in the field of 9-1-1.

**WELLNESS**

- **SUN | 6:16 PM - 7:15 PM**
  - This session will cover the importance of mental health and well-being.
  - Attend this session to learn about the importance of mental health and well-being.

**LIVE LEARNING CENTER**

- **Live Learning Center is included with your registration!**

**3 WAYS TO REGISTER**

- **Online at nena.org/nena2019-register**
- **Download a printable form at nena.org/nena2019-form**
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TRAIN THE TRAINER

Focuses on how you can use Bloom’s Taxonomy to assess for knowledge, comprehension, application, analysis, evaluation, and creation. You’ll learn how to design a training plan that will help your audience achieve these levels of understanding.

GROWTH

The sessions will be dynamic and engaging, providing you with practical tools and strategies to improve your call-answer times.

THE NG TRANSITION

Are you NG-ready? When do you start transitioning to NG9-1-1? What are the challenges you face? How do you plan to make the transition? Join us as we discuss these critical questions and more.

STANDARDS & BEST PRACTICES

Using waveform management to test the call-clearing standard. This session will cover the best practices and strategies for testing and improving call-clearing performance.

WELLNESS

Don’t Miss:

Coffee & Doughnuts With the Exhibitors

2:30pm – 4:00pm

*Additional registration, participation required.

Don’t Miss:

MONDAY, 6.17

6:30pm – 8:30pm

EXPO HALL PRIZE-A-PALOOZA

International Reception*

Don’t Miss:

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Visit nena.org/nena2019-register to register online. Or download a faxable registration form at nema.org/2019-form.
core management functions and skills essential to long-term GIS success. The future of 9-1-1 looks dramatically different, and in the past, Next Generation 9-1-1 (NG9-1-1) offers, as well as how both greater granularity within emergency response. You will learn how greater granularity within emergency response can benefit your agency. Additionally, you will learn how to recognize new and emerging data sources are out there, as well as how you can incorporate this new data into your current processes.

The Seven Skills PSAPs Need to Hire for Next-Gen 9-1-1 Operations: Understanding: Take the Time to Think

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LEADERSHIP
Value Everyone: Servant Leadership in the PSAP & Beyond 10:30am - 12:00pm
etting your 9-1-1 professional for NG9-1-1? This session will introduce you to your new leader: the PSAP. Improve your professional development and increase your effectiveness in your career. This presentation will cover the importance of servant leadership and how to apply it in the PSAP environment.

HI TECH
Making the Transition to Real-Time Text 2:00pm - 4:00pm
ning to the next generation of 9-1-1, NG9-1-1 provides enormous opportunity to improve emergency response and streamline operations. This session will explore the benefits of NG9-1-1 and how to make the transition to this new technology.

THE NEXT-GEN PSAP
Understanding NG9-1-1 Basics: Systems & Technologies 10:30am - 12:00pm
This session will provide an overview of NG9-1-1 technologies and their role in emergency response. Attendees will learn about the different layers of NG9-1-1 and how they work together to improve emergency communications.

THAT'S NEXT GENERATION 9-1-1
Getting Emotional Callers to Cooperate: Strategies for Improving Call-Crew Dynamics 2:00pm - 4:00pm
This session will explore techniques for improving call-handling skills and reducing caller frustration. Attendees will learn strategies for de-escalating emotionally charged calls and improving overall call outcomes.

PARENTS IN THE FRAMEWORK: NENA & The Media
Being a 9-1-1 professional starts with being a good parent. In this session, attendees will learn how to effectively communicate with families and media representatives to enhance the public's understanding of 9-1-1.

NG9-1-1 Migration: Are You Ready? 10:30am - 12:00pm
In an environment where 9-1-1 is moving to a new generation of technology, it is crucial to have a clear understanding of the transition process. This session will cover the key steps to ensure a smooth migration to NG9-1-1.

INNOVATION
Beyond Kari's Law: MLT$ Location Delivery & PSAP Compliance 2:00pm - 4:00pm
This session will explore the evolution of MLT$ location delivery and how it can be used to improve emergency response. Attendees will learn about the latest developments in location delivery and how they can be implemented in your PSAP.

Legislative Strategies for Training & Conflict Resolution 10:30am - 12:00pm
This session provides an overview of successful approaches to training and conflict resolution in the 9-1-1 environment. Attendees will learn practical strategies for addressing conflict and creating a positive work environment.

STRATEGIES FOR SUCCESS
Navigating the Storms of Public Safety 10:30am - 12:00pm
This session will focus on the challenges and opportunities facing public safety agencies today. Attendees will learn about the latest trends and best practices for addressing these issues.

COMMUNITY
Surviving Hurricanes & Other Natural Disasters 2:00pm - 4:00pm
This session will explore strategies for preparing for and responding to natural disasters. Attendees will learn about key considerations for developing effective emergency plans and ensuring public safety.

EMERGENCY COMMUNICATIONS SECURITY
Cybersecurity and the Handlers Themselves 10:30am - 12:00pm
This session will focus on the critical issue of cybersecurity in the 9-1-1 environment. Attendees will learn about the latest trends and best practices for protecting emergency communications systems.

Participants in this session will explore the importance of cybersecurity in the 9-1-1 environment and learn about the latest trends and best practices for protecting emergency communications systems.
**FREE WORKSHOPS**

**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, tele, AGI-SI, 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.

<table>
<thead>
<tr>
<th>Awards</th>
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<tbody>
<tr>
<td>Commemorative T-shirt and medal</td>
</tr>
<tr>
<td>Best shirts for top 3 finishers, male and female</td>
</tr>
<tr>
<td>&quot;Top for 2019&quot; Age Group Division Awards! 12 &amp; Under: 1st, 2nd, 3rd at 25, 50, 75 or 50, 75, 100</td>
</tr>
<tr>
<td>Best Team T-Shirt/Costume prize</td>
</tr>
<tr>
<td>Giveaways for all</td>
</tr>
</tbody>
</table>

**REGISTRATION FEE**
- **$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**
- Year built and/or renovated: 2002 (built), 2016 (renovated)
- Agencies served: Law enforcement (1)
- Population served: 280,257
- 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

**Year built and/or renovated: 2008 (built)**
- Agencies served: Fire/rescue (1)
- Population served: 150,000-300,000
- 9-1-1 call volume: 58,000
- Accreditations: IAED ACE
- Phone equipment: Spok
- CAD equipment: TriTech
- Additional services: RapidSOS

**9:1-1 Call Center Information**
- **Year built and/or renovated:** 2009 (built)
- **Agencies served:** Law enforcement (1)
- **Population served:** 300,000
- **9-1-1 call volume:** 1,000,000
- **Accreditations:** APCO, Training Program Certification
- **Phone equipment:** West Safety Services
- **CAD equipment:** New World / Tyler
- **Total staff:** 48
- **Staff during a typical shift:** 12

**Needy Creek Fire Dept.**
- **Year built and/or renovated:** 2007 (built)
- **Agencies served:** Fire/rescue (1)
- **Population served:** 50,000-100,000
- **9-1-1 call volume:** 70,000
- **Accreditations:** IAED, ACE
- **Phone equipment:** Spok
- **CAD equipment:** TriTech
- **Additional services:** RapidSOS

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

**NENA CONFERENCE ATTENDEE**

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

Visit nena.org/lena2019-register to register online. Or download a faxable registration form at nena.org/lena2019-form.
MEET ORLANDO

One of the most amazing times I have ever had!

NEW CONFERENCE ATTITUDE

ORLANDO: THE CITY BEAUTIFUL

With so much natural beauty, families, and culture, it is no wonder Orlando is the fastest-growing city in the U.S. and the 23rd largest city in the U.S. It is a vibrant mix of fun for everyone. But it is more than just an entertainment destination. Orlando is full of senior friendly activities like the�ted museums, great spas, and parks. Snow, skiing, Florida, weather, and family friendly activities. It’s a stabler place to stay for seniors.

ORLANDO: THE CITY FULL OF LIFE

The city is always improving, with new theme parks, international festivals, and events. Whether you are visiting for the first time or returning for a family vacation, you will find something new and exciting every time you visit Orlando. The city is full of senior friendly activities that are perfect for families, groups of friends, or just you and your Significant Other.

BRING A GUEST

When you purchase a Guest registration for a conference, you have the opportunity to bring a guest with you on certain events. Full-conference attendees have access to all of the Keynote, Expo Hall, evening receptions, etc.), but only those in the “Guest” registration are eligible to participate. Full-conference attendees may add Two Pre-Con Courses (Member | Non-Member) and Expo Only.

Registration Fees

Early Bird (May 4–Jun 13)
Full Conference Access (Member | Non-Member)
$599 | $749
Full Conference Access (Member ENP or FL Resident)
$649 | $799
Breakout Access (Member | Non-Member)
$100 | $150
Closing Celebration Only
$270 | $395
Add CMCP Alumni Seminar (Member | Non-Member)
$75

On-Site

Full Conference Access (Member | Non-Member)
$1,000 | $1,200
Breakout Access (Member | Non-Member)
$169 | $245
Closing Celebration Only
$300 | $425
Add Two Pre-Con Courses (Member | Non-Member)
$75

What’s Included

• Educational and networking NENA 2019 offers!
• 3 WAYS TO REGISTER
• Kick-off Celebration
• Welcome Reception
• Board Installation Lunch & Keynote
• Monday Keynote
• Expo Hall Prize-a-Palooza
• Breakouts
• Expo Hall
• Opening Keynote
• Closing Celebration
• Guest Registration
• PSAP Tours

3 WAYS TO REGISTER

ONLINE AT nena.org/nena2019-register

CALL 202.466.4911 for a printable form

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nena.org/nena2019 | 23
One of the best conferences I have ever attended.

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

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PLATINUM

GOLD

SILVER

BRONZE

MEDIA