**EVENT SCHEDULE**

Subject to change. Visit nena.org/nena2024 for the latest updates.

* = New for 2024

### KEYNOTE
(See page 6 for details.)
Michelle Polier

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUN</td>
<td>8:00AM – 10:00AM</td>
</tr>
</tbody>
</table>

### EDUCATION

**Multi-Day Programs, Full-Day Courses, Roundtables & Workshops**
(See page 10 and 13 for details.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Dates</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center Manager Certification Program*</td>
<td>MON, 06.24 – FRI, 06.28</td>
<td>8:30AM – 5:00PM</td>
</tr>
<tr>
<td>Center Supervisor Program*</td>
<td>WED, 06.26 – FRI, 06.28</td>
<td>8:30AM – 5:00PM</td>
</tr>
<tr>
<td>Center Training Officer Program*</td>
<td>WED, 06.26 – FRI, 06.28</td>
<td>8:30AM – 5:00PM</td>
</tr>
<tr>
<td>Pre-Conference Courses*</td>
<td>THU, 06.27 – SAT, 06.29</td>
<td>8:30AM – 5:00PM</td>
</tr>
<tr>
<td>CMCP Alumni Seminar*</td>
<td>SAT, 06.29</td>
<td>8:30AM – 5:00PM</td>
</tr>
<tr>
<td>Frontline Forum</td>
<td>MON, 07.01</td>
<td>10:00AM – 12:00PM</td>
</tr>
<tr>
<td>Culture, Community, &amp; Belonging:</td>
<td>TUE, 07.02</td>
<td>10:00AM – 12:00PM</td>
</tr>
<tr>
<td>A Roundtable Discussion</td>
<td>TUE, 07.02</td>
<td>2:15PM – 4:15PM</td>
</tr>
<tr>
<td>PSAP Empowerment Exchange</td>
<td>WED, 07.03</td>
<td>8:00AM – 12:00PM</td>
</tr>
<tr>
<td>AI &amp; Public Safety Workshop*</td>
<td>WED, 07.03</td>
<td>8:00AM – 12:00PM</td>
</tr>
<tr>
<td>ENP Exam-Prep Boot Camp*</td>
<td>WED, 07.03</td>
<td>8:00AM – 12:00PM</td>
</tr>
<tr>
<td>Chapter Leader Workshop*</td>
<td>WED, 07.03</td>
<td>9:00AM – 12:00PM</td>
</tr>
</tbody>
</table>

**Breakout Sessions**
(See pages 12 for details.)

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUN</td>
<td>1:30PM – 5:00PM</td>
</tr>
<tr>
<td>MON</td>
<td>12:15PM – 2:30PM; 4:00PM – 5:00PM</td>
</tr>
<tr>
<td>TUE</td>
<td>8:45AM – 12:15PM; 2:15PM – 4:30PM</td>
</tr>
</tbody>
</table>

### Innovation Theater Sessions
(See page 9 for details.)

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>SUN</td>
<td>10:15AM – 1:00PM</td>
</tr>
<tr>
<td>MON</td>
<td>11:00AM – 1:00PM; 2:30PM – 3:00PM</td>
</tr>
</tbody>
</table>

### NETWORKING EVENTS
(See page 4 for details.)

<table>
<thead>
<tr>
<th>Event</th>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run for 9-1-1 Charity 5K Run/Walk*</td>
<td>FRI</td>
<td>7:00PM – 8:30PM</td>
</tr>
<tr>
<td>Gold Line Scholarship Breakfast*</td>
<td>SAT</td>
<td>7:30AM – 8:15AM</td>
</tr>
<tr>
<td>Chapter Leader Coffee &amp; Connect*</td>
<td>SAT</td>
<td>7:30AM – 8:15AM</td>
</tr>
<tr>
<td>Awards Ceremony</td>
<td>SAT</td>
<td>11:00AM – 11:45AM</td>
</tr>
<tr>
<td>International Meet &amp; Greet*</td>
<td>SAT</td>
<td>3:30PM – 4:30PM</td>
</tr>
<tr>
<td>NENA 2024 Kick-Off Celebration</td>
<td>SAT</td>
<td>6:30PM – 8:30PM</td>
</tr>
<tr>
<td>Opening Keynote Session &amp; Breakfast</td>
<td>SUN</td>
<td>8:00AM – 10:00AM</td>
</tr>
<tr>
<td>Expo Hall Snacky Hour</td>
<td>SUN</td>
<td>5:00PM – 6:00PM</td>
</tr>
<tr>
<td>Excellence in 9-1-1 Reception*</td>
<td>SUN</td>
<td>6:15PM – 7:45PM</td>
</tr>
<tr>
<td>LGBTQ+ Meet Up</td>
<td>SUN</td>
<td>8:00PM – 9:00PM</td>
</tr>
<tr>
<td>Coffee &amp; Doughnuts With the Exhibitors</td>
<td>MON</td>
<td>9:15AM – 10:45AM</td>
</tr>
<tr>
<td>Expo Hall Snacky Hour</td>
<td>MON</td>
<td>3:00PM – 4:00PM</td>
</tr>
<tr>
<td>Women in 9-1-1 Alliance Reception</td>
<td>MON</td>
<td>5:00PM – 6:00PM</td>
</tr>
</tbody>
</table>

### Register Online Now At
nena.org/nena2024-register

### REGISTRATION RATES
(See page 15 for details and additional pricing options.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Additional Options</th>
<th>Price</th>
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<td>Member</td>
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<tr>
<td>Member ENP or FL Residents</td>
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<tr>
<td>Non-Member</td>
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<td>$900</td>
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<tr>
<td>On-Site</td>
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<td>$790</td>
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<tr>
<td>Non-Member</td>
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<td>$940</td>
</tr>
</tbody>
</table>

*Additional registration, invitation, or advance notice of participation required.
Great vendors. Great sessions. Outstanding people!

— NENA CONFERENCE ATTENDEE
FRI, 06.28

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

Lace up your running or walking shoes in support of 9-1-1 training and wellness programs! The run/walk is a fun and positive way to kick off your conference experience. Every participant receives a commemorative t-shirt and medal for completion! The 5K generates funds for scholarships and 9-1-1 training opportunities, promotes healthy living among 9-1-1 professionals, and gives the greater-Orlando community and supporters from around the country a chance to say “thank you” to 9-1-1.

SAT, 06.29

Gold Line Scholarship Breakfast *
7:30AM – 8:15AM

Closed event. 2023 Gold Line Scholarship winners and previous recipients are invited to this special breakfast to celebrate their achievement and connect with fellow awardees.
Sponsored by ☑ AT&T

Chapter Leader Coffee & Connect *
7:30AM – 8:15AM

Closed event. Current chapter officers are invited to meet their peers and discuss the unique challenges and opportunities facing chapters today in a relaxed environment.
Sponsored by ☑ AT&T

Awards Ceremony
11:00AM – 11:45AM

Join NENA as we honor those who have gone above and beyond for both 9-1-1 and the association!

International Meet & Greet *
3:30PM – 4:30PM

Closed event. Attendees from around the globe are invited to this reception showcasing NENA’s global impact and partnerships.
Sponsored by ☑ AT&T

Kick-Off Celebration
6:30PM – 8:30PM

Get #NENA2024 started right with an 80’s-themed outdoor party where you can meet new friends, try some delicious local food, and hear great live music!
Sponsored by RapidSOS [ ]

SUN, 06.30

Opening Keynote Session & Breakfast
8:00AM – 10:00AM

Hear from association leaders, award winners, and our keynote speaker while enjoying breakfast with your fellow #NENA2024 attendees.
Breakfast sponsored by ☑ AT&T

Expo Hall Snacky Hour
5:00PM – 6:00PM

Start your evening with a sweet (or salty) treat in the Expo Hall!
Sponsored by ☑ AT&T

Excellence in 9-1-1 Reception *
6:15PM – 7:45PM

Closed event. Certified ENPs, CMCP graduates, award winners, national scholarship recipients, and national and chapter leaders are invited to join us for this special reception celebrating their contributions.
Sponsored by ☑ T Mobile

LGBTQ+ Meet Up
8:00PM – 9:00PM

Community members and allies are invited to this evening happy hour where you can make new friends and expand your professional network.
Sponsored by ☑ RapidDeploy

MON, 07.01

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 general session!

Expo Hall Snacky Hour
3:00PM – 4:00PM

Join us for this last chance to see the Expo Hall — and enjoy something delicious while you do!
Sponsored by ☑ AT&T

Women in 9-1-1 Alliance Meet Up
5:00PM – 6:00PM

NENA’s Women in 9-1-1 (WIN) Alliance — dedicated to empowering women in 9-1-1 through leadership development, education, networking, and mentoring opportunities — is hosting a social hour! Come be part of this community where women and allies connect, share, and support each other!
Sponsored by X INTRADO

Young Professionals Pool Party
6:30PM – 8:00PM

Throw on your swimsuit or cabana-wear (if you want) and join us 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.

DEI Mixer
9:00PM – 10:00PM

Join us for this networking happy hour celebrating the power of diversity, equity, and inclusion (DEI). Connect with other 9-1-1 professionals dedicated to driving positive change in our workplaces and beyond, engage in meaningful conversations, and forge lasting relationships. Don’t miss this opportunity to celebrate and network!
Sponsored by X RapidDeploy

TUE, 07.02

Board Installation Lunch
12:30PM – 2:00PM

This special lunch provides the opportunity to make great connections and celebrate the swearing in of your 2024-25 NENA Board of Directors.
Sponsored by ☑ CARBYNE

NENA 2024 Closing Celebration+
6:00PM – 8:00PM

It’s going to be a night to remember as we bid farewell to NENA 2024! Don’t miss out on live music, good food, and fun times!

*Additional registration, invitation, or advance notice of participation required. All events take place or commence at the Gaylord Palms unless noted with a +.

Register online now at nena.org/nena2024-register
I attend three conferences each year and NENA is the best.

— NENA CONFERENCE ATTENDEE
MICHELLE POLER
Founder of Hello Fears, a social movement inspiring over 50 million people worldwide to choose growth over comfort

SUN, 6.30
8:00AM – 10:00AM

FEAR LESS, DO MORE

Michelle’s humorous and inspiring speaking style has been captivating audiences across the globe. With authentic storytelling, engaging visuals, and her 100 Days Without Fear experience, Michelle will show you how to challenge your comfort zone to tap into your full potential. In this fun and energizing keynote, you’ll learn about:

- Dealing with the unknown;
- Seeking growth over safety;
- Embracing authenticity;
- Daring to fail;
- Leading with accountability; and
- Redefining fear, from obstacle to opportunity.

Keynote sponsored by INTRADO

RACE TIME: 7:00PM
(Bus departure to course: 6:30PM; Officially timed event)

LOCATION
Shingle Creek Park, 2491 Babb Rd
Kissimmee, FL 34746

REGISTRATION FEES
• $25 ($30 after May 28)
• $100 Team of 5
• $25 Virtual Runner ($30 after May 28)

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
• 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
• Top individual fundraiser
  Special recognition during the conference
• Individual participants who raise money at the following levels:
  • $25 (collapsible water bottle)
  • $50 (runner fanny pack)
  • $250 (Run for 9-1-1 hoodie)

The #ThankYou911 campaign encourages public support and recognition of 9-1-1 professionals and provides scholarships, continuing education opportunities, and wellness programs for these unsung heroes of public safety who answer the more than 250 million 9-1-1 calls placed by Americans every year.

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

SPONSORS
RapidSOS

The 10th Annual Michelle’s humorous and inspiring speaking style has been captivating audiences across the globe. With authentic storytelling, engaging visuals, and her 100 Days Without Fear experience, Michelle will show you how to challenge your comfort zone to tap into your full potential. In this fun and energizing keynote, you’ll learn about:

• Dealing with the unknown;
• Seeking growth over safety;
• Embracing authenticity;
• Daring to fail;
• Leading with accountability; and
• Redefining fear, from obstacle to opportunity.

Keynote sponsored by INTRADO

RACE TIME: 7:00PM
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Register, get more information, or make a donation at RUNFOR911.ORG

SPONSORS
RapidSOS
“The expo is great for anyone in the market for new services and products.”
— NENA CONFERENCE ATTENDEE
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.

HOT TECHNOLOGY. COOL TOOLS.
IT’S ALL IN THE NENA 2024 EXPO HALL.

Contact Anna Marie Batt (abatt@nena.org) to exhibit at NENA 2024.
“I learned how to better myself as a leader.”
— NENA CONFERENCE ATTENDEE
NENA 2024 features a variety of multi-day and 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, work toward your Excellence in Dispatch certificate, and earn points towards ENP certification and re-certification.

**ONE-DAY PRE-CONFERENCE COURSES**

**THU, 06.27 | 8:30AM – 5:00PM**

**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.

**Understanding Bias: Better Workplace, Better Service**
Fulfilling a desire to serve is likely why you have taken on the challenges of working in the PSAP. That desire to serve does not automatically relieve you from the human burden of biases. In this course, you learn to remove the inequities caused by biases by gaining the tools to self-assess your own human biases using an academically validated assessment, understanding how to recognize your biases at work, and applying a mitigation model to increase service equality.

**FRI, 06.28 | 8:30AM – 5:00PM**

**Enhanced Caller Management**
This course helps you become a better call taker, 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, improving listening skills, and developing a plan to keep growing to meet new challenges.

**Improving Service to Callers With Disabilities**
This class covers definitions, etiquette and interaction skills, the disabled perspective, information on impairments, and current trends and topics, all relevant to 9-1-1 call takers and dispatchers. This unique training provides you with a greater understanding of the challenges faced by the disabled community when using 9-1-1, techniques to process these calls, and insight into potential impacts on dispatch and response.

**CMCP Alumni Seminar**
All CMCP graduates are invited to start off #NENA2024 by attending the CMCP Alumni Seminar! Join CMCP instructors and other industry experts for this interactive, dynamic, 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 years and offers the opportunity for CMCP alumni to network with their fellow 9-1-1 professionals.

**Advanced Fire Dispatching**
Dispatching fire 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 responses, the time-critical nature of fire 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. Through this course, dispatchers will not only be able to learn vital information about fire dispatching concepts, they will also learn valuable tools and tricks to make essential decisions more quickly and to improve their awareness and judgement when operating as fire dispatchers.

**Transforming 9-1-1 Center Culture**
In this student-centered, active-learning course, you increase your cultural intelligence, learn how peers can respectfully and professionally hold each other accountable, and discover how to apply the power of social influence to effect positive change. With the tools gained in this class, you will return to work ready to be a culture transformer, equipped to build a defined and sustainable culture where team members accept responsibility, require accountability, and show up every day with a shared sense of duty and purpose.

**MULTI-DAY PRE-CONFERENCE PROGRAMS**

**CENTER MANAGER CERTIFICATION PROGRAM**
**MON, 06.24 – FRI, 06.28 | 8:30AM – 5:00PM EACH DAY**
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 interactions 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.

**CENTER SUPERVISOR PROGRAM**
**WED, 06.26 – FRI, 06.28 | 8:30AM – 5:00PM EACH DAY**
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**
**WED, 06.26 – FRI, 06.28 | 8:30AM – 5:00PM EACH DAY**
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.

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

**Registrants should bring a Wi-Fi-enabled laptop with a USB drive to fully participate.**

**Additional registration required for all pre-conference training programs and courses.**

**All CMCP graduates are invited to start off #NENA2024 by attending the CMCP Alumni Seminar!**

**Join CMCP instructors and other industry experts for this interactive, dynamic, 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 years and offers the opportunity for CMCP alumni to network with their fellow 9-1-1 professionals.**
EDUCATION & TRAINING SESSIONS

With more than one-hundred hours of breakfasts led by respected national leaders in the public safety, technology, and policy arenas, each session delivers critical education on the issues affecting you on a daily basis, as well as the tools for career advancement.

Full session descriptions available at nena.org/nena2024breakouts!

= New for 2024

SUN, 06.30
1:30am – 2:30am
Frontline Skills
GIS & Databases
Growth
Innovation
Hot Topics
International
Preparedness
PSAP Tech
Pub Ed & Outreach
Public Policy
2:45am – 3:45am
Cybersecurity
Diversity, Equity, & Inclusion
GIS & Databases
Hot Topics
Innovation
Knowledge Your Association
Leadership
PSAP Tech
Pub Ed & Outreach
Public Policy
Wellness
4:00am – 5:00am
Culture
Diversity, Equity, & Inclusion
Facility Planning
Frontline Skills
Growth
Innovation
Leadership
PSAP Tech
Pub Ed & Outreach
Public Policy
Wellness
6:30am
Frontline Forum
Frontline Skills
Growth
Innovation
MON, 07.01
10:00am – 12:00am
12:15am – 1:15pm
Frontline Skills
Public Policy
1:30pm – 2:30pm
Cybersecurity
Diversity, Equity, & Inclusion
GIS & Databases
Hot Topics
Innovation
Leadership
PSAP Tech
Pub Ed & Outreach
Public Policy
Wellness
8:45am – 9:45am
Analytics & Data
Culture
Cybersecurity
Diversity, Equity, & Inclusion
Frontline Skills
Growth
Innovation
Leadership
PSAP Tech
Pub Ed & Outreach
Public Policy
Wellness
TUE, 07.02
8:45am – 9:45am
Analytics & Data
Community
Facility Planning
Frontline Skills
International
Leadership
Management
Preparedness
Public Policy
Staffing & Retention
Training & Adult Learning
Wellness
Pub Ed & Outreach
Public Policy
Standards & Best Practices
Wellness
9:00am – 10:00am
Cybersecurity
Facility Planning
GIS & Databases
Management
NG9-1-1
Preparedness
Staffing & Retention
Wellness
10:00am – 11:00am
Cybersecurity
Facility Planning
Growth
Innovation
Leadership
Management
NG9-1-1
Preparedness
Staffing & Retention
Wellness
11:15am – 12:15pm
Culture
Cybersecurity
Facility Planning
Hot Topics
Innovation
Leadership
Location & Mapping
Management
NG9-1-1
Preparedness
Staffing & Retention
Wellness
8:00pm – 9:00pm
Cybersecurity
Frontline Skills
Growth
Innovation
Leadership
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Staffing & Retention
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Cybersecurity
Frontline Skills
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Staffing & Retention
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Frontline Skills
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Staffing & Retention
Wellness
This special interactive workshop, designed specifically for call takers and dispatchers, gives you the opportunity to connect with your peers, discuss the issues that matter most to you, and find solutions that you can use to grow and thrive — both personally and professionally!

**TUE, 07.02**
**Culture, Community, & Belonging: A Roundtable Discussion**
**10:00AM – 12:00PM**

In the world of 9-1-1, unity is more than just a concept — it’s a lifeline. Join us for a transformative conversation where we’ll embark on a journey to explore the value of authenticity and belonging. In this open dialogue, you’re invited to come together with your peers from all corners of our community to discuss how we can forge a stronger, more resilient industry that reflects the rich tapestry of our society. We’ll delve into the profound impact that culture has on our actions, decisions, and service outcomes. This roundtable is your platform to share your truths, your experiences, and your hopes for the future.

**PSAP Empowerment Exchange**
**2:15PM – 4:15PM**

PSAPs around the country are in the midst of technical, operational, and cultural changes like never before. In these interactive roundtables, broken into rooms by PSAP size (small [1-5 consoles], medium [6-20 consoles], large [21-50 consoles], and mega [51+ consoles]), you’ll connect with peers from centers just like yours to discuss 9-1-1’s biggest challenges and opportunities.

**WED, 07.03**
**AI & Public Safety Workshop**
**8:00AM – 12:00PM**

Join 9-1-1 and technology innovators for this first-of-its-kind workshop on the current and near-future use of AI and Machine Learning in 9-1-1 centers. Discover how AI can transform emergency response by enhancing operational efficiency and addressing staffing shortages. Sessions will demystify AI/ML technologies, explore their powerful applications, and showcase successes, including how one center significantly reduced its non-emergency call volume. Learn about AI’s role in improving call triage, incident management, and language translation. Don’t miss this opportunity to see how cutting-edge technology is shaping the future of 9-1-1 and emergency response.

**ENP Exam-Prep Boot Camp**
**8:00AM - 12:00PM**

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**
**9:00AM - 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.

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**FREE WORKSHOPS**
(FREE for full-conference attendees)

* = New for 2024

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Dozens of breakouts.
Included with your full-conference registration!
One of the most amazing times I have ever had!

— NENA CONFERENCE ATTENDEE
REGISTRATION FEES

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<tr>
<th>Event</th>
<th>Regular (04.27 - 06.26)</th>
<th>On-Site (06.27 - 07.03)</th>
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<tr>
<td>Full Conference Access (Member</td>
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<td>Closing Celebration Only</td>
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WHAT’S INCLUDED

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OUR HOST HOTEL & CONFERENCE SITE: THE GAYLORD PALMS

Welcome to more! For both work and play, the Gaylord Palms is a one-of-a-kind venue that offers NENA attendees an unparalleled experience.

With spectacular meeting spaces, a thrilling water park and pools, unique events and entertainment, a collection of delectable and distinctive dining venues, a world-class spa, and sophisticated rooms and suites, there’s something for everyone.

Enjoy the resort’s prime location with a trip to the Walt Disney World theme parks, SeaWorld Orlando, Discovery Cove, or Universal Orlando Resort – all located just minutes away. Without a doubt, the Palms and the greater-Orlando area provide endless entertainment for you and your whole family.

Find info on all currently-available NENA 2024 housing at nena.org/nena2024!

BRING A GUEST

When you purchase a Guest registration for a spouse or friend, they not only receive access to select NENA 2024 events (Opening Keynote, Expo Hall, evening receptions, etc.), but also get to participate in a special guest activity! Because it occurs during conference hours, the activity is not open to conference attendees or exhibitors — only those in the “Guest” registration category are eligible to participate.

Paint-Your-Own Sand Dollar

MON, 07.01 | 10:30AM - 12:30PM

Transform coastal treasures into personalized artworks with vibrant colors and intricate designs. Perfect for all ages and skill levels!

REGISTER ONLINE NOW AT nena.org/nena2024-register
One of the best conferences I have ever attended.
NENA CONFERENCE ATTENDEE

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

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