

MAKE A DIFFERENCE IN THE FUTURE OF 9-1-1!

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**NG9-1-1 STANDARDS
& BEST PRACTICES
CONFERENCE**



JANUARY 20-23, 2020
#NENASBP



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critical issues forum

JANUARY 23-24, 2020
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Early registration discounts thru November 22!

Schedule at a Glance

NG9-1-1 STANDARDS & BEST PRACTICES CONFERENCE

MON 01.20

8:00AM – 6:00PM Registration
8:30AM – 5:00PM Pre-Conference Courses
6:00PM – 7:30PM Welcome Reception

TUE 01.21

7:30AM – 5:00PM Registration
8:30AM – 9:30AM Opening Session
9:45AM – 12:00PM Breakout Sessions
12:00PM – 1:10PM Lunch on your own
1:15PM – 5:00PM Breakout Sessions

WED 01.22

8:30AM – 12:00PM Registration
9:00AM – 12:00PM Breakout Sessions
12:00PM – 1:10PM Lunch on your own
1:15PM – 5:00PM Breakout Sessions

THU 01.23

8:30AM – 12:00PM Breakout Sessions
12:00PM – 1:00PM Lunch & Learn
1:00PM #NENASBP Adjourns



Austin Skyline



THU 01.23

10:00AM – 6:00PM Registration
2:00PM – 6:00PM Sessions

FRI 01.24

7:00AM – 10:00AM Registration
8:00AM – 4:00PM Sessions
4:00PM #NENACIF Adjourns



Learn more at
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Book your housing by Dec. 27:
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NG9-1-1 STANDARDS & BEST PRACTICES CONFERENCE



#NENASBP: A Conference Like No Other!



LEARN

about the standards that are spurring the development and implementation of NG9-1-1 technology and operations best practices.



COLLABORATE

on the guidelines, resources, and documents that enable NG services, systems, and PSAPs to reach their full potential.



CONTRIBUTE

your thoughts, ideas, and expertise to address 9-1-1's most-pressing issues, define our path forward, and ensure the success of NG9-1-1.



Breakouts That Break the Mold

About #NENASBP Sessions

Sessions at #NENASBP are conducted in one of three formats: Review, Workshop, or Roundtable. Unlike the NENA Annual Conference & Expo, which largely features presentations, **#NENASBP sessions are interactive; they are designed not just to inform, but also to engage, solicit your opinions and expertise, and to move pressing 9-1-1 issues forward.** The level of audience participation required in any particular session is dependent on the issue at hand, but you will find that the more you ask questions and engage in discussion, the better and more rewarding your experience will be.

Session Types



REVIEW

These sessions highlight recent NENA standards and documents that are currently available or largely completed. You are encouraged to ask questions and offer feedback, which will help you better utilize these resources and will provide NENA's working groups with input for future revisions.



WORKSHOP

These sessions are your chance to directly offer language, information, and insight into the development of active, ongoing NENA documents and projects. You should consider reviewing session subject-documents before attending; this will help ensure that your contributions are as valuable as possible.



ROUNDTABLE

In these sessions, a panel of industry experts review and discuss an important issue facing 9-1-1 that may require a NENA document, standard, or other work product. From there, you can ask questions, offer feedback, and help guide what future efforts are needed to best address the opportunities and challenges that are identified.

TUE 01.21



Learn more at
nena.org/sbp

8:30AM – 9:30AM

Opening Session: The Next Step Towards the Next Generation

Join your fellow attendees at the #NENASBP “starting gate” as we overview the NENA document-development process, review standards released over the last year, and discuss projects slated to begin in the near future. From there, we’ll examine a key component of any and all i3-compliant NG9-1-1 systems: the PSAP Credentialing Agency (PCA). You’ll learn what the PCA is, how Public Key Infrastructure works, and what steps you must take to adopt it.

10:00AM – 11:00AM



NENA Standards: What's New & What's Essential for PSAP Success

PSAP operations are changing dramatically, and with those changes come significant standards development to ensure 9-1-1 centers are high-performing emergency response hubs. This session provides an overview of what a Standards Development Organization (SDO) is, why we have standards, the most important standards PSAPs should incorporate into their SOPs, and what standards are available (or in development) for the NG9-1-1 operations world.



New Functionality in the NG9-1-1 PSAP

The NG9-1-1 PSAP supports new functions that are not available in E9-1-1. In an NG world, existing systems and processes will change, and some will even be entirely new! There will be standardized incident data exchange, multimedia collaboration, video proxy, management consoles, and more. Join us for a discussion of NG’s operational requirements and help drive the functional specifications for these systems.



Virtual TERT, the Cloud, & What's Next for Disaster Response & Recovery

During natural disasters and other large-scale emergencies, your designated backup center may also be compromised or overloaded. In this session, you learn how cloud technology and NG9-1-1 can create true geo-diversity and redundancy, as well as how agencies can prepare for disasters by forming virtual Telecommunicator Emergency Response Taskforces that provide near-infinite surge capacity for extreme call spikes during disasters.

11:15AM – 12:15PM



End-to-End Next Generation Emergency Services: What Does It Look Like?

The session discusses the building blocks and requirements of next generation emergency services by showing you what an IP-enabled next generation emergency services communications platform taking full advantage of standards (NENA, 3GPP, IETF, ATIS, etc.) looks like. Attend to learn how total conversation (voice, real-time text, video, and data) and rich multimedia data exchange between citizens, PSAPs, and field responders improves emergency communications.



Geo-Spatial Routing: Tools for Transition

Geo-spatial call routing is all the buzz. This session examines what the minimum requirements are to achieve it, with a focus on relevant standards and early-adopter successes. Further discussion highlights transitional solutions that allow for a quicker migration, as most agencies are closer than they think with their current data.



Next Steps for NENA's Professional Education Standard

This session provides an update on the work being done by the NENA Professional Education Working Group to develop a professional-education training standard for degree programs for telecommunicators and others who work in 9-1-1. Attendees will participate in a brainstorming session to provide content for the next phase of the development of the standard.



Register online:
nena.org/sbpcifregister

Early registration discounts thru 11.22.19!

TUE 01.21



1:30PM – 3:00PM



Understanding & Using NENA's GIS Data Model
NENA's GIS Data Model supports the NG9-1-1 Core Services of location validation and routing, both geospatially and to the appropriate agency for dispatch. This session explains how each of the required and strongly-recommended layers within the model impact location validation.



Social-Media Requests for Emergency Service
There is an increasing expectation from the public that emergency services can be reached via social media, particularly when traditional communication methods are unavailable (ex. natural disaster or large-scale emergencies). Attend to assist in the development of an operational document that addresses the use of social media by PSAPs and provides recommended SOP guidelines for handling social-media requests for assistance.



Making Peer Support the Standard of Care
Peer support is central to the continuum of care required to protect the wellbeing of our 9-1-1 professionals. In this session, we will explore research into the value of 9-1-1 peer support, describe the essentials of a PSAP peer support program, and engage participants in shaping key content about peer support for a new (or revised) NENA standard.

3:15PM – 5:15PM



Telephone CPR Document Development
Telecommunicators are required to be CPR certified to become Emergency Medical Dispatchers (EMDs). However, the traditional hands-on CPR taught in these classes is not geared specifically to giving CPR instructions over the phone. With EMD providers starting to accept Telephone CPR (T-CPR) certification in lieu of its traditional counterpart, attend to help NENA set the standard for the design and operation of T-CPR programs.



Emergency Incident Data Object Technical Workshop
The EIDO Conveyance and EIDO JSON Working Groups are currently drafting technical standards related to EIDOs and their role in the exchange of incident information between NG9-1-1 Functional Elements. Come to this session to help move these incredibly important standards across the finish line.



Caller Location Information: Updates, Issues, & Best Practices
With so many new location technologies, systems, and services either live now or on the horizon, 9-1-1 professionals must understand both the capabilities and limitations of what can be delivered. This session covers the long and complicated pathway for 9-1-1 location handling and the unique requirements for 9-1-1 networks, PSAPs, telecommunicators, and field responders currently and in the future.



WED 01.22



Register online:
nena.org/sbpcifregister

Early registration deadline: November 22

9:00AM – 10:00AM



NG9-1-1 Cybersecurity

In this two-part session, attendees first receive a general overview of the top cybersecurity concerns in an NG9-1-1 environment. From there, an update on the NENA NG-SEC document will be presented with an opportunity for the audience to share their thoughts and provide input that can be incorporated into the standard.



GIS Data Stewardship: PSAP & Emergency-Service Boundaries

Getting your GIS data ready for NG9-1-1 can be overwhelming. Attend this session if you are PSAP operations or GIS professional who wants to better understand the function of the PSAP and emergency-service boundaries in NG9-1-1. We'll review strategies to develop boundaries free from gaps and overlaps that will play nicely with your neighbors.



Beyond Location: Trends in Additional Emergency Data

By receiving real-time information from connected devices and medical databases, public safety agencies have the opportunity to provide data-driven, personalized emergency response. This session examines how 9-1-1 can utilize data from sources of all kinds to enhance emergency response. You will leave with a clearer understanding of how to receive, train for, and utilize this life-saving data.

10:15AM – 11:45AM



Real-Time Text Education & Training

As the real-time text (RTT) information document is being completed, a need has been identified to create an RTT public-education plan, sample standard operating procedures, and PSAP training materials. Attend this session to provide the information needed to begin work on those new NENA work products.



Make the EIDO Work for You & Your Center

The Management of Emergency Incident Data Object Working Group is developing a standard that provides guidance on how to manage data interoperability between NG9-1-1 functional elements; public safety applications within the PSAP; originating and assisting PSAPs; field responder applications and other law enforcement; and fire and EMS entities. Attend to learn the basics of the EIDO and what it means for your center.



Helping Suicidal Callers While Enhancing Dispatcher Mental-Health Resources

Participants will explore key elements of the current suicide standard, as well as proposed changes to optimize the management of 9-1-1 suicide calls. Then, we will strive to answer key question: What is driving the apparent increase in suicides among our peers in 9-1-1 and how can we expand the suicide-standard efforts to help prevent 9-1-1 suicides and support PSAPs after these deaths occur?

1:00PM – 2:00PM



The NG9-1-1 Guide for 9-1-1 Authorities: An Overview

The NENA NG9-1-1 Education & Training Working Group has created an overview document to help 9-1-1 authorities better understand how NG9-1-1 works. This session provides an overview of the document and seeks suggestions on how best to promote the availability of this resource to the 9-1-1 community.

WED 01.22



Mitigating Caller-Information Spoofing

This session examines developing standards related to the application of caller-information spoofing mitigation techniques (e.g., SHAKEN for caller-ID spoofing) for 9-1-1 calls and callback calls. Attendees will discuss potential operational impacts on public safety associated with these mitigation methods.



Managing & Monitoring NG9-1-1 Failure Points

An NG9-1-1 system has multiple demarcation points between systems responsible for processing and routing calls to PSAPs. These systems may be provided and/or managed by different vendors. Each of these "demarc" points is a potential point of failure or degradation. Join a discussion with the Managing and Monitoring NG9-1-1 Working Group to define reasonable measurements and warning thresholds for processing performance across these demarc points.

2:15PM – 3:15PM



Managing & Measuring Incident Processing

The NG9-1-1 logging service standardizes logging of significant incident-state changes as an agency responds to an event. The amount of detail logged makes it possible to use metrics and reporting to improve both PSAP and individual performance through data and trend analysis. Attend this session to help define what measurements are needed for better management and drive the definition of performance metrics for that purpose.



Building GIS Road Centerlines for NG9-1-1

This session provides an overview of the modular design, content, and progress on the development of best practices and guidelines for creating and maintaining GIS road centerlines for location validation and routing calls in NG9-1-1. Attendees will provide input on issues the working group has identified and will share their experiences, questions, and concerns related to road-centerlines development and management.



Forest Guide: The Root of Discovery & Routing for NG9-1-1

The forest guide is the root of discovery and call transfer in every country, including the United States. In this session you will learn what a forest guide is, how they work, how they are used in the United States and Canada, and what they can do for you—no matter what your role is in 9-1-1.



3:30PM – 5:00PM



i3: What's New & What's Next?

Version 3 of the i3 standard—the standard for Next-Generation 9-1-1—is resolving public review comment right now! This session first provides a basic refresher on what i3 is before diving into the critical updates and changes made in the latest revision, as well as what you can expect to see in version 4.



Updating SMS Text-to-9-1-1 Resources

In 2015, NENA created a recommended public-education plan based on experiences of early adopters of SMS text-to-9-1-1. With so many text deployments since then, it is time to update NENA's SMS text-to-9-1-1 resources! Attend to examine and evaluate the 2015 plan in light of what we have learned since then and provide guidance on necessary revisions and new plan components.



Improving 9-1-1's External-Notification Processes

PSAPs must often interact with other agencies and call centers in order to share actionable real-time information. This session gives attendees the opportunity to offer information and insight to help with the update of the existing NENA document on railroad and pipeline notifications, and to provide guidance that will lead to the creation of documents that apply to other agencies, such as the Coast Guard.

THU 01.23

Book your housing by Dec. 27:
nena.org/sbpcifhousing

Hotel rate: \$179/night

9:00AM – 10:00AM



NG9-1-1 in Canada: Current Status & Lessons Learned

The session provides participants with an update on the CRTC-mandated nationwide deployment of an i3-compliant NG9-1-1 system in Canada. You will hear about steps that were taken, milestones achieved, and lessons learned to date throughout this exciting journey.



MLTS Issues & Best Practices

Congressional passage of Kari's Law and RAY BAUM'S Act in 2018 and last year's FCC order left MLTS administrators and 9-1-1 specialists with many questions about direct dialing, notification, dispatchable location, and more. This session discusses the immediate and upcoming changes to MLTS and 9-1-1 from the Kari's Law/RAY BAUM'S R&O, and potential best practices for everyone in the MLTS 9-1-1 chain.



NG9-1-1 RFPs: v2 Document Development

If you're working on an NG9-1-1 RFP (or will be soon), then this session is for you! You'll hear a high-level overview of the various steps necessary to research and include as you develop your NG-centric RFP, such as reasons for release and procurement cost factors. This session also includes a "cook's tour" of the new NENA RFP document, scheduled for release in December 2019.



12:00PM – 1:00PM
Lunch & Learn

10:15AM – 11:45AM



Redefining Staffing Needs for NG9-1-1

One of the first steps in fixing 9-1-1's staffing crisis is figuring out what our staffing goals should be. In order to assist PSAP managers and directors in this endeavor, NENA is embarking on an update of our existing staffing document and worksheets for the next generation. Join us to take part in this immensely important effort!



The Dark Side of NG9-1-1 GIS-Data Prep Work

A number of NENA's GIS documents include recommendations for future work. This session looks at the issues laid out in the *NG9-1-1 GIS Data Model*, the *SSAP Development for GIS in 9-1-1* document, and the *ECRF & LVF Provisioning* standard, allowing attendees to help prioritize—and begin—NENA's next round of NG9-1-1 GIS efforts.



NG9-1-1 Impacts on Every Position in the PSAP

NG9-1-1 significantly changes the capabilities of PSAPs. With those new capabilities, PSAPs have a greater expectation to handle requests for service from a variety of sources. This session provides an overview of two new NENA documents that explain how NG9-1-1 impacts PSAP technology, how requests for service are received and handled, operational procedures, management, security requirements, and the role of the telecommunicator.



Stress, Wellness, & Resiliency: A NENA Critical Issues Forum

THU 01.23 – FRI 01.24

Stress, PTSD, vicarious and cumulative trauma, burnout, and a variety of other mental and physical ailments plague the 9-1-1 community. We've only begun to acknowledge—and fight against—the negative impact of this profession on our lives; we've just scratched the surface when it comes to implementing programs



to meet the self- and team-care needs of our peers and coworkers. Studies show that increasing overall wellness leads to greater personal and professional satisfaction, less turnover, decreased sick leave, and higher performance... but how do we get there?

Join us for this first-of-its-kind event to learn about the mental-, physical-, and organizational-health processes and programs you can use to enable the much-needed change in our community's mindset, skillset, and culture as it relates to mental health and hygiene. During this interactive day-and-a-half program, you'll gain the tools and resources you need to keep your team healthy and performing at their best. Topics include:

- Managing and fighting stress and its effects
- Recognizing, preventing, and mitigating burnout
- Identifying the root causes of poor performance (and correcting them)
- Combatting PTSD
- Decreasing stress-related turnover
- Developing and deploying peer-support programs
- Utilizing positive-psychology leadership techniques
- Creating a "culture of wellness"
- Helping at-risk and struggling employees
- Preventing suicide
- Using NENA's stress standard and critical-incident diffusing tool

Pre-Conference Courses

MON 01.20

8:30AM – 5:00PM
\$199 for NENA Members

Cybersecurity Awareness in the PSAP

PSAPs around the country are facing cyber-threats almost daily. With the move to NG9-1-1, planning for and implementing cybersecurity measures is critical. In this course, you learn what cybersecurity means in



the world of 9-1-1; discuss the most severe cyber-risks to public safety; and explore the policies, procedures, and protocols necessary to prevent and mitigate the damage caused by software viruses and network intrusion attacks.

Preventing Telecommunicator Tunnel Vision

In this course, you identify and discuss the problems that telecommunicators frequently experience in the performance of their duties. Whether it's in-the-moment or systemic issues, you'll get the training and resources you need to overcome the most common pitfalls of the job and perform at your very best. You'll return home better able to identify and correct problems in order to ensure success for both you and your team.



Visit nena.org/attendee-discounts for special savings on flights, car rentals, and more!



About Austin & Our Host Hotel

Austin is big not only in Texas, but across the world. Thanks to its major cultural events and festivals, a hip food scene, and booming tech and creative communities, it's become one of the hottest destinations for travelers and residents alike.

Austin has a vibe all its own; not only is it known as the “Live Music Capital of the World,” but its offbeat scene gave rise to the city’s other motto, “Keep Austin weird”—a way to keep the focus on the independent artisans and entrepreneurs who helped build it into the attraction it is today. With a vibrant mass of bars and music venues that launched the careers of artists like Willie Nelson and Janis Joplin, an Austin trip will make you feel both that you’re far from anywhere you’ve ever been—yet somehow perfectly at home.

Our centrally-located host hotel and conference venue, the Sheraton Austin at the Capitol, puts you close to everything Austin has to offer! Conveniently located in the heart of Austin, you’ll be able to walk to the city’s best restaurants, music venues and bars.

Sheraton at the Capitol

Book your room by December 27 at nena.org/sbpcifhousing

Hotel rate:	\$179/night
Parking:	\$35 (self) or \$42 (valet)
Taxi to/from airport:	\$25 each way

Registration

Category	Early Bird <i>Thru 11.22.19</i>	Regular <i>11.23.19–11.20</i>	On-Site
SBP + CIF Combo			
Member	\$475	\$550	\$650
ENP	\$425	\$500	\$600
Non-Member	\$575	\$650	\$750
SBP Only			
Member	\$350	\$400	\$450
ENP	\$300	\$350	\$400
Non-Member	\$450	\$500	\$550
CIF Only			
Member	\$250	\$275	\$300
ENP	\$225	\$250	\$275
Non-Member	\$300	\$325	\$350
Add an SBP Pre-Conference Course			
Member	\$199	\$199	\$199
Non-Member	\$275	\$275	\$275

Register online: nena.org/sbpcifregister

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