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

SAN DIEGO, CA | DOUBLETREE MISSION VALLEY

NG9-1-1 STANDARDS & BEST PRACTICES CONFERENCE

JANUARY 17-20, 2022
#NENASBP

CRITICAL ISSUES FORUM

STAFFING FOR SUCCESS

JANUARY 20-21, 2022
#NENACIF

Early registration discounts thru December 3!

Learn more at nena.org/sbp | nena.org/cif

Register online: nena.org/sbpcifregister

Book your housing by Dec. 12: nena.org/sbpcifhousing
Schedule at a Glance

MON 01.17
8:00AM – 6:00PM .......... Registration
8:30AM – 5:00PM .......... Pre-Conference Courses
6:00PM – 7:30PM .......... Welcome Reception

TUE 01.18
8:00AM – 4:00PM .......... Registration
9:00AM – 10:15AM .......... Opening Session
10:30AM – 12:00PM .......... Breakout Sessions
12:00PM – 1:10PM .......... Lunch on your own
1:15PM – 4:45PM .......... Breakout Sessions

WED 01.19
8:30AM – 12:00PM .......... Registration
9:00AM – 11:45AM .......... Breakout Sessions
11:45AM – 12:55PM .......... Lunch on your own
1:15PM – 4:45PM .......... Breakout Sessions

THU 01.20
9:00AM – 11:45AM .......... Breakout Sessions
12:00PM – 1:30PM .......... Lunch & Learn
1:30PM ...................... #NENASBP Adjourns

THU 01.20
11:00AM – 6:00PM .......... Registration
2:00PM – 6:00PM .......... Sessions

FRI 01.21
8:00AM – 10:00AM .......... Registration
8:30AM – 12:00PM .......... Sessions
12:00PM – 1:00PM .......... Lunch & Learn
1:00PM – 4:00PM .......... Sessions
4:00PM ...................... #NENACIF Adjourns

Learn more at nena.org/sbp | nena.org/cif
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Early registration deadline: December 3
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.
10:30AM – 12:00PM

GIS Data Stewardship: Your NG9-1-1 Data-Readiness Roadmap

Work is complete on the GIS Data Stewardship for NG9-1-1 document, with new sections added for service boundaries and road centerlines. Join us to hear what recommendations were made for NG9-1-1 GIS data readiness! We’ll provide an overview of the document structure and highlight the document’s service boundary and road centerline recommendations, the “phased approach” for data creation and maintenance, and the new dependency table.

9-8-8 & 9-1-1 Interaction

Soon, 9-8-8 will be implemented as the three-digit emergency calling code to reach the Suicide Prevention and Mental Health Crisis Lifeline. The impending nationwide adoption of 9-8-8 necessitates the creation of best practices between the new number and 9-1-1. Come discuss both the technical and operational issues that will need to be addressed to ensure interoperability and harmony between the two systems.

Best Practices for NG9-1-1 Implementation: A Case Study

A gap exists between the roadmap presented in the NENA i3 Standard and the real-world deployment of a multi-vendor solution based upon it. While essential, standards alone are not enough to implement a fully-operative NG9-1-1 system. This session provides hard-won knowledge about deployment best practices and lessons learned from a real-world, multi-vendor, i3-compliant NG9-1-1 implementation.

1:15PM – 2:15PM

Understand the NG9-1-1 PSAP Standard

This session gives attendees an overview of the NG9-1-1 PSAP Standard. Major concepts include call handling, incident-record handling, and dispatch functional elements (FEs) that support traditional CPE and CAD functions. Other topics include new management console, responder-data services, media-proxy FEs, and i3 logging-service functionality.

Participating in NENA Standards Development

NENA has been the standard-setting body for 9-1-1 for decades thanks to experts and volunteers like you! This session provides an overview of what a Standards Development Organization (SDO) is, why we have standards, the most important standards that affect your PSAP, and how to get involved in the standards-development process.

Demystifying the LVF

This session demystifies the Location Validation Function (LVF). You will learn what the LVF is, how it is provisioned with GIS data, and how that GIS data controls civic-address validation. Presenters will share location-validation examples and help end the mystery so you can take control of your data!
2:30PM – 3:00PM

NG9-1-1 PSAP Standard Workshop
During this breakout, attendees will collaborate to resolve comments received during the NG9-1-1 PSAP Standard review process. Topics that were deferred in the current version of the standard will also be discussed and scoped for inclusion in the next version of the document.

Improving PSAP Readiness for Real-Time Text
Full implementation of Real-Time Text (RTT) is dependent on multiple factors. Join us to hear what recommendations exist for RTT-to-9-1-1 readiness in the PSAP – from the development of SOPs to TC training to properly support RTT “callers.” Then, provide your input and brainstorm with your fellow attendees about additional PSAP- and public-education materials that need to be created to ensure RTT success.

CLDXF v2 Updates
The NENA NG9-1-1 US Civic Location Data Exchange Format (CLDXF) Standard supports the exchange of civic-location address information about 9-1-1 calls and defines the detailed data elements needed for address-data exchange. With an update to the standard underway, attend to hear about all of the additions and revisions coming in v2.

3:45PM – 4:45PM

Call-Processing Risk Assessment
With nationwide call for police reform, our industry must examine the procedures by which call takers assess risk. Dispatchers prepare field responders for what they could find on the scene, and an overestimate of risk can be just as detrimental as an underestimate. Come discuss this hot topic and suggest what can be done by NENA to assist agencies in managing risk more effectively.

Information-Spoofing Mitigation
The spoofing of critical information, such as caller identity, associated with emergency calls and callback info negatively impacts 9-1-1 and emergency response. This session discusses the application of information spoofing mitigation mechanisms, along with associated operational impacts and considerations, in the E9-1-1 environment, a transitional NG9-1-1 environment, and in an end-state NG9-1-1 environment.

Updating the Suicide Prevention Standard
The NENA Suicide Prevention Standard details the importance of PSAP collaboration with local Lifeline network crisis centers to ensure that persons at imminent risk of suicide receive the assistance they need. This session discusses the standard and provides an overview of upcoming changes and enhancements.
9:00AM – 10:00AM

The NG9-1-1 GIS Data Model: What's New in v2
The NG9-1-1 GIS Data Model v2 is now going through the document-review process. Join us to hear what is changing in this update focused on expanding the standard to address issues uncovered during the creation of a GIS data template, resolving layer name inconsistencies, and transitioning to country-neutral text.

Non-Conventional Means of Communicating with the E9-1-1 PSAP (Part 1)
PSAPs receive requests for service from non-conventional communication methods that connect to legacy 9-1-1 systems via non-standardized means. This can cause confusion for the telecommunicator and present potential risk for the provider, the PSAP, and the 9-1-1 caller. Join this session to discuss this issue and help guide development of a NENA standard that addresses the need for consistent processing of non-conventional E9-1-1 calls.

Understanding the NENA 3D GIS Document
3D location is no longer a premise for the future of 9-1-1; it is being delivered by nearly every mobile 9-1-1 call today through device-based hybrid location technologies. In pursuit of supporting this capability, NENA workgroups have entered public review on requirements for 3D location. This session provides an overview of this work and will seek feedback from attendees.

10:15AM – 11:45AM

Using the Acute Traumatic Stress Standard
Much has been learned about the harmful effects of stress on 9-1-1 professionals since the NENA Acute Traumatic & Chronic Stress Management Standard was first released in 2013. With a new version pending release, attend to learn how this document provides for awareness and mitigation of the serious risks posed by work-related stress on the mental and physical health of dispatchers.

Non-Conventional Means of Communicating with the E9-1-1 PSAP (Part 2)
Continued from previous session...

Using NENA Workgroup Resources & Improving Collaboration
Did you know there are online resources available for NENA volunteers to assist in their efforts? Come learn how to use tools like the Master Glossary, NENA’s Knowledge Base, and the NENA Development Group Guide, and more. Attendees will also discuss how to communicate effectively in NENA working groups, how to create Issue Statement Forms, how to charter a new working group, and much more!

1:00PM – 2:00PM

Accessible 9-1-1: Preparing PSAPs for the Latest Call Technologies
Accessible 9-1-1 includes more than traditional voice calls. Voice calls can originate from deaf or deafblind callers using a relay service; non-voice calls can arrive at the PSAP via TTY, RTT, SMS, or an app, and can even include data from telematics or be routed by a third-party call center. Attend this session for a primer on all these technologies and more.
From Here to There: Best Practices for GIS Data in the Transition to NG9-1-1
The GIS Data Transition Information Document provides guidance to the GIS practitioner on preparing GIS data to support transitional and end-state NG9-1-1. This session provides an overview of the document and highlights some of the most-critical steps you can take to make sure your data is ready for the NG9-1-1 world.

The Coast Guard & 9-1-1: Notifications & Interactions
PSAPs must often interact with other agencies and call centers to share actionable, real-time information. One such group with highly specialized needs and requirements is the Coast Guard. Come to this session and help guide the NENA effort to create a document to standardize interactions between PSAPs and the Coast Guard during maritime emergencies.

2:15PM – 3:15PM
Wellness Resources Overview
There is an entire NENA working group devoted to finding, collecting, and vetting health, wellness, and stress-management resources for 9-1-1 professionals. Join this session for an orientation and tour of the NENA Wellness Continuum online portal and gain strategies and knowledge that will help you create both a healthier workplace and a healthier you!

Provisioning the LFV & ECRF: Updating v1.0 to v2.0
ECRF and LVF implementations are occurring across the US, and the governing standard is being updated to become a more-current reference point. Much has happened since NENA released the LFV/ECRF standard in 2017; this session is your opportunity to share your thoughts on what issues should be considered and addressed in the next version of the document.

3:30PM – 4:45PM
Implementing & Improving Peer Support Programs
Having well-trained peer supporters readily available is crucial to maintaining mental wellbeing inside the PSAP. Attend this breakout to learn how you can create and maintain a peer support program in your PSAP... regardless of budget! Additional discussion will focus on next steps for NENA’s peer-support efforts and what mental-health tools the 9-1-1 community needs to thrive and stay healthy.

New Conveyance Push Mechanisms of EIDO
Come learn about the EIDO conveyance (or EIDO API) push mechanisms such as Request for Resource, Request for Awareness, and Request for Service. These new mechanisms will have direct implications on EIDO management and may require updates to the JSON schema.

The NG9-1-1 GIS Data Model: To v3... & BEYOND!
In the beginning, there was Data Model version 1... a mere eight years in the making. Two years later, version 2 began with sixteen brave souls returning, and twenty-seven new recruits joining the fray. Now, with v2 is on the cusp of publication, we need to consult the Oracle (and you!) to determine what lies ahead for NG9-1-1 GIS Data Model in v3 and beyond.
9:00AM – 10:00AM

Updating SMS Text-to-9-1-1 Documents
The Handling Text-to-9-1-1 in the PSAP Information Document was published in 2013 and needs to be updated! Join your peers to share insights and help define the PSAP-operations resources and public-education plans that are necessary for SMS text-to-9-1-1 adoption, implementation, and use in your community.

NIOC, PKI, & the Forest Guide: What Are They & Why Do I Need Them?
The NG9-1-1 Interoperability Oversight Commission (NIOC) was formed to manage Certificate Policy and the Forest Guide for NG9-1-1 PSAPs. This session educates you on the implementation of some long-awaited standards critical to the success of NG9-1-1, some of which you may not have realized you need!

NENA’s NG9-1-1 Industry Collaboration Events: Latest Findings & What’s Next
NENA’s NG9-1-1 Industry Collaboration Events (ICE) program facilitates regular (typically annual) events where vendors test interoperability between their implementations of NENA NG9-1-1 technical standards and provide feedback to the working groups responsible for the standards. Attend this session to hear about how these events have benefitted the 9-1-1 community and learn how you can be involved in the future.

10:15AM – 11:45AM

The Future of Virtual PSAPs
In this information-gathering session, you will hear (and share) significant lessons learned through major events such as COVID-19, natural disasters, and civil unrest where PSAP operations had to quickly transition to a virtual environment to maintain service to the public. Collaboratively, participants will help standardize practices so that PSAPs can be prepared to quickly pivot and operate outside of a traditional brick-and-mortar 9-1-1 center.

NENA Standard for Professional Education: Next Steps
The NENA Standard for Professional Education was published earlier this year to guide academic institutions in the creation of 9-1-1-training programs and now needs further enhancements and revisions, including the development of a track for seekers of higher levels of learning. Participants in this breakout will offer advice and direction that will help shape the standard moving forward.

The i3 Standard: What’s New & What’s Next?
With the i3 Standard for Next Generation 9-1-1 becoming an American National Standard, work is underway on version 4. Come learn about the changes and enhancements now available in v3 and provide your input on what updates you would like to see included in v4.
Staffing for Success:
A NENA Critical Issues Forum

THU 01.20 – FRI 01.21

There is a staffing crisis in 9-1-1. PSAPs across the nation are chronically understaffed, leading to a workforce that is continually stressed, overworked, and burned out. New hires and trainees are frequently gone before their probationary periods end. High performers with potentially bright futures move on for greener, higher-paying pastures too soon. A multi-generational staff, evolving job requirements, and the workplace challenges brought to light by the global pandemic present myriad concerns that must be examined and addressed.

Join us on January 20-21 in San Diego, CA as we dive deep into these issues and much more! During this interactive day-and-a-half program, you’ll gain the tools and resources you need to overcome the staffing challenges of today, prepare your center for the future, and make sure your coworkers grow and thrive.

Topics include:

- Creating a staffing-needs assessment
- Strategic staffing
- Using a staffing matrix/tool
- Writing effective job descriptions
- The importance of telecommunicator reclassification
- Futureproofing your hiring
- Hiring-process best practices
- Recruitment techniques for the 21st century
- Identifying and overcoming biases in recruitment and hiring
- Effective onboarding
- Retaining your PSAP’s best
- Combating burnout and turnover
- The importance of a positive workplace culture

Pre-Conference Courses

MON 01.17

8:30AM – 5:00PM
$199 for NENA Members

9-1-1 Center Culture: A Strategy 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.

Change Management in 9-1-1
In an industry where technology is changing rapidly, it is vital that we ensure our staff understands the change that they will inevitably encounter and provide everyone with the tools they need to adapt and succeed. Although the technology is the first thing everyone talks about when it comes to change, managing people through change is just as vital. This course provides you with strategies for dealing with change in the rapidly evolving emergency-communications landscape and prepares you to be a successful change agent within in your organization.

Visit nena.org/attendee-discounts for special savings on flights, car rentals, and more!
About San Diego & Our Host Hotel

If you’re a fan of amazing weather, exceptional dining experiences, unbeatable outdoor recreation and cultural options, and great shopping, you’ll find yourself smiling in San Diego.

With year-round temperatures in the seventies and near-constant sunshine, it’s no wonder San Diego is known by many as “America’s Finest City.” It’s also one of America’s most family-friendly cities – home to LEGOLAND, the New Children’s Museum, and the famous San Diego Zoo. Sunbathers and surfers are guaranteed to find their perfect beach, and foodies find delights in artisanal breweries, local bistros, and gourmet restaurants. From the Broadway excitement of La Jolla Playhouse to the European feel of Little Italy to the nouveau-chic of the Gaslamp Quarter, San Diego has something for everyone.

Our centrally-located host hotel and conference venue, the DoubleTree Mission Valley, is just seven miles from San Diego International Airport and minutes from the city’s top attractions, including San Diego Zoo, Balboa Park, Old Town, Gaslamp Quarter and pristine beaches. Check out Mission Valley’s trendy dining scene and great shopping at Fashion Valley, both within walking distance.

DoubleTree Mission Valley
Book your room by December 12 at nena.org/sbpcifhousing

Hotel rate: $179/night
Parking: $32
Taxi to/from airport: ~$25 each way

Registration

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Add an SBP Pre-Conference Course

Thanks to our sponsors!

NENA Events COVID Policy

The safety and welfare of our event attendees is NENA’s priority. In order to enable in-person events to take place while minimizing risk to participants, NENA now requires attendees to self-certify that they are vaccinated against COVID-19 or they have tested negative for COVID-19 prior to participation. The only exemption to this policy will be religious or medical reasons. When this occurs, specific health protocols must be followed.

Register online: nena.org/sbpcifregister
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