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NENA 2015

CONFERENCE & EXPO

DENVER, CO • JUNE 27 – JULY 2

REGISTER BEFORE MAY 15 to SAVE $100—OR MORE!

www.nena.org/nena2015/register
Working in 9-1-1 puts you on the front lines of emergency response. Every day you work to solve the problems of the citizens you serve in their time of need, but what about the issues that you face while striving to enable the most effective and efficient response possible? Where can you find solutions to the challenges you face today, as well as those just beyond the horizon?

At NENA 2015, you will not only hear about the public safety issues of today and tomorrow, but also gain practical, real-world know-how that you can take home with you and put into action immediately. You will be connected to the pulse of 9-1-1, joining thousands of public safety professionals, telecommunications specialists, and policymakers for a week filled with opportunities to discuss the issues facing public safety and build the skills necessary to tackle these challenges head on.

Featuring inspiring keynote speakers, more than ninety hours of breakout sessions that inform and empower, career-building courses and workshops with real-world applications, nightly networking events that help you make the right connections, and an Expo Hall showcasing cutting-edge products and services, NENA 2015 is the must-attend event of the year. Don’t miss your chance to be a part of it!

No matter what your role is in public safety, Camp NENA delivers the education, resources, and contacts you need to fill your daypack and summit any mountain in front of you.

About NENA: The 9-1-1 Association

NENA: The 9-1-1 Association serves its members and the greater public safety community as the only non-profit professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. NENA members are part of a grassroots network of public safety professionals dedicated to improving 9-1-1 across North America and beyond. NENA is where hands-on work to improve emergency communications yields truly meaningful results; our members are directly involved in shaping the future of 9-1-1 and in keeping our communities strong, safe, and vibrant. NENA exists to ensure that 9-1-1 is prepared to meet the needs of all citizens making requests for assistance by developing standards and resources for 9-1-1 systems and operations; providing education, training, and certifications for 9-1-1 professionals; informing policymakers about issues facing 9-1-1; and educating the public about 9-1-1 systems, their importance, and their proper uses.
NENA 2015 CAMP CALENDAR

Subject to change. Visit www.nena.org/nena2015 for the latest updates.

KEYNOTES (See page 7 for details.)
Olympic gold medalist Amy Van Dyken | Mon, 6.29 | 8:15AM - 10:00AM
Former NASA astronaut Mike Massimino | Tue, 6.30 | 9:15AM - 10:30AM
Award-winning motivator Mike McKinley | Wed, 7.01 | 12:30PM - 2:30PM

EDUCATION
Full- and Multi-Day Courses and Workshops (See pages 11-12 and 20 for details.)
Center Manager Certification Program* | Wed, 6.24 – Sun, 6.28 | 8:30AM - 5:00PM
Pre-Conference Courses* | Sat, 6.27 | 8:30AM - 5:00PM
Pre-Conference Courses* | Sun, 6.28 | 9:30AM - 5:30PM
FRA, TERT, and IAED Workshops* | Thu, 7.02 | 8:00AM - 1:00PM

EXPO HALL (See page 9 for details.)
Mon, 6.29 | 10:00AM - 1:30PM; 3:00PM - 5:00PM
Tue, 6.30 | 8:00AM - 9:00AM; 10:30AM - 4:00PM

PSAP TOURS (See page 21 for details.)
Sun, 6.28 | 1:00PM - 4:00PM
Mon, 6.29 | 1:00PM - 4:00PM
Wed, 7.01 | 9:30AM - 12:30PM

WHO SHOULD ATTEND?
9-1-1 authority personnel; PSAP managers and supervisors; telecommunicators and dispatchers; 9-1-1 service providers; GIS and addressing professionals; telecommunications and network specialists; law enforcement, fire, and EMS personnel with 9-1-1 oversight responsibilities; public safety applications developers; managed services and cloud hosting providers; homeland security regulatory agency staff; state, regional, and local government officials

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BUZZ SESSIONS (See page 9 for details.)
Mon, 6.29 | 10:15AM - 1:00PM
Tue, 6.30 | 10:45AM - 1:30PM

BOOK YOUR LODGING (see page 23 for details)
- Online at www.nena.org/nena2015/housing
- Call the NENA 2015 Housing Bureau at 954.404.8252
- Reserve by 5/25 for discounted rates

NETWORKING EVENTS (See page 5 for details.)
Run for 9-1-1 Charity 5K Run/Walk* | Sun, 6.28 | 7:00AM - 8:30AM
Membership Meeting | Sun, 6.28 | 5:30PM - 6:00PM
Awards Ceremony | Sun, 6.28 | 6:00PM - 6:45PM
Welcome Reception | Sun, 6.28 | 7:00PM - 9:00PM
Regional Breakfasts | Mon, 6.29 | 7:00AM - 8:00AM
Young Professionals Mixer | Mon, 6.29 | 6:00PM - 8:00PM
Coffee and Doughnuts With the Exhibitors | Tue, 6.30 | 8:00AM - 9:00AM
Expo Hall Prize-a-Palooza | Tue, 6.30 | 2:30PM - 4:00PM
ENP and Leadership Reception | Tue, 6.30 | 5:15PM - 6:15PM
Chapter Leadership Forum* | Wed, 7.01 | 9:30AM - 12:15PM
Networking Lunch and Keynote Session | Wed, 7.01 | 12:30PM - 2:30PM
Installation Reception | Wed, 7.01 | 5:30PM - 8:00PM

* Additional registration and/or advance notice of participation required.

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9-1-1 authority personnel; PSAP managers and supervisors; telecommunicators and dispatchers; 9-1-1 service providers; GIS and addressing professionals; telecommunications and network specialists; law enforcement, fire, and EMS personnel with 9-1-1 oversight responsibilities; public safety applications developers; managed services and cloud hosting providers; homeland security regulatory agency staff; state, regional, and local government officials

REGISTRATION RATES
NENA Member | $599 | By | $699 | After
NENA Member ENP | $549 | 5/15/15 | $649 | 5/15/15
Non-Member | $749 | | $849 |
Colorado Resident | $549 | | $649 |

Turn to page 23 for additional pricing options and registration information.

THREE WAYS TO REGISTER
- Online at www.nena.org/nena2015/register
- Download a printable form at www.nena.org/nena2015/register
- Call 202.466.4911 to request a printable form

BOOK YOUR LODGING (see page 23 for details)
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Run for 9-1-1 Charity 5K Run/Walk*
7:00 AM – 8:30 AM
Lace up your running or walking shoes in support of 9-1-1 training and wellness programs and participate in the Friends of 9-1-1 second-annual Run for 9-1-1 charity 5k!

PSAP Tours
1:00 PM – 4:00 PM
Join your peers on a visit to three local 9-1-1 centers where you’ll see the latest public safety equipment in action.

Membership Meeting
5:30 PM – 6:00 PM
Hear reports on the state of the association and its activities during the past year.

Awards Ceremony
6:00 PM – 9:00 PM
Join NENA and partners as we honor 9-1-1 professionals and callers who have demonstrated exceptional dedication and valor, as well as those who have gone above and beyond for the association!

Welcome Reception
7:00 PM – 9:00 PM
Join new and old friends at the Denver Athletic Club for an evening of bowling, billiards, music, and more as we kick off the 2015 conference!
Harness the Champion Spirit

A six-time Olympic champion, Amy van Dyken captured four gold medals in the 1996 Atlanta Olympic Games and two more in Sydney, Australia in 2000. With a reputation for being a fierce competitor in the pool, she has the distinction of being one of the few Olympians whose medals are all gold. In June of 2014, however, Amy would face an entirely new challenge that would likewise require a champion’s resolve. A freak ATV accident severed her spinal cord, leaving her paralyzed from the waist down. Countless hours of recovery and grueling rehabilitation followed, demanding that same determination and spirit she exhibited throughout her remarkable athletic career. Many thought she would never take another step. But Amy proved once again that she wouldn’t be counted out. Only two months later, with the assistance of braces and a walker, she walked.

Through her keynote speech, Amy will inspire you to embrace challenges big and small and summon the champion within to stay strong in the face of adversity. For although she remains a T-12 paraplegic, Amy is optimistic that a breakthrough in paralysis recovery is coming. And until then, she plans to unleash all the spirit, perseverance, and positivity she can muster while celebrating every accomplishment along the way.

A View from Space to Help Us Succeed on Earth

You may have seen Mike Massimino on TV’s #1 show, “The Big Bang Theory,” but he didn’t just play a NASA astronaut on TV. Hear him share personal stories that entertain and inspire as he recounts pursuing his childhood dream to become an astronaut, training to fly as part of a crew on one of NASA’s most challenging space missions, facing adversity with his colleagues in space, and finding new challenges in his post-astronaut career.

Mike speaks about the value of having a passion and following a dream, persevering to achieve a goal, building a team to meet great challenges, pulling together to solve problems and move on in the aftermath of tragedies like the Columbia Space Shuttle accident, and using innovation to find new ways to achieve objectives and to solve problems when things go wrong. He will inspire you with the awe and beauty of space, and motivate you to tackle new challenges in life and always look towards the future.

You Make the Difference

Each day, we are all called upon to rise to the moment at hand, be flexible, and adapt to the stresses all around us. Being able to balance our work and non-work responsibilities is a constant challenge. How do we stay upbeat and motivated as we face changes, problems, and stressful situations that can seem insurmountable?

Join Mike McKinley for a discussion of how to overcome negativity, distractions, and lack of energy to get the most out of each day. He’ll teach us how we can overcome “bumps in the road” and re-focus, re-group, and bounce back from adversity. Mike will help us better understand change, how we are affected by generational differences, and how our different wants, needs, and backgrounds have gotten us where we are today.
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 2015 Expo Hall.**

The Expo Hall will feature exhibits from:

- 911 Datamaster
- 911Trainer.com
- Aculab
- ADSI
- AIRBUS DS Communications
- Alert Public Safety Solutions
- AT&T
- AtHoc, Inc
- beamSmart
- Beta 80 International
- CAPERS
- Carousel Industries
- CenturyLink
- Commission on Accreditation for Law Enforcement Agencies, Inc.
- Computer Information Systems, Inc.
- Concept Seating, a division of Laacke & Joys
- CritiCall Pre-Employment Testing Software
- DC Group
- Denise Amber Lee Foundation
- Domore Seating
- DSS Corporation
- ECaTS
- Emergency CallWorks, Inc.
- EmergiTech, Inc.
- Esri
- Evans Consoles, Inc.
- Eventide Inc.
- Everbridge, Inc.
- Exacom, Inc.
- FATPOT Technologies
- Ford Motor Company
- Frequentis USA, Inc.
- Frontier Communications
- General Dynamics Information Technology
- GeoComm
- Global Software
- Grand Canyon University
- Guardian Tracking, LLC
- Harris Corporation
- HigherGround
- HitTech Systems, Inc.
- ID Networks Inc.
- IIndigital telecom
- INFOR
- InterAct
- Intergraph Corporation
- International Academies of Emergency Dispatch
- Intrado, Inc.
- L.R. Kimball
- Logistic Systems, Inc.
- Mission Critical Partners, Inc.
- Modular Communication Systems, Inc. (ModUcom)
- Motorola
- Network Orange, Inc.
- New World Systems
- NextNav, LLC
- NICE Systems
- NJTI-TERT
- OnStar
- Optimal Phone Interpreters
- Paradigm
- Pictometry International Corp.
- Plantronics
- PowerPhone, Inc.
- Priority Dispatch
- PSTC/911 CARES
- Public Safety Group
- Public Safety Systems Incorporated
- Rave Mobile Safety (Smart911)
- RCC Consultants, Inc.
- REVCORD
- Russ Bassett Corporation
- Sanborn Map Company, Inc.
- SAVE Corporation
- Schedule Express by Informer Systems
- Solacom
- Spillman Technologies
- Spok, Inc.
- Stancil Corporation
- SunGard Public Sector
- Sunny Communications
- Swissphone, LLC
- Synergem Technologies, Inc.
- TeleCommunication Systems, Inc.
- Telelanguage, Inc.
- TriTech
- Venture Technologies
- Verint Systems, Inc.
- Villa International
- Voiance Language Services, LLC
- VPI
- Watson Dispatch
- WeatherTAP.com
- Westnet, Inc.
- Xybix Systems Inc.
- Zetron, Inc.
- Zuercher Technologies

*List complete as of 4.02.15*

Contact Anna Marie Batt (abatt@nena.org) about exhibiting at NENA 2015.

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**Expo Hall BUZZ Sessions**

**Mon, 6.29**
10:00AM – 1:30PM; 3:00PM – 5:00PM

**Tue, 6.30**
8:00AM – 9:00AM; 10:30AM – 4:00PM

**Coffee and Doughnuts With the Exhibitors | 8:00AM – 9:00AM**

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

Education and training opportunities extend into the Expo Hall on Monday and Tuesday, where you can learn more about the technologies, products, and services on display at the event. Presentations, demonstrations, and panel discussions provide an in-depth look at the changing face of emergency communications. Don't miss this opportunity to see tomorrow's 9-1-1 today! Check www.nena.org/nena2015 for additional information and a schedule of sessions.
EDUCATION & TRAINING

PRE-CONFERENCE COURSES*

Saturday, 6.27 | 8:30AM – 5:00PM

Communications Center Staffing Workshop
Determining appropriate staffing levels for a PSAP can be difficult. Even more challenging than that can be the task of justifying your findings before a personnel or budgeting authority. Without a detailed, formalized system in place that takes into account call volume and other PSAP-specific data, it is almost impossible to calculate your staffing needs. This hands-on workshop instructs you on the use of the NENA Communications Center Staffing Tool, first using sample data and then using your PSAP's actual data. You will go home with a better understanding of your center’s staffing needs at a high-level and with the tools necessary to ensure your center is adequately staffed at all times.

9-1-1 Customer Service: Takes Seconds, Saves Minutes
In the world of 9-1-1, the term customer service takes on a completely new meaning. “Customers” range from those calling 9-1-1 to report an emergency, to those that we send out in response to a request for help, and beyond. This course discusses and demonstrates customer service methods that may take call takers a few extra seconds, but in the end will save minutes by creating an environment of efficiency between the caller, the call taker, and responders. Attendees won’t just focus on being polite and compliant, but will learn how to provide the appropriate level of customer service in the most professional manner possible.

Disaster Planning for PSAPs
This course prepares 9-1-1 professionals for natural and manmade disasters that can cause disruptions to PSAP systems and failures in overall PSAP operations and focuses on what every employee of a 9-1-1 center can do before, during, and after catastrophic events to ensure they are able to provide continuous service. Attendees examine the major systems found in most PSAPs, and learn what impact the failures of such systems have on PSAP operations. Additionally, the class addresses the backup procedures that PSAPs can implement and utilize in their effort to mitigate the impact of system failures.

Quality Assurance: A Roadmap to Achieving QA/QI in the PSAP
To date, quality assurance has largely been considered part of the call taking process. So what about dispatch or any processes beyond call taking? This class closes the loop on PSAP best practices by applying QA strategies and principles to the dispatch parts of a call. NENA’s hands-on approach gets attendees completely engaged in the methods and practices intended to create agency policies and a dispatch QA template. Utilizing sample recordings and CAD printouts, participants will examine the QA review process, measurement and evaluation tools, supervisor-to-telecommunicator feedback scenarios, and related legal issues.

Course listings continue on next page

*Additional registration required.

I learn more at this event than any other that I attend.

— NENA CONFERENCE ATTENDEE

www.nena.org/lena2015 | 11
PRE-CONFERENCE COURSES—CONT’D.

Sunday, 6.28 | 9:30AM – 5:30PM

Career Development
It is a common misconception that in order to be a good manager you need only operational and supervisory experience. While these are assets, there is a great deal more involved in running a PSAP. Public safety communications is a career, and we need new leaders and supervisors in our field. This course helps motivated telecommunicators and first-line supervisors understand what opportunities are available, and what they should do to prepare for promotions. Based on the experiences of those who have risen through the ranks, attendees will hear about such diverse and critical topics as management styles, elements necessary for successful PSAP management, planning, and goal setting.

Leadership in the 9-1-1 Center
This course is for current or soon-to-be PSAP supervisors who wish to enhance their understanding of the tools and traits necessary for effective leadership in the communications center. By focusing on the interpersonal elements common to the 9-1-1 center and discussing different manners of leadership, attendees will learn how to move from a transactional style of leadership to a more productive transformational style that utilizes remediation, interest-based negotiations, and re-framing tools to ensure the focus remains on people. The class also explores the benefits of knowledge of self, staff, organization, and the world. With heightened self-awareness and some new and useful techniques, attendees will return to their jobs with an increased ability to lead their team and meet their personal and professional goals.

Liability Issues in the 9-1-1 Center
This course provides practical suggestions on limiting PSAP personnel and 9-1-1 center liability. Lessons learned from court cases are used to provide examples of procedural violations that formed the basis of lawsuits against PSAPs.

Understanding Databases in NG9-1-1
NG9-1-1 software and databases are controlled in fundamentally new ways from E9-1-1 and present exciting new opportunities and challenges. This course is geared toward the operational perspective and is designed for managers, supervisors, and administrators. It introduces attendees to the world of NG9-1-1 systems, software, databases, and the data contained therein. Starting with the basics, participants will gain a foundational understanding of the roles each of the many databases play, how they work together, and their basic data requirements. Understanding the roles and capabilities of these different databases in NG9-1-1 will allow agencies to make informed decisions and develop the necessary policies and requirements as they move toward NG9-1-1.

What Does That Box Do? Understanding NG9-1-1 Components
Next Generation 9-1-1 is here and 9-1-1 professionals, now more than ever, are in control of their respective 9-1-1 systems. As such, a fundamental understanding of the inner workings of Next Generation 9-1-1 is critical. This course provides attendees with a solid, foundational understanding of NG9-1-1, both the system and the service. Participants will learn about the myriad network elements, application-level components, databases, and human processes that make up the NG9-1-1 network, as well as how these critical parts interconnect and interface to provide 9-1-1 service.

Technology for the Center Manager
This course provides anyone involved in public safety agency operations with a basic working knowledge of 9-1-1 systems, and provides education on technological theories in the 9-1-1 industry. Attendees will learn the most common components associated with PSAPs and gain insights that may help them avoid certain pitfalls in managing the technology of a 9-1-1 center. Participants will leave with an understanding of the core systems typically found in a PSAP today, as well as a preview into what may be the next technology arriving in the PSAP soon.
EDUCATION & TRAINING SESSIONS

MONDAY, 6.29
1:30PM – 2:30PM

ACCESSIBILITY

Equal Access in an NG9-1-1 World?
In 1990, the ADA legislation had broad-reaching effects, including within our PSAPs. Now, some 25 years later, most see more changes still to come. This panel of experts from the 9-1-1 and disability communities addresses lingering issues with equal access and what the ADA means in an NG9-1-1 world.

CALL TAKING & PROCESSING

Terrorism Awareness for Dispatchers
Terror threats are major concerns for our agencies and our citizens. Terrorism awareness is critical, as dispatchers receive and process more information and are more aware of trends than many others in public safety. Attendees will gain a basic understanding of suspicious activity and terrorism indicators, and will learn what resources exist and how to access them.

DATA MANAGEMENT & UTILIZATION

Data in NG9-1-1: What do You Need to Know?
NG9-1-1 revolutionizes all aspects of emergency services. It allows for an exponential increase in the data and information available to PSAPs and first responders. With data driving NG9-1-1, 9-1-1 professionals need to know how to manage and control that data. This session provides an overview of the databases in NG9-1-1 and what PSAPs and 9-1-1 authorities can do to best plan and prepare.

NG9-1-1 BASICS

Myths & Misunderstanding of NG9-1-1
With a few years of NG9-1-1 experience under our belts, the public safety industry can look back and see what we got right, what we misunderstood, and what weflat out got wrong. In this session, attendees will separate the hype from the practical experiences the industry has seen to debunk the myths and misunderstandings surrounding NG9-1-1.

NG9-1-1 STRATEGIC PLANNING

NG9-1-1 RFP Considerations & Evaluations
This session presents and discusses request for proposal considerations, content, and response evaluations from a traditional NG9-1-1 perspective, for both PSAP-oriented and NG9-1-1 core services aspects. Experiences and tips from early adopters of NG9-1-1, as well as NG9-1-1 vendors, will be discussed. Attendees will gain specific information applicable to their RFP preparation and the evaluations of vendor responses.

PERSONAL & PROFESSIONAL DEVELOPMENT

Communication: With Purpose
It is a fact that leaders in crisis are best suited for responding and coordinating when their soft skills and communications styles are well-honed and professionally developed. Attend to learn techniques for clear, purposeful, and positive communications. Further discussion will focus on stress management, goal setting, information sharing, managing change, conflict resolution, and more.

PREPAREDNESS & CONTINGENCY PLANNING

PSAP Facility Hardening: From Codes to Completion
As an “Essential Facility,” PSAPs must be designed and built in the model of “last building standing.” Further, a broad range of codes and guidelines apply to the construction of 9-1-1 centers. This session provides an overview of these codes and, from an architectural and structural engineering viewpoint, explains the intricacies and challenges of understanding, designing, and building hardened and redundant facilities.

PSAP ADMINISTRATION

Taking Your Center to the Next Level Through Accreditation
Many 9-1-1 centers lack the systems and processes to establish key performance indicators and worse yet, don’t have the ability to extract critical data to support operational decisions. Find out how CALEA Accreditation can enhance your PSAP by establishing a body of standards that foster and recognize professional excellence by promoting the efficient use of resources and improving performance and service delivery.

PUBLIC EDUCATION & OUTREACH

How to Win at the Game of 9-1-1 Public Education
This session presents some clues for developing your public education program from start to finish. Whether you are just getting started or are a veteran player, you will be provided with rules to follow for creating your best public education game strategy, including new and innovative ways to educate and engage your community.

STRESS, HEALTH & WELLNESS

Conquer Your Stress for Enhanced Productivity & Wellness
9-1-1 call takers are facing more stress than ever to ill-effect: Poor decision-making, increased illness, and greater absenteeism. Attendees will learn easy tactics to calm the stress response in the moment, as well as how to utilize skills such as recognition, visualization, mindfulness, and affirmations to reduce anxiety and make healthier choices.

TRAINING

Developing a Successful Telecommunicator Training Academy
This session explains how to create a successful training academy. Attendees will hear about agencies that have gone through the process and will receive a step-by-step guide to getting buy-in from the administration, gathering the information needed to teach, and training the trainers to ensure they are presenting a uniform message.

ACCESSION

Best Practices & Accessibility of Emergency Services
Join the Federal Communications Commission’s Disability Rights Office for an interactive discussion of best practices and challenges for accessible, effective, and efficient emergency services to persons with hearing, speech, and vision disabilities. Attendees will learn about the latest regulatory activity relevant to public safety and accessibility of emergency communication.

3 WAYS TO REGISTER FOR NENA 2015:
• Online at www.nena.org/nena2015/register
• Download a printable form at www.nena.org/nena2015/form
• Call 202.466.4911 to request a printable form
CALL TAKING & PROCESSING
The Role of the PSAP in Combatting Human Trafficking

Human trafficking is one of the world’s fastest growing criminal enterprises. Almost 18,000 people are trafficked into the United States annually, and another 240,000 American children and youth are at risk for sex trafficking. Attend this session to learn the who, what, and how of human trafficking, as well as the best practices you can implement in your 9-1-1 center to help rescue trafficking victims.

DATA MANAGEMENT & UTILIZATION
PSAPs: The New Information Superhighway

NG9-1-1’s capabilities promise new datasets available to PSAPs. This means more information at our fingertips than ever before, but is it TMI or all systems go? PSAPs must learn to balance the “need to know” against information overload. This session provides insight into PSAP operational issues in managing NG9-1-1’s capabilities to ensure our telecommunicators don’t get lost along this new information superhighway.

NG9-1-1 BASICS
Overcoming the Fear of NG9-1-1 for the Telecommunicator

NG9-1-1 often gets a bad rap with our telecommunicators. There is fear, uncertainty, and doubt. Using a real-life case study, this presentation explores the positive aspects of NG9-1-1 and busts some of the myths associated with it.

NG9-1-1 STRATEGIC PLANNING
Planning for NG9-1-1 Transition & the Migration Process

What steps are required and which are optional when moving to Next Generation 9-1-1? This session provides guidance for agencies seeking to migrate by outlining the common elements of a transition plan, migration plan, cutover plan, and rollback plan. Attendees will learn what to ask their vendors for and how to use a transition plan to ensure a successful NG9-1-1 implementation.

PERSONAL & PROFESSIONAL DEVELOPMENT
Mentoring Your PSAP’s Rising Stars

There is a huge difference between training and mentoring. This session provides an in-depth explanation of how a mentoring program within a new hire and cross-training environment leads to personal and professional development for the telecommunicator. This session delivers the tools you need to get your mentoring program set up and start making a difference!

PREPAREDNESS & CONTINGENCY PLANNING
PSAP Mission Continuity Planning

Sure you have a backup plan, but is it comprehensive? What happens when essential operations and service delivery are disrupted? What continuity planning and testing standards exist? This session reviews key mission continuity planning elements, steps in the planning process, and how to implement a mission continuity plan to reduce your operational risks.

PSAP ADMINISTRATION
Labor Basics for 9-1-1 Managers

This session provides bargaining practitioners (or those who have responsibility for negotiations) with an overview of the collective bargaining process and related topics. Included within this discussion will be practical tips about preparing for negotiations, establishing your bargaining team, gaining support and information from upper management and/or elected officials, maintaining or contract documents, legal requirements impacting collective bargaining, and linguistic “do’s and don’ts.”

PUBLIC EDUCATION & OUTREACH
Promoting Public Education Through Media

Developing and maintaining positive relationships with the media is crucial. Utilizing the media, attention can be drawn to 9-1-1 public education initiatives occurring within your jurisdiction, or even across the country. Attendees will learn how to develop (or repair) media relations, how and when to share information (and when not to), and how to develop a cooperative (give-give) relationship.

STRESS, HEALTH & WELLNESS
Telecommunicator Wellness: Taking Care of You

Telecommunicator wellness is so important! In a job where you sit eight to twelve hours per day, it is critical that you actively commit to keeping up your physical fitness. However, this high-stress job also requires an equal dedication to mental wellness and self-care. Come to this session to get some great ideas for activities that promote wellness of all kinds and improve morale!

TRAINING
National Telecommunicator Training Requirements

With an increasingly mobile public comes the expectation that all calls for assistance will be handled with the same degree of professionalism in each of the fifty states. This session provides an update on the work undertaken by NENA in partnership with the major 9-1-1 training providers to develop core training requirements that can be used to develop or augment statewide 9-1-1 training mandates.

ACCESSIBILITY
Disability Awareness Training

Responding to emergencies involving individuals with disabilities can be challenging. This session addresses characteristics of individuals with disabilities, speech challenges faced and how to overcome them, federal guidelines, effective communications, emergency preparedness, the role of municipality emergency services, identifying and working with service providers, and the latest initiatives and programs. Further discussion examines why society discriminates against individuals with disabilities and the injustices that occur.

CALL TAKING & PROCESSING
Domestic Violence: A Continuing Problem We Must Understand

Four women are killed each day and several law enforcement officers are killed each year as a result of domestic violence. This session provides call takers and dispatchers with a better understanding of domestic violence and how prevalent it is. Attendees will leave with better questioning techniques, dispatching skills, and resources to help every day.

DATA MANAGEMENT & UTILIZATION
The Emergency Incident Data Document: Supporting Communications During Disasters

During major events such as hurricanes or earthquakes, PSAP equipment may continue to operate but emergency calls may not get through. NG9-1-1 calls will be rerouted, but how do callers get help if primary PSAPs must still dispatch the response? This session describes how the Emergency Incident Data Document (EIDD) standard enables the transfer of call information from alternate PSAPs to locations that can help.
NG9-1-1 BASICS
SMS, Multimedia, & Apps... Oh My!
The connected “smart” PSAP, replete with web-based applications, instant messaging, text messaging, and multimedia communications, is just around the corner. How can we embrace new technology without overwhelming our overloaded staff? By focusing on the “three p’s” — people, process, and product - we can effectively manage and control the data to make it useful.

NG9-1-1 STRATEGIC PLANNING
Resilient 9-1-1 Communications
Critical 9-1-1 calls cannot reach a PSAP when the PSTN is compromised or overwhelmed. Effective recovery is dependent on those closest to the impact zone using deployable equipment and having plans in place. Attendees will discuss how isolating single points of failure, identifying robust redundant routes, integrating satellite systems into critical communications infrastructure selections, and implementing industry best practices can minimize vulnerabilities and increase survivability.

PERSONAL & PROFESSIONAL DEVELOPMENT
NENA's Education & Certification Programs
Through the Emergency Number Profession-
al (ENP) Certification, in-person and online courses and webinars, and the Center Man-
ager Certification Program (CMCP), NENA provides public safety practitioners with unparalleled opportunities for professional development and career advancement. Come to this session to hear from NENA staff and committee members about how you can get the most out of the educational opportunities offered by NENA.

PREPAREDNESS & CONTINGENCY PLANNING
Using TERT Teams for Local or Regional Incidents & Events
Telecommunicator Emergency Response Taskforce (TERT) members often train for long-term deployments after natural disasters, but they can and should be used for local tactical incidents and events, such as parades, fairs, sporting events, structure fires, searches, and SWAT calls. Attend to learn about TERT and how these teams can provide support for a wide variety of occasions and incidents.

PSAP ADMINISTRATION
“Meets or Exceeds Standards”: Evaluating Your Evaluations
In this session, attendees will review the basics of conducting personnel evaluations. Participants will leave with a list of do’s and don’ts for conducting evaluations and become familiar with the various evaluation styles and forms. Finally, the session provides the opportunity to answer attendees’ questions about their evaluation policies and processes.

PUBLIC EDUCATION & OUTREACH
Cultivating Relationships With Elected Officials
With 9-1-1 issues garnering more mainstream media attention than ever before, elected officials at all levels are taking notice. While speaking with them can seem intimidating, cultivating strong relationships with your representatives is critical. Attend to learn how to build strong bonds and become their go-to resource for information on pending legislation, local operations, and the needs of the 9-1-1 community.

STRESS, HEALTH & WELLNESS
The Emotional Cost of 9-1-1 Dispatch
Everyone knows working is 9-1-1 is stressful, but where does that stress come from, how does it manifest itself, and what are the impacts on telecommunicators? Attend this session to hear about the latest academic research into call taker stress and participate in an interactive discussion about what can be done to predict, prevent, and manage stress in this high pressure environment.

TRAINING
Collaboration Strategies for Improving Active Assailant Response
As the frequency of complex, multi-agency response to active assailant incidents is on the rise, it has never been more critical for 9-1-1, response agencies, schools, business owners, and other officials to collaborate in order to strengthen response. This session outlines best practices for collaboration, pre-planning, development of cross-functional emergency operations plans, exercising, and leveraging technology to enhance response.

TUESDAY, 6.30
1:30PM – 2:30PM
ANALYTICS & “BIG DATA”
Using Nationwide 9-1-1 Statistics to Help Your System
Reliable 9-1-1 data and a clear picture of 9-1-1 services across the nation are key to identifying opportunities for system modifications and meeting the information needs of legislators and policymakers. In this session, the National 911 Program and state 9-1-1 representatives discuss ways 9-1-1 systems can use state data gathered by NENA and the National 911 Profile Database to “make the case” for more support.

CYBERSECURITY
PSAPs Held Hostage: Swatting... Extortion... What’s Next?
It’s a jungle out there and our PSAPs are under attack. From swatting, to extortion attempts, to networks attacks, things are not looking that great. This session outlines threats currently being experienced by PSAPs across North America and what you can do to right now to safeguard your 9-1-1 system from cyber risks.

GIS
ALI, MSAG, & GIS Synchronization During the NG9-1-1 Transition
This session focuses on three areas that define processes between GIS and public safety that go beyond synchronizing the ALI and MSAG with GIS data: Locally authorita-
tive GIS data, GIS data aggregation, and GIS support to ESInet and PSAPs. Attendees will discuss these focus areas by examining case studies of projects undertaken in Iowa, New York, Maine, and North Dakota.

HOT TOPICS
NORAD & 9-1-1 Centers
NENA has worked with NORAD (North American Aerospace Defense Command) to provide guidance for 9-1-1 call takers and dispatchers on how to handle reports of airborne events that may threaten national security and other emergency calls from aircraft. This session features discussion with NORAD representatives and provides an understanding of the policies contained in the NENA standard.

INTERNATIONAL ISSUES
Protecting the Borders: CAUSE III
In November 2014, Canada and the United States teamed up to hold the CAUSE III experiment. The project tested several new technologies, such as social media crowd-sourcing and public safety broadband (FirstNet) LTE, during simulated cross-bor-
der emergencies (a hurricane and a wild-
fire). Attend to hear about the exercises, the technology involved, and what worked and what didn’t.

Monday, 6.29 – Tuesday, 6.30
LEADERSHIP & MANAGEMENT
The Power of Positive Recognition
Ironically, a major issue in the field of communications is under-communication. Often, managers focus on their low-performing employees rather than their high-performers. Employee exit interviews reveal that the most common complaint is under-appreciation, a direct result of under-communication. Attend to learn about the importance, value, and overall benefits of employee recognition, as well as what you can do to better recognize achievement in your center.

NG9-1-1 EARLY ADOPTER CASE STUDIES
NG9-1-1: What’s Holding You Back?
Learn firsthand how two very different areas — Morgan County, Ohio (population: ~15K) and the National Capital Region (population: ~6M) — are implementing 13-compliant NG9-1-1 solutions. Participants will discuss the evaluation process, governance, technology management, partnership building, budgeting, and the public safety benefits delivered. Learn what these projects have in common, hear what they did differently, and decide what’s right for you!

PERSONAL & PROFESSIONAL DEVELOPMENT
Future Path Plan for Your Career
Whether you are new to public safety or have tenure, it is never too early (or too late) to develop your career path. Even if you’re not looking to make a move today, having a plan can help you feel energized and hopeful. Come to this session and learn about what opportunities exist and gain tools to deal with the challenges of career planning.

TECHNOLOGY INNOVATION
Cloud-based Solutions for Your PSAP: What You Need to Know
Global spending on cloud technology should reach $80B by 2018. The trend started in the private sector, but cloud solutions are being adopted in increasing numbers by federal, state, and local governments, and by PSAPs, too. Discover the benefits of moving your PSAP to the cloud and how to know if it makes sense for you.

TRAINING
Gone in 60 Seconds: Ways to Attain the Seemingly Impossible
Both NENA and the National Fire Protection Association have established a 60-second standard for the time from call answer to unit notification. While these standards have been in place for some time, dispatch centers struggle with compliance. This presentation discusses the standards, how and why they were established, and ways in which you can strive to meet those standards on a monthly basis.

TEXT MESSAGING
Text-to-9-1-1 From All Angles
It takes a team effort to make text-to-9-1-1 a reality in your PSAP. This presentation covers the steps required to provision, test, deploy, and operate text-to-9-1-1 services. Attendees will hear from IT administrators on security considerations, networking, call taker alerting, testing, and message routing. Then, telecommunicators will share their personal experiences receiving texts for emergency assistance in the 9-1-1 environment.

ANALYTICS & “BIG DATA”
Incoming! The Arrival of Big Data
The future of 9-1-1 lies in our ability to transform staggering amounts of data into life-saving communications operations. Join this session to learn how to prepare for and engage new types of incoming data. Learn how “Big Data”, machine-to-machine communications, and cloud solutions can improve safety for both citizens and first responders, create greater situational awareness, and provide more effective, efficient, and consistent service.

CYBERSECURITY
Cybersecurity in NG9-1-1
Effective cybersecurity measures begin with careful planning during the design phases of NG9-1-1 solutions and continue with proactive monitoring after service cutover. This session provides an overview of cybersecurity best practices for NG9-1-1 implementations. Attendees will review a case study in penetration testing of the NG9-1-1 service and learn how other evolving public safety services may be exploited — and how they can be protected.

GIS
Do You Really Know What’s in Your GIS?
Come to this session to get some possibly eye-opening, real-world examples of what is showing up in GIS data that is “being readied for NG9-1-1.” Actual samples of legacy data problems that can impact NG9-1-1 planning and functionality will be highlighted, along with discussion of how to ensure your data conforms to NENA standards and guidelines.

HOT TOPICS
9-1-1 & Integrated Healthcare Innovations
EMS agencies are realizing the opportunities to provide mobile integrated healthcare and become a participant in the continuum of care, and the PSAP is one of the most important access points for this rapidly expanding delivery system. This session explores the changes in the delivery of EMS, starting with the PSAP, and discusses best practices for implementing a quality-driven, safe dispatch access point.

INTERNATIONAL ISSUES
International Public Safety Leader Roundtable
The emergency communications landscape is changing on every continent as next generation services and networks provide amazing opportunities to improve response. This session offers participants an inside view of public safety strategies in various countries, with leaders from around the globe sharing insights gleaned from their real-world experiences.

LEADERSHIP & MANAGEMENT
Who Took That Call? When a Comm Center Comes Under Review
Whether triggered by a complaint or because of an incident with a bad outcome, PSAPs must have a structure in place that allows them to react, respond, and communicate effectively when under review. Attendees will discuss how to communicate about the incident both internally and externally, investigation and disciplinary processes, and briefing/debriefing procedures.

NG9-1-1 EARLY ADOPTER CASE STUDIES
NG9-1-1 Deployment Lessons for States & Regions
As the first successful implementations of NG9-1-1 go live in states and counties across the country, this session highlights several successful deployments and explore the lessons learned. The discussion covers a wide range of issues, including consolidating technology, interconnection challenges, network management and operations, funding, inter-agency agreements, and more.

PERSONAL & PROFESSIONAL DEVELOPMENT
Saving the Titanic (or at Least Missing the Biggest Iceberg)
In this presentation, leaders and managers will learn strategies to turnaround organizations that are in trouble, about to be in trouble, or don’t even know there is trouble. Through real-life examples, you’ll learn how to make sure your organization thrives in the face of potential disasters by focusing on the core elements that make any organization work.

TECHNOLOGY INNOVATION
Extracting Actionable Intelligence from Emergency Video
This session explores how first responders can use advanced video analytic tools to more accurately assess real-time video during emergencies and enable EMS, law enforcement, and firefighters to make better high-stakes decisions with greater confidence. You’ll gain insights on automated computer vision-based data extracted from video, and learn how this technology provides intelligence to help safeguard citizens and their assets.

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

TUESDAY, 6.30
**TRAINING**

**Pipeline Emergencies: Are You Prepared?**
In the United States alone, more than two million miles of pipelines deliver petroleum and natural gas products. This session covers the information that 9-1-1 professionals need to recognize a report of a potential pipeline emergency and dispatch a safe and effective response. The session also provides an overview of Enbridge’s free online training program for 9-1-1 dispatchers developed in partnership with NENA.

**WEDNESDAY, 7.01**

8:15am – 9:15am

**CALL TAKING & PROCESSING**

**Answering Calls from the Deaf & Hard of Hearing Population**
This presentation provides emergency communications personnel with a basic understanding of best practices when communicating with people who are deaf or hard of hearing (DHH). Participants will gain a better understanding of DHH terminology, DHH community language and norms, auxiliary devices used within the deaf community, deaf community access to 9-1-1 services, communication modes, and interpreter qualifications in the legal setting.

**GIS**

**Building a Statewide Address Point Layer for NG9-1-1**
GIS map data with accurate location information is a core NG9-1-1 component. By examining a North Dakota project that resulted in a quality GIS map data set and subsequent maintenance using GIS tools, this session covers the challenges of GIS data development in an area with unique geographic characteristics, the importance of active maintenance during development, and processes for developing a GIS map dataset.

**LEADERSHIP & MANAGEMENT**

**Mile High Leadership: We Must do Better**
You can’t stand still or do it the old way in this industry. Come get your yearly positive infusion of creative, timely, and effective leadership skills. It’s essential to stay focused on the mission and reach levels that are “rocky mountain high” in performance and employee satisfaction. Morale, teamwork, and employee satisfaction will all be addressed.

**WIRELESS CHALLENGES**

**Wireless 9-1-1: Phase II & the Future of Location Accuracy**
This session reviews how Wireless E9-1-1 Phase II works today and introduces the improvements in both routing control and caller location availability and accuracy to be expected as the shift toward dispatch-able location takes place. Also, panelists will discuss how wireless caller location can be accurately identified before or as the call is initiated as newer technology is implemented commercially.

**CALL TAKING & PROCESSING**

**Railroad Incidents & Public Safety**
Using actual footage of train accidents supplied by the Federal Railroad Administration, this session explains how PSAP personnel should handle such events. Attendees will learn the terminology used in the railroad industry and will be provided with information about vital tools and training resources available to assist 9-1-1 professionals in preparation for, and during, railroad incidents.
NG9-1-1 MANAGEMENT & OPERATIONS
NG9-1-1 In Action
This presentation provides attendees with an overview of the state of Indiana’s IN911 ESINet/IS system and the ten-year evolution of IN911. Specific topics include planning, design, procurement, testing and operation of IN911, as well as the operational capabilities provided to PSAPs in Indiana as a result of IN911. Capabilities like text-from-9-1-1 will be explored as well.

REGULATION, POLICY, & GOVERNANCE
Accountability in a Time of Transition
So-called “Sunny Day Outages” have recently affected 9-1-1 systems nationwide at a larger-than-expected rate. As a result, 9-1-1 governance, reliability, and outage reporting have risen to prominence at the FCC, with two major rulemaking efforts touching those subjects in the first quarter of this year alone. This session will review the Commission’s Notices and the responses from public safety organizations and the industry.

NG9-1-1 TECHNOLOGY & INFRASTRUCTURE
Real World 9-1-1: New Technologies & Standards in the PSAP
Learn how the latest standards are impacting the roll-out of NG9-1-1 systems. Participants will review the current status of NG9-1-1 system deployments and address other relevant issues surrounding solutions actually being deployed and used by PSAPs today. Attendees will hear progress reports on industry agreements like emerging standards and requirements for text-to-9-1-1, call routing, and GIS data.

WIRELESS CHALLENGES
Wireless Location Accuracy: Moving Forward
A majority of wireless 9-1-1 calls come from mobile devices and a majority of those calls originate indoors, causing problems for the PSAP. Are there solutions? This session explores the actions taken by the FCC, in concert with NENA, APCO, and the carrier community, to address indoor location. Additional discussion examines existing and emerging technologies that may more accurately locate both indoor and outdoor callers.

GAS MANAGEMENT & OPERATIONS
Kari’s Law: Direct-Dial 9-1-1 Access
This presentation provides attendees with an overview of Kari’s Law and outlines the topic in simple, non-technical terms. The audience will depart with a clear understanding of GIS’s role in 9-1-1 and NG9-1-1’s reliance on accurate, locally produced and maintained GIS data.

HOT TOPICS
Social Media: Policy Issues & Concerns
The growth of social media requires a proactive approach to setting guidelines for employee behavior when utilizing these communications platforms, as well as for how they are utilized within the scope of job-related duties. This session discusses how a lack of policy generates liability for an agency and underscores the importance of having a policy in place before an incident, not after.

INTERPERSONAL SKILLS
Seven Ways to Stop Workplace Drama in Public Safety
This session packs a punch, offering real-life proven techniques for fighting negativity, stopping gossip, building teamwork, and increasing productivity. Attendees are invited to engage in a lively group discussion of their managerial concerns and are guaranteed to leave with practical solutions they can implement right away.

LEADERSHIP & MANAGEMENT
Quality Assurance: The Key to Improving Performance
This session explains why a quality assurance program is necessary for every PSAP and provides attendees with a QA implementation roadmap. Discussion focuses on the basics of QA, forms and processes, call scoring, the new NENA/APCO standard and other best practices, setting and meeting performance goals, measuring and utilizing data, and more.

CALL TAKING & PROCESSING
Telematics & 9-1-1 Center Interaction
Today, telematics is usually associated with basic automotive data transmitted to a PSAP, either directly or via a call center. However, the use of personal and environmental telematics is on the rise. What does this mean for 9-1-1? This session explores current telematics and expected future developments, as well as how telematics can enhance 9-1-1’s ability to manage emergencies through automated notifications and additional data.

LEADERSHIP & MANAGEMENT
What? You’re Assigning Me the Communications Center?
Managing a PSAP can be challenging, especially when you’re newly assigned to leading the center — and then even more so if you don’t have previous PSAP experience! This session explores the unique characteristics, culture, idiosyncrasies, and personalities within the PSAP environment in a...
realistic and sometimes humorous manner, providing you with tools that can lead to better success as a new manager.

**NG9-1-1 MANAGEMENT & OPERATIONS**

Monitoring & Managing Overall NG9-1-1 Service Operations
How do you monitor and manage an NG9-1-1 system to detect and handle issues before they become problems? What data and mechanisms exist for monitoring? What metrics should you use, and what should you negotiate in your service level agreements with NG9-1-1 service and application providers? A panel of experts will help you peek under the hood at these critically important issues.

**NG9-1-1 TECHNOLOGY & INFRASTRUCTURE**

Goldilocks & the Three I’s
The NPSBN, NG9-1-1, and CAD-to-CAD are opening floodgates and allowing new information to flow into PSAPs. Attendees will discuss plans for controlling the information flow rate and content: Too much or too little “information” affects information sharing, “interoperability”, and “incident” management. Learn how to process and disseminate the right information, at the right time, using the right methods — to get it just right.

**PSAP ADMINISTRATION**

How to Create or Update a Policy Manual
A policy manual is essential for any well run agency. An effective manual outlines the responsibilities of staff and ensures that expectations and standards are clearly defined, allowing all employees to be on the same page while protecting the agency from potential HR and legal headaches. Attendees will gain the tools to build a manual from scratch or update an existing one.

**REGULATION, POLICY, & GOVERNANCE**

Early Adopter Lessons on Planning & Governance
Existing regulatory, legislative, and governance frameworks can be a help or a hindrance to NG9-1-1 adoption. If you’re just starting the transition, an analysis of the laws, rules, and requirements that may need to be modified is a critical element of the process. Attend to hear recommendations from early adopters who have worked to create local, regional, and state-level policy environments that support NG9-1-1 service.

**WIRELESS CHALLENGES**

Voice Over WiFi, & Advances in Wireless 9-1-1 Location Support
Voice over WiFi will soon affect 9-1-1 and caller location at the PSAP. Attendees will be introduced to the findings from current WiFi trials and hear about the latest advances in location technologies, approaches for leveraging multiple location technologies to improve accuracy and speed, and the differences between commercial and emergency location. An update on the FCC’s indoor location rules will also be provided.

**CALL TAKING & PROCESSING**

Understanding & Handling Suicidal Callers
A suicidal individual often cannot recognize available options to resolve his or her immediate crisis. This may result in the at-risk party calling 9-1-1 for help. Dealing with these calls requires an understanding of suicide and the training to assist properly. Attend this session to learn about the psychology behind suicidal episodes and gain the tools necessary to recognize, respond to, and help suicidal callers.

**INTERPERSONAL SKILLS**

Do Sweat the Small Stuff
How many times have you heard people say, “Don’t sweat the small stuff...”? Often, however, the so-called little things turn into time bandits that zap all your time and energy. Come learn how effectively managing and quickly resolving issues at the ground level allows you to keep your focus on the bigger issues in your center.

**LEADERSHIP & MANAGEMENT**

Succession Planning: More Than Just a Catch Phrase
The identification of future PSAP leaders is a critical task for managers. However, succession planning requires more than just identifying potential supervisor-level personnel; it necessitates digging deeper into all levels of your staff to identify the organization’s diamonds in the rough. Discover tools for developing, coaching, and promoting key personnel, as well as what to do when one of your stars moves on.

**NG9-1-1 MANAGEMENT & OPERATIONS**

Managing NG9-1-1 Service at the State, Region/County, & PSAP Levels
This session provides a read-out from the FCC-initiated task force on optimum 9-1-1 service architecture. Also, early adopters will share their experiences of organizing state, region, and PSAP roles and responsibilities for NG9-1-1 service and discuss how you can avoid the potholes and landmines associated with those efforts.

**WIRELESS CHALLENGES**

3D Location: Altitude’s Future in NG9-1-1
NG9-1-1 supports indoor location via sub-address elements, including floor and room, and the FCC has initiated rules for 9-1-1 call accuracy that for the first time include elevation. This session covers the impact of moving from two-dimensional location to include altitude in 3D, the overall effects of expanding beyond traditional LMR to include cell phones, emergency alert systems, social media, NG9-1-1, and more. The Office of Emergency Communications will discuss this evolving ecosystem and how the updated National Emergency Communications Plan addresses the challenges of the ecosystem and helps first responders improve their emergency communications capabilities.

**PSAP ADMINISTRATION**

HR: The Basics
Intimidated by HR? You don’t have to be! This session explains the laws pertaining to FMLA, ADA, and hiring in basic terms. Real-world examples will clarify their purpose and we’ll further separate myth from fact by examining what they mean for daily operations in the PSAP. Attendees will walk away with an understanding of the most common HR issues and resources to help learn more.

**REGULATION, POLICY, & GOVERNANCE**

The National Emergency Communications Plan Update
Today’s emergency communications ecosystem is more complex than ever, involving a much larger response community and expanding beyond traditional LMR to include cell phones, emergency alert systems, social media, NG9-1-1, and more. The Office of Emergency Communications will discuss this evolving ecosystem and how the updated National Emergency Communications Plan addresses the challenges of the ecosystem and helps first responders improve their emergency communications capabilities.

FREE WORKSHOPS*

THURSDAY, 7.02
8:00AM – 1:00PM

FRA Railroad Incident Management Workshop
This workshop provides crucial information and practical skills to 9-1-1 professionals to enable a more effective, efficient, and safe response to rail-related emergencies. It also brings a clearer understanding of the difficulties associated with highway-rail grade crossing collisions and other rail incidents and will provide unique information to enable proper communications of such events.

The workshop covers topics including: Call intake, access to the scene blocked by the train, containment/control, hazardous materials, accessing victims and vehicles with emergency equipment, traffic congestion, locating railroad personnel, railroad documents, railroad, resources available, current technology, mechanical hazards, electrical hazards, fire hazards, and more. Additionally, demonstrations and instruction will be given on current mapping (GIS) software available to 9-1-1 professionals, as well as an overview of the FRA’s grade crossing locator application.

TERT Team Leader Fast Track Workshop
The Telecommunicator Emergency Response Taskforce (TERT) initiative provides mutual-aid and support to PSAPs affected by disaster by providing teams that can be mobilized deployed quickly to assist communications centers during these crises. This workshop prepares (TERT) team leaders to complete the responsibilities associated with assisting first responders while effectively managing multiple TERT members assigned to their teams.

Workshop participants should have completed the TERT awareness course and be selected by your agency and/or state TERT coordinator. Previous deployment experience as a TERT member or team leader is recommended but not mandatory. Participants are encouraged to contact their agency, regional, or state directors for specific deployment information and other policy/procedure mandates. Finally, participants should review and become familiar the Model Recommendations for TERT Deployment.

IAED Active Assailant Workshop
This workshop provides a comprehensive look at the telecommunicator’s role in active assailant incidents. Instruction focuses on the psychology of the active assailant, lessons learned from past events, how these lessons learned have affected law enforcement response to these incidents, and how these changes in response impact the telecommunicator.

The workshop covers, in detail, the newly released active assailant (shooter) protocol and provides the background behind the specialized questions and instructions it uses. Participants will discuss the telecommunicator’s ability to support the incident command role more effectively, as well as how to plan for possible future incidents. (Warning: This class includes graphic and possibly disturbing images and content.)

*Pre-registration required.

FRIENDS OF 9-1-1 CHARITY 5K

SUNDAY, JUNE 28, 2015
Race time: 7AM – Officially timed event
Location: Cherry Creek Bike Path/Platte River Trails, Denver, CO
Route includes scenic views of downtown Denver.

AWARDS
• Every participant will receive a complimentary t-shirt and medal for completion.
• Grand prizes for top 3 finishers, male and female.
• Giveaways for all!

REGISTRATION FEES
$30 ....... Now through 5/15/2015
$35 ....... 5/16 – 6/27/2015
$40 ....... Race Day
$100 ...... Team of 5

REGISTER, GET MORE INFORMATION, OR MAKE A DONATION AT FRIENDSOF911.ORG/RUN

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

SPONSORS

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*Pre-registration required.
PSAP TOURS

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

ARAPAHOE COUNTY SHERIFF’S OFFICE

Year Built/Remodeled: 2011
# of Agencies Served: 9
Annual 9-1-1 Calls: 75,000
Annual Calls for Service (Dispatched): 250,000
Phone Equipment Provider: Venture Technologies
CAD Equipment Provider: New World Systems
Protocol Provider: EMD of Colorado
Additional Services: Text-to-9-1-1
Total Staff: 20 Communications Technician II (Call Taker and Dispatcher), 4 Communications Technician I (Call Taker), 6 Shift Supervisors, 1 Training Supervisor, 1 Communications Manager
Average # Staff Working on the Floor on a Shift: 4

DENVER 911

Year Built/Remodeled: 1948/2013
# of Agencies Served: 3
Annual 9-1-1 Calls: 1,000,000
Annual Calls for Service (Dispatched): 650,000
Phone Equipment Provider: Airbus DS Communications (VESTA)
CAD Equipment Provider: TriTech
Protocol Provider: IAED (PRO QA)
Total Staff: 68 emergency operators, 47 police dispatchers, 22 Denver Fire Department sworn dispatch personnel, 27 EMS/Denver Health dispatchers, 5 Technology Services staff, 5 Denver Fire line workers, and 20 Denver 911 leadership team members
Average # Staff Working on the Floor on a Shift: 4

WESTMINSTER COMMUNICATIONS CENTER

Year Built/Remodeled: 2002
# of Agencies Served: 3
Annual 9-1-1 Calls: 225,000
Annual Calls for Service (Dispatched): 113,129
Phone Equipment Provider: Airbus DS Communications (Sentinel Patriot)
CAD Equipment Provider: Intergraph
Protocol Provider: APCO (911 Advisor)
Additional Services: Pictometry, Smart911, Gem911, Text-to-9-1-1
Total Staff: 24.5
Average # Staff Working on the Floor on a Shift: 4

3 WAYS TO REGISTER FOR NENA 2015:
• Online at www.nena.org/nena2015/register
• Download a printable form at www.nena.org/nena2015/form
• Call 202.466.4911 to request a printable form

I attend the NENA conference every year to stay informed and up-to-date.

— NENA CONFERENCE ATTENDEE
“This sparkly-clean mile-high city is nestled amid beautiful mountains yet urban delights abound... It’s like Paris in the West.”
— Lonely Planet

300 days of sunshine, a thriving cultural scene, diverse neighborhoods, and natural beauty combine to make Denver the world’s most spectacular playground. A young, active city at the base of the Colorado Rocky Mountains, Denver’s stunning architecture, award-winning dining and unparalleled views are all within the walking distance from the 16th Street pedestrian mall. Upscale shopping awaits in Cherry Creek, while Denver’s seven professional sports teams entertain year-round.

“...a mix of urban excitement and natural surroundings that other American cities can only dream of.”
— U.S. News & World Report

Chosen by readers of USA Today and 10Best as one of the best convention cities in America!

“Denver’s Colorado Convention Center gets the highest scores for having a state-of-the-art facility... offering convention attendees great amenities. It also ranks high for having hotels nearby, a critical component for exhibitors and visitors. Access to a major airport (DEN) and the ease/affordability of getting around means most people don’t mind grabbing a cab to reach area attractions. Larimer Square and Colorado State Capitol are just a short walk away from the center itself.”

———

WELCOME TO DENVER

GUEST TOURS

Share your time in Denver with a companion! Each Guest registrant not only receives access to select NENA 2015 events, but also get to go one of the below tours for an opportunity to see some highlights of the Mile High City!

Banjo Billy’s Bus Tour
Mon, 6.29 | 10:00 AM - 3:00 PM
Banjo Billy’s Bus Tours are one-of-a-kind, funky guided tours of downtown Denver. As you cruise through town in Billy’s zany shack-on-wheels, you’ll hear haunting ghost stories, folklore, history, and humor. It’s a tour like no other! As the Queen City of the Plains, Denver has long been a destination for those traveling west. But it’s been a rocky road from mining town to metropolis.

Denver Mint
Tue, 6.30 | 1:00 PM - 3:00 PM
Denver treasures its historic mint building, which is one of Colorado’s oldest institutions. On this tour, you will see this beautiful facility, learn its history, enjoy special exhibits, see artifacts from the United States Mint’s early days, and get up-close views of the coin making process. Visitors learn about the craftsmanship required at all stages of the minting process, from the original designs and sculptures to the actual striking of the coins.

HOTELS

To secure your special discounted hotel rate, book by May 25 via the NENA 2015 Housing Bureau at www.nena.org/nena2015/housing or by calling 954.404.8252.

- **Hyatt Regency Denver at Colorado Convention Center**
  - From $187/night | Valet Parking: $28/night
  - Across the street from the Colorado Convention Center

- **Embassy Suites Denver-Downtown Convention Center**
  - From $189/night | Valet Parking: $33/night
  - Across the street from the Colorado Convention Center

- **Hampton Inn & Suites Denver Downtown Convention Center**
  - From $195/night | Valet Parking: $33/night
  - Across the street from the Colorado Convention Center

- **Crowne Plaza Denver Downtown**
  - From $189/night | Self Parking: $27/night
  - 0.2 miles from the Colorado Convention Center

- **The Grand Hyatt Denver**
  - From $179/night | Valet Parking: $33/night
  - 0.4 miles from the Colorado Convention Center

- **The Sheraton Denver Downtown**
  - From $185/night | Self Parking: $28/night
  - Valet Parking: $38/night
  - 0.4 miles from the Colorado Convention Center

Learn more about each hotel at www.nena.org/nena2015/housing

REGISTRATION FEES

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<th>Early Bird (By May 15, 2015)</th>
<th>Regular (After May 15, 2015)</th>
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<tr>
<td>One Course</td>
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<td>Two Courses</td>
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<td>Center Manager Certification Program</td>
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<td></td>
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Three Ways to Register

- Online at www.nena.org/nena2015/register
- Download a printable form at www.nena.org/nena2015/form
- Call 202.466.4911 to request a printable form
“This event is important to anyone in 9-1-1.”
— NENA CONFERENCE ATTENDEE

“NENA is a must-attend”
— NENA CONFERENCE ATTENDEE

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