



24th Annual Conference & Trade Show  
June 25-30, 2005  
Long Beach, CA

## SESSION DESCRIPTIONS

### **Opening Introductions and Keynote**

**Bill McMurray, President, Presiding**

**Monday, 8:00 am – 10:00 am**

### **UNMASKING THE FACE OF TERROR: ASSESSING THE THREAT AND OUR READINESS ON THE 10<sup>TH</sup> ANNIVERSARY OF THE OKLAHOMA CITY BOMBING**

*Presented by General Dennis J. Reimer (Ret.) and Kenneth Thompson*

On April 19, 1995 168 people died when the Murrah Federal Building was destroyed by a bomb. It is remembered 10 years later as a stark warning that terrorism on U.S. soil can take all forms, initiated by all manner of people. Our 9-1-1 system is a critical but vulnerable element of our nation's overall network of emergency communications and its homeland security. In the coming years, technology will enable PSAPs and their emergency dispatchers to have an even greater role in gathering and distributing information during an emergency.

NEA is honored to have General Dennis J. Reimer (Ret.) and Kenneth Thompson as our keynote speakers. General Reimer is the Director of the National Memorial Institute for the Prevention of Terrorism and Mr. Thompson is its Director of External Affairs. The Institute is dedicated to preventing, reducing and mitigating the effects of terrorism with particular emphasis on the role of first responders. Initially funded by a grant from the Department of Justice, the Institute has been a key advocate for the promotion of collaboration and best practices among the many agencies that must work together in the event of a terrorist attack or natural disaster.

An Oklahoma native, Gen. Reimer assumed his duties for Institute in 2000. Prior to that, he was the 33rd Chief of Staff, U.S. Army. Whether serving as a young lieutenant in two combat tours in Vietnam, overseeing training in Korea, commanding on the front lines of the Cold War in Europe, or devising the massive movement of forces during Desert Storm in the Gulf, Gen. Reimer has been recognized for his bravery, his selfless devotion to the soldiers in his command, and for his inspiring modesty. Kenneth Thompson was a key participant in the establishment of the Oklahoma City National Memorial and the Institute for the Prevention of Terrorism. Following the September 11, 2001 attacks, Ken volunteered to go to New York and was instrumental in guiding city leaders through the process for family members and survivors to deal with the long-term effects of the tragedy. For his work, Ken was selected by Mayor Bloomberg to receive the 2002 Community Hero Award. Ken's mother, Virginia, was the final victim to be identified in the Oklahoma City bombing.

**Monday, 1:30pm – 2:30pm**

#### **TECH/WIRELESS**

##### **Taming the Dragon - Wireless Training for TCs**

*Patty Cross, ENP*

Like a valiant knight, a good telecommunicator can do many a noble thing—and with mind-boggling speed! Enter the Wireless Dragon who slows down TCs as they seek location. Learn wireless 9-1-1 training tips to arm your dispatcher with weapons to tame the Dragon.

#### **VoIP/NG E9-1-1**

##### **Applying the Lessons from Trial Deployments: VoIP I-2 & IP-based E9-1-1 Migratory & Long Term Solutions**

*Steve Marzolf, Rick Jones, ENP*

The Texas/Virginia/NENA VoIP I3 project is underway. NENA will complete an I-2 trial in May 2005. This presentation will review these projects, including their goals and results to date, and any lessons learned.

#### **DATABASE/GIS**

##### **Update from the Data Technical Committee**

*Delaine Arnold, ENP*

Status report on all of last year's Data Technical Committee work, including database management, local number portability, data exchange formats, etc.

#### **NATIONAL ISSUES**

##### **How Much Should You Pay? Competitive Employee Compensation**

*Dr. Robert L. Mathis*

Hiring and retaining good employees is one of our toughest jobs. Ensuring compensation is both competitive and realistic is crucial. Learn how to do your own survey, to accurately gather and compare salary and benefit data. You'll learn what's relevant and what's not from the 2005 NENA Compensation Survey— why certain data should or should not be used for your own local comparisons, updating compensation data for budgeting, reviewing current pay grades and ranges, and comparing current employee pay levels to the market data.

#### **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

##### **Surviving Natural Disasters in 2004: Operational Issues**

*Barry Luke*

Hear a recap from the excellent general session presented at this year's ODC conference about the response to various natural disasters that occurred in Florida last year. Learn which operational issues worked and which needed further attention, such as national standards and model recommendations.

#### **CONTINGENCY PLANNING**

##### **Help! My Resources are Being Crunched!**

*Eric Parry, ENP*

Your community's first response resources are max'd! The calls keep coming in. Budgets are tight. The communications center staff are doing their best to manage it all. What can you do? Come see how Structured Protocols can not only maximize the efficiency of your on-the-road resources, but also fine tune and improve emergency call processing, save lives, improve public relations, decrease collisions and reduce your liability.

## **OPERATIONS/TRAINING**

### **At Your Fingertips: Creating an Intranet Web Site**

*Mark Payne, ENP*

Bring training, motivation, team building and communication resources to every 9-1-1 work station. Learn how one agency, serving 11 PSAPs, successfully developed a web-based intranet to ensure telecommunicators have up-to-the-minute information readily accessible.

## **PUBLIC EDUCATION/ACCESS**

### **The Changing Face of Text:**

#### **A Live Demonstration**

*Judy Harkins*

Information via text is not just for the Deaf community anymore! How will these shifts in paradigm impact PSAPs? Explore the changing “faces” of the world of text communications, learn about text variables and see a live demonstration of IP relay.

**Monday, 2:45pm – 3:45pm**

## **TECH/WIRELESS**

### **Phase II Quality Assurance: The PSAP Perspective**

*Eddie L. Taylor, ENP*

Learn how a Wireless Quality Assurance Program used by the Bexar Metro 9-1-1 Network District allows 9-1-1 to assess the effectiveness, reliability, and accuracy of the six wireless carrier networks providing Phase II services in the San Antonio area. Carrier specific information will not be used. You'll hear about detailed testing procedures, techniques, integration with GIS, and the major service issues discovered since implementation.

## **VoIP/NG E9-1-1**

### **Testing the Technology:**

#### **Update on IP-based E9-1-1 Trial & Demos**

*Roger Hixson, ENP*

Who's doing what where and why? Get a detailed review of various trials that are in place and being planned.

## **DATABASE/GIS**

### **GIS Partnerships with Homeland Security and 9-1-1: The VoIP Connection**

*Marc Berryman, ENP*

An overview of Geographical Information System (GIS) partnerships with local, state and federal entities—with emphasis on the important common relationships between Homeland Security and 9-1-1.

## **NATIONAL ISSUES**

### **Filling the Gap in Quality Assurance**

*Jerry Turk*

Traditional quality monitoring generally applies only to calls where protocols have been used, yet all calls can provide valuable insight into an agency's performance and risk management. We challenge existing methodologies and show how some agencies are redefining call assessment.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Don't Bring Me Down:**

#### **How to Neutralize Negativity in the Workplace**

*Sue Pivetta*

Negativity is costly, drains energy, wastes time, and is a barrier to change and workplace satisfaction. It doesn't have to be this way. You'll learn fundamental truths about human nature

and you get tools for neutralizing negativity immediately Sue is one of our most popular speakers, high energy and inspiring.

### **CONTINGENCY PLANNING**

#### **Telecommunicator Emergency Response Taskforce (TERT)**

*Craig Whittington, ENP*

PSAPs may be overwhelmed by a disaster, especially when its staffs' own homes and families are involved. After decades of being impacted by hurricanes, winter storms and floods, the North Carolina Chapter of NENA created and successfully deployed (several times) a statewide mutual aid program that assures assisting communicators are trained in the same PSAP equipment (CAD, phone, EMD, etc).

### **OPERATIONS/TRAINING**

#### **Got PBX? Minnesota's Got Solutions!**

*Dana Wahlberg*

Through a series of steps beginning with public education, to actively pursuing reasonable, workable legislation, to developing a use-friendly explanation process to assist PBX system owners affect satisfactory system upgrades, Minnesota 9-1-1 professionals have partnered with the American Heart Association and other key organizations to tackle the PBX problem!

### **PUBLIC EDUCATION/ACCESS**

#### **ADA Standards for PSAPs**

*Toni Dunne, ENP*

The NENA operational and technical committees have produced a number of standards and Operations Information Document (OIDs) over this past year. This session is designed to review various documents, and discover how they are complimentary. Learn how these recommendations can help PSAPs be in compliance of the ADA.

**Monday, 4:00pm – 5:00pm**

### **TECH/WIRELESS**

#### **Wireless Deployment: Where Are We Now**

*Dr. Robert Cobb, ENP, Drew Dawson*

Wireless Phase I and Phase II Deployment has made significant progress during the last year. Learn how NENA's current Wireless Implementation Project with the US Department of Transportation has contributed to that success, and how wireless deployment will continue in the next year.

### **VOIP/NG E9-1-1**

#### **Next Generation PSAP Data Interface: Protocols & Standardization**

*Mike Nelson*

The simple ASCII character text we have in place today must evolve in order to build an open, collaborative Next Generation 9-1-1 infrastructure. This session will contrast today's data interface with future communication protocols and message sets, show why standardization is so vital to long-term success, and explain the functions enabled by improved messaging. You'll get an update on current industry activities, including work to standardize the Emergency Service Messaging Interface performed by Task Force 34 at the Emergency Service Interconnection Forum (ESIF) of the Alliance for Telecommunications Industry Standards (ATIS).

### **DATABASE/GIS**

#### **Pin Mapping for Incident Analysis**

*Julie A. Heimkes*

The integration of GIS and records management systems (RMS) has created a gold mine for incident and crime analysis. Now, management can chart incidents geographically and

chronologically to make a myriad of decisions from staffing to case analysis. See first hand how this new technology can improve PSAP operations.

## **NATIONAL ISSUES**

### **NORAD and 9-1-1 Initiative**

*Captain Maki Thomas Livesay*

September 11, 2001 showed us that we need to get the professionals in our nation's PSAPs and NORAD talking to each other when the average citizen calls 9-1-1 about suspicious activities in our skies. An overview of NORAD and our nation's air defense will be covered, as well as scenarios and example protocol cards. Captain Livesay is a Senior Director and Executive Officer at NORAD's Western Air Defense Sector.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Preparing for the ENP Exam: Successful Strategies for Certification**

*Ron Bloom, ENP and Eric Parry, ENP*

You have heard about the Emergency Number Professional Certification. You think you meet the criteria - but yikes - the Certification Exam! How do you determine what you don't know? How do you get that information? How do you study for the exam? Get the inside scoop from those who been there.

## **CONTINGENCY PLANNING**

### **Lessons Learned: Oklahoma City 10 Years Later**

*Tony Harrison, ENP*

You'll get a review of the events in Oklahoma City on April 19, 1995 from the perspective of the PSAP, and how they applied those lessons to be ready today.

## **OPERATIONS/TRAINING**

### **Emergency Telephone Notification System Operational Requirements**

*Bill Weaver*

NENA's Emergency Telephone Notification System standard and the operational requirements it establishes to assist those having or considering ETNS are presented by the leader of the operational working group which created the document. Does your ETNS meet the standard? If you are considering ETNS, this should help.

## **PUBLIC EDUCATION/ACCESS**

### **9-1-1 Public Education Gets a Face Lift**

*Christy Williams, ENP*

Remember the days of handing out pencils and teaching kids to call 9-1-1 in an emergency? Education efforts like those are as dated as b/w TV. With the new technologies such as wireless and VoIP, public education efforts are in need of a face lift. Come to this session and get some tips on a "make over" you won't want to miss!

**Tuesday, 8:00am – 9:00am**

## **TECH/WIRELESS**

### **A Special Update Report from the Joint Network-VoIP/Packet-Data Work Group**

*Roger Hixson, ENP*

This session will go over the results of the joint Network-VoIP/Packet-Data work group.

## **VOIP/NG E9-1-1**

### **Providing PBX ALI to the PSAP: University of California, Riverside Improves Accuracy of ALI**

*Keri Ann Then*

Offering accurate Automatic Location Information (ALI) to the Public Safety Answering Point (PSAP) has been a difficult task for many Public Branch Exchange (PBX) managers. Enterprise

PBX managers face unique requirements to identify an exact location of the E9-1-1 caller located on a campus where street addressing may be locally assigned or non-existent. California State Law only requires address information provided by each County's Master Street Address Guide to be presented to the PSAP; however, university campuses, military complexes, and industrial work sites may face locally imposed requirements.

## **DATABASE/GIS**

### **Stand Alone Solutions: Is Your PSAP Ready?**

#### **Controlling Your ALK Database Records/ Integrating ALI & GIS**

*Joel McCamley, ENP*

Learn about the benefits of stand alone ALI systems and why it might make sense for your PSAP. The session will focus on operational, legal, procedural and technical aspects of stand alone ALI systems, and will touch upon the benefits of using enterprise GIS to validate ALI records.

## **NATIONAL ISSUES**

### **The Ah-Hah Factor: Putting the Fun Back Into Training**

*JoAnne Deane*

Job training, especially mandatory training, seldom evokes employee excitement. This course is designed to change that by exploring the process of your training program and putting the "ah-hah" factor back in. Listen to a panel presentation and participate in exercises that go beyond just the traditional lecture format.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Keeping the Promise: The California Challenge**

*Daphne Rhoe*

Even during the best of times, it is challenging to administer a state 9-1-1 Program that delivers on all its promises. Think it can't be done? Hear how California is forging its way toward a promising future.

## **CONTINGENCY PLANNING**

### **The Phoenix Emergency System: Alerting Your Citizens in Times of Need**

*Liz Hunt*

The Phoenix area has implemented one of the largest emergency notification system programs in the nation, using technology that allows public safety to alert citizens in times of disaster and emergencies. Review how this project was implemented from start to finish, learn tips and tricks on getting there, and review lessons learned along the journey.

## **OPERATIONS/TRAINING**

### **Moving towards the Next Generation: Operations Work in Progress**

*Norm Forshee, ENP and the NENA Operational Leadership Team*

The NENA operational committee structure is a critically-important component for establishing operational requirements and other procedural documents as we move forward to next generation (NG) E9-1-1. This session provides details of work in progress and future plans from the NENA operational leadership team.

## **PUBLIC EDUCATION/ACCESS**

### **Continuing the Success: Tips on How to Maximize Public Education Programs**

*Cindy Bridges*

Maintaining and enhancing a successful public education program isn't easy—it takes insight, creativity, and lots of communication among your colleagues. By taking this course, you will learn essential ways to continue to shape your program and technology needs.

**Tuesday, 1:30pm – 2:30pm**

### **TECH/WIRELESS**

#### **NRIC 7's Phase II Accuracy Tolerances: Examining the Disagreements**

*Mary Boyd*

The FCC has charged NRIC 7 with the task of developing standards for the measurement and reporting of Phase II accuracy. Despite agonizing discussions, no agreements have been reached as of this date. This presentation will address the reasons for the disagreements, the nature of the disagreements, and the current status.

### **VOIP/NG E9-1-1**

#### **Out with the Old and In with the New: Funding Solutions for VoIP 9-1-1**

*Dorothy A. Spears-Dean*

As more telecommunications providers begin offering VoIP services, how will policymakers regulate and fund VoIP 9-1-1 using the pre-existing legal and public policy framework? A potential solution is the creation of a VoIP 9-1-1 strategic business plan that recognizes the inevitable data-centric migration of our 9-1-1 network by providing funding to PSAPs.

### **DATABASE/GIS**

#### **Tapping Into Your Data: Biosurveillance, Improved Performance and Operational Efficiency via Automated Real-Time Analysis**

*Barbara Pletz, Jeff Johnson, Todd Stout*

Early detection of disease outbreaks, potential bioterrorism and threats to public safety has become a top priority for emergency communication centers nationwide. This presentation shows how communications professionals can improve compliance, monitor employee performance, and detect potential bioterrorism and disease outbreaks using the emerging science and powerful new tools of real-time data analysis. Includes a live online demo, and case studies.

### **NATIONAL ISSUES**

#### **The Response World of Tomorrow: A Brief Look at the ITSA Public Safety Advisory Group (PSAG)**

*James D. Goerke, Bill Hinkle, Mike Brown, Kevin K. McGinnis, MPS, EMT-P*

The Intelligent Transportation System of America's (ITSA) Public Safety Advisory Group (PSAG) supports both the public safety community and, through ITSA, the US Department of Transportation and its highway traffic safety activities. Presentations will emphasize the linkage between 9-1-1 and coordinated emergency response, integrated incident management, responder safety, information sharing, ITS technology for EMS, and related matters.

### **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

#### **Fill those Chairs! Staffing the BEST People & Improving Your Training Program**

*Kevin Willett*

We're doing something wrong here... The 9-1-1 profession has some empty chairs that need filling. It's time to grant you your vacation and not use the word minimum staffing on a daily basis! Let Kevin show you low and no budget ways to fill the seats with the BEST people. We'll also show you how to do it quickly and with fewer headaches to make positive changes to your training program.

### **CONTINGENCY PLANNING**

#### **Threats of a Cyber Attack: Tips on How to Secure Your PSAP**

*Jeff Frager*

Viruses, worms, you name it—there's a whole list of dangers associated with running your PSAP's network. The main thing is to be prepared. Attendees will learn how to secure their PSAP from intentional and unintentional cyber attack by enhancing network and workstation protection.

## **OPERATIONS/TRAINING**

### **Raising the Bar: Operations Standards and Recommendations**

*Steve O'Connor, ENP*

Several NENA operational standards have been created and approved since the last annual conference. They include: model recommendations and operational requirements for daily operations, call taking, wireless call handling and TTY/TDD procedures (SOPs).

## **PUBLIC EDUCATION/ACCESS**

### **It's a Different World**

*ADA Committee Members*

In the United States and Canada alone, there are more than 54 million people with disabilities. Committee members with the Americans with Disabilities Act (ADA) provide this insightful, hands-on session that will educate the able-bodied on the barriers experienced by some disabled citizens. The session will also discuss how the current 9-1-1 system can be improved to facilitate better communications for people with disabilities.

**Tuesday, 2:45pm – 3:45pm**

## **TECH/WIRELESS**

### **Wireless E9-1-1: Deploying the California Plan**

*John Marengo*

In August 2000, the California 9-1-1 Emergency Communications Office launched a project to implement Wireless E9-1-1 service throughout the State of California. Phase I and II are now being implemented regionally in accordance with this plan. The expectation is that 75% of the State's cell sectors will be delivering Phase II service by the end of 2005. An update on the project's status and accomplishments will be discussed.

## **VOIP/NG E9-1-1**

### **Future Path Plan Compliance & IP Development Work: The Current Outlook**

*Roger Hixson, ENP*

Learn about the development and progress of NENA's Future Path Plan, including where the plan is headed in the next few years in terms of IP development work, goals and intentions, and future trials and results. A discussion of I2 and I3 architecture will follow.

## **DATABASE/GIS**

### **Data Broadcasting: A New Means of Providing Richer Information to Emergency Responders**

*John Delay*

This presentation will introduce a new approach to providing richer information—including audio, video, and data—to responders through a capability called "data broadcasting." Examples of richer information can include facility plans; live and file-based feeds from video surveillance cameras; and, high-resolution photographic imagery.

## **NATIONAL ISSUES**

### **New Horizons in Telecommunicator Certification: The NAED's Emergency Telecommunicator Certification Course**

*Eric Parry, ENP*

The time has come to explore new horizons in entry-level Emergency Telecommunicator Certification (ETC) training. The NAED's ETC program offers an affordable, customizable on-site training package that can be easily tailored to your needs. This presentation will provide an overview of the program, how to get started, and answer any questions you may have on setting it up at your location.



## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Training and the Human Brain**

*Sue Pivetta*

Have you ever had a trainee freeze? In this hour you can expand your understanding of the realities of adult learning and the human brain. It's not so much a matter of right or wrong; it is more a matter of seeing beyond what you know. Some topics are: orchestrated immersion, downshifting, spatial maps, and creative elaboration.

## **CONTINGENCY PLANNING**

### **Homeland Security for the Communications Center**

*Lisa Dodson, ENP*

Has your PSAP incorporated homeland security into its curriculum? This session will focus on 9-1-1's first responders—the dispatchers. It will address the dispatcher's role in homeland security by teaching attendees how to assess information from callers and what resources are available.

## **PUBLIC EDUCATION/ACCESS**

### **9-1-1 Public Education: From the Simple to the Sublime**

*Collet Daubenspeck*

How do you go about developing a very simple PSAP Public Education program and expanding it into something more elaborate? Attendees will learn what group(s) to present to, what to order and how to order supplies, and what resources to turn to in times of need. Basic marketing will be discussed.

## **OPERATIONS/TRAINING**

### **NENA's Private Call Center Standard & PSAP Registry Status**

*Bill Weaver*

Learn about NENA's Private Call Center Standard and its operational requirements, including the role of the PSAP Registry in assisting private call centers and its current status.

**Tuesday, 4:00pm – 5:00pm**

## **TECH/WIRELESS**

### **Implementing Phase II: From Initial Planning to Full Completion**

*Susan Sherwood*

During the past several months, several NENA operational standards and informational documents have been created to provide assistance to those responsible for the critical planning, development and implementation steps necessary to receive phase II wireless calls in the PSAP. This session will include review and discussion of this extensive work.

## **VOIP/NG E9-1-1**

### **Realizing the Next Generation IP PSAP**

*Pete Eggimann*

Talk of Next Generation 9-1-1 is all around us but where do you start if you're just beginning to look into it? This is a starter-level session to outline what Next Generation 9-1-1 is, and how the future PSAP environment could function with new features and capabilities. This highly interactive session will also include basic tips on how organizations can move forward.

## **DATABASE/GIS**

### **Sharing the Wealth: Statewide Enterprise GIS Data Distribution**

*Matt Florio*

Today, sharing a common GIS among multi-jurisdictional agencies is more important than ever. Many states have initiated or implemented a state-wide GIS plan that allows multiple agencies to share. The key in sharing a GIS is in quickly and accurately distributing GIS data. Join GIS specialist Matt Florio for an informational hour and learn what works and what challenges there are in initiating a Statewide Enterprise GIS Data Distribution program.

## **NATIONAL ISSUES**

### **The Nerve to Serve: Say Hello to Humor & Goodbye to Burnout**

*Jody Urquhart*

Humor helps. The ability to laugh at life helps people deal with daily disappointments and setbacks. Humor gives professionals the “nerve to serve” in a complex and challenging environment. Join us as we build a humorously convincing case that humor helps you stay in control and maintain balance and perspective.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **E9-1-1 Jeopardy: Accuracy Testing for Wireless E9-1-1**

*Steve Marzolf*

Presented in a game show format, this presentation will give “contestants” (chosen at random) an opportunity to demonstrate their vast knowledge of E9-1-1 and win fabulous prizes. Though the FCC requirement for wireless E9-1-1 accuracy has existed for several years, only recently has the process for accuracy testing and reporting been defined. If you are responsible for wireless E9-1-1, it is important that you understand how accuracy compliance will be measured, because it may not be the way you’d expect.

## **CONTINGENCY PLANNING**

### **Statewide Law Enforcement and their Mutual Aid Systems**

*Robert D. Quarello*

Find out how your own police agency and your entire state can benefit from establishing a state-wide system of law enforcement mutual aid, such as the Illinois model, called ILEAS. Learn how development and deployment of multi-jurisdictional SWAT/Special Response Teams, and other police resources and manpower are also shared under the ILEAS plan.

## **OPERATIONS/TRAINING**

### **Reaching Common Ground: The Convergent Approach to Interoperability**

*Thomas Lambalot*

Radio communications interoperability is the key issue among public safety and critical infrastructure organizations today. Although there will never be a one-size-fits-all solution to interoperability, this community is beginning to converge on the idea of a nationwide seamless network that supports interoperability without causing unnecessary disruption to ongoing agency operations.

## **PUBLIC EDUCATION/ACCESS**

### **The Truth About 9-1-1 and the Water Department**

*Susan Rodriguez*

How can you get your 9-1-1 education message out to the masses in a fast and cost-efficient manner? Believe it or not, utility bill inserts may be the answer. Learn a step-by-step approach to placing an appropriate and effective message using this innovative solution. Alternative options will be discussed for reaching apartment dwellers and others who may not receive utility bills.

**Wed., 8:00am – 9:00am**

## **TECH/WIRELESS**

### **Mayday!: Minnesota’s Automatic Collision Notification Project**

*Terre McJoynt*

Since May 2004, the Minnesota Department of Transportation, General Motors’ OnStar division and Mayo Clinic have collaborated on an initiative to deploy an automatic collision notification (ACN) system in Minnesota for OnStar subscribers. The pioneering safety initiative, called MayDay, routes electronic crash information quickly to a central data source that can be accessed and updated by emergency personnel.

## **VOIP/NG E9-1-1**

### **New Technologies for an Old Audience**

*Patty Cross, ENP*

Basic 9-1-1 messages remain the same, but how do you explain the ins and outs of Wireless, VoIP, and Number Portability to the public? How technical can you get before they tune out? Much depends on your audience, as well as how you communicate your information.

## **DATABASE/GIS**

### **Best Practices: One Community's Story on Call Routing, GIS and MSAG**

*William Doolittle, ENP*

In the aftermath of a tragic 9-1-1 response, numerous changes were implemented in one community's management of 9-1-1 and geographic information. Learn about database-related root causes and the changes that were implemented to improve geographic data management.

## **NATIONAL ISSUES**

### **Building Homeland Security into Daily Training**

*Kevin Willett*

It's time to integrate your training program. Much time and energy has been spent on Homeland Security training but have we been short sighted? We'll show you how to effectively integrate natural disaster, local emergency and homeland training into one. Disaster preparedness and many lessons learned from 2004-2005 events will be shared.

## **CONTINGENCY PLANNING**

### **Contingency Planning Operational Standards**

*John Haynes, ENP and Steve O'Connor, ENP*

Contingency planning is critical for PSAPs, 9-1-1 managers and others in emergency services/public safety. Participants will learn ongoing contingency planning operational standards work and related documents.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Performance Improvement in the Public Safety Communications**

*Ken Kincaid*

Designed to introduce and advance the concepts of performance enhancement, this session reveals the value of Human Performance Technology (HPT) as a tool for change management. It can help any Comm. Center Manager when hiring and promoting.

## **OPERATIONS/TRAINING**

### **A Case Study: Augmenting Storm Tracking with Emergency Notification**

*Tom Cowherd*

This presentation will review, in case study format, the successful deployment of a technology trial that incorporated emergency notification into the NOAA weather tracking system.

## **PUBLIC EDUCATION/ACCESS**

### **Techniques for TTY Call Handling: What Every Calltaker Should Know**

*Lisa Dodson, ENP*

Our diverse public requires calltakers to be prepared to respond effectively to all calls for help. Participants will learn TTY call handling techniques, and review what is required by federal mandate.

**Wed., 9:15am – 10:15am**

## **PUBLIC EDUCATION/ACCESS**

### **For the Common Good: Virginia's 9-1-1 Public Education Program & A Rural Approach**

*Dorothy A. Spears-Dean*

Wouldn't it be wonderful if there was a single resource in your state for public safety professionals to go to for all of their wireline and wireless public educational needs? The Commonwealth of Virginia is trying to make this public safety resource a reality by establishing an interactive website accessible to anyone looking for 9-1-1 educational resources. This program is based on a market research survey by the Virginia Wireless E9-1-1 Services Board.

## **TECH/WIRELESS**

### **So Your E9-1-1 System is in Place—Now What?**

*Mario Proietti*

The Wireless Network Issues Committee of the E9-1-1 Institute supports the E9-1-1 US Congressional Caucus in identifying significant policy issues that impact E9-1-1 services. This lively panel of an array of stakeholders will be presented as a point/counterpoint discussion on E9-1-1 issues concerning cost recovery, deployment status, and the role of the E9-1-1 Program Office.

## **VOIP/NG E9-1-1**

### **Migrations to New 9-1-1 Technologies with Project Management**

*Donna Pena, PMP*

Ideas and new technologies need guidance to be successfully implemented into 9-1-1. Learn how Project Management (PM) is key to successful deployment strategies from the do-it-yourself agency to defining requirements for a contractor.

## **DATABASE/GIS**

### **Mapped ALI: A Coordinated Effort**

*Richard Kelly*

As the need for more accurate and current mapping data grows with the deployment of Phase II wireless, local and state governments search for ways to fund their mapping programs. Cooperative purchasing, new funding avenues and strong coordination between jurisdictions on overcoming technology differences will be the key to establishing sound data development exchange capabilities for 9-1-1 needs.

## **NATIONAL ISSUES**

### **Preparing for Grant Funding & Implementation Before Crisis Mode**

*Laura Phillips*

Many public safety agencies prepare grants in a "crises mode". Learn what steps should be taken now to ensure a less crises-driven submission and how to further position your project for successful funding and implementation.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Personnel Issues in the 9-1-1 Center**

*John Kelly*

This presentation will update 9-1-1 center personnel on the changes in the laws affecting personnel management. Topics will include the Fair Labor Standards Act, Family and Medical Leave Act, the Americans with Disabilities Act and the Health Insurance Portability Act.

## **CONTINGENCY PLANNING**

### **Don't Let Disaster Drive Your CAD Technology Decisions**

*Douglas Bolton*

Despite events like the 2003 San Diego County fires, many cities and towns still resist the cost of adopting continuous availability technology to keep their CAD systems running 24/7. This presentation will focus on San Diego Fire-Rescue Department's (SDFD) experience with continuous availability technology during and after the 2003 fires.

## **OPERATIONS/TRAINING**

### **Do I Know What is Going On? Real-Time Pattern Analysis of PSAP Calls**

*Greg Scott*

How do I know when a repetitive pattern of calls is occurring? How do I know if a large scale biohazard is unfolding? Come and listen to a panel presentation of the latest real-time pattern analysis of public safety events and how our modern technology can now give us an almost instant “heads-up”.

**Wed., 10:30am – 11:30am**

## **TECH/WIRELESS**

### **Location, Location, Location: Solutions for Grant Funding**

*Lee Lupton*

The importance of location-based services to both the public service industry and the emerging wireless devices industry is well publicized. Discussions of the role played by topology in location-based applications and the value of a centric solution will be addressed.

## **VOIP/NG E9-1-1**

### **IP and the PSAP: High Speed Connection to NG 9-1-1**

*Carey Spence, ENP*

The Next Generation 9-1-1 environment must encompass secure IP networking and allow the industry to move away from relying solely on outdated analog technologies. This is an excellent session for individuals needing to understand why IP is so important to Next Gen and the impact IP technology has on the PSAP.

## **DATABASE/GIS**

### **All Maps are Not Created Equal: A Look into Field-Verified Site Addressing, and IP & GIS for Call Location**

*Ron Cramer*

In order to do advanced planning and mitigation, public officials need an airtight source of information tied to a location. This session will go into detail about how the site address perfectly fills that void and will be the next major element that homeland security efforts will seek to tackle.

## **NATIONAL ISSUES**

### **A Government Affairs Tutorial for PSAP Managers**

*Michael C. McGrady, ENP*

It is critical for PSAP managers to have a working knowledge of amendments, ordinances, bills, and enacted laws to understand the legislative and regulatory affects on local tower zoning, as well as wireline, wireless and VoIP 9-1-1. This presentation will familiarize attendees with the process by which these items are written, and passed into law by reviewing the necessary steps of drafting, and passing a bill.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Leadership in the PSAP**

*Craig Whittington, ENP, and Eric Parry, ENP*

When it comes to effective leadership in PSAP's, can we do better? YES! Get tips on providing essential leadership in your PSAP operations. Issues such as motivation, morale, and core values will be discussed.

## **CONTINGENCY PLANNING**

### **Remote Monitoring and Enhanced Services: IT Security in the PSAP**

*Kevin Cox & Jeremy Smith*

In today's world of complex computer and network systems, PSAP managers and 1st tier maintenance providers need all the help they can get. The good news is there is an array of new

remote monitoring and maintenance services that can streamline the process of mitigating system threats, vulnerabilities, hardware/software issues and more.

### **OPERATIONS/TRAINING**

#### **Improving Customer Service in the 9-1-1 System**

*Tony Harrison, ENP*

Creating a positive customer service experience for callers is imperative for 9-1-1 systems but sometimes difficult. This class will give attendees numerous ways to provide quality customer service for our citizens.

### **PUBLIC EDUCATION/ACCESS**

#### **Tailoring the Message**

*Cindy Uchtman, ENP*

Learn where to find new groups to talk to, and what information they need most. Attendees will learn about resources available for various age groups and where to find both information and, of course, some cool stuff!

**Wed., 2:45pm – 3:45pm**

### **TECH/WIRELESS**

#### **The Psychology of Hackers: What they do and Why**

*Chris Tucker, ENP*

In this riveting presentation, learn the mindset of hackers, and how to protect your 9-1-1 assets and data from them. Learn how to obtain and analyze activities performed by hackers, and how to conduct security assessments based on accepted standards and best practices to help reduce risk from computer network vulnerabilities. "Hacker speak" will also be reviewed.

### **VOIP/NG E9-1-1**

#### **VoIP: The Impact on Emergency Service**

*Jim Shepard*

This presentation covers the convergence of VoIP and the uncertainty it is causing in the 9-1-1 community. Topics will include crucial differences between VoIP and traditional landline PSTN, regulation issues, 10 digit dialing, privacy issues, and others.

### **DATABASE/GIS**

#### **Innovations in Mapping Software and Wireless E9-1-1 Accuracy**

*Kathy Liljequist*

Technological advances can provide the PSAP with economical solutions for software and data configuration and management. This presentation will discuss unique configurations and best solutions that can provide streamline data maintenance and accessibility.

### **NATIONAL ISSUES**

#### **9-1-1 on the Web**

*Rick Harrison, ENP*

Lancaster County Communications has an interactive website that provides field users and public access to CAD in addition to a wealth of other information. Learn about the features of the system and the technical set up and security parameters used.

### **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

#### **The Key to Success: How to Select a Consultant**

*Brian Bark, ENP*

This session is designed to help the 9-1-1 Administrator select the right consultant to fit program objectives. The program will define the process, qualities sought and contract obligations that should be addressed prior to moving forward.

## **CONTINGENCY PLANNING**

### **Tactical Dispatch Panel Discussion**

*Tammy Smith*

A panel composed of Tactical Dispatchers from throughout California will share case studies on their own Tactical Dispatch programs, including best practices.

## **OPERATIONS/TRAINING**

### **The Performance Evaluation Process: Portland 9-1-1's Steps to Success**

*Lisa Turley, ENP*

This presentation will outline the steps that the Portland, Oregon 9-1-1 center went through in order to implement a comprehensive performance evaluation process for line employees. Learn the reasons we did what we did and the process we use for ongoing critique of employee performance, culminating with the annual review.

## **PUBLIC EDUCATION/ACCESS**

### **2-1-1: What it means for 9-1-1**

*Marianne Galleon*

This presentation will provide an overview of 2-1-1, including: the service it provides, how 2-1-1 enhances 9-1-1 service, 2-1-1's role in the event of a disaster, AIRS standards, national status of 2-1-1 and different models of how 2-1-1 is delivered.

**Wed., 4:00pm – 5:00pm**

## **TECH/WIRELESS**

### **Phase II Deployment - A Beginning Not an End**

*Nathan D. McClure, ENP*

The promise of Wireless 9-1-1 is one thing, but bringing the promise to life is another story. This presentation focuses on the differences between the hype and reality and provides specific steps that a PSAP manager can take to understand this new technology and its implications.

## **VOIP/NG E9-1-1**

### **Case Study on VoIP E9-1-1 Deployment**

*Marcus Andonici*

Until now, VoIP users faced a combination of factors that made it problematic for them to receive enhanced 9-1-1 service. Intrado and Vonage will co-present a case study covering a successful VoIP E9-1-1 deployment, reviewing the problems associated with full VoIP E9-1-1 delivery, and how they were solved.

## **NATIONAL ISSUES**

### **Facilitator's Guide to Meetings: Making the Simple Complicated**

*William Doolittle, ENP*

Did your last meeting need some help? This presentation will provide numerous tips and techniques to facilitate meetings and will ensure that the group's goals and objectives are met.

## **DATABASE/GIS**

### **GIS/MSAG: An Integrated Approach**

*Jerry Merlick*

Reduce response time and increase data accuracy with the maintenance of the GIS and MSAG databases through a common interface. This class will describe this process and how it benefits you and your agency.

## **ADMINISTRATION/PROFESSIONAL DEVELOPMENT**

### **Compassion Fatigue: Giving Until it Hurts**

*Jim Lanier*

Compassion fatigue is a unique form of burnout caused by immersing oneself into situations so passionately that it can be detrimental. We will discuss how to recognize and treat it, and will administer self-tests to participants.

## **CONTINGENCY PLANNING**

### **Innovative Solutions for Interoperability of Public Safety, Homeland Security & Emergency Management**

*John Brosowsky*

This presentation will focus on economical interoperable solutions for public safety, homeland security, and emergency management. This new approach can foster spatial situational awareness across disparate regions, multiple user groups, and individual citizens while using the same framework.

## **OPERATIONS/TRAINING**

### **Top 10 Contract Negotiation Mistakes: Recent Trends in Mobile Data Computing**

*Michael Thayer*

Finally, you have completed the exhaustive proposal evaluation and selection effort required to replace that obsolete CAD, RMS or radio communications system. Now comes the challenging task of negotiating a contract that fully protects your agency's interests ... as well as your own! Join us as we examine the best contract negotiation strategies for new systems.

## **PUBLIC EDUCATION/ACCESS**

### **Survive and Thrive in the Emotional Terrain**

*James W. Marshall, MA, LLP*

Going beyond basic stress management, "Survive and Thrive" was developed by a trauma psychologist based on extensive feedback from dispatchers and directors. Recently launched in Michigan with outstanding reviews, participants at this session will learn how they can help their dispatchers to identify the 6 most distressing experiences for dispatchers, and how to overcome them.