

WE INVITE YOU
to
ORLANDO

one call does it all...

FLORIDA Statewide
Informational Forum

3-1-1 NON-EMERGENCY GOVERNMENT ACCESS,
HOMELAND SECURITY/DOMESTIC TERRORISM
& STATEWIDE INTEROPERABILITY

JANUARY 5th - 7th 2003
Disney's Coronado Springs Resort

PROUDLY HOSTED BY:

Orange County Sheriff Kevin Beary
Orange County Public Safety Communications
Association of Public Safety Communications-Florida Chapter
Reedy Creek Improvement District



YOUR HOSTS



SHERIFF KEVIN BEARY
ORANGE COUNTY SHERIFF'S OFFICE



JERRY DEMINGS
DIRECTOR
ORANGE COUNTY PUBLIC SAFETY COMM DIVISION



CHAIRMAN RICHARD CROTTY
ORANGE COUNTY, FLORIDA



MICHAEL "BO" JONES
PRESIDENT
APCO-FLORIDA CHAPTER



MAYOR GLENDA HOOD
CITY OF ORLANDO



MICKEY SHIVER
DEPUTY DISTRICT ADMINISTRATOR
REEDY CREEK IMPROVEMENT DISTRICT

A MESSAGE FROM CHAIRMAN CROTTY

I would like to take this opportunity to invite you to attend our Statewide Informational Forum focusing on 3-1-1, Homeland Security/Domestic Terrorism and Statewide Interoperability. The aftermath of the terrorists attacks on our nation raised some vital concerns. At Orange County, we immediately activated our new state of the art Emergency Operations Center and instantly opened our citizen information hotline (GovtInfo), which received national attention on CNN. Orange County residents took comfort in our live broadcast; reassuring them of their safety, and the preparedness of local Government. Today, we continue to look at important Homeland Security/Domestic Terrorism issues on both a local and statewide basis. We are also pursuing the implementation of a 3-1-1 System in Orange County, as citizen expectations of government service delivery is increasing, and the fact that research shows many jurisdictions throughout the nation have already realized millions of dollars in savings by implementing a 3-1-1 System.

WHO SHOULD ATTEND

Florida Statewide

- Elected Officials
- County Officials
- City Managers/Administrators
- Department Heads
- CIOs
- Public Safety Officials

FEATURED SPEAKERS

- JOHN KOST-VICE PRESIDENT & RESEARCH DIRECTOR, GARTNER RESEARCH
- ELLIOT H. SCHLANGER-CHIEF INFORMATION OFFICER, CITY OF BALTIMORE, MD
- JOHN COHEN-PRESIDENT & CEO OF PSCOMM, LLC
- NICK PATTAKOS-VICE PRESIDENT, eBUSINESS SOLUTIONS, ORACLE CORPORATION
- ED HARRIS-TECHNICAL SERVICES DIRECTOR, CITY OF AUSTIN, TX
- MARILYN WARD-PAST PRESIDENT, APCO INTERNATIONAL

3-1-1 can help your organization do business better!!

SUNDAY, JANUARY 5th, 2003

3:00-6:00pm EARLY REGISTRATION

MONDAY, JANUARY 6th, 2003

7:30-9:30am REGISTRATION

8:00-8:30am CONTINENTAL BREAKFAST

8:30-9:00am WELCOME
ORANGE COUNTY CHAIRMAN-RICHARD CROTTY
INTRODUCTION OF LOCAL VIP'S9:00-9:45am **GOVERNMENT: THE FUTURE OF SERVICE TO THE CITIZEN**
JOHN KOST-VICE PRESIDENT AND RESEARCH DIRECTOR, GARTNER RESEARCH9:45-11:15am **BALTIMORE CITISTAT & CITITRACK...LEVERAGING 3-1-1 TO MAKE LOCAL GOVERNMENT WORK BETTER!**
ELLIOT SCHLANGER-CIO, CITY OF BALTIMORE, MD

11:15-11:45am PLEASE VISIT OUR VENDORS

11:45-1:15pm **LUNCH WITH KEYNOTE SPEAKERS**
JOHN COHEN-PRESIDENT & CEO, PSCOMM, LLC
NICK PATAKOS-VP, BUSINESS SOLUTIONS, ORACLE

1:15-1:45pm PLEASE VISIT OUR VENDORS

1:45-2:45pm **3-1-1 FOR NON-POLICE EMERGENCIES**
ED HARRIS-TECHNICAL SERVICES DIRECTOR, CITY OF AUSTIN, TX

2:45-3:00pm PLEASE VISIT OUR VENDORS/SNACK BREAK

3:00-4:30pm **PANEL DISCUSSIONS**
MODERATOR:
JERRY DEMINGS-DIRECTOR, ORANGE COUNTY PUBLIC SAFETY
PARTICIPANTS:
DEBRA COHEN-DEPARTMENT OF JUSTICE (COPS)
DAVE McDONALD-PSCOMM, LLC
LIZ NISLEY-3-1-1 CALL CENTER MANAGER, CITY OF HAMPTON, VA
MICHAEL ANTASH-UNISYS CORPORATION
GLORIA BINGHAM-CITY OF HOUSTON, TX4:30-5:00pm PLEASE VISIT OUR VENDORS
*LAST CHANCE**TUESDAY, JANUARY 7th, 2003**

7:30-9:00am REGISTRATION

8:00-8:30am CONTINENTAL BREAKFAST

8:15-8:30am WELCOME
ORANGE COUNTY SHERIFF-KEVIN BEARY
ORLANDO MAYOR-GLENDA HOOD (INVITED)**TUESDAY, JANUARY 7th, CONT.**

8:30-9:15am SPEAKER-TBA

9:15-10:00am **3-1-1: ANSWERING THE CALL FOR AMERICA'S HOMELAND SECURITY**
CAPTAIN RICKEY RICKS-ORANGE COUNTY SHERIFF'S OFFICE

10:00-10:15am BREAK

10:15-11:00am SPEAKER-TBA

11:00-12:00pm **ANTHRAX THREAT CALL SCREENING-USING 3-1-1**
DEPUTY CHIEF BARRY LUKE-ORANGE COUNTY FIRE RESCUE
LUNCH (ON YOUR OWN)1:00-1:15pm **APCO-INTEROPERABILITY**
BO JONES-PRESIDENT, APCO FLORIDA CHAPTER1:15-2:00pm **DSTF COMMUNICATIONS INTEROPERABILITY**
MARILYN WARD-PAST PRESIDENT, APCO INTERNATIONAL
CHAIR-STATEWIDE DOMESTIC TERRORISM COMM. TASK FORCE2:00-3:00pm **COMMUNICATIONS INTEROPERABILITY AT THE 2002 WINTER OLYMPIC GAMES**
STEVE PROCTOR-EXECUTIVE DIRECTOR, UTAH COMMUNICATIONS AGENCY NETWORK

3:00-3:15pm BREAK

3:15-4:00pm **NATIONAL ISSUES IMPACTING INTEROPERABILITY**
CHIEF HARLIN McEWEN-CHAIR, IACP COMMUNICATIONS COMMITTEE4:00-4:45pm **FUTURE TECHNOLOGY'S IMPACT ON INTEROPERABILITY**
FRED FRANTI-DEPARTMENT OF JUSTICE (AGILE)

4:45pm FORUM ADJOURNS

ABOUT THE FORUM

The forum will be held at Disney's Coronado Springs Resort located on beautiful Walt Disney World® Resort property. Improving the management and delivery of county and city services through the use of a new phone exchange, 3-1-1, will be the topic of this free statewide forum. Large municipalities around the country are experiencing great results in increased efficiency and improved customer service using this innovative management tool. You'll learn from government and industry experts how 3-1-1 and Customer Relationship Management (CRM) technology improves service delivery and augments emergency preparedness by providing an alternative to 9-1-1 for non-emergency services. The 3-1-1 number was approved by the Federal Communications Commission in 1997 for government services.

JANUARY 5th - 7th, 2003 • ORLANDO, FL

ATTENDEE INFORMATION:

NAME

ADDRESS

TITLE

AGENCY/COMPANY/ORGANIZATION

STREET ADDRESS

CITY/STATE/ZIP

TELEPHONE

FAX

EMAIL

PLEASE CHECK EACH SESSION YOU PLAN TO ATTEND

- MONDAY INFORMATIONAL FORUM 8:00am-5:00pm
- TUESDAY 3-1-1 AND HOMELAND SECURITY 8:00am-12:00pm
- TUESDAY APCO INTEROPERABILITY ISSUES 1:00pm-5:00pm

*Seating is limited-no registration fees required

HOTEL RESERVATION INFORMATION

Please contact Disney's Coronado Springs Resort in order to make hotel reservations. Disney's Coronado Springs Resort is offering a special room rate of \$95 per night to forum attendees.

Disney's Coronado Springs Resort
 7000 West Buena Vista Drive
 Lake Buena Vista, FL 32830-7000
 Telephone: (407) 939-1020
 *Refer to group name "3-1-1 Forum"

To purchase advanced specially-priced Park Hopper® passes, please visit: www.conventionplus.com/csr

*The discounted, specially-priced tickets are available with advanced purchase only.

To Register: MAIL, FAX, OR EMAIL:

Florida Statewide Informational Forum
 3511 Parkway Center Court
 Orlando, FL 32808
 Fax: (407) 521-4681
 web site/email: www.orange.county.fl.net/311_forum

CONTACT PERSON: Susan Tyre
 Telephone: (407) 836-9667

DEADLINE FOR REGISTRATION IS DECEMBER 9th, 2002

PLEASE CHECK EACH BOX THAT APPLIES TO YOU

- STATE OFFICIAL CITY OFFICIAL COUNTY OFFICIAL PUBLIC SAFETY OFFICIAL
- VENDOR/SPONSOR GUEST SPEAKER APCO MEMBER OTHER _____

ORANGE COUNTY PUBLIC SAFETY COMMUNICATIONS

3511 Parkway Center Court
Orlando, FL 32808
USA

