



Florida NENA Quarterly Newsletter

Newsletter Issue:
May 2019

Florida Chapter of the National Emergency Number Association, Inc.

Letter from the President

By Laurie Anderson, Florida NENA President

The campaign for NENA's Board of Directors has come to a close. Jennifer Lanter from Loudon, TN has been elected as your new 2nd VP. I just want to take a minute to thank all of those members here in the State of Florida that not only supported me but took the time to vote regardless of who was selected. There were no bad choices in this campaign as each individual that was running brings a unique perspective to the table and has spent many years dedicating their time and effort to the NENA organization and members of the 9-1-1 Industry and for that, each person should be proud. I for one, am very proud to be a part of this great organization and give back to an organization and industry that has helped shape me.

While not every member will make it to NENA's Board of Directors, there is so much more to this organization and room for anyone willing to give their time and effort. This organization needs people like you who have the knowledge and experience in 9-1-1 at all levels. Don't ever be afraid to become involved thinking that either you don't know enough or

that you're not experienced enough. Getting involved is THE best way to learn. If you are one of these people with this thought in the back of your mind, I guarantee that you will grow and be able to contribute more and more moving forward but the first step is getting involved.

Not sure where to start? Opportunities for involvement exist at both the local Florida Chapter and at the National level. At the national level, you may consider becoming involved in any one of the development groups & committees. This is a great place to start. There is a variety of topics to choose from so go to NENA.org and check them out. If you want to be involved at a more local level, FL NENA would be happy to have you! You can either become involved as a group member of any one of the committees which include: Education, Public Education, Media, Conference, Database/GIS, & Fundraising. If you think you are ready to take on a bit of a larger role,

consider Chairing a committee. There are current openings for Education & Fundraising Chairpersons. You may also want to consider running for the FL NENA Executive Board. In the fall of 2019, we will be holding elections for the positions of 2nd VP, Secretary and Treasurer so watch for election announcements this fall.

Whatever level of involvement that fits you best, just get involved and contribute! You have more to offer than you know! The Florida NENA Executive Board is here to help you in any way that we can, all you have to contact any one of us and we will point you in the right direction.

Get involved! Contribute!
Make A Difference!

Laurie Anderson

"While not every member will make it to NENA's Board of Directors, there is so much more to this organization and room for anyone willing to give their time and effort."

Upcoming Events:

FL NENA Spring Meetings

When:
May 13th -16th 2019

Where:
Holiday Inn Express & Suites Largo-Clearwater

Pinellas County, UF/IFAS Extension
12520 Ulmerton rd,
Largo, FL 33774

FL NENA Fall Conference

When:
November 17th – 22nd 2019

Where:
Hilton Palm Beach Airport
150 Australian Ave
West Palm Beach, FL.
33406

9-1-1 Saves Act! Update

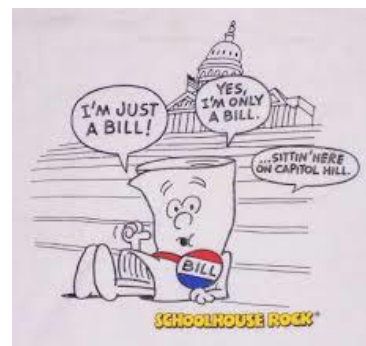
By: Daniel Koenig

On March 7, 2019, Representatives Norma Torres (CA) and Brian Fitzpatrick (PA) introduced the *9-1-1 Supporting Accurate Views of Emergency Services (SAVES) Act*. This is a bi-partisan effort to reclassify 9-1-1 dispatchers from “Administrative Support Occupations” to the more fitting “Protective Services Occupations”. The reasons for this reclassification are obvious to the readership here. One thing to remember, this bill references the classification of the job only. It does not affect salaries, retirements, etc. Currently, there is legislation at the state level looking to add 9-1-1 Public Safety Telecommunicator to the Special Risk category of the Florida Retirement System. These two pieces of legislation are at different levels of government and not related.

Since the initial introduction of the bill, 47 U.S Representatives have joined in co-sponsoring the bill. This

includes two legislators from Florida, Rep. Donna Shalala (FL, District 27) and Rep. Alcee Hastings (FL, District 20). In total, Representatives from 19 of the 50 states have co-sponsored the bill.

The National Emergency Number Association developed a ‘grass roots’ campaign website to bring attention to the bill and the need to properly classify the job of 9-1-1 Dispatchers. According to Dan Henry, NENA’s Director of Government Affairs, the site has generated just over 37,000 contacts with Congress. That includes approximately 36,000 emails and 1,000 Tweets. In Florida alone, 662 people have used the site to make just over 2,000 connections with legislators. Before I go any further... THANK YOU to those that have reached out and made these connections. These numbers will be invaluable as this bill progresses through the process. Remember Schoolhouse Rock...



We’ve still got a long way to go! The bill has to go through Committees before going for a vote. While the number of contacts looks impressive, there’s still more we can do. Please continue to reach out to anyone who will listen. Encourage your co-workers, family and friends to contact their Representatives to support the 9-1-1 SAVES Act. The NENA Reclassify website is still active: www.nena.org/reclassify.

Florida NENA Education Updates

- 1) Looking at possibly doing a second ENP Study Group for 2019 – still in the works with discussions with the FL NENA Education Committee
- 2) Spring Meeting:
May 13th- 16th – Pinellas County, FL
- 3) Fall Conference:
Dates: November 16th – 22nd 2019
Location: West Palm Beach

Boot Camp will be:
Sunday, 11/17 (all day)
Monday, 11/18 (1/2 day)

CEFA updates:

- 1) No meeting on May 28th (since the conference is two weeks before)
- 2) Next meeting August 2019 – date and location not set yet

“Please keep in mind, while there is a fee to take the exam, there is NO fee related to participating in the study group.”

Local 911 Heroes Awards By Laurie Anderson, ENP



9-1-1 for Kids is now accepting nominations for their Local 9-1-1 Heroes Awards! 9-1-1 For Kids will be hosting the National 9-1-1 Heroes Awards Ceremony at this year’s National NENA Conference On Monday June 17th at 11:30. These awards are presented to recognize local children who have called 9-1-1 to save a life or property, or to report a crime. Additionally, the organization will recognize and highlight the 9-1-1 dispatchers who answer these calls. If you are not familiar with the 9-1-1 For Kids Organization, they are an official

9-1-1 education program whose mission is to educate and empower systematic knowledge to make critical decisions when faced with an emergency or disaster situation. Their goal is to educate students on how to avoid dangerous, inappropriate, or unlawful behavior when calling 9-1-1 –

“Calling all Heroes!!!!”

which can be costly, in lives lost, property destroyed, and crimes committed. Let us help them in recognizing some of Florida’s finest children and telecommunicators! The submission deadline is Friday May 17, 2019 and quickly approaching so sharpen your pencils and fill out the nomination packet. The nomination packet can be accessed using the following link.
<https://www.911forkids.com/images/stories/911heroes/hero-nomination.pdf>

Data Integrity – To What Extent

By Ira Pyles, ENP – FL NENA Database/GIS Committee Chair

The progressing reformation of 911 prominently involves data of various formats and sources. While today's move to NextGen Core Routing services still relies heavily upon legacy data sources and modeling, the move to GIS centric models and third-party "additional data" sources is greatly on the rise, as it should be. But, to what extent is the integrity of the data being introduced the responsibility of the 911 Authority?

In my interactions with Counties and data services providers, it is becoming apparent that even today's legacy E911, MSAG-based systems are not at a level of completeness and accuracy as one would expect from systems operating for as long as they have. In our preparations to implement NG911, many 911 jurisdictions are moving their data from legacy formats to GIS, where this lack of completeness and accuracy

becomes very apparent. This proves to be extremely challenging when attempting to meet or surpass the NENA 98% rule for synchronization of ALI, MSAG, and GIS data to move to NG911.

Even before we have had the chance to move into a NG911 environment, 911 jurisdictions are faced with the current surge of "additional data" being provided from third-party sources to the PSAP. Early adopters of some proprietary systems offer a caller's personal profile with the 911 call. Most recently, the introduction of improved wireless location has become widely available, not to mention the ability to provide very detailed location information from those calling 911 from Multi-Line Telephone Systems (MLTS/PBX), all from third-party sources offered to the PSAP, sometimes outside of the 911 systems.

Please don't get me wrong, I am a huge proponent of data and its use as a powerful tool within any 911 system and PSAP operations. The question I have is, to what extent is the 911 Authority responsibility to the integrity of data being introduced to PSAPs and 911 systems from any source? NENA standards has captured this responsibility as it pertains to our customary players, but the new players in this realm are entering quicker than standards and best practices can be thoroughly developed.

To do my part in this development, I really want to hear your position on the matter. Feel free to respond to this request for your input by emailing me at ira.pyles911@gmail.com and/or being part of our discussions during the Database session at the Florida NENA 2019 Spring Meeting in Largo.

Matt Rechkemmer, Lee County 911 Coordinator retiring

By Sandi Chernoff

After 35 years in our 911 community, Matt will be retiring this year on May 31st.

Matt has been a mentor to many of us and was always helpful when new Coordinators came onboard. He would always go that "extra mile" to see that they had all the help they needed.

Matt would often drive to his surrounding counties to assist with

anything they needed. (911 equipment, annual budgets, etc.) Matt knew more about their counties than they did. Matt

"Matt at times knew more about the surrounding counties that he visited than they knew themselves."

assisted financially with our SFNG911 work group meetings. He initiated and paid for our regional GIS initiative by getting all of our counties data analyzed so we could start moving forward with NG911. Matt will be greatly missed in our 911 world. Best of luck to Matt in his retirement. It is well deserved!!

2019 NENA Fall Conference



Hilton Palm Beach Airport
150 Australian Avenue
West Palm Beach, FL 33406

Save - The - Date
**2019 Florida NENA
Fall Training
Conference & EXPO**

NOVEMBER 17 – 22, 2019



Updated information will be sent to the membership and will be available on our Chapter website in the coming months...
www.flnena.org

Industry Partners: Please contact Priscilla Hinckle for sponsorship opportunities at: PHinckle@KovaCorp.com





If a thief forces you to take money out of an ATM, do not argue or resist. What you do is punch in your pin # backwards. EX: if its 1234, you'll type 4321. When you do that, the money will come out but will be stuck in the slot. The machine will immediately alert the local police without the robbers knowledge & begin taking photos of the suspect. Every ATM has the feature. Stay safe.



Social media, friend of foe of 9-1-1?

By: Amber Siena

My initial thought is Foe! I am a very private person, I rarely post on social media. I try to keep my work and personal life separate. I have social media to keep in contact with family and friends around the world. I am not in charge of my agencies social media, I am not even "friends" nor do I "like" the agency page. I don't like the negativity and how free people feel to be mean when they aren't looking you in the face. However, I am realizing that we need to use social media as a way to get our message out to the public. We can't possibly meet with every person, attend every event and go to every school. Most public educators have other duties that are within their job description. In many agencies, the 9-1-1 public education person is not the person in charge of social media. You may not be part of a committee or group that does press releases.

Recently, several of my friends and co-workers friends have been posting about the code word of "pizza" to indicate to the 911 operator that you need help. We have been responding to our friends individually that we do not promote this as a means of notifying 9-1-1 that you need help. This myth surfaced in 2015 after a news story told of a woman that ordered a pizza online and put a note that she needed someone to call 9-1-1. <https://www.nbcnews.com/dataline/being-held-hostage-woman-asks-help-pizza-order-n354691>. <https://www.foxnews.com/food-drink/law-enforcement-bust-myth-about-pepperoni-pizza-911-code-despite-internet-claims>

We use this story as an example in the 9-1-1 Myths section of our Citizens Academy and other public education

events that we attend. Another rumor is telling the public to enter their ATM pin number backwards and it will immediately alert the police without the robber knowing. If your pin number is 0000, would you be able to enter it backwards?

I started thinking, how can I get more involved so that I am helping get the right information out to the public. I was able to send our previous PIO's information when the SIRI 108 rumor was surfacing in 2017. The public was being told that if you are an iPhone user that you can tell SIRI the phrase "118" and it would connect you to a 9-1-1 center. 108 is the emergency services number in India. Apple wanted to make it easy for people to contact emergency services from anywhere in the world so telling SIRI any countries emergency number would connect you to the service for where you are. FL NENA addressed the issue on our social media too.

Social Media has to be our friend and we need to use it to get out the correct information. We all know that the wrong information can spread like wild fire. To get involved with dispelling 9-1-1 myths, I contacted my Captain, who gave me permission to forward the information to the Major who is currently service as the PIO. I typed up an email, provided him with the post from Facebook and gave him supporting documentation on why this is not true. I included information that our county has Text to 9-1-1 as an alternative means to contact if someone is deaf, hard of hearing or speech impaired or if it is unsafe to make a voice call. We

should be checking what the public is sharing or questioning on social media, this will help us to find out what message we need to get out. The more the public understands how the system works, the better it will be for all those involved. Think about what you can do within your own agency or department to help and step up and be an advocate for 9-1-1.

"Social Media has to be our friend and we need to use it to get out the correct information."

Join me at the Public Education Committee Meeting at the Spring Conference in Pinellas County. The meeting is scheduled on Monday May 13th @ 10:00 am.

Email me any ideas or topics you would like to discuss at the meeting. I am looking for ideas for the next Public Education workshop, which will be at the fall 2019 conference. Cannot attend but have questions? Cell Phone Sally and I are just an email or call away: Amber Siena – asie@osceola.org or office number 407 344-5269

IF YOU NEED TO CALL 911 BUT ARE SCARED TO BECAUSE OF SOMEONE IN THE ROOM

dial and ask for a pepperoni pizza. They will ask if you know you're calling 911. Say yes, and continue pretending you're making an order. They'll ask if there's someone in the room. You can ask how long it will take for the pizza to get to you, and they will tell you how far away a patrol unit is. Share this to save a life!!! Dispatchers are trained to ask specific yes or no questions..dont hang up!

County 911 Coordinator Positions on the E911 Board

By Keith Godwin, President of the Florida 911 Coordinators Assoc. and Laurie Anderson President of the Florida Chapter of NENA

At the February E911 Board meeting held in Daytona Beach, E911 Board Chairman Matthew Matney expressed his desire that the State E911 Coordinator to be excluded from the selection process for the County 911 Coordinator positions on the E911 Board. It was understood that Mr. Matney's intent was to have complete impartiality by excluding the State E911 Coordinator from this process. Based on the need for 911 Coordinator input, it was suggested that the Florida 911 Coordinators Association (FL911CA) assume the role of petitioning County 911 Coordinators for nominations to fill positions due to vacancies and expired terms for the County 911 Coordinator positions. As the president of the FL911CA, I accepted this responsibility on behalf of the Association. While it was agreed upon and accepted by the FL911CA as the most appropriate

course of action that would allow for 911 Coordinators' input in the appointment process, it was yet to be determined if the FAC would accept nominations from the FL911CA. The E911 Board concurred. With that, both, Laurie Anderson, President of the Florida Chapter of the National Emergency Number Association, Inc. (FLNENA) and myself as the FL911CA President worked together to create a letter on behalf of both organizations to the Florida Association of Counties (FAC) requesting they accept nominations for E911 Board Positions from the Florida 911 Coordinator's Association. In all, five (5) letters from each organization were sent to the leadership of the FAC. The joint efforts by both organizations paid off as Virginia Delegal, FAC Executive Director, responded on April 5th that the FL911CA could petition all 67

County 911 Coordinators for nominations, submit the biographies to the County 911 Coordinators for a vote, and provide the results to the FAC for submission to the Governor. Both FL NENA and FL911CA are committed serving the Florida 911 Coordinators and ensuring that the counties are represented accordingly and we are excited for this joint victory. Now let the real work begin as we move forward to establish the procedure for the nomination process and gathering of information for the 911 Coordinators vote on nominations.

Keith Godwin

Laurie Anderson

Greetings from the Southeast Region Director

By Linda Draugh-Woloski, ENP

2019 is here, and NENA has already started out the year running! First, NENA's Standards and Best Practice Event was, once again, held in Orlando, and we had over 100 first time attendees. In addition to addressing issues that face us with NG9-1-1, we also are working on a Wellness program for our profession. Next was 9-1-1 Goes to Washington. Florida was well-represented, and the Florida delegation not only got to meet with some of our representatives but also with our Senators. The most exciting thing that happened while we were in DC was the introduction of legislation that changes the classification of our Telecommunicators. This legislation has received bipartisan support in both the House and the Senate. If you have not already done so, please reach out to Senators Rubio and Scott and to your Representative asking them to support this.

As you all know, Florida is hosting NENA's 2019 Annual Conference at the

Gaylord Palms in Kissimmee in June.

WE NEED VOLUNTEERS!

Volunteering is one of the most rewarding experiences of the annual conference. You see old friends, you meet new ones; they make you work but feed you very well (that's for those of us who will work for food). In addition to all that, you get at least one t-shirt. As my Grandpa used to say, "What a deal, take it!" The Gaylord Palms is getting full fast. If you haven't made your reservations yet, I highly encourage you to do so. Arrangements have also been made for rooms at another property. I want to remind all of you that last year's conference in Nashville was a huge success. Our challenge is to make our 2019 conference even better. The volunteer schedule is up on FL NENA's website, and volunteers are needed starting on Wednesday, June 12th at 4 PM, through Wednesday June 19th. You can sign up to volunteer right there on the website, so check it out. Please

come join us: experience an outstanding event right in your home state!

"Please see the schedule included in this newsletter for volunteer opportunities."

I want to encourage all of you to get involved; we have so many opportunities, and all of you have something valuable to offer. This is YOUR Association.

If there is anything that I can do, please reach out to me. I am always here to help. My cell number is 561-312-1123, and my email address is: ldwoloskienp@tds.net.

Yoga for Telecommunicators

By: Kimberley Heffley, Charlotte County Sheriff's Office

As a group, telecommunicators sit. A lot. Upwards of 12 hours for some. Some dispatch centers have consoles that allow you to stand but we are still relatively inactive for long periods-of-time. Many speak of pain in their bodies; lower back, upper back from hunching over a keyboard, buttocks, etc..., which is caused by being idle as well as relatively staying in one spot. Personally, I have felt the discomfort of the sciatic nerve causing an ache to roll down my leg in waves. Trying to ease the pain, I would do all kinds of stretching exercises but could never quite get it to go away. Until I started doing yoga, consistently.

In addition to the daily physical discomfort, the dispatching profession simultaneously exacts a mental toll. Sometimes we are not aware how this may manifest in us. The first time I decided to try an evening class after my 12-hour shift I laid down on the mat, in a constructive rest pose, and allowed myself to relax and just breathe. I let go of the busy shift I had just completed. It was a wild feeling. Had I opened my eyes and looked at myself, I believe I would have literally seen waves of "tension" rolling off my body. Being mindful of our own bodies can go a long way to help identify and relieve any pain or stress we may face as telecommunicators. A beautiful thing about yoga, you can do it right at your console.

A healthy spine can move in seven different directions. In yoga, we work to keep the spine healthy. The following is a common pose used in yoga that moves the spine in two directions.

Chair yoga for the back - Cat/Cow stretches: Sitting at the edge of your seat, spine and side body straight, and your hands lightly resting on your legs. Give yourself a moment to just breath. Whatever breathe your body comfortably takes. With an out breath round your back, tilting your pelvis backwards, pulling your belly button to your spine and hunching your shoulders. With an in breathe arch your back, tilting your pelvis forward, allowing your belly to release, broadening your chest and pulling your shoulders backwards. Repeat this action several times.

The human body can survive 8-12 weeks without food, 3-6 days without water, but only 3-6 minutes without air. Simply put, to breathe is to live. In yoga there is an entire branch (or limb) dedicated to just breathing. For a person under stress, like a public safety worker, good breathing techniques can calm you down, raise your energy or keep you balanced.

Practice a breathing technique; Belly breathing: Sit up tall in your chair. Place one hand on your low belly. Inhale slowly through your nose, breathing into your belly instead of your chest, slowly expanding your belly against your hand. Exhale slowly through your nose and feel your belly deflate away from your hand. Continue this a few times, working to make each inhale and exhale slower and deeper. As you continue to inflate and deflate your belly bring a count to your breaths. Perhaps you can only get to the count of three. Maybe you will be able to make it to five. Whatever breath you are able to take let it be comfortable. Keep it balanced. What you breathe in, breath that count out. See if you can pause at the top of your breath and then at the bottom.

Finally, something as simple as a one-minute meditation can help a telecommunicator come out of a "head space" that only brings stress.

One-minute meditation; Look up from your console. Look at something that pleases you. Give yourself one minute to contemplate that image. Does it bring peace? What about it pleases you?

As telecommunicators, we've been trained to help people during some of their worst moments. Rarely do we get closure about the calls we take. We must be mindful about our own mental and physical health while attending to the public. Yoga can be a powerful tool towards this end for all public safety personnel.

Give yourself the gift of mindfulness. Let it be steady. Let it be easeful.

Kimberley Heffley is a 15 year 9-1-1 veteran with the Charlotte County Sheriff's office, in Florida and a RYT 200 with The Yoga Alliance.

Farewell

By: Mark Whitby, ENP

I started with Hillsborough County 911 Administration in February of 2010. This is when I first got involved with NENA and more specifically, FL NENA. I took an ENP Study Group with Linda Draughn-Woloski and earned my ENP certification.

I then moved to Pinellas County Regional 911 in September of 2012, and remained involved with FL NENA. I joined the Education Committee and then became the Education Chair. I was elected as the CEFA VP as well.

As I got more involved with FL NENA, I worked with some incredible people. The FL NENA Board members, the members of the Education Committee, and Conference Committee. What makes the FL NENA group so incredible is the individuals in the state and our vendor partners. We do so much through teamwork and cooperation.

I want to thank Ira Pyles for introducing me to FL NENA and aiding me in getting my ENP certification. Thank you to Chuck Freeman, for allowing me time to be the CEFA VP and Education Chair and renewing my ENP certification. Thanks to Laurie Anderson, who was the Education Chair and groomed me to take over as the Education Chair. Thank you to the FL NENA Board to whom I worked with the past several years. I also want to thank Sue Pettingill, our Conference Chair, for the opportunity to set up classes, coordinate the Boot Camp and participate in the many events related to our conferences. Thank you to Tim Gundlach at TGRA for his work with coordinating the regional monthly meetings, the legislative updates for FL NENA members, and the coordination of subgroups like the GIS and Operations groups.

Thank you to the CEFA group – the individuals and vendor partners for all of your support in our quarterly meetings. Our vendor partners do a great job with presentations and providing lunches for our groups. We have great conversations and interactions during these meetings.

Thank you to the GIS subgroup – the individuals from all over Florida and our vendor partners. These meetings are helpful to move GIS forward into NG9-1-1. Speaking about addressing, MSAG, Street Centerlines, GIS layers, and County/PSAP boundaries are great for our state and counties.

Thank you to the entire FL NENA Education Committee for your hard work and dedication. We usually do 1 ENP Study Group per year, but last year, due to our reputation of our ENP Study Group, we did a second session. We have people from all over the U.S. (and even one from out of the country) who have participated. Thank you to the awesome Boot Camp instructors. I appreciate their willingness to share their knowledge to new 911 Coordinators, vendors, MSAG/GIS personnel, and Communications staff.

I will be leaving Pinellas County on June 7, 2019 to move to South Carolina. I will miss each of you, but will never be far away. You will see me soon, I promise! I will always be appreciative of the friendships we have, the respect for each other's opinions, and the sharing of knowledge.

Thank you for everything over the past 9 ½ years. I truly appreciate the opportunities

Mark



By: Gregory Holcomb

Housing update: Overflow hotel now available! Shuttles will be provided to and from the Gaylord Palms.

NENA Provides Volunteer Opportunities to give back,

Volunteer Benefits:

- After working a minimum of 4 hours, a volunteer becomes eligible to attend 4 hours of the conference complimentary
- If Conference registered, after Volunteering a minimum of 8 hours, NENA will issue a refund equal to the price of a one-day registration at the conclusion of the conference
- NENA will provide or buy each volunteer (Volunteer Coordinators & Daily Volunteers) Daily breakfast, lunch, and afternoon refreshments
- NENA will reimburse or provide passes for daily self-parking at designated site

Volunteer Opportunities:

WEDNESDAY - JUNE 12

- 4:00PM – 8:00PM Bag Stuffing

THURSDAY JUNE 13

- NENA Store & Registration Duties: Assist with unboxing NENA store items and stocking shelves with apparel and novelties. Help stock registration counters.
- Registration: Exhibitor Check-In - Duties: Assist with helping exhibitor-only badge printing, distribute wristbands for booth set-up.
 - 10:00PM – 3:00PM

FRIDAY JUNE 14

- Registration - Duties: Greet registrants, assist with badge printing, assist with onsite registration, distribute registration materials (bags, buttons, pins, etc.), general assistance.
 - 7:30AM – 11:30AM
 - 11:30AM – 3:30PM
 - 3:30PM – 4:30PM
- Expo Hall - Duties: Report to Anna Marie Batt, assist with booth sales appointments
 - 8:00AM – 12:00PM
 - 12:00PM – 4:00PM

SATURDAY JUNE 15

Registration - Duties: Greet registrants, assist with badge printing, assist with onsite registration, distribute registration materials (bags, buttons, pins, etc.), general assistance.

- 7:30AM – 11:30AM
- 11:30AM – 3:30PM
- 3:30PM – 6:30PM

SATURDAY JUNE 15

- Run for 9-1-1 - Onsite Registration, Water Stations, Set-Up
 - 6:00AM – 7:00AM
- Expo Hall - Duties: Report to Anna Marie Batt, assist with booth sales appointments
 - 8:00AM – 12:00PM
 - 12:00PM – 4:00PM
- PSAP Tours - Duties: Escort group to PSAP, take counts (volunteer will ride the bus with the group to make sure bus leaves and returns with the right number of people).
 - 1:00PM – 4:30PM
- Membership Meeting & Kick-Off Celebration - Duties: Membership Meeting - Scan badges at door, distribute attendee gifts, assist attendees with seating, direct attendees to proper seating section (voting or non-voting). Kick-Off Celebration: Scan badges
 - 5:45PM – 6:30PM
 - 6:45PM - 7:45PM

SUNDAY JUNE 16

- Registration - Duties: Greet registrants, assist with badge printing, assist with onsite registration, distribute registration materials (bags, buttons, pins, etc.), general assistance.
 - 6:30AM – 10:30AM
 - 10:30AM – 2:30PM
 - 2:30PM – 5:30PM
- Educational Sessions - Duties: Placement of signs at each meeting room (at least 1 hour prior to session), scan attendee badges, removal of signs at end of day
 - 2:10PM – 2:40PM
 - 3:40PM – 4:10PM
- Excellence in 9-1-1 Reception - Duties: Scan and check badges for validation
 - 5:30PM – 6:30PM
- Expo Hall - Duties: Report to Anna Marie Batt, walk the hall, general assistance, NENA Booth
 - 9:00AM – 11:00AM
 - 11:00AM – 2:00PM Exhibitor Gifts
 - 2:00PM – 4:00PM Client Meetings
- Regional Breakfast - Duties: Scan and check badges for validation
 - 7:30AM – 8:15AM
- Opening Keynote Session - Duties: scan and check badges for validation, assist attendees with locating seats
 - 8:30AM – 9:30AM
- PSAP Tours - Duties: Escort group to PSAP, take counts (volunteer will ride the bus with the group to make sure bus leaves and returns with the right number of people)
 - 2:00PM – 5:30PM

MONDAY JUNE 17

- Registration - Duties: Greet registrants, assist with badge printing, assist with onsite registration, distribute registration materials (bags buttons, pins, etc.), general assistance.
 - 7:00AM – 11:00AM
 - 11:00AM – 3:00PM
 - 3:00PM – 5:00PM
- Educational Sessions - Duties: Placement of signs at each meeting room (at least 1 hour prior to session), removal of signs at end of day, scan attendee badges
 - 1:10PM – 1:40PM
 - 3:40PM – 4:10PM
- Keynote Session - Duties: scan and check badges for validation, assist attendees with locating seats
 - 7:30AM – 8:30AM
- Expo Hall - Duties: Report to Anna Marie Batt, walk the hall, general assistance
 - 8:30AM – 9:30AM Expo Hall Assistance/Coffee & Donuts
 - 2:00PM – 4:00PM Prize-a-Palooza

TUESDAY JUNE 18

- Registration - Duties: Greet registrants, assist with badge printing, assist with onsite registration, distribute registration materials (bags, buttons, pins, etc.), general assistance.
 - 7:30AM – 11:30AM
 - 11:30AM – 2:00PM
- Registration & Store Pack-Up - Duties: Assist with packing up leftover conference materials at registration desks and NENA Store
 - 2:00PM – 5:00PM
- Educational Sessions - Duties: Report to Chris Carver, placement of signs at each meeting room (at least 1 hour prior to session), removal of signs at end of day, greet session presenter, scan attendee badges
 - 8:30AM – 8:50AM
 - 9:50AM – 10:05AM
 - 10:55AM – 11:25AM
 - 2:40PM – 3:10PM

TUESDAY JUNE 18

- PSAP Tours - Duties: Escort group to PSAP, take counts (volunteer will ride the bus with the group to make sure bus leaves and returns with the right number of people).
 - 8:30AM – 12:00PM
- Board Installation Lunch and Keynote Session - Duties: scan badges, assist attendees with locating seats according to interest
 - 12:00PM – 1:00PM
- NENA 2019 Closing Celebration - Duties: Scan badges
 - 5:00PM – 6:00PM

We need each Volunteer to complete the NENA 2019 Volunteer Registration Form and **return NO LATER THAN MAY 10** to give ample time for your **FREE VOLUNTEER T-Shirt** to be ordered as well as making sure everyone has the appropriate conference badge.

GREGORY A. HOLCOMB

Office Director/9-1-1 Coordinator

OFFICE OF PUBLIC SAFETY SUPPORT

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