

SUNDAY, September 12, 2021

Schedules are subject to change

| | | |
|--------------------|--|-------------------------|
| 8:30 am – 3:00 pm | Scramblin at The Cattails Golf Tournament for more info go to Golf Tournament Registration tena911 | |
| 12:00 pm – 5:00 pm | Conference Registration Open | Convention Center Lobby |
| 12:00 pm – 5:00 pm | Exhibit Hall Set-up Industry Partners Only | Exhibit Hall |
| 6:30 pm – 11:00 pm | Welcome Reception For more information go to Welcome Reception tena911 | Off Site |

MONDAY, September 13, 2021

Schedules are subject to change

| | | |
|---------------------|---|-------------------------|
| 7:30 am – 4:00 pm | Conference Registration Open | Convention Center Lobby |
| 9:00 am – 10:30 am | Opening Session Welcome Remarks Senator Joe Haynes Award Keynote Address: "REIGNITE THAT SMOLDERING FLAME" <i>Tracy Eldridge, ENP; On-Scene First</i> | |
| 10:30 am – 12:00 pm | Exclusive Exhibit Hall Hours | Exhibit Hall |
| 9:00 am – 4:00 pm | Exhibit Hall Open | |

AFTERNOON EDUCATIONAL SESSIONS

| | | |
|-------------------|--|--------------------------|
| 1:30 pm – 2:30 pm | IF THEY ARE THE PROBLEM, WHY DO I HAVE TO CHANGE? <i>Tracy Eldridge, ENP; On Scene First</i> | Front Line Professionals |
| 2:45 pm – 3:45 pm | WHEN GUIDE CARDS NEED MORE GUIDANCE <i>Tony Guido, Regional Account Manager Priority Dispatch</i> | Front Line Professionals |
| 4:00 pm – 5:00 pm | FOCUS ON FOLLOWING <i>Erica May, Memphis Police</i> | Front Line Professionals |
| 1:30 pm – 2:30 pm | MENTAL HEALTH CRISIS RESPONSE TRAINING FOR DISPATCHERS <i>Kim Rush King, TN Statewide CIT Coordinator, NAMI TN</i> | Leadership & Management |
| 2:45 pm – 3:45 pm | BE THE LEADER; YOU DON'T WANT TO QUIT <i>Tracy Eldridge, ENP CEO On Scene First</i> | Leadership & Management |
| 1:30 pm – 5:00 pm | T-CPR Jennifer White; Jamison Peevyhouse; Virtual Academy | Professional Development |

MONDAY, September 13, 2021

Schedules are subject to change

| | | |
|-------------------|---|------------|
| 1:30 pm – 2:30 pm | ECD BOARD MEMBERS 101 <i>Curtis Sutton & TECB Staff</i> | Forums |
| 2:45 pm – 3:45 pm | TECB ROUNDTABLE <i>Curtis Sutton & TECB Staff</i> | Forums |
| 4:00 pm – 5:00 pm | TENA MEMBERSHIP ROUNDTABLE <i>TENA Board</i> | Forums |
| 1:30 pm – 2:30 pm | CULTURVATING, PEOPLE BEFORE THE PROCESS – <i>Paul McCallister, Assistant Director; Metro Nashville Department of Emergency Communications</i> | TN-APCO |
| 2:45 pm – 3:45 pm | HOW TO IMPROVE YOUR PSAP'S CELL SECTOR ROUTING WITH GIS <i>Marty Boyce GIS Specialist Metro Nashville Department of Emergency Communications</i> | TN-APCO |
| 4:00 pm – 5:00 pm | WHEN NEXT GENERATION BECOMES NOW: WHAT'S NEXT? <i>Bill Petrea, ECC Engagement Manager; RapidSOS</i> | TN-APCO |
| 1:30 pm – 2:30 pm | BENEFITS OF THE CLOUD <i>Ed Vea - Chief Technology Officer NGA 911</i> | Technology |
| 4:00 pm – 5:00 pm | STATE OF TN GIS DATA PRODUCTS AND THE TNGIC GIS COMMUNITY <i>Andrew Griswold - GIS Analyst; Ryan Pittenger - GIS Analyst; Paul Dudley - GIS Analyst State of TN, STS-GIS Services</i> | Technology |

TUESDAY, September 14, 2021

Schedules are subject to change

| | | |
|--------------------------------|---|-------------------------|
| 7:30 am – 3:00 pm | Conference Registration Open | Convention Center Lobby |
| 9:00 am – 1:00 pm | Exhibit Hall Open | |
| 6:30 pm – 8:00 pm 8:00 pm – | Annual Banquet 911 Professional Awards Presentations | |

MORNING EDUCATIONAL SESSIONS

| | | |
|---------------------|--|--------------------------|
| 8:30 am – 10:00 am | RENOVATION TIME: REBUILDING YOUR 9-1-1 FOUNDATION <i>Tracy Eldridge, ENP CEO, On Scene First</i> | Front Line Professionals |
| 10:30 am – 12:00 pm | DISPATCHING DURING CIVIL UNREST <i>Doug Showalter, Showalter & Company</i> | Front Line Professionals |
| 8:30 am – 10:30 am | EFFECTIVE COMMUNICATIONS FOR LEADERSHIP SUCCESS <i>Chief T Christol,, Edgeway Strategies Inc</i> | Leadership & Management |
| 11:00 am – 12:00 pm | IS YOUR 9-1-1 QUALITY ASSURANCE MAKING A DIFFERENCE? <i>Mark Culbertson, Applied Digital</i> | Leadership & Management |
| 8:30 am – 9:30 am | WEATHER! YOU MIGHT LEARN SOMETHING <i>Anthony Cavallucci, KF7TNC, NWS Morristown, TN</i> | Professional Development |
| 9:45 am – 10:45 am | NASHVILLE CHRISTMAS DAY BOMBING: LESSONS LEARNED <i>Stephen Martini, Director; Metro Nashville Department of Emergency Communications</i> | Professional Development |
| 11:00 am – 12:00 pm | TERT - WHO 911 CALLS, WHEN 911 NEEDS HELP! <i>Brad Gass, TN TERT State Coordinator</i> | Professional Development |
| 8:30 am – 9:30 am | TECB / NG911 ROUNDTABLE <i>Curtis Sutton & TECB Staff</i> | Forums |
| 9:45 am – 10:45 am | TC ROUNDTABLE | Forums |
| 11:00 am – 12:00 pm | PSAP MANAGER ROUNDTABLE | Forums |
| 9:45 am – 10:45 am | HAVING DIFFICULT CONVERSATIONS <i>Christine Massengale, THP Dispatch Coordinator; Tennessee Highway Patrol</i> | TN-APCO |
| 11:00 am – 12:00 pm | SECURING PUBLIC SAFETY RETIREMENT BENEFITS FOR METRO NASHVILLE DISPATCHERS-HOW WE DID IT! <i>Stephen Martini, Director; Metro Nashville Department of Emergency Communications</i> | TN-APCO |
| 8:30 am – 9:30 am | NENA DATA MODEL, UPDATE ON STANDARDS, AND SERVICE BOUNDARIES <i>Ernie Qualls, EMTP, ENP, GISS; Lincoln Co TN ECD</i> <i>James Wood; True North</i> | Technology |
| 9:45 am – 10:45 am | | Technology |
| 11:00 am – 12:00 pm | | Technology |

TUESDAY, September 14, 2021

Schedules are subject to change

AFTERNOON EDUCATIONAL SESSIONS

| | | |
|-------------------|--|--|
| 1:30 Pm – 5:00 pm | TN-TERT Deployment Tabletop Exercise | Front Line Professionals Leadership & Management Professional Development TN-APCO |
| 1:30 pm – 2:30 pm | ECD FINANCIAL REPORTING <i>James Barnes TECB Fiscal Director</i> | Forums |
| 2:45 pm – 4:45 pm | ECD DIRECTOR ROUNDTABLE | Forums |
| 1:30 pm – 2:30 pm | | Technology |
| 2:45 pm – 3:45 pm | | Technology |
| 4:00 pm – 5:00 pm | | Technology |

WEDNESDAY, September 15, 2021

Schedules are subject to change

| | | |
|--------------------|--|-------------------------|
| 7:30 am – 10:00 am | Conference Registration Open | Convention Center Lobby |
| 12:00 pm – 1:00 pm | TENA Board Meting <i>Immediately following the Super Session</i> | |
| 9:00 am – 12:00 pm | Super Session DOING TIME IN DISPATCH" A UNIQUE TAKE ON CUSTOMER SERVICE <i>Doug Showalter, Showalter & Company</i> | |