

39th Annual
 SEPTEMBER 29 - OCTOBER 02, 2024

**TENA
 2024**



**EDUCATIONAL
 CONFERENCE
 and INDUSTRY
 PARTNER SHOW**

EMBASSY SUITES & CONVENTION CENTER MURFREESBORO

Rev: 07/17/2024

SUNDAY, September 29		ROOM
8:30a-5:00 p	Pre-Conference – “ENHANCED CALLER MANAGEMENT” <i>Leslie Whitman, ENP; NENA Adjunct Instructor</i>	
12:00a – 5:30p	Registration <i>Conference Bags Sponsored by Mission Critical Partner</i> <i>Conference Badge Wallets Sponsored by GeoConex</i>	
7:30 a–12:30 p	Golf Tournament -Champions Run Golf Club	
12:00p – 5:00p	Exhibit Hall set-up (IP’s only)	
6:00p – 10:00p	Welcome Reception Main Event, Murfreesboro 7:00 pm – 8:30 pm Viva LaFajita Bowling Tournament <i>Sponsored by Replay</i>	

MONDAY, September 30						
7:30a – 4:00p	REGISTRATION					Lobby
9:00a – 10:30a	OPENING SESSION <i>Featuring as Keynote Speaker, Jamison Peevyhouse, ENP, VP of Public Safety, RapidSOS</i>					MIRABELLA “E”
10:30a – 1:30p	EXHIBIT HALL OPEN – Exclusive Hours					
12:00 pm–1:00 p	TN-APCO QUARTERLY MEETING					BROADLANDS A-B
12:00p – 1:30p	LUNCH (on your own)					
	FRONTLINE PROFESSIONALS MIRABELLA A & B	LEADERSHIP & MANAGEMENT MIRABELLA C & D	PROFESSIONAL DEVELOPMENT CAMBRIDGE A & B	FORUMS OAKLEIGH A & B	TECHNOLOGY OAKLEIGH A	TN-APCO BROADLAND A & B
1:30p – 2:30p	GIS FOR THE FRONTLINE TELECOMMUNICATOR <i>Justin Whipple, ENP, CMCP Virtual Academy</i>	911 AND 988 LIFELINE WORKING TOGETHER <i>Scott Payne, Outreach and Support Manager, Shannon Huffman Director of Crisis Services, Contact Care Line</i>	BEYOND THE CALL: USING AI TO REDUCE ADMINISTRATIVE BURDENS AND ENHANCE 9-1-1 SERVICES <i>Monica Million Million Consulting Services, LLC</i>	911 DIRECTOR 101 <i>Curtis S. Sutton, ENP Exec. Director, Benjamin Glover, Assist. Director/General Counsel, James Barnes, Fiscal Director TECB</i>	BRINGING THE GAP - WHEN LEGACY TECHNOLOGY MEETS NEXT GENERATION CHALLENGES <i>Caleb Branch, Vice President of Market Management, InDigital</i>	
2:45p – 3:45p	FINANCIAL WELLNESS FOR TELECOMMUNICATORS <i>Casey Flemings, ENP, Training & QA Specialist Hamilton County 9-1-1 ECD</i>	DISCIPLINE AND MORALE <i>Lt. Kevin Hite, Kingsport PD, Kingsport ECD Director</i>	HELICOPTER 911 <i>Tim Perry, RN, CEN, CFRN, NR-P, CMTE, Regional Operations Manager, Erlanger Life Force</i>	EXCLUSIVE “DECISION MAKERS ONLY” HOURS <i>Exhibit Hall</i>	ADVANCING THE EMERGENCY RESPONSE JOURNEY WITH NG911 <i>Wes Jones, Senior Customer Success Manager RapidDeploy</i>	
4:00p – 5:00p	OPPOSITES ATTRACT: KILL'EM OR KISS'EM OR SOMEWHERE IN BETWEEN <i>Theresa Carcioppolo- CTO/Tactical Dispatch, Charlotte Stubbs- RPL, CTO/Tactical Dispatch Cobb County 911- Georgia</i>	AUTHENTIC LEADERSHIP <i>Lt. Kevin Hite, Kingsport PD, Kingsport ECD Director</i>	THINKING GLOBALLY FROM THE LOCAL PSAP/ECC <i>Jesse McCord, ENP, RPL – Emer. Comm. Manager, West TN TERT Coord. City of Memphis Police Communications Bureau</i>		GIS IN NEXT-GEN <i>Rachel Morrison, GIS Product Manager, InDigita</i>	/

TUESDAY, October, 01		ROOM
7:30a – 3:00p	REGISTRATION	Lobby
9:00a – 1:00p	EXHIBIT HALL OPEN <i>11:45 am Booth Bingo Prize-A-Palooza</i>	Mirabella F-J
6:30p – 8:00p	BANQUET & OFFICER INSTALLATION	Mirabella E-J
8:00p – 10:00p	AWARDS PRESENTATION	

	FRONTLINE PROFESSIONALS	LEADERSHIP & MANAGEMENT	PROFESSIONAL DEVELOPMENT	FORUMS	TECHNOLOGY	TN-APCO
	MIRABELLA A & B	MIRABELLA C & D	CAMBRIDGE A & B	OAKLEIGH A & B	OAKLEIGH A	BROADLAND A & B
8:30a – 9:30a	GRACE UNDER FIRE: BEING KIND IN AN UNKIND ENVIRONMENT <i>Brandi Powell, Exec. Director Emerge 911 Training and Consulting</i>	THE CHANGING ROLE OF TELECOMMUNICATORS IN LAW ENFORCEMENT <i>Tony Guido, Regional Account Manager Priority Dispatch</i>	THE POLITICS OF 9-1-1: CONTROLLING THE MESSAGE AND CURBING THE EGO <i>S. Eric Carpenter, ENP, Exec. Director, Hamblen County ECD</i>	FINANCIAL RESOURCES MANAGEMENT <i>Jim Barnes, Fiscal Director TECB</i>	FACILITY DESIGN REQUIREMENTS IN A PUBLIC SAFETY ENVIRONMENT <i>Stacy Banker, ENP, RPL Mission Critical Partners</i>	
9:45a – 10:45a	TRIGGERS, TRAUMA, AND TELECOMMUNICATORS: A JOURNEY TOWARDS INSIGHT, PEACE, AND SPIRITUAL WELLNESS <i>Brandi Powell, Exec. Director Emerge 911 Training and Consulting</i>	THE OTHER SIDE OF THE RADIO – VOICE AI ASSISTED CLARITY <i>Roger Mann, CEO Smart Response Technologies, Inc.</i>	GET AHEAD OF TECHNOLOGIES: QA FOR SMARTER 911 CENTERS <i>Roger Briceno, VP of Sales and Marketing, Replay Systems, Inc</i>	TECB ROUNDTABLE <i>Curtis Sutton, ENP Exec. Director, Benjamin Glover, Assist. Director/General Counsel; Jennifer Schwendimann, Training Coord. James Barnes, Fiscal Director; Eddie Burchell, ENP, Technical Director TECB</i>	RANSOMWARE ON THE RISE AGAIN: DEFENSE AGAINST NEW PLAYERS <i>Sean Scott, CTO, Seculore</i>	
11:00a – 12:00p	PTSD & SUICIDE AWARENESS FOR THE RESPONDER <i>Jason Long CEO/Instructor Level Up 911 Training</i>	YOUR MOST IMPORTANT 2024 UPGRADE ... A MUCH-NEEDED REFRESH TO YOUR TRAINING PROGRAM! <i>Maureen Dieckmann, Moetivations</i>	YOU ARE NOT “JUST A DISPATCHER” <i>Diva Miranda Jones, Senior Sales Engineer Carbyne</i>	NG-911 ROUNDTABLE <i>Curtis Sutton, ENP Exec. Director Eddie Burchell, Technical Director, TECB Rick Goldstein, Client Solutions Exec; Mark Rau, Application Sales Exec. AT&T</i>	STATE OF GIS IN TENNESSEE UNDER TRANSITION <i>Ernie Qualls, ENP Lincoln Co ECD</i>	

TUESDAY, October, 01

12:00p -1:30p LUNCH (on your own)						
	FRONTLINE PROFESSIONALS MIRABELLA A & B	LEADERSHIP & MANAGEMENT MIRABELLA C & D	PROFESSIONAL DEVELOPMENT CAMBRIDGE A & B	FORUMS OAKLEIGH A & B	TECHNOLOGY OAKLEIGH A	TN-APCO BROADLAND A & B
1:30p-2:30p	MANAGING CONFLICT <i>Jason Long CEO/Instructor</i> <i>Level Up 911 Training</i>	CHANGE MANAGEMENT AND RESILIENCY GO HAND IN HAND <i>Maureen Dieckmann,</i> <i>Moetivations</i>	REGIONAL MEDICAL COMMUNICATION CENTER - WHO WE ARE & WHAT WE DO <i>Harley Watts, ENP, RPL,</i> <i>Emergency Comm. Manager</i> <i>Vanderbilt Lifeflight RMCC 6</i> <i>Director</i> <i>Christy Tillman, EMS Comm.</i> <i>Operations Manager</i> <i>Medical Center EMS/Jackson</i> <i>Medlink RMCC 7</i> 1:30 pm – 3:00 pm	TENA MEMBERS ROUNDTABLE <i>TENA Board</i>	PUBLIC SAFETY TRANSPARENCY IN THE 21ST CENTURY. USING TECHNOLOGY TO YOUR ADVANTAGE. - A CONVERSATION WORTH HAVING <i>Dominic Aquila, Director</i> <i>911Emerge-N-See</i>	
2:45p-3:45p	RESPONSE TO DOMESTIC VIOLENCE <i>Jason Long CEO/Instructor</i> <i>LevelUp 911 Training</i> 2:45 pm – 4:15 pm	EMERGING LEADERS DURING TURBULENT TIMES: FROM SURVIVE TO THRIVE <i>Maureen Dieckmann,</i> <i>Moetivations</i>	UNCONVENTIONAL PROFESSIONAL DEVELOPMENT <i>Jesse McCord, ENP, RPL –</i> <i>Emer. Comm. Manager,</i> <i>West TN TERT Coord.</i> <i>City of Memphis Police</i> <i>Communications Bureau</i> 3:15 pm – 4:45 pm	DIRECTORS WORKSHOP <i>Moderators to be announced</i> 2:45 pm – 4:15 pm	STATE OF TN GIS SHOWCASE 2024 <i>Andrew Griswold, GIS Analyst,</i> <i>Ryan Pittenger, GIS Analyst,</i> <i>Rick Wallace, Government and</i> <i>Partner Manager,</i> <i>TN Strategic Tech. Solutions –</i> <i>GIS Services, Vexcel</i>	
4:00p-5:00p		TEAMWORK IS NOT EXTINCT CREATING HIGH-PERFORMING TEAMS WHILE SHORT-STAFFED FEELS LIKE PUSHING WATER UPHILL <i>Maureen Dieckmann,</i> <i>Moetivations</i>				
6:30p-10:00p	BANQUET & AWARDS					

WEDNESDAY, October 2		ROOM
7:30a – 10:00a	REGISTRATION	PRE-CON B
9:00a – 12:00p	Super Session ESSENTIALS IN 9-1-1 COMMUNICATIONS <i>Maureen Dieckmann, Motivations</i>	MIRABELLA E
12:00p – 1:00p	TENA Business & Board Meeting <i>will convene after the Super Session</i>	MIRABELLA E

Mark your calendars and start planning for next year

TENA 9-1-1 2025

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