



Rev: 07.30.2026

SATURDAY, September 19		ROOM
11:00a	Pick-Up Conf. Bags from Rutherford Co ECD	
2:00p	TENA Board Meeting	Broadlands B
3:00p	Bag Stuffing	Broadlands B
5:00p	Finalize Registration set-up and other paperwork	Broadlands B

SUNDAY, September 20		ROOM
8:00a-5:00 p	NENA Pre-Conference – “TRANSFORMING 9-1-1 CENTER CULTURE” <i>Robert Mann; NENA Adjunct Instructor</i>	Cambridge A
8:00a-5:00 p	APCO Pre-Conference – “WELLNESS SUMMIT” <i>Patrice Coleman</i>	Broadlands A
8:00a-5:00 p	CIT Pre-Conference – “CRISIS INTERVENTION TEAM TRAINING” <i>Jennifer Schwendimann, Training Coord. TECB Kim Rush-King, Senior Manager, CIT, NAMI-TN</i>	Cambridge B
12:00a – 5:30p	REGISTRATION <i>Conference Bags</i> <i>Conference Badge Wallets</i>	Lobby / Pre-Con B
7:30 a–12:30 p	Golf Tournament -Indian Hills Golf Club	
12:00p – 5:00p	Exhibit Hall set-up (IP's only)	
6:00p – 10:00p	WELCOME RECEPTION <i>Main Event, Murfreesboro</i> <i>7:00 pm – 8:30 pm Fuego Flavor</i> <i>Bowling Tournament</i>	Main Event (off-site)

MONDAY, September 21						
7:30a – 4:00p	REGISTRATION					Lobby / Pre-Con B
9:00a–10:30a	OPENING SESSION YOUR OBSTACLE, YOUR OPPORTUNITY <i>Derrick Tennant</i> Presentation of Colors – Honor Guard Announce Golf Tourney Winners Announce TN-APCO RPL Scholarship Winners – Michael Scruggs, TN-APCP Announce TENA ENP Scholarship Winners – Randall Lewis Presentation of Senator Joe Haynes Award <i>sponsored by VFIS</i>					Mirabella "E"
10:30a – 5:00p	EXHIBIT HALL OPEN – <i>Exclusive Hours – 10:30 a – 1:30 p 3p – 5p Exclusive "Decision Makers Only Hours"</i>					
11:30a–1:00p	GRAB-N-GO BOXED LUNCHES					Mirabella "E"
11:30a-12:30p	TN-TERT MEETING					Oakleigh C
11:30a-12:30p	TN-APCO MEETING					Broadland C
	FRONTLINE PROFESSIONALS MIRABELLA A & B	LEADERSHIP & MANAGEMENT MIRABELLA C & D	PROFESSIONAL DEVELOPMENT CAMBRIDGE A & B	FORUMS & ROUNDTABLES OAKLEIGH A & B	TECHNOLOGY OAKLEIGH C	TN-APCO BROADLAND A & B
1:30p – 2:30p	A DISPATCHER'S VIEW: DEALING WITH A LINE-OF-DUTY DEATH <i>Heather McMillan - TAC / Team Lead, Blount Co. ECC</i>	1:30p-3:30p (120 mins) UNLOCKING THE SECRETS OF GREAT TRAINING <i>Doug Showalter, CEO Showalter & Company</i>	ELEMENTARY EDUCATION <i>Leigh Cary, Director, Hardin Co 911</i>	1:30p-3:45p (120 mins) CREAM OF 911 SOUP: TENA, NENA; TN-APCO; ECD's & TECB FOR THE ECS's <i>Board Members & Staff from TENA, NENA, TN-APCO, ECD's and TN-ECB</i>	1:30p – 3:00p (90 mins) STATE OF TN GIS <i>Ernie Qualls EMTP, ENP, GIS Specialist, Lincoln Co. ECD</i>	
2:45p – 3:45p	WHEN THE CALLER EXPERIENCES THE WORLD DIFFERENTLY <i>Keisha Matheson, Dispatcher/CTO, Washington Co. (TN) ECC</i>		2:45p-4:45p (120 mins) TORNADO DESTRUCTION: A TELECOMMUNICATOR CASE STUDY <i>Matthew Johnson, Foundations Public Safety CEO</i>			
4:00p – 5:00p	DON'T SHOULD YOURSELF <i>Stephen Sutton, RPL, Octave</i>	THRIVING AND SURVIVING CHANGES IN 9-1-1 <i>Doug Showalter, CEO Showalter & Company</i>		QA IN THE ERA OF AI-ASSISTED EMERGENCY COMMUNICATIONS <i>Leslie Whitham, Training & Engagement Director, Rick Thomas, Lea Harms. Rapid SOS</i>	3:15p – 4:15P THE ROAD TO REMEDIATION: THE EVOLUTION OF GIS DATA CLEANUP AND MAINTENANCE <i>Jeff Ledbetter, ENP, GISP, Sr. Client Success Manager, DATAMark</i>	
5:00p – 6:00p	RapidSOS User Group Cambridge A&B					

TUESDAY, September 22		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 / GALA	Mirabella E-J
8:00p – 9:30p	OFFICER INSTALLATION <i>Russell Freeman</i> AWARDS PRESENTATION	

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8:30a – 9:30a	8:30a-10:00a (90 mins) QUALITY QUERIES: NCIC QUALITY ASSURANCE <i>Taylor Johnson - Training & Quality Assurance Specialist Williamson Co. ECC</i>	DISPATCHING UNDER PRESSURE, WORKING DURING SOCIAL UNREST <i>Doug Showalter, CEO Showalter & Company</i>	RADIO INTELLIGENCE - EVERY VOICE IN EVERY EMERGENCY <i>Roger Mann, Smart Response Technologies Inc.CEO</i>	FINANCIAL RESOURCES MANAGEMENT <i>James C. Barnes, TECB Fiscal Director</i>	THE PEOPLE OF 911 AND WHY THE ROOM MATTERS <i>Tanya Lee, Director of EvansCare</i>	
9:45a – 10:45a		9:45a-1145a (120 mins) BUSTING MYTHS, BRIDGING GENERATIONS <i>Doug Showalter, CEO Showalter & Company</i>	9:45a – 11:15a (90 mins) AIRCRAFT CRASH DISASTER: PREPAREDNESS & RESPONSE FOR THE UNTHINKABLE <i>Matthew Johnson, Foundations Public Safety CEO</i>	TECB ROUNDTABLE <i>Curtis Sutton, Executive Director, TECB, additional staff & Board, TECB</i>	SEVEN WAYS AI IS TRANSFORMING 911 EMERGENCY RESPONSE <i>Michael Porter, Public Safety Manager, Nice Systems</i>	
11:00a –12:00p		TRAUMA GOGGLES: HOW TRAUMA ALTERS PERCEPTION, INTERPRETATION, AND DECISION-MAKING IN 911 <i>Morrissa Ahl-Moyer, ConsoleCore Training</i>		NG 9-1-1 ROUNDTABLE <i>Curtis Sutton, Executive Director, TECB, Staff, AT&T</i>	LESSONS LEARNED FROM EARLY ADOPTERS OF NON-EMERGENCY CALL AUTOMATION <i>Wes Jones, Public Safety Engagement Lead, Aurelian</i>	
12:00p-01:30p	LUNCH on your own					

TUESDAY, September 22						
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 C	TN-APCO BROADLAND A & B
1:30p-2:30p	SQUARE PEG, ROUND HOLE: FINDING YOUR FIT IN THE 911 WORLD <i>Morrissa Ahl-Moyer, ConsoleCore Training</i>	1:30p-3:30p (120 mins) WHEN EVERY SECOND COUNTS, DEVELOPING THE SKILLS, MINDSET TO STAY CALM, DECISIVE, AND EFFECTIVE DURING UNEXPECTED EMERGENCIES. <i>Doug Showalter, CEO Showalter & Company</i>	FROM DATA TO ACTION: INTEGRATING WELLNESS AND TECHNOLOGY THROUGH QA/QI <i>Ryan Hurley, President Replay Systems</i>	WHEN "NEXT GEN" ISN'T NEXT GENERATION 911 <i>Ron Henri Communications Consultant, Mission Critical Partners</i>	STATE OF TN GIS SHOWCASE 2026 <i>Andrew Griswold, GIS Analyst, Ryan Pittenger, GIS Analyst, State of TN, Strategic Technology Solutions – GIS Services</i>	
2:45p-3:45p	GASLIGHTING YOUR BOSS (AND OTHER DISPATCH DON'TS) <i>Morrissa Ahl-Moyer, ConsoleCore Training</i>		NCMEC - LETS TALK TRAINING & PUBLIC EDUCATION <i>Terry Williams CMCP, RPL, CPE, PRPL - Director of Operations Cumberland Co. ECD</i>	THE BENEFITS OF ARTIFICIAL INTELLIGENCE IN 911 COMMUNICATION CENTERS <i>Randall Lewis, ENP, Washington Co. ECD; Breck Gibson, Business Development, Pulsiam</i>	AT&T NG911 ESInet 4.0 <i>Jimmy Lichtenstein, Lead Product Manager NG911 AT&T</i>	
4:00p-5:00p	FINDING YOUR FOOTING <i>Morrissa Ahl-Moyer, ConsoleCore Training</i>	THINK LIKE A BUSINESS. DISPATCH LIKE A PROFESSIONAL <i>Doug Showalter, CEO Showalter & Company</i>	TRAINING TO BE A SUCCESSOR <i>Terry Williams CMCP, RPL, CPE, PRPL - Director of Operations Cumberland Co. ECD</i>	3:45p-5:00p (90 mins) MIND AND BODY READY <i>Tanya Lee Denise Amber Lee Foundation</i>		
5:00p-6:00p	PAST PRESIDENT'S RECEPTION sponsored by (by invitation only)					

WEDNESDAY, September 23		ROOM
7:30a – 10:00a	REGISTRATION	PRE-CON B
9:00a – 12:00p	SUPER SESSION LEAVE A MARK, NOT A SCAR – SUCCESS IS TEMPORARY, BUT YOUR LEGACY IS FOREVER <i>Doug Showalter, CEO Showalter & Company</i>	MIRABELLA E
12:00p – 1:00p	TENA Business & Board Meeting will convene after the Super Session	MIRABELLA E

Mark your calendars and start planning for next year

42nd ANNUAL

TENA

EDUCATIONAL CONFERENCE & INDUSTRY PARTNER EXPO

SUNDAY, SEPTEMBER 26 – WEDNESDAY, SEPTEMBER 29, 2027

**EMBASSY SUITES HOTEL & CONFERENCE CENTER
MURFREESBORO**