

39<sup>th</sup> Annual  
 SEPTEMBER 29 - OCTOBER 02, 2024

**TENA  
 2024**



**EDUCATIONAL  
 CONFERENCE  
 and INDUSTRY  
 PARTNER SHOW**

EMBASSY SUITES & CONVENTION CENTER MURFREESBORO

Rev: 08/17/2024

SUNDAY, September 29		ROOM
8:00a-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	<b>Welcome Reception</b> 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	<b>OPENING SESSION</b> <i>Featuring as Keynote Speaker, Jamison Peevyhouse, ENP, VP of Public Safety, RapidSOS</i>					MIRABELLA "E"
9:00a – 5:00p	EXHIBIT HALL OPEN – Exclusive Hours – 10:30 a – 1:30 p 3p – 5p Exclusive "Decision Makers Only Hours"					
11:00 am–12:00 pm	TN-TERT MEETING					OAKLEIGH C
12:00 pm–1:00 p	TN-APCO QUARTERLY MEETING					BROADLANDS A-B
12:00p – 1:30p	LUNCH (on your own)					
	<b>FRONTLINE PROFESSIONALS</b> <b>MIRABELLA A &amp; B</b>	<b>LEADERSHIP &amp; MANAGEMENT</b> <b>MIRABELLA C &amp; D</b>	<b>PROFESSIONAL DEVELOPMENT</b> <b>CAMBRIDGE A &amp; B</b>	<b>FORUMS &amp; ROUNDTABLES</b> <b>OAKLEIGH A &amp; B</b>	<b>TECHNOLOGY</b> <b>OAKLEIGH C</b>	<b>TN-APCO</b> <b>BROADLAND A &amp; B</b>
1:30p – 2:30p	<b>GIS FOR THE FRONTLINE TELECOMMUNICATOR</b> <i>Justin Whipple, ENP, CMCP Virtual Academy</i>	<b>911 AND 988 LIFELINE WORKING TOGETHER</b> <i>Scott Payne, Outreach and Support Manager, Shannon Huffman Director of Crisis Services, Contact Care Line</i>	<b>PREPARING FOR AI IN 9-1-1</b> <i>Sondra Wesley, Prepared</i>	<b>911 DIRECTOR 101</b> <i>Curtis S. Sutton, ENP Exec. Director, Benjamin Glover, Assist. Director/General Counsel, James Barnes, Fiscal Director</i> <b>TECB</b>	<b>BRINGING THE GAP - WHEN LEGACY TECHNOLOGY MEETS NEXT GEN CHALLENGES</b> <i>Caleb Branch, Vice President of Market Management, InDigital</i>	<b>OVERVIEW - TN PUBLIC SAFETY INTEROPERABILITY EXERCISE</b> <i>Christine Massengale, ENP, Statewide Interoperability Coord, TN Dept of Safety and Homeland Security/TACN</i> <i>Andrew Bates, Mission Support and Technology Branch Admin, TEMA</i> <i>Adam Stewart, Emergency Management Admin, TEMA</i>
2:45p – 3:45p	<b>FINANCIAL WELLNESS FOR TELECOMMUNICATORS</b> <i>Casey Flemings, ENP, Training &amp; QA Specialist</i> <i>Hamilton County 9-1-1 ECD</i>	<b>DISCIPLINE AND MORALE</b> <i>Lt. Kevin Hite, Kingsport PD, Kingsport ECD</i> <i>Director</i>	<b>HELICOPTER 911</b> <i>Tim Perry, RN, CEN, CFRN, NR-P, CMTE, Regional Operations Manager, Erlanger Life Force</i>	<b>EXCLUSIVE "DECISION MAKERS ONLY" HOURS</b>  <i>Exhibit Hall</i>  <b>3:00 pm – 5:00 pm.</b>	<b>ADVANCING THE EMERGENCY RESPONSE JOURNEY WITH NG911</b> <i>Wes Jones, Senior Customer Success Manager</i> <i>RapidDeploy</i>	<b>FEEDBACK IS NOT THE ENEMY</b> <i>Jennifer Schwendimann, Training Coordinator, TECB</i>
4:00p – 5:00p	<b>OPPOSITES ATTRACT: KILL'EM OR KISS'EM OR SOMEWHERE IN BETWEEN</b> <i>Theresa Carcioppolo-CTO/Tactical Dispatch, Charlotte Stubbs- RPL, CTO/Tactical Dispatch</i> <i>Cobb County 911- Georgia</i>	<b>AUTHENTIC LEADERSHIP</b> <i>Lt. Kevin Hite, Kingsport PD, Kingsport ECD</i> <i>Director</i>	<b>THINKING GLOBALLY FROM THE LOCAL PSAP/ECC</b> <i>Jesse McCord, ENP, RPL – Emer. Comm. Manager, West TN TERT Coord. City of Memphis Police Communications Bureau</i>		<b>GIS IN NEXT-GEN</b> <i>Rachel Morrison, GIS Product Manager, InDigital</i>	<b>OPERATIONS &amp; TRAINING WORKING TOGETHER,</b> <i>Kristin Mullen, Adrienne Dillion</i>
5:30p – 6:30p	<b>GENTLE FLOW YOGA</b> <i>Susan Nelson, Territory Sales Manager, Geocomm</i> <i>Lesley Musick, ENP, Executive Director, Sullivan Co. ECD</i>					<b>Private Dining Room B</b>

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 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
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>	A CONVERSATION ON AI IN 911 <i>Patrice Coleman and panelists</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>	COMMUNITY ENGAGEMENT & PUBLIC EDUCATION, <i>Amanda Jones, Floor Supervisor, Jamarcus Williams, Jamarcus Williams, Community Outreach Recruiting &amp; Engagement Supervisor, Hamilton County ECD</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&amp;T</i>	STATE OF GIS IN TENNESSEE UNDER TRANSITION <i>Ernie Qualls, ENP Lincoln Co ECD</i>	COPING STRATEGIES FOR DISPATCHERS: HARNESSING PEER SUPPORT <i>Rebecca Green, Murfreesboro Police Comm., Ryan Chambers Account Exec, Mindbase- Proactive Mental Health</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 C	TN-APCO BROADLAND A & B
1:30p-2:30p	<b>MANAGING CONFLICT</b> <i>Jason Long CEO/Instructor</i> <i>Level Up 911 Training</i>	<b>CHANGE MANAGEMENT AND RESILIENCY GO HAND IN HAND</b> <i>Maureen Dieckmann,</i> <i>Moetivations</i>	<b>REGIONAL MEDICAL COMMUNICATION CENTER - WHO WE ARE &amp; WHAT WE DO</b> <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>	<b>TENA MEMBERS ROUNDTABLE</b> <b>TENA Board</b>	<b>PUBLIC SAFETY TRANSPARENCY IN THE 21ST CENTURY. USING TECHNOLOGY TO YOUR ADVANTAGE. - A CONVERSATION WORTH HAVING</b> <i>Dominic Aquila, Director</i> <i>911Emerge-N-See</i>	<b>THE IMPORTANCE OF EMOTIONAL INTELLIGENCE AND EMPATHY IN THE PSAP,</b> <i>Kelly Kelley, Virtual Academy</i>
2:45p-3:45p	<b>RESPONSE TO DOMESTIC VIOLENCE</b> <i>Jason Long CEO/Instructor</i> <i>LevelUp 911 Training</i> <b>2:45 pm – 4:15 pm</b>	<b>EMERGING LEADERS DURING TURBULENT TIMES: FROM SURVIVE TO THRIVE</b> <i>Maureen Dieckmann,</i> <i>Moetivations</i>	<b>1:30 pm – 3:00 pm</b> <b>UNCONVENTIONAL PROFESSIONAL DEVELOPMENT</b> <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>	<b>DIRECTORS WORKSHOP</b> <i>Moderators to be announced</i> <b>2:45 pm – 4:15 pm</b>	<b>STATE OF TN GIS SHOWCASE 2024</b> <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>	<b>FINDING SAVINGS IN THE ECC</b> <i>Michael Bateman</i>
4:00p-5:00p		<b>TEAMWORK IS NOT EXTINCT CREATING HIGH-PERFORMING TEAMS WHILE SHORT-STAFFED FEELS LIKE PUSHING WATER UPHILL</b> <i>Maureen Dieckmann,</i> <i>Moetivations</i>	<b>3:15 pm – 4:45 pm</b>			<b>DARKNESS TO LIGHT,</b> <i>Presley Hosford, Child Advocacy</i> <i>Center of Rutherford Co.</i>
6:30p-10:00p	<b>BANQUET &amp; AWARDS</b>					

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

Mark your calendars and start planning for next year

