

9-1-1
CRITICAL
ISSUES
FORUM



9-1-1 Goes to Washington

*Presented Jointly by The National Emergency Number Association
and
The E9-1-1 Institute*

March 7-8, 2006





9-1-1 Goes to Washington

Learn the Process. Make a Difference.

Join us in Washington, D.C. for the 4th Annual 9-1-1 Goes to Washington Critical Issues Forum (CIF). During our dynamic two-day program, you will learn how to best work with representatives in Washington and the Federal government on 9-1-1 issues and policy, and how to prepare your community for homeland security and new technology needs.

Presented jointly by the National Emergency Number Association and the E9-1-1 Institute, 9-1-1 Goes to Washington is a unique forum that captures the resources and leadership required to better serve your community as we work to modernize and improve our nation's 9-1-1 system.

CAPITOL HILL OUTREACH

Join us for a day trip to the Hill, where you will meet with your congressional representatives to discuss current 9-1-1 and homeland security issues. This is your unique opportunity to educate and develop an open dialogue with influential leaders and voice your opinions about important trends affecting your community and country. (Go to page 5 for more information.)

E9-1-1 INSTITUTE AWARDS CEREMONY AND BANQUET Wednesday, March 8

Join us for a memorable dinner banquet and awards ceremony to honor outstanding individuals who have demonstrated heroism and leadership with respect to 9-1-1 services and emergency communications. This event is hosted by the Congressional E9-1-1 Caucus Co-Chairs, Senator Conrad Burns (R-MT), Senator Hillary Rodham Clinton (D-NY), Representatives John Shimkus (R-IL), and Anna Eshoo (D-CA).

More information about the awards banquet and past award winners is available at www.e911institute.org.

REGISTRATION

The regular registration fee for attendees is \$295 and includes the two-day CIF program, registration materials, lunches and refreshments breaks. Attendees receive \$75 off their pre-conference course if they also register for the CIF Forum. Those certified as ENPs receive a special \$50 savings off the regular registration fee. Register by Jan. 31 and receive a \$25 early registration discount.

ABOUT THE E9-1-1 INSTITUTE

The E9-1-1 Institute is a not-for-profit organization which provides administrative and policy support to the Congressional E9-1-1 Caucus. The purpose of the E9-1-1 Institute is to promote public education and awareness of E9-1-1 and emergency communications issues and serve the Congressional E9-1-1 Caucus as a clearinghouse of information on E9-1-1 and emergency communications issues.



ABOUT THE NATIONAL EMERGENCY NUMBER ASSOCIATION

NENA is The Voice of 9-1-1™. Now celebrating its 25th year, NENA was established to promote implementation and awareness of 9-1-1 as North America's universal emergency number. NENA has grown to become the leading professional non-profit organization dedicated solely to 9-1-1 emergency communications issues. NENA serves its more than 7,000 members in 46 chapters across the U.S. and Canada through policy advocacy, establishment of technical and operational standards, certification programs and a broad spectrum of educational offerings. Find out more at www.nena.org.

Pre-Conference Courses

"For our center, attendance at 9-1-1 Goes to Washington is a 'must do' each year! Our people come away inspired and rejuvenated by the experience."

*Craig Whittington, 9-1-1 Coordinator,
Guilford Metro 9-1-1*

Develop your skills and enhance your career by registering for a one-day educational pre-conference course. At a fee of only \$225 per course, each class is designed to provide hands-on training for emergency communicators, supervisors, directors and others in 9-1-1. As a CIF registrant, you receive a special pre-conference course discount of \$75 off your chosen course. Both courses are offered from 8:30 a.m. to 4:30 p.m. on Monday, March 6. Please visit www.nena.org and click on "Education" for full session descriptions and instructor bios.

MONDAY, MARCH 6

Grant Management for PSAPs: From Acquisition to Maintenance *Instructor Dorothy Spears-Dean*

There is more to managing a grant for your PSAP than just filling out grant applications. The process of receiving and maintaining grants requires specialized management skills. This course is designed as an overview approach to the entire grant management process. It offers participants the tools and strategies to maximize grant-funding opportunities for 9-1-1 Centers through appropriate grant management and maintenance techniques. Step-by-step instructions are provided for PSAP professionals who are new to grant management, detailing how grants operate and what the typical grant application looks like. Participants who already have grant management experience will learn techniques on how to find additional grant opportunities and collect tips on how to better manage existing grants. The objective of this course is to provide the necessary guidance to empower all individuals to locate grant opportunities, complete grant applications, and once received, to successfully maintain their agency's grants.

Introduction to VoIP for PSAPs *Instructor Christy Williams*

Learn how Voice Over Internet Protocol (VoIP) is impacting the 9-1-1 community. VoIP is changing everything about how calls for emergency services are originated, routed, and delivered to PSAPs. This course will examine issues such as: the traditional 9-1-1 model, caller location, caller identity, networking infrastructure, threat-risk assessments, and a variety of other inter-related issues. It will explain all the current issues and concerns in a non-technical uncomplicated manner, and is targeted to personnel from a non-technical background.

TRAVEL

Fly into Ronald Reagan Washington National Airport (DCA) and stay at the Airport's Hilton Crystal City Hotel, the site for all conference sessions and events. The hotel offers complimentary shuttle service to and from the Ronald Reagan Washington National Airport (DCA), and also includes transportation to the Crystal City Metro station, nearby shopping, restaurants and businesses. You can also fly into Baltimore-Washington International Airport (BWI), which is served by Southwest Airlines and all major carriers, as well as Washington Dulles International Airport (IAD).

Located midway along the eastern seaboard of the United States, Washington, D.C. is accessible by vehicle and is a few hours drive from major metropolitan cities, such as Baltimore (MD), Philadelphia (PA), Richmond (VA) and New York (NY). For those driving in, the hotel offers a \$16 per day parking fee.

OFFICIAL CONFERENCE HOTEL

The Hilton Crystal City Hotel
At Ronald Reagan Washington National Airport
2399 Jefferson Davis Highway
Arlington, Virginia 22202
703-418-6800 Toll Free: 1-800-HILTONS (445-8667)
www.hilton.com

The Hilton Crystal City Hotel at Ronald Reagan Washington National Airport is the official conference site for all sessions and events for 9-1-1 Goes to Washington. To book a room at the special NENA rate of only \$159/night, please call 703-418-6800 or toll free at 1-800-HILTONS (445-8667). Rooms at this rate are limited so we highly recommend you make your reservations early. When calling, please identify yourself as an attendee of NENA's 9-1-1 Goes to Washington Forum for the special discount.

For more information on 9-1-1 Goes to Washington, please call NENA at 1-800-332-3911 or visit www.nena.org.

Schedule at a Glance

Please note that this program is subject to change.
Visit www.nena.org for the latest information.

MONDAY, MARCH 6

8:30 a.m. – 4:30 p.m. Pre-conference Courses
(choose one only)
Grant Management for PSAPs:
From Acquisition to Maintenance
Dorothy Spears-Dean
Introduction to VoIP for PSAPs
Christy Williams
Chapter Leadership Forum - NEW!
(Free for NENA chapter leaders
with CIF registration)
Evening On Your Own

TUESDAY, MARCH 7

8:00 a.m. – 9:00 a.m. Continental Breakfast/Registration

9:00 a.m. – 9:30 a.m. Morning Keynote
FCC Commissioner Jonathan
Adelstein

9:30 a.m. - 10:30 a.m. Next Generation 9-1-1 Panel

10:30 a.m. – 10:45 a.m. Break

10:45 a.m. - 11:45 a.m. National 9-1-1 Legislative and
Regulatory Issues Panel
Federal and Congressional
representatives

Noon – 1:00 p.m. DHS Undersecretary for
Preparedness, George Foresman

1:00 p.m. – 2:00 p.m. Homeland Security, Emergency
Management and 9-1-1, with a
special focus on NENA's
Telecommunicator Emergency
Response Task Force (TERT)
Initiative
Emergency management and
Homeland Security experts

2:00 p.m. - 3:00 p.m. Understanding the Legislative
Process, A Panel Discussion

3:00 p.m. – 3:15 p.m. Break

3:15 p.m. - 4:00 p.m. Capitol Hill Outreach Strategy
Session

5:00 p.m. – 6:30 p.m. Evening Reception

WEDNESDAY, MARCH 8

9:00 a.m. – 4:00 p.m. Capitol Hill Outreach

5:00 p.m. – 9:00 p.m. E9-1-1 Institute Awards Ceremony
and Banquet

Conference Sessions

MONDAY, MARCH 6

8:30 a.m. to 4:30 p.m.

Chapter Leadership Forum

Join 9-1-1 colleagues from across North America in this new interactive workshop and leadership forum designed specifically for NENA's chapter leaders. Learn how to become a more effective leader by sharing information and experiences with your peers, as well as participating in discussions on several key topics, including one with an emphasis on government affairs. The forum is free of charge to NENA chapter leaders who have registered for the CIF. (Note: Please indicate if you are planning to attend by checking the appropriate box on the registration page.)

TUESDAY, MARCH 7

9:00 a.m. – 9:30 a.m.

Morning Keynote

FCC Commissioner Jonathan Adelstein

9:30 a.m. - 10:30 a.m.

Next Generation 9-1-1 Panel

National leaders will discuss the migration from today's 9-1-1 network to a Next Generation 9-1-1 system, with a focus on key public policy issues and how they intersect with technology, operations, and education. Topics will include funding, implementation, and the role of government at all levels.

10:45 a.m. - 11:45 a.m.

National 9-1-1 Legislative and Regulatory Issues Panel

Federal and Congressional representatives will participate in an interactive discussion of the most important issues concerning 9-1-1 today. Panelists will highlight critical legislative, regulatory, and homeland security policy issues. Bring your questions and ideas.

1:00 p.m. – 2:00 p.m.

Homeland Security, Emergency Management and 9-1-1, with a Special Focus on NENA's Telecommunicator Emergency Response Task Force (TERT) Initiative

The events of hurricane Katrina have emphasized how vital it is to connect 9-1-1 with homeland security. This panel will feature emergency management and homeland security experts who will highlight important homeland security initiatives and opportunities for the 9-1-1 community in preparing for major disasters and emergencies. A special emphasis will be placed on the NENA's Telecommunicator Emergency Response Task Force (TERT) initiative.

2:00 p.m. - 3:00 p.m.

Understanding the Legislative Process, A Panel Discussion

What's the difference between an authorization and an appropriation? Do you know all the steps a bill goes through after it is drafted and before it is signed into law? This highly educational panel will focus on how to effectively work with Congress and State Legislatures throughout the duration of the legislative process. Panelists will discuss the critical steps that must be taken to ensure the successful passage of legislation.

3:15 p.m. - 4:00 p.m.

Capitol Hill Outreach Strategy Session

Conclude the day's events with a focused strategy discussion on tactics and goals in this interactive session that will prepare you for the day ahead at Capitol Hill. Develop a united front among your colleagues while you prepare key messages, lessons learned and pressing issues for Congress. This is your opportunity to plan your strategy and to learn the dos and don'ts in communicating and meeting with your congressional representatives and their staff.

5:00 p.m. - 6:30 p.m.

Evening Reception (Informal)

This is your opportunity to connect with friends and colleagues from around North America at this casual evening reception. Continue discussions on the day's most controversial topics, or simply enjoy the lively conversations, great food and drinks and relaxing atmosphere.

WEDNESDAY, MARCH 8

5:00 p.m. – 9:00 p.m.

E9-1-1 Institute Awards Ceremony and Banquet

Presented by the E9-1-1 Institute, this formal dinner and awards show honors outstanding individuals who have demonstrated leadership, heroism and bravery with respect to 9-1-1 services and emergency communications. The awards

are given to a broad range of individuals and honor many dedicated people, from those who work at PSAP call centers and educate their community, to children who dial 9-1-1 when their loved ones are in danger. Dine with your colleagues one last time as you discuss the events of the last two days and share important insights gained. This memorable event is hosted by the four Congressional E9-1-1 Caucus Co-Chairs, Senator Conrad Burns (R-MT), Senator Hillary Rodham Clinton (D-NY), Representatives John Shimkus (R-IL), and Anna Eshoo (D-CA). The event is \$40 for CIF participants and \$100 for non-CIF participants.

**E9-1-1 Institute Awards Ceremony & Banquet
Wednesday, March 8**

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Sponsorship Opportunities

Gain prestige and visibility with industry leaders and customers by sponsoring the Critical Issues Forum. For sponsorship opportunities, please contact the following:

NENA
Anna Marie Batt
419-393-2660
abatt@nena.org

E9-1-1 Institute
Jamie Radice
202-292-4600
Jamie.radice@e911institute.org

Capitol Hill Outreach, Wednesday March 8

9:00 a.m. – 4:00 p.m.

Regarded by many as the highlight of the Forum, the annual Capitol Hill Outreach program has been instrumental in connecting 9-1-1 professionals with key decision-makers and leaders in Congress. During this full day event, you will have the unique opportunity to meet face-to-face with your congressional representatives to discuss key issues affecting your state, and to elevate the importance of 9-1-1 to a national level. NENA highly recommends that attendees contact their representatives and senators prior to the Forum in order to secure a meeting time on the day of the Outreach. Visit www.nena.org/govtaffairs/congress.htm for more information on how to set up a meeting with your representative.



Top Attractions - Washington, D.C.

Discover Washington, D.C. and experience the roots of American history, government and culture first-hand. What's more, almost all of the city's museums and attractions are free. Marvel at the Washington Monument, take a walk through National Mall, and enjoy the historical museums and landmarks that define and inspire our nation.

The United States Capitol

Political center of the U.S. government and geographical center of D.C., the Capitol is a stunning historical and architectural achievement that sits atop a hill overlooking the National Mall. Although you'll be meeting here with your congressional representatives during the Outreach (March 8), it's always worth a trip back. The building is open to the public for guided tours only. 202-225-6827. www.aoc.gov. Refer to 17 on the map.

White House

Probably the most famous and well-known address in the country, 1600 Pennsylvania Avenue has been the home of every U.S. President since John Adams. Originally constructed in the late 1700s, it was burned by the British soldiers during the War of 1812, and reconstructed three years later. All White House tours are free of charge. Call the 24-hour line at 202-456-7041. Refer to 10 on the map.

The Smithsonian Institution Building

Also known as the Castle, the first Smithsonian building, and the oldest of the 16 Smithsonian museums, was completed in 1855 by architect James Renwick, Jr., whose other works include St. Patrick's Cathedral in southeastern New York and the Smithsonian's Renwick Gallery in D.C. Other Smithsonian highlights include the National Museum of Natural History (12 on map), and the National Gallery of Art (14) 202-633-1000. www.si.edu. Refer to 13 on the map.

The Washington Monument

Built as a memorial to Founding Father and the first President of the United States, George Washington, the Washington Monument is a grand 555 foot structure located in the center of the National Mall. For more information, call 1-800-967-2283. www.nps.gov/wamo. Refer to 9 on the map.



Lincoln Memorial

This Greek-inspired temple was built as a tribute to President Abraham Lincoln and the nation he fought to preserve during the Civil War (1861-1865). Refer to 1 on the map.

GETTING AROUND D.C.

Washington's Metrorail subway system is a convenient way to get around town. Visit www.wmata.com to view fares and to plan your route. The municipal bus service is also a viable option, but it can be slow-going in Washington's traffic. Taxis are recommended for short trips. If renting a car is your preference, visit www.budget.com or www.thrifty.com. Both companies have onsite offices at all major Washington, D.C. airports.

- 1 Lincoln Memorial
- 2 Reflecting Pool
- 3 Vietnam War Veterans Memorial
- 4 Korean War Veterans Memorial
- 5 WW1 Memorial
- 6 WW2 Memorial
- 7 Thomas Jefferson Memorial
- 8 Holocaust Memorial Museum
- 9 Washington Monument
- 10 The White House
- 11 Museum of American History
- 12 Museum of Natural History
- 13 Smithsonian Castle
- 14 National Gallery of Art West Wing
- 15 Law Enforcement Memorial
- 16 Jewish Historical Society of Greater Washington Officers
- 17 US Capitol Building
- 18 US Supreme Court
- 19 Library of Congress



To Ronald Reagan Washington National Airport and Hilton Crystal City Hotel

MAP COURTESY OF THE MAP NETWORK AND THE WASHINGTON, DC CONVENTION AND TOURISM CORPORATION

REGISTRATION FORM

Fourth Annual 9-1-1 Goes to Washington: March 7 – 8, 2006

Name (First) _____ (Last) _____

Title/Position _____ Company/Organization _____

Address _____

City, State/Province _____ Zip/Postal Code _____ Country _____

Phone _____ Mobile (for emergency use only) _____

E-mail address _____

REGISTRATION FEES (includes CIF program, registration materials, lunch both days, reception and refreshment breaks).

Categories

CIF Registration (Member # _____) \$295 \$ _____

CIF Registration (Non-member) \$450 \$ _____

New NENA Member Public Sector/Government* \$390 \$ _____

New NENA Member Private Sector/Commercial* \$420 \$ _____

* Registration in these categories includes NENA membership through Dec. 31, 2006.

PRE-CONFERENCE COURSES (CHOOSE ONE ONLY)

Monday, March 6, 8:30 a.m. – 4:30 p.m.

Grant Management for PSAPs \$225 \$ _____

Introduction to VoIP for PSAPs \$225 \$ _____

NEW! - Chapter Leadership Forum FREE

Monday, March 6, 8:30 a.m. - 4:30 p.m.

*Free to CIF attendees- Must pre-register

E9-1-1 INSTITUTE AWARDS CEREMONY AND BANQUET

Wednesday, March 8, 6:00pm - 9:00pm \$40 \$ _____
(\$100 for non-CIF attendees)

SUBTOTAL _____

REGISTRATION DISCOUNT

Pre-conference Course Discount (_____) _____

(\$75 savings if registered with CIF)

NENA ENP Discount (_____) _____

(\$50 savings off the regular registration fee)

Early Registration Discount (_____) _____

(\$25 off if postmarked by 1/31/06)

TOTAL _____

METHOD OF PAYMENT

Total Enclosed: \$ _____

or charge to: Visa MasterCard AMEX

Name on card _____

Card# _____ Exp. Date _____

Signature _____



Send payment by mail or fax to:

NENA
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203
Phone (800) 332-3911
Fax (703) 812-4675

ATTENDEE PROFILE

CHECK ONE IN EACH CATEGORY:

EMPLOYER CATEGORY

- 9-1-1 BOARD
 GOVERNMENT AGENCY
 TELEPHONE/TELEPHONY COMPANY
 INDEPENDENT SYSTEM PROVIDER
 INFORMATION TECHNOLOGY COMPANY
 CONSULTANT SERVICES (OR INDIVIDUAL)
 EQUIPMENT VENDOR/DISTRIBUTOR
 EQUIPMENT MANUFACTURER/DEVELOPER
 POLICE/LAW ENFORCEMENT
 FIRE DEPARTMENT
 EMERGENCY MEDICAL SERVICES (EMS)
 OTHER: _____

JOB CLASSIFICATION CATEGORY

- 9-1-1 COORDINATOR
 9-1-1 PRODUCT MANAGER
 9-1-1 SYSTEM AND SERVICE MANAGER
 POLICE, FIRE, OR EMS CHIEF
 DIRECTOR, AGENCY HEAD, OR SR. EXECUTIVE
 MARKETING OR SALES MANAGER/EXECUTIVE
 PERSONNEL SUPERVISOR/MANAGER
 PROJECT ENGINEER OR SYSTEMS DESIGNER
 DB MGR./DB DEVELOPER/ADDRESSING (GIS)
 DATABASE ADMINISTRATION/CLERICAL
 EQUIPMENT/SYSTEM INSTALLATION
 EDUCATION/TRAINING PROVIDER
 EMERG. RESPONDER OR SERVICE PROVIDER
 TELECOMMUNICATOR/DISPATCHER/CALL-TAKER
 COUNTY/LOCAL GOVERNMENT OFFICIAL
 STATE/PROVINCIAL GOVERNMENT OFFICIAL
 FEDERAL/NATIONAL GOVERNMENT OFFICIAL
 OTHER: _____

PLEASE CHECK ONE OF THE FOLLOWING:

I am a new member. I was referred by (full name required)

I am a renewing member

CAPITOL HILL OUTREACH (WED., MARCH 8)

If you are interested in joining us at Capitol Hill, please check the box below. Upon receipt, NENA will send additional instructions on how to set up a meeting. Visit www.nena.org/govtaffairs/congress.htm for useful links to help find your representative.

I will be participating in the Outreach: Yes No
House and Senate Representatives _____

FOR NENA USE ONLY

ID# _____ INV# _____

DATE REC'D _____ AMOUNT REC'D _____

CHECK#/AUTH CODE _____ NOTES _____



**9-1-1
CRITICAL
ISSUES
FORUM**



Join us for two days of focused sessions on 9-1-1 issues and meetings at Capitol Hill

Highlights include:

- Influential Government Keynote Speakers
- Legislative/Regulatory Reviews and Workshops
- Capital Hill Outreach—Face-to-Face Meetings with Congressional Representatives
- Panel Sessions on the Most Pressing Issues in 9-1-1
- Educational and Relevant Pre-conference Courses
- New Chapter Leadership Forum

9-1-1 Goes to Washington

March 7-8, 2006

Receive a special \$75 discount off a Pre-conference Course when you attend the CIF!

Sponsored by:



National Emergency
Number Association
4350 North Fairfax Drive
Suite 740
Arlington, VA 22203

The Voice of 9-1-1™