



## Consideration of Lea County Resolution No. 22-MAY-125R Authorizing Out of State Travel June 11 – 16, 2022 to Louisville, Kentucky for Danette Flores, Training Administrator for the Lea County Communication Authority to Attend the 2022 National Emergency Number Association Conference

At NENA 2022, you will not only hear about the public-safety issues of today and tomorrow, but also gain practical, real-world know-how that you can take home with you and put into action immediately. Featuring inspiring keynote speakers, more than ninety hours of breakout sessions to choose from that inform and empower, career-building courses and workshops with real-world applications, nightly networking events that help you make the right connections, and an Expo Hall showcasing cutting-edge products and services.





**LEA COUNTY BOARD OF COUNTY COMMISSIONERS  
AGENDA ITEM SUMMARY FORM**

**LCBCC Meeting Date: Thursday, May 26, 2022**

Submit this summary form & all attachments to the Finance Director [clow@leacounty.net](mailto:clow@leacounty.net) & cc the Community Engagement Manager [sstout@leacounty.net](mailto:sstout@leacounty.net); Public Information Officer [mrussell@leacounty.net](mailto:mrussell@leacounty.net) and County Manager [mgallagher@leacounty.net](mailto:mgallagher@leacounty.net) by: **Tuesday, May 17, 2022**

*County Manager Approval required for all time sensitive issues that do not meet the above deadline.*

<b>DATE SUBMITTED</b> mm-dd-yyyy: 05/17/2022	<b>SUBMITTED BY</b> Name, Title, Dept: Angela Martinez, Director, LCCA
<b>SUBJECT:</b> Out of State Travel	<b>ATTACHMENT(S):</b>
<b>NO. OF ORIGINALS FOR SIGNATURE:</b>	<b>ACTION REQUESTED:</b>  Action Item
<b>BUDGET LINE ITEM NUMBER:</b> Paid by NM NENA Inc.	<b>FISCAL BUDGET YEAR:</b> Paid by NM NENA Inc.
<b>STRATEGIC PLAN</b> Implementation of 5 Year Strategic Plan: Section 2.1 - Collaboration & Partnership with local communities, agencies and government entities is essential for success.	
<b>SUMMARY:</b> LCCA's Training Administrator, who is President of New Mexico NENA, will be attending the 2022 National NENA Conference in Louisville, KY. She will not only hear about the public-safety issues of today and tomorrow, but also gain practical, real-world know-how that she can take home and put into action immediately. Featuring inspiring keynote speakers, more than ninety hours of breakout sessions to choose from that inform and empower, career-building courses and workshops with real-world applications, nightly networking events that help make the right connections, and an Expo Hall showcasing cutting-edge products and services.	
<b>Requested Items Needed for Presentation</b> Easels/Laptop/Projector/Etc.: Easel <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Projector <input checked="" type="checkbox"/> Other: _____ <small>If checked, how many:</small>	<b>See Additional Summary Attached</b> <input type="checkbox"/>
<b>SUBMITTER'S RECOMMENDATION(S):</b> Request for Approval	<b>Submitter's Signature</b> Department Director, Etc. Angela R. Martinez <small>Digitally signed by Angela R. Martinez Date: 2022.05.17 15:07:36 -06'00'</small>
<b>FINANCE REVIEW</b> Fiscal Impact/Cost: Funding for this conference is paid for by NM NENA. There will be no financial impact to Lea County.	<b>Reviewed by Finance Director</b> Henry C Low Jr <small>Digitally signed by Henry C Low Jr Date: 2022.05.17 15:42:52 -06'00'</small>
<b>LEGAL REVIEW:</b> (Note: Travel does not need legal review)	<b>Reviewed by County Attorney</b>
<b>COUNTY MANAGER REVIEW:</b>	<b>Approved by County Manager</b> to be Placed on Agenda 
<b>Item No.</b> 0207 <b>RECORDING SECRETARY'S USE ONLY ~ COMMISSION ACTION TAKEN</b>	
Approved: _____ Resolution No. <u>22-MAY-125R</u> Continued To: _____	Denied: _____ Policy No. _____ Referred To: _____
Other: _____ Ordinance No. _____ Comments: _____	

STATE OF NEW MEXICO  
COUNTY OF LEA  
RESOLUTION NO. 22-MAY-125R

A RESOLUTION AUTHORIZING OUT OF STATE TRAVEL JUNE 11 – 16, 2022 TO LOUISVILLE,  
KENTUCKY FOR DANETTE FLORES, TRAINING ADMINISTRATOR FOR THE LEA COUNTY  
COMMUNICATION AUTHORITY TO ATTEND THE 2022 NATIONAL EMERGENCY NUMBER  
ASSOCIATION CONFERENCE

**WHEREAS**, NENA (National Emergency Number Association) is having their Annual National Conference and EXPO in Louisville, Kentucky this year; *and*

**WHEREAS**, there will be an expo hall, meetings, PSAP tours and several training courses held during this conference; *and*

**WHEREAS**, LCCA's Training Administrator is the President of the New Mexico NENA Board and will attend at no expense to Lea County.

**NOW, THEREFORE, BE IT HEREBY RESOLVED** by the Board of County Commissioners of Lea County, that the out of state travel for LCCA's Training Administrator is hereby approved.

**BE IT FURTHER RESOLVED** that the Commission Chair and/or County Manager may finalize and sign any agreements consistent with the terms of this resolution.

**PASSED AND APPROVED** on this 26<sup>th</sup> day of May, 2022, by the Lea County Board of County Commissioners in an open meeting in Lovington, New Mexico.

LEA COUNTY BOARD OF COUNTY COMMISSIONERS

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Dean Jackson (District 1), Chair  
Voted: Yes No Abstain

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Gary G. Eidson (District 3), Vice Chair  
Voted: Yes No Abstain

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Rebecca Long (District 2), Member  
Voted: Yes No Abstain

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Jonathan Sena (District 4), Member  
Voted: Yes No Abstain

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Pat Sims (District 5), Member  
Voted: Yes No Abstain

**ATTEST:** Keith Manes  
Lea County Clerk

**APPROVED AS TO FORM AND LEGAL  
SUFFICIENCY:**

By: \_\_\_\_\_  
Teri Davis, Deputy Clerk

\_\_\_\_\_  
John W. Caldwell, County Attorney

All events take place or commence at the Kentucky International Convention Center unless noted with a +.

# EVENT SCHEDULE

Subject to change. Visit [nena.org/nena2022](http://nena.org/nena2022) for the latest updates.

## KEYNOTES (See page 7 for details.)

Mark Schulman	MON, 6.13	8:00AM – 10:00AM
Connie Podesta	WED, 6.15	12:30PM – 2:45PM

## EDUCATION

### Multi-Day Programs, Full-Day Courses, & Free Workshops\* (See page 11 and 13 for details.)

Center Manager Certification Program	TUE, 6.7 – SAT, 6.11	8:30AM – 5:00PM
Center Supervisor Program	THU, 6.9 – SAT, 6.11	8:30AM – 5:00PM
Center Training Officer Program	THU, 6.9 – SAT, 6.11	8:30AM – 5:00PM
Pre-Conference Courses	FRI, 6.10 – SUN, 6.12	8:30AM – 5:00PM
CMCP Alumni Seminar	SUN, 6.12	8:30AM – 5:00PM
ENP Exam Prep Boot Camp	THU, 6.16	8:00AM – 1:00PM
Privacy in the Age of the Internet	THU, 6.16	8:00AM – 1:00PM
Chapter Leader Workshop	THU, 6.16	9:00AM – 12:00PM

### Breakout Sessions (See page 12 for details.)

MON, 6.13	1:30PM – 5:00PM
TUE, 6.14	1:30PM – 2:30PM; 4:00PM – 5:00PM
WED, 6.15	8:45AM – 12:15PM; 3:00PM – 4:00PM

### Innovation Theater Sessions (See page 9 for details.)

MON, 6.13	10:15AM – 1:00PM
TUE, 6.14	11:00AM – 1:00PM; 2:30PM – 3:00PM

### NETWORKING EVENTS (See page 5 for details.)

Run for 9-1-1 Charity 5K Run/Walk*	SAT, 6.11	6:30PM – 8:00PM
Chapter Leader Coffee & Connect*	SUN, 6.12	7:30AM – 8:15AM
Gold Line Scholarship Breakfast*	SUN, 6.12	7:30AM – 8:15AM
International Meet & Greet*	SUN, 6.12	3:30PM – 4:00PM
ENP Roundtable	SUN, 6.12	4:00PM – 5:00PM
Membership Meeting	SUN, 6.12	5:15PM – 6:00PM
NENA 2022 Kick-Off Celebration	SUN, 6.12	6:15PM – 8:30PM
Hall Happy Hour	MON, 6.13	5:00PM – 6:00PM
K-9 Demonstration	MON, 6.13	5:15PM – 5:45PM
Excellence in 9-1-1 Reception*+	MON, 6.13	6:15PM – 7:45PM
LGBTQ+ Meet Up+	MON, 6.13	8:00PM – 9:00PM
Coffee & Doughnuts With the Exhibitors	TUE, 6.14	9:15AM – 10:45AM
Expo Hall Prize-a-Palooza	TUE, 6.14	3:00PM – 4:00PM
Women in 9-1-1 Alliance Reception	TUE, 6.14	5:00PM – 6:00PM
Young Professionals Mixer*+	TUE, 6.14	6:30PM – 8:30PM
Board Installation Lunch & Keynote Session	WED, 6.15	12:30PM – 2:45PM
NENA 2022 Closing Celebration+	WED, 6.15	5:30PM – 8:30PM



## BOOK YOUR LODGING

- Online at [nena.org/nena2022-housing](http://nena.org/nena2022-housing)
- Call 800.743.3100 with any questions
- Reserve by May 13 for discounted rates

## EXPO HALL (See page 9 for details.)

MON, 6.13	10:00AM – 1:30PM; 4:00PM – 6:00PM
TUE, 6.14	9:15AM – 4:00PM

## PSAP TOURS (See page 13 for details.)

SUN, 6.12	1:30PM – 3:30PM
MON, 6.13	1:30PM – 3:30PM
WED, 6.15	10:00AM – 12:00PM

## GUEST ACTIVITIES\* (See page 15 for details.)

Prohibition Craft Spirits Distillery Tour (21+ only)	MON, 6.13	1:30PM – 3:30PM
Louisville Slugger Museum & Factory Tour	TUE, 6.14	11:00AM – 1:00PM

## WHO SHOULD ATTEND?

9-1-1 authority personnel; PSAP managers and supervisors; telecommunications and dispatchers; 9-1-1 service providers; GIS and addressing professionals; telecommunications and network specialists; law enforcement, fire, and EMS personnel with 9-1-1 oversight responsibilities; public safety applications developers; managed services and cloud hosting providers; homeland security regulatory agency staff; state, regional, and local government officials; providers of IoT technologies; sensor, beacon, and drone industry professionals

## REGISTRATION RATES (See page 15 for details and additional pricing options.)

	4.30 - 6.10	On-Site
Member	\$725	\$775
Member ENP or KY Residents	\$675	\$725
Non-Member	\$875	\$925



REGISTER ONLINE NOW AT  
[nena.org/nena2022-register](http://nena.org/nena2022-register)

\*Additional registration, invitation, or advance notice of participation required.

## SAT, 06.11

### Run for 9-1-1 Charity 5K Run/Walk\*


6:30PM – 8:00PM

Lace up your running or walking shoes in support of 9-1-1 training and wellness programs! The run/walk is a fun and positive way to kick off your conference experience. Every participant receives a commemorative t-shirt and medal for completion! The 5K generates funds for scholarships and 9-1-1 training opportunities, promotes healthy living among 9-1-1 professionals, and gives the greater-Louisville community and supporters from around the country a chance to say "thank you" to 9-1-1.

## SUN, 06.12

### Gold Line Scholarship Breakfast\*


7:30AM – 8:15AM

Sponsored by  AT&T

*Closed event.* 2022 Gold Line Scholarship winners are invited to this special breakfast to celebrate their achievement and connect with fellow recipients.

### Chapter Leader Coffee & Connect\*


7:30AM – 8:15AM

Sponsored by  On  
BE SAFE OUT THERE.

*Closed event.* Current chapter officers are invited to meet their peers and discuss the unique challenges and opportunities facing chapters today in a relaxed environment.

### International Meet & Greet\*

3:30PM – 4:30PM

Sponsored by  AT&T

*Closed event.* Attendees from around the globe are invited to this reception showcasing NENA's global impact and partnerships.

### ENP Roundtable: The People & Technology Confluence Reshaping Today's PSAP

4:00PM – 5:00PM

With all that technology is making possible, how can the 9-1-1 industry redefine employee requirements while improving the level of service provided to the public? Attend to discuss how we can harness Artificial Intelligence, Machine Learning, and other technologies to handle calls and dispatch more efficiently. Further discussion

focuses on how this impacts our workforce: Who are the best new hires, how do we train them, and how do we retain them? Don't miss this open-to-all opportunity to help envision a new 9-1-1 work environment where highly-trained and motivated 9-1-1 professionals utilize exciting new technologies to improve emergency response.

### Membership Meeting

5:15PM – 6:00PM

Hear reports on the state of the association and its activities during the past year. Be among the first hundred members through the door and get a special gift from NENA!

### Kick-Off Celebration\*

6:15PM – 8:30PM

Sponsored by  AtoS

Get #NENA2022 started right with a block party at Louisville's famous Fourth Street Live where you can meet new friends, try some delicious local food and beer, and hear great live music!

## MON, 06.13


### Expo Hall

10:00AM – 1:30PM; 4:00PM – 6:00PM

Meet with exhibitors and see, hear, and touch the latest in public safety technology and services.

### Hall Happy Hour

5:00PM – 6:00PM

Sponsored by  AT&T

Start your evening with a cocktail in the Expo Hall! One drink ticket will be provided to each attendee at the Expo Hall entrance starting at 4:00PM.

### K-9 Demonstration

5:15PM – 5:45PM

Join members of a local K-9 unit for a look inside the jobs of these four-legged officers and their partners as they demonstrate obedience, narcotics detection, and suspect apprehension.

### Excellence in 9-1-1 Reception\*\*

6:15PM – 7:45PM

Sponsored by  NGA

*Closed event.* Certified ENPs, CMCP graduates, award winners, national scholarship recipients,

NENA2022



Register online now at [nena.org/nena2022-register](https://nena.org/nena2022-register)

and national and chapter leaders are invited to join us for a reception at the Frazier History Museum honoring those who are going above and beyond for 9-1-1 and NENA.

### LGBTQ+ Meet Up\*

8:00PM – 9:00PM

Community members and allies are invited to this evening happy hour where you can make new friends and expand your professional network. Cash bar.

## TUE, 06.14

### Coffee & Doughnuts With the Exhibitors

9:15AM – 10:45AM

There aren't too many better ways to jumpstart the day than with a hot cup o' joe and a fresh doughnut! Browse the aisles, meet with exhibitors, and discuss the morning's general session!

### Expo Hall

9:15AM – 4:00PM


### Expo Hall Prize-a-Palooza

3:00PM – 4:00PM

It's about prizes, snacks, meeting with industry partners... and more prizes! Participate in our app-based Click game for your chance to be among the winners and join us for this last chance to see the Expo Hall!

### Women in 9-1-1 Alliance Meet Up

5:00PM – 6:00PM

Sponsored by  Intrado

NENA's Women in 9-1-1 (WIN) Alliance—dedicated to empowering women in 9-1-1 through leadership development, education, networking, and mentoring opportunities—is hosting a social hour! Come be part of this community where women and allies connect, share, and support each other!

### Young Professionals Mixer\*\*

6:30PM – 8:30PM

Sponsored by  AtoS

Join other new 9-1-1 professionals and future leaders for a night of fun at OVRDRIVE, downtown Louisville's premier entertainment destination! *This event is open to all attendees, but recommended for those 40 and younger or in their first five years in the profession. Pre-registration required.*

## WED, 06.15

### Sunrise Session: Yoga for 9-1-1 Professionals

7:00AM – 7:45AM

Start your day with this interactive session that teaches the basics of yoga techniques, as well as why yoga can be hugely beneficial for 9-1-1 professionals (especially dispatchers). Before you leave, you'll have a chance to experience for yourself some simple breathing techniques and yoga poses and see how yoga can benefit you and your organization.

### Board Installation Lunch & Keynote Session


12:30PM – 2:45PM

Sponsored by  MOTOROLA SOLUTIONS

Featuring seating organized by interest area, this special lunch provides the opportunity to make great connections, celebrate the swearing in of your 2022-23 NENA Board of Directors, and hear from a highly-sought-after motivational speaker.

### NENA 2022 Closing Celebration\*

5:30PM – 8:30PM

Sponsored by  DATAMARK

It's going to be a night to remember as we celebrate at the Kentucky Derby Museum and bid farewell to NENA 2022! Don't miss out on live music, good food, and fun times!

# EDUCATION & TRAINING SESSIONS

With more than one-hundred hours of breakouts led by respected national leaders in the public safety, technology, and policy arenas, each session delivers critical education on the issues affecting you on a daily basis, as well as the tools for career advancement.

Visit [nena.org/nena2022breakouts](http://nena.org/nena2022breakouts) for full session descriptions!



## MON, 6.13

### 1:30PM – 2:30PM

- The Fourth 9-1-1 Option: Mental Health Services
- Value Everyone; Servant Leadership in the PSAP
- Why Stay?
- Fulfilling the Promise of i3: A Vision for "i4" & Beyond
- Liability Update for 9-1-1 Center Personnel
- Cybersecurity for 9-1-1: What's New?
- I Spent All This Time & Effort on GIS Data... Now What?
- "When I Grow Up I Want to Be a Dispatcher," Said No One, Ever
- The Dispatcher's Role in Firefighter Safety & Survival
- Tips & Tricks for Trainers
- Prepare Your Backpack: Emotional Survival for 9-1-1

### 2:45PM – 3:45PM

- Consolidation Isn't All Bad!
- Solving the Unverified Alarm Notifications Puzzle
- Outreach Strategies for Your Entire Community
- What's Next for TTY & RTT?
- Mapping the Future of Indoor Dispatchable Location
- Good Boss, Bad Boss: A Self Assessment
- NG9-1-1 Procurement: Please Help!
- Filling Individual Skills Gaps in Your Workforce
- Grow Through What You Go Through

### 4:00PM – 5:00PM

- LGBTQIA+ Awareness for Public-Safety Professionals
- GIS Data Stewardship & the NG9-1-1 GIS Data Model
- NG9-1-1 In Canada : PSAP Migration to the New Normal
- Interconnecting NG9-1-1 & Public Safety Broadband Networks
- 9-1-1 Funding in a Wireless & App-Based World
- Promote, They Say... It'll Be Fun, They Say!
- Too Much Data: How Will I Manage?
- Large-Scale Incident Response
- Accessible 9-1-1: Preparing PSAPs for the Latest Call Tech
- How Does Deploying 9-8-8 Affect 9-1-1?
- NENA's Telecommunicator Core Competencies Course

## TUE, 6.14

### 1:30PM – 2:30PM

- Building Better Training
- Developing & Deploying a Virtual Dispatch Center
- Responding to Drone Calls
- First-Responder Interactions With Special-Needs Individuals
- You've Been Hacked... Now What?
- The Next Generation PSAP Standard
- Keeping It Positive in Dispatch
- Community Dispatch: Alternative Models for 9-1-1 Response
- Using the Protect the Wellbeing of 9-1-1 Professionals Standard
- Meet the Public-Safety Telecommunicator Reclassification Toolkit
- The Incredibles! Your Next Generation of Staffing
- Navigating Adversity Wellness Training

### 4:00PM – 5:00PM

- Building Resiliency in the Comm Center: A Women in 9-1-1 Alliance Roundtable
- Mentoring Tomorrow's 9-1-1 Leaders
- Basic NG9-1-1 for a Not-So-Basic Job
- PSAP Evac: Where Will You Go When There Is Nowhere to Go?
- Multimedia: Is Your Center Prepared?
- NG1-1-2/9-1-1 Emergency Communications & Beyond
- Who Moved My Headset?
- Technology Transformation: Upgrade or Replace?
- 9-1-1 Center Resilience: Trauma Informed From the Inside Out
- The Future of 9-1-1 Dispatchers Through Community Engagement
- When Policy Kills
- Three Ways Mapping Intelligence Can Make Your Job Easier

## WED, 6.15

### 8:45AM – 9:45AM

- Better Leadership Using Psychology
- Considerations for Collaboration MoUs
- Training Adult Learners & Adaptability in the CTO
- Psychological Capital: Developing Your Hero Within
- The Next Generation of Analytics & Workforce Management
- Managing the Multigenerational Workforce: Boomer to Zoomer
- Who Is Running Your Rodeo?
- When It Comes to Data, More Isn't More: Leveraging the IoT
- Is Your NG 9-1-1 Network Really Standards Compliant?
- Say This, Not That

### 10:00AM – 11:00AM

- Help! I'm the Difficult Employee!
- Lessons Learned from Recent Cyber Attacks
- Resist Compassion Fatigue
- How to Get Your Community to Say "Thank You, 9-1-1!"
- The People Side of NG9-1-1
- The Devil Is in the Details: An ECRF Experience
- Managing Critical-Incident Stress
- Strengthening Interagency Data Sharing & Situation Awareness
- Your Voice at the Federal Level
- Measure Twice, Cut Once: Building a Better PSAP

### 11:15AM – 12:15PM

- Non-Conventional Means of Communicating With the E9-1-1 PSAP
- IPAWS: A Communication Tool to Alert & Warn the Public
- Interoperability in NG9-1-1 Using EIDOs
- Taming 9-1-1 Turnover: Strategies for Success
- The 9-1-1 Center & the "Fastest Two Minutes in Sports"
- Overcome the "Don't Share" Mindset in Public Safety
- Armed & Dangerous? 9-1-1 & Firearms
- Creating Change in Dispatch
- Dispatchable Location: It Just Keeps Getting Better!
- Before the Phone Rings: Data-First Requests for Service
- NIOC, PKI, & the Forest Guide: Why Do I Need Them?
- Imagine Listening

### 3:00PM – 4:00PM

- Next Generation Emergency Services: Achieving the Vision
- Empowering the Wonder Women of 9-1-1
- Building a Successful Communications Center Culture
- Dispatch Response to Domestic Violence
- Understanding Implicit Bias for 9-1-1 Leaders
- Indoor Mapping to Enhance Public-Safety Response
- Building Budget-Friendly Training
- Best Practices for NG9-1-1 Implementation: A Case Study
- Mindfulness for 9-1-1 Professionals
- From GIS Silos to Statewide Shared Mapping & Data: A Look Inside Kentucky's Supplemental Data Portal
- Connecting NG9-1-1 to FirstNet
- How to Write RFPs