

# 2018

## **16<sup>th</sup> ANNUAL ARKANSAS STATE CONFERENCE**

Holiday Inn Conference Center  
Little Rock, AR

The Executive Boards of the Arkansas APCO and Arkansas NENA Chapters would like to welcome you to you to the 16<sup>th</sup> Annual APCO/NENA Conference.

Please use your time this week to network with attendees, and visit with the Industry Technology Partners who have graciously sponsored this year's conference.

There will be a full schedule of course sessions each day and lunch with the conference sponsors on Monday and Tuesday.

We hope you will don your Halloween costume and join us at the Banquet on

Monday evening where we will have music and entertainment provided from a local DJ. During the banquet, we will hear from RapidSOS, and then we hope everyone will join in for some trivia fun to test our knowledge on the history of 9-1-1 including the history of APCO and NENA. We have some really great prizes that will be awarded for the top three costumes and the top team winners of the 911 Trivia game.

We hope you enjoy your conference this week here in our beautiful State Capitol.  
Your 2018 Arkansas APCO and Arkansas NENA Executive Board and Conference Committee.

*Full Service Style*

# **Meets Southern Hospitality**

in “*The Rock*”

***Welcome to***

***Holiday Inn Little Rock Airport Hotel and Conference Center***

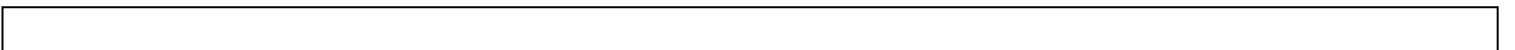
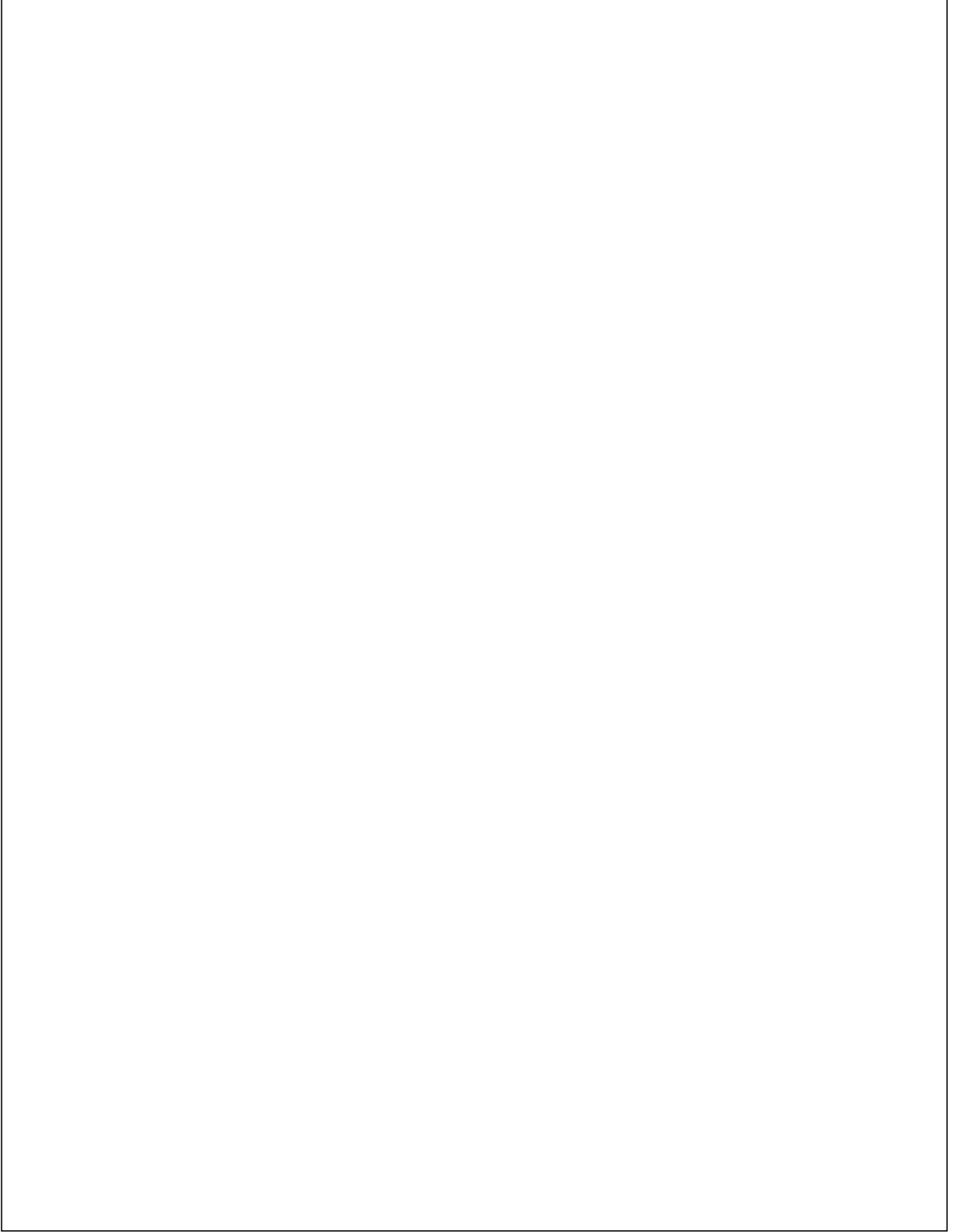
## *Meeting Room Capacities*

<b>Event Room</b>	<b>Boardroom Style</b>	<b>Hollow Square Style</b>	<b>U-Shape Style</b>	<b>Classroom Style</b>	<b>Banquet Style</b>	<b>Reception Style</b>	<b>Theater Style</b>	<b>Cabaret Style</b>
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O'Hare	12							
Reagan	20	20	24	30	24	45	50	15
Kennedy	20	20	24	30	24	45	50	15
Adams	20	20	20	30	24	50	50	24
Hobby	20	20	24	30	24	50	50	24
Enterprise	30	30	26	45	60	70	70	45
Lindberg	50	50	42	120	120	120	200	80
Kittyhawk	150	150	150	400	450	600	600	300

### Dimensions and Layouts

<b>Event Room</b>	<b>Room Dimensions (in feet) L x W</b>	<b>Area Square Footage</b>	<b>Ceiling Height</b>	<b>Door Dimensions</b>	<b>Floor Level</b>	<b>Natural Lighting?</b>
O'Hare	16 x 20	320	10	36 x 80	Ground	No
Reagan	15 x 32	20	10	36 x 80	Mezzanine	No
Kennedy	15 x 32	20	10	36 x 80	Mezzanine	No
Adams	32 x 15	20	10	36 x 80	Mezzanine	Yes
Hobby	32 x 15	20	10	36 x 80	Mezzanine	No
Enterprise	22 x 40	30	10	36 x 80	1st Floor	No
Lindberg	36 x 54	50	10	72 x 80	1st Floor	Yes
Kittyhawk	70 x 80	150	20	72 x 80	Ground	No



The Arkansas APCO Chapter of APCO International and Arkansas NENA Chapter would like to thank the following Industry Partners and Sponsors for their continued support of the Arkansas APCO/NENA Conference and 911 in Arkansas.

## **Platinum Level Sponsors**

**Gold Level Sponsor**



**2018**

**16<sup>th</sup> ANNUAL ARKANSAS STATE CONFERENCE**

Sunday, October 7

1:00 p.m. – 5:00 p.m.

**Registration** – Atrium

5:00 p.m. – 7:00 p.m.

**Meet & Greet** - Hospitality Room – 2<sup>nd</sup> Floor

7:00 p.m. – 10:00 p.m. *(or as determined by host)*

*Hospitality Room - (Hosted by Voice Products)*

Monday, October 8

7:00 a.m. – 5:00 p.m.

**Registration Open**– Atrium

8:00 a.m. - 9:30 a.m.

**Opening Session**

**Presentation of Colors:** Little Rock Police Dept. Honor Guard

**National Anthem:** David Carter

**Welcome:** Renee Hoover, AR APCO President (Interim)/ AR NENA President

**Opening Remarks:** Alice Faulk – Little Rock Police Dept.

**Address from the Governor’s Office:** Colonel (Retired) Steve Eggensperger

**Overview of AR APCO and AR NENA Executive Board Nominations:** Renee Hoover

**Introduction of Industry Technology Sponsors:** Renee Hoover

**Platinum Sponsor Address:** **Raft-Up and Voice Products**

9:30 a.m. - 10:00 a.m.

**Industry Technology Sponsor Exhibit Hall**

10:00 a.m. - 10:50 a.m.

**Post-Traumatic Stress:** Candice Hickman, Springdale P.D. (Kitty Hawk South)

**OR**

**Next Gen 911:** Gary Loftin, Zuercher Technology (Kitty Hawk North)

10:50 a.m. - 11:00 a.m.

**Break**

11:00 a.m. - 11:50 a.m.

**Railroad Safety:** Dr. Richard Washington, Federal Railroad Safety Manager (Kitty Hawk South)

**OR**

**Next Gen 911 (Continued):** Gary Loftin, Zuercher Technology (Kitty Hawk North)

12:00 p.m. - 12:50 p.m.

**Lunch with Industry/Technology Partners**

Monday, October 8 (Continued)

1:00 p.m. - 1:50 p.m.

**Substance Abuse and Personality Disorders:** E. Chris Lloyd, Ph.D., LCSW, UALR School of Social Work

1:50 p.m. - 2:00 p.m.

**Break**

2:00 p.m. - 2:50 p.m.

**Substance Abuse and Personality Disorders (Continued):** E. Chris Lloyd, Ph.D., LCSW  
UALR School of Social Work

2:50 p.m. - 3:00 p.m.

**Break**

3:00 p.m. - 3:50 p.m.

**Training Millennials in the PSAP:** Dr. Gene Smith, Elite Public Safety Training

3:50 p.m. - 4:00 p.m.

**Break**

4:00 p.m. - 4:50 p.m.

**Training Millennials in the PSAP (Continued):** Dr. Gene Smith, Elite Public Safety Training

5:00 p.m. – 6:30 p.m.

*Hospitality Room - (Hosted by Voice Products)*

7:00 p.m. – 9:15 p.m.

**Banquet – Atrium**

Presentation: RapidSOS

Costume Contest

9-1-1, APCO, NENA Trivia Game (Group Contest)

9:30 p.m. – 11:00 p.m. (or as determined by host)

*Hospitality Room - (Hosted by Voice Products)*

**7:00 a.m. – 12:00 p.m.**

**Registration Open– Atrium**

**8:00 a.m. - 9:30 a.m.**

**Distinguished Achiever's Breakfast**

**Presentation: The Community We Serve – Tommy Norman, North Little Rock Police Dept.**

**Presentation of Awards:**

2018 AR APCO/NENA Telecommunicator of the Year

2018 AR APCO/NENA Supervisor of the Year

2018 APCO/NENA 9-1-1 Team of the Year

**9:30 a.m. - 10:00 a.m.**

**Industry Technology Sponsor Exhibit Hall**

**10:00 a.m. - 10:50 a.m.**

**Force Science – What You Don't Know About Your Mind: Ronnie Poole, ALETA (Kitty Hawk South)**

**10:50 a.m. - 11:00 a.m.**

**Break**

**11:00 a.m. - 11:50 a.m.**

**Force Science – What You Don't Know About Your Mind (Continued): Ronnie Poole, ALETA**

**12:00 p.m. - 12:50 p.m.**

**Lunch with Industry/Technology Partners**

**1:00 p.m. - 1:50 p.m.**

**Arkansas GIS: Shelby Johnson (Team), AR Geographic Information Systems Office**

**1:50 p.m. - 2:00 p.m.**

**Break – Exhibit Hall with Local Market Vendors**

2:00 p.m. - 2:50 p.m.

**Arkansas GIS (Continued):** Shelby Johnson (Team), AR Geographic Information Systems Office

2:50 p.m. - 3:00 p.m.

**Break – Exhibit Hall with Local Market Vendors**

3:00 p.m. - 3:50 p.m.

**FOI and Other Legal Issues: Amanda Yarbrough, ALETA Staff Attorney**

3:50 p.m. - 4:00 p.m.

**Break – Exhibit Hall with Local Market Vendors**

4:00 p.m. - 4:50 p.m.

**Introduction to the ACADIS Portal:** Mandy Hill, ALETA

**DINNER – ON YOUR OWN**

5:00 p.m. – 6:00 p.m. (or as determined by host)

AND

7:00 p.m. – 10:30 p.m. (or as determined by host)

*Hospitality Room - (Hosted by Voice Products)*

**7:00 a.m. - 7:45 a.m.**

**Breakfast: Southwest Buffet (Informal)**

**8:00 a.m. - 8:50 a.m.**

**CRASE Training: Henry Moore & Team**

**8:50 a.m. - 9:00 a.m.**

**Break – Exhibit Hall with Local Market Vendors**

**9:00 a.m. - 9:50 a.m.**

**CRASE Training (Continued): Henry Moore & Team**

**9:50 a.m. - 10:00 a.m.**

**Break – Exhibit Hall with Local Market Vendors**

**10:00 a.m. - 10:50 a.m.**

**AR NG911 Plan – Panel Discussion**

**10:50 a.m. – 11:00 a.m.**

**Break – Exhibit Hall with Local Market Vendors**

**11:00 a.m. - 12:00 p.m.**

**Business Meetings**

**Arkansas APC**

**Arkansas NENA**

**THE 2019 ARKANSAS APCO/NENA CONFERENCE LOCATION AND DATE WILL BE ANNOUNCED ON NOVEMBER 1, 2018. IF YOU WOULD LIKE TO SERVE ON THE 2019 CONFERENCE COMMITTEE, YOU MAY SIGN UP AT THE REGISTRATION BOOTH. THANK YOU FOR ATTENDING THE 2018 ARKANSAS APCO/NENA CONFERENCE.**

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**Platinum Level Sponsor**

**Gold Level Sponsor**

**Silver Level Sponsor**

**Bronze Level Sponsor**

