THE PREMIER CONFERENCE FOR MEDICAL, FIRE, AND POLICE DISPATCHING AND SECONDARY NURSE TRIAGE

Make it Happen, Make it Matter

Disney’s Coronado Springs Resort | Lake Buena Vista, Florida
This year is the 25th anniversary of NAVIGATOR—the world’s foremost premier education conference built around public safety emergency communications and call processing. The conference is focused on the educational experience of its attendees and dedicated to inspiring and celebrating emergency dispatch professionals. Come ready to learn about cutting-edge research and tried-and-true methods to keep you and your center operating at optimal levels.

NAVIGATOR attracts the best in the business, like public safety communications officials, managers, supervisors, and calltakers/dispatchers—both licensed users and interested organizations alike. Fire Chiefs, Police Chiefs, EMS Chiefs, Emergency Communications Medical Directors, potential partners, podcast experts, influencers in public safety, international visitors, and professionals have all joined our mission to make a difference over the past 25 years. No matter what their job titles are, all attendees have dedication and a passion for all things dispatch in common. Join us for a truly memorable experience.

#IAEDNAV

Register at navigator.emergencydispatch.org
A Message from the President

This NAVIGATOR marks the 25th anniversary of our annual conference. When we first began, we held sessions for a handful of industry professionals, and now we have an ever-growing number of attendees, exhibitors, and presenters. We couldn’t have done this without you. Nowhere else can you meet people who truly understand what you do and why you do it. So get out there and MAKE IT HAPPEN. MAKE IT MATTER.

-Jerry Overton

OPENING KEYNOTE:
JJ BIRDEN

JJ Birden is a former NFL wide receiver and businessman turned inspirational speaker and best-selling author. He teaches his audience how to seize the opportunities in their lives to achieve more, do more, and be more.

CLOSING LUNCHEON:

Join us for a plated lunch and presentation of awards. This event wraps up the week, so we will be reflecting on what we’ve learned and focusing on how to MAKE IT MATTER!

FEATURED SESSION SPEAKERS/TRACKS:

Popular tracks like Technology, Research, Special Interest, and ACE and Quality Assurance

Women in 911 (WIN) session, presented by NENA chairs. Advance women in 911 through leadership development, education, networking, and mentoring opportunities at all levels of their careers.

EMD Mentor pre-conference course presented by Jonny McMullan. Take a look at the role of the EMD mentor and examine why it is vital for the job role. We will discuss personality types of mentors and mentees and the complexity of assigning the correct partnership to promote a positive learning environment.

ENP Bootcamp presented by Brian Tegtmeyer and Ty Wooten. This workshop covers an overview of ENP application and exam scheduling processes before jumping into a cram session to begin getting you ready to ace the test!
**CAN’T MISS EVENTS**

**EXHIBIT HALL GALA**  
**Date:** Tuesday, April 28  
**Time:** 6:30–8:30 pm  
**Location:** Exhibit Hall (Veracruz Ballroom)  
**Details:** Kick your week off right in the Exhibit Hall. Grab some snacks, say hey to some cool people, and check out our awesome exhibitors.  
**Sponsor:** CENTRALSQUARE

**REEDY CREEK FIRE DEPARTMENT TOUR**  
**Date:** Wednesday, April 29 & Thursday, April 30  
**Time:** Check website  
**Details:** Take a tour of a local PSAP to see how similar and different things are from your center.

**OPENING SESSION**  
**Date:** Wednesday, April 29  
**Time:** 8:30–10:30 am  
**Location:** Coronado Ballroom  
**Details:** Start making it happen and making it matter by attending the opening session. Get inspired by the keynote speaker, and witness the presentations of the Instructor of the Year Award, ACE recognition, and Dispatcher of the Year Award.

**ATTENDEE PARTY**  
**Date:** Wednesday, April 29  
**Time:** 7:00–9:30 pm  
**Location:** Cabanas Beach  
**Details:** Let’s get spicy! We’re bringing Havana flavor to Orlando for the biggest party all week.

**WOMEN IN 911 HAPPY HOUR**  
**Date:** Thursday, April 30  
**Time:** 5:00–6:00 pm  
**Location:** Three Bridges Bar  
**Details:** After a day of inspiring, supporting, and learning from each other, join your female colleagues for casual conversation and fun.

**WELLNESS EVENTS**  
**EXHIBITOR BREAKFAST**  
**Date:** Thursday, April 30 & Friday, May 1  
**Time:** 7:00 am  
**Location:** Grand Destino Plaza  
**Details:** Clear your mind and shed that stress with morning activities like a morning lake walk.

**EXHIBITOR BREAKFAST**  
**Date:** Thursday, April 30  
**Time:** 8:00–9:00 am  
**Location:** Exhibit Hall (Veracruz Ballroom)  
**Details:** Eat the most important meal of the day while networking with colleagues and industry leaders.  
**Sponsor:**

**ACE RECEPTION (Invitation only)**  
**Date:** Thursday, April 30  
**Time:** 7:30–9:30 pm  
**Details:** Celebrate your center’s hard work with other ACEs.  
**Sponsor:**

**CLOSING LUNCHEON**  
**Date:** Friday, May 1  
**Time:** 1:00–2:30 pm  
**Location:** Coronado Ballroom  
**Details:** Alas, all good things must come to an end. Bring the week to a close by listening to the keynote speaker and watching the presentations of the Dr. Jeff J. Clawson Leadership Award, ECN of the Year Award, and Research Poster Winner.  
**Sponsor:**

Follow NAVIGATOR updates via the IAED’s social media accounts #IAEDNAV #IAEDNAV

Register at navigator.emergencydispatch.org
SCHEDULE-AT-A-GLANCE

SUNDAY
APRIL 26
8:30 AM Pre-conference Workshops & Courses

MONDAY
APRIL 27
8:30 AM Pre-conference Workshops & Courses

TUESDAY
APRIL 28
8:30 AM Pre-conference Workshops & Courses
6:30 PM Gala Reception
Sponsored by: CENTRAL SQUARE

WEDNESDAY
APRIL 29
8:30 AM Opening Session
Keynote Speaker: JJ Birden
10:30 AM Exhibit Hall Open
11:30 AM Lunch
12:30 PM Conference Sessions
7:00 PM Attendee Party

THURSDAY
APRIL 30
7:00 AM Wellness Activity
8:00 AM Exhibitor Breakfast and Exhibit Hall Open
9:15 AM Conference Sessions
12:00 PM Lunch
1:00 PM Conference Sessions
7:30 PM ACE Reception (Invitation Only)
Sponsored by:

FRIDAY
MAY 1
7:00 AM Wellness Activity
9:00 AM Conference Sessions
1:00 PM Closing Luncheon (Keynote Speaker: TBA)
Sponsored by:
EXHIBIT HALL

The Exhibit Hall floor offers something for everyone, with exhibitors enabling you to leave the show with ways to improve your center and opportunities to make new contacts. We understand the power of connecting with your industry peers. The most comprehensive and cutting-edge solution providers will be on hand. Attendees will have firsthand look at how companies are responding to the market's latest trends and issues.

WHAT YOU GET:

• Exhibit Hall access with your passport
• Cutting-edge products and services
• Food and beverages
• Exciting performers at the Gala
• Expansive show floor covering 40,000 square feet
• Get a pulse on what's out there including the latest from vendors in seating, CAD, educational opportunities, etc.
• Demos from vendors
• Meeting the Academy and taking home cool giveaways
• The research posters are near the Exhibit Hall so you can get a feel for the latest research in the industry
• Meet industry friends like the Denise Amber Lee Foundation and Within The Trenches Podcast
• Mix and mingle with industry experts and newcomers, expanding your sphere of influence and being influenced in turn

HOURS:

Tuesday, April 28
Exhibit Hall Gala
6:30 pm–8:30 pm
Sponsored by:
CENTRAL SQUARE

Wednesday, April 29
Exhibit Hall open
10:30 am–3:00 pm

Thursday, April 30
Exhibit Hall open
8:00 am–1:30 pm

PARTNERS & SPONSORS

PLATINUM

GOLD

SILVER

BRONZE
WHERE
Disney’s Coronado Springs Resort
1000 W Buena Vista Drive
Lake Buena Vista, FL 32830-8403

LOCATION LOCATION LOCATION:
- The resort is a quick 25 minutes from Orlando International Airport with a complimentary shuttle from curb to curb.*
- Take a break in one of four pools available to guests.
- Want to hit a Disney park while you’re in town? Attendees get a discount on multiday park passes!*
- Information provided after registration.

*Only available to guests of the hotel.

**REGISTRATION**

**Registration Fees**

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<th>Early Bird Dec-Mar 1</th>
<th>Regular Mar 1-Apr 25</th>
<th>On-Site</th>
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<tbody>
<tr>
<td><strong>3-Day Pass</strong></td>
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<tr>
<td>Opening Session</td>
<td>$595</td>
<td>$695</td>
<td>$750</td>
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<td>NAVIGATOR Swag</td>
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<td>Breakfast in the Exhibit Hall</td>
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<td>Exhibit Hall Access</td>
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<td>Two Box Lunches</td>
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<tr>
<td>Opening Gala</td>
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<tr>
<td>Attendee Party</td>
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<tr>
<td>Access to 110+ hours of CDE Sessions</td>
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<td>Earn up to 24 CDE Hours</td>
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<td><strong>1-Day Pass</strong></td>
<td>$245</td>
<td>$275</td>
<td>$325</td>
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<td><strong>Closing Lunch w/ Keynote</strong></td>
<td>$30</td>
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<td><strong>Guest Pass</strong></td>
<td>$150</td>
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<tr>
<td><strong>Attendee Party</strong> (Included in 3-Day Pass)</td>
<td>$25</td>
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**Pre-con Workshop and Courses**

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<th>Early Bird Dec-Mar 1</th>
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<th>On-Site</th>
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<tr>
<td>4-Hour</td>
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<td>8-Hour</td>
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<tr>
<td>Q Certification Courses</td>
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<td>ETC Instructor Certification Course</td>
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<tr>
<td>Mentor Course</td>
<td>$395</td>
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Now that you’re amped up, what needs to be done between now and NAVIGATOR 2020? Use this handy checklist to count down the days and tasks.

- Register for the conference and book your hotel room and flight (get the early bird discount and save some sweet cash for Disney or souvenirs)
- Pick your tracks and speakers (we recommend NAVIGATOR+)
- Follow our IAED NAVIGATOR page on Instagram and watch for possible discounts and prizes
- Download the app (stay up to date on session changes and logistical changes)

MAKE IT MATTER

- Be an inspiration when you go back home and share all the valuable things you learn
- Pick up some free swag to take back to colleagues
- Try to meet at least two new people every day
TWENTY-FIVE YEARS OF NAVIGATOR

1996 - SALT LAKE CITY, UT
1997 - VALLEY FORGE, PA
1998 - SALT LAKE CITY, UT
1999 - SAN ANTONIO, TX
2000 - LAS VEGAS, NV
2001 - NEW ORLEANS, LA
2002 - TAMPA, FL
2003 - ANAHEIM, CA
2004 - LAS VEGAS, NV
2005 - BALTIMORE, MD
2006 - ORLANDO, FL
2007 - LAS VEGAS, NV
2008 - BALTIMORE, MD
2009 - LAS VEGAS, NV
2010 - ORLANDO, FL
2011 - LAS VEGAS, NV
2012 - BALTIMORE, MD
2013 - SALT LAKE CITY, UT
2014 - ORLANDO, FL
2015 - LAS VEGAS, NV
2016 - WASHINGTON, DC
2017 - NEW ORLEANS, LA
2018 - LAS VEGAS, NV
2019 - NATIONAL HARBOR, MD
2020 - ORLANDO, FL