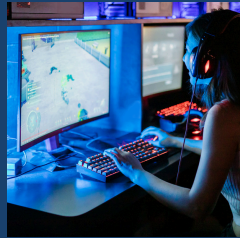




September 3-5, 2025
Atlanta, GA

Program Guide and Directory

**WHERE
PSAP
LEADERS
CONNECT**





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EATON HALL EXHIBITIONS

A Clarion Events Company

6 Research Drive, Suite 350, Shelton, CT 06484

(973) 514-5900 www.CopTech.com www.Eatonhall.com



Welcome to the 911 Directors Forum!

This is your forum. There is no other event quite like this one, where leaders in law enforcement technology can come together and share ideas, solutions, and experiences in a casual forum.

The best part of any conference is meeting new people, and you'll only do that if you extend a handshake, start a conversation, or ask a question of the person next to you.

We've asked the presenters and solutions providers to provide the most practical, hands-on, and real-world techniques they can. You'll see how problems are being solved today, and learn new ideas that you can put into practice as soon as you get back to your agency.

In our boardroom case studies, you'll get applied information straight from people who know how to solve challenges for law enforcement. New ideas need new tools, so tap these solutions providers for information on new ways to meet your technology challenges.

While you're here, you're our guest. So please say hello and let us know how we can make your visit here the best it can be. Have a great CopTechForum!

Law Enforcement Delegates

Law Enforcement Delegates





Participating Delegates

Anchorage Police Department (AK)

Amy Foraker

Emergency Communications Center Manager

Anoka County Emergency Comm's

Kari Morrissey

Director

Atlanta E911 (GA)

Desiree Arnold

Executive Director

Chesterfield Emergency Comm's (VA)

Mary Bowman

Acting Director

Chesterfield Emergency Comm's

Cynthia Gillespie

Emergency Communications Technical Manager

Fairfax County 9-1-1 (VA)

Scott Brillman

Director

Harris County Sheriff's Office (TX)

David Klozik

Director

Hillsborough County Sheriff's Office

Zuly Stearns

Law Enforcement Captain

Irving Police Department (TX)

Kendall Dickerman

Communications Manager

Kalamazoo Cty. Dispatch Authority

Torie Rose

Deputy Director

Lake County Sheriff's Office (FL)

Shannon Waldrop

Emergency Communications Director

Minneapolis 911 (MN)

Joni Hodne

Minneapolis Emergency Communications Director



Participating Delegates

Minneapolis 911 (MN)

Leticia Cardenas

Emergency Communications Assistant Director

Pennington Cty Emergency Svcs C.C.

Kevin Karley

Director

Porter County Central Comm's (IN)

Debby Gunn

Executive Director

Riverside County Sheriff's Office

Steven Favero

Captain - communications, Technology and Support

Riverside County Sheriff's Office

Timothy Buchfeller

Communications Manager

Rockdale County 911 (GA)

Myisha Callaway

Deputy Director

Salt Lake City 911 Comm's Bureau

Lisa Kehoe

Executive Director

Salt Lake Valley Emergency Comm's

Ivan Whitaker

Executive Director

Scott Emergency Comm's Center (IA)

Melissa Ketcham

Director

Summit County Sheriff's Office (UT)

Spencer Harrison

Communications Manager

Three Rivers Ambulance Authority

Savanna Fettig

Communications Manager

Anchorage Police Department (AK)



Amy Foraker

Emergency Communications

(907) 786-8696 • amy.foraker@anchorageak.gov

250,000 Calls For Service

Anoka County Emergency Comm's Center (MN)



Kari Morrissey

Director

(763) 324-5801 • Kari.Morrissey@anokacountymn.gov

380,000 Calls For Service

Atlanta E911 (GA)



Desiree Arnold

Executive Director

(404) 546-2371 • dyarnold@atlantaga.gov

1,300,000 Calls For Service

Chesterfield Emergency Comm's (VA)



Mary Bowman

Acting Director

(804) 748-1251 • bowmanm@chesterfield.gov

275,000 Calls For Service

Chesterfield Emergency Comm's Center (VA)



Cynthia Gillespie

Emergency Communications

(804) 796-7065 • gillespiec@chesterfield.gov

275,000 Calls For Service

Fairfax County 9-1-1 (VA)



Scott Brillman

Director

(410) 365-6282 • scott.brillman@fairfaxcounty.gov

1,200,000 Calls For Service

Harris County Sheriff's Office (TX)



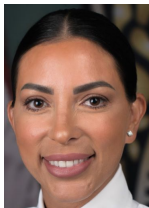
David Klozik

Director

(281) 703-1583 • david.klozik@sheriff.hctx.net

1,000,000 Calls For Service

Hillsborough County Sheriff's Office (FL)



Zuly Stearns

Law Enforcement Captain

(813) 247-8245 • zstearns@teamhcsso.com

1,000,000 Calls For Service

Irving Police Department (TX)



Kendall Dickerman

Communications Manager

(972) 721-2312 • ktanno@irvingtx.gov

500,000 Calls For Service

Kalamazoo Cty. Dispatch Authority (MI)



Torie Rose

Deputy Director

(269) 488-6617 • vrose@kccda911.org

Calls For Service

Lake County Sheriff's Office (FL)



Shannon Waldrop

Emergency Communications

(352) 742-4622 • shannon.waldrop@lcsso.org

453,920 Calls For Service

Minneapolis 911 (MN)



Joni Hodne

Minneapolis Emergency

(612) 673-5935 • joni.hodne@minneapolismn.gov

600,000 Calls For Service

Minneapolis 911 (MN)



Leticia Cardenas

Emergency Communications

(612) 673-5910 • leticia.cardenas@minneapolismn.gov

600,000 Calls For Service

Pennington Cty Emergency Svcs C.C. (SD)



Kevin Karley

Director

(606) 718-2911 • kevin.karley@pennco.org

Calls For Service

Porter County Central Comm's (IN)



Debby Gunn

Executive Director

(219) 477-3025 • dgunn@portercountyin.gov

260,000 Calls For Service

Riverside County Sheriff's Office (CA)



Steven Favero

Captain - communications,

(951) 955-2516 • sfavero@riversidesheriff.org

1,600,000 Calls For Service

Riverside County Sheriff's Office (CA)



Timothy Buchfeller

Communications Manager

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1,600,000 Calls For Service

Rockdale County 911 (GA)



Myisha Callaway

Deputy Director

(770) 278-8425 • Myisha.Callaway@rockdalecountyga.gov

Calls For Service

Salt Lake City 911 Comm's Bureau (UT)



Lisa Kehoe

Executive Director

(801) 799-3593 • lisa.kehoe@slc.gov

380,000 Calls For Service

Salt Lake Valley Emergency Comm's Center (UTAH)



Ivan Whitaker

Executive Director

(801) 840-4000 • iwhitaker@vecc911.com

850,000 Calls For Service

Scott Emergency Comm's Center (IA)



Melissa Ketcham

Director

(563) 484-3036 • melissa.ketcham@scottcountyiowa.gov
300,000 Calls For Service

Summit County Sheriff's Office (UT)



Spencer Harrison

Communications Manager

(435) 655-5605 • sharrison@summitcountyutah.gov
118,465 Calls For Service

Three Rivers Ambulance Authority (IN)



Savanna Fettig

Communications Manager

(260) 420-6500 • sfettig@traa-ems.com
77,000 Calls For Service

Solutions Providers

Solutions Provider





Amazon Web Services

Cloud Services

EMERES Inc

CAD/RMS

IXP Corporation

IT Services, Managed Solutions

National Public Safety

CAD/RMS Consultant

Peregrine

Data Integration & Real-Time Operations

Prepared

Data Integration & Real-Time Operations

Priority Dispatch

Structured, protocol-based dispatch

RapidSOS

Data Integration & Real-Time Operations

Versaterm

Data Integration & Real-Time Operations

Wilmac Technologies

Scheduling, Timekeeping, Wellness & Workforce Mgt.

Amazon Web Services



Cloud Services

Since 2006, Amazon Web Services has provided industry-leading cloud capabilities, helping customers transform industries and communities. As part of Amazon's customer-centric approach, AWS delivers comprehensive solutions that enable organizations to build innovative solutions. From startups and enterprises to non-profits and governments, customers trust AWS to modernize operations, drive innovation, and secure their data.

7604452375

aws.amazon.com



EMERES Inc



CAD/RMS

The EMERES team brings 25+ years of expertise serving 9-1-1, police, fire, and EMS agencies of all sizes. Our Cirrus Platform redefines CAD with unmatched configurability, full-cloud or on-premise deployment options, multi-agency support, and the revolutionary Design Studio—empowering public safety teams to adapt, build, and evolve their systems like never before. Experience true flexibility across disciplines and jurisdictions.

514-545-3067

www.emeres.com



IXP Corporation



IT Services, Managed Solutions

IXP Corporation is a privately held company offering public safety and security solutions to municipal governments, colleges/universities, medical campuses, and private industry.

IXP provides emergency communication centers and their support agencies with a wide range of services, including: independent assessments and feasibility studies, SmartCCTV, video surveillance and analytics, technology lifecycle analysis, project management, and fully managed services with provisions for turnkey dispatch staffing, technical integration/support, and facility operations.

609-759-5100

<https://www.ixpcorp.com>



National Public Safety Group



CAD/RMS Consultant

National Public Safety Group (NPSG) is a concierge consulting firm solely focused on Public Safety Software projects. With a vendor-agnostic approach, we deliver a tailored team for guidance on CAD, RMS, Fire, JMS and Mobile Data projects. We ease the burden of complex software projects on agencies, supporting all phases including needs assessment, selection, procurement and project management.

910-420-3667

npsg.org



Peregrine



Data Integration & Real-Time Operations

From incoming calls, to dispatch, to the aftermath, Peregrine’s data integration platform empowers emergency response professionals to measure, analyze, and enhance their operations, leading to faster response times and improved community outcomes.

2035367463
peregrine.io



Prepared



Prepared

**Data Integration & Real-Time
Operations**

Prepared is a leading public safety technology company that equips 911 centers with modern tools to save lives. By bridging the gap between callers and dispatchers, Prepared enables secure multimedia sharing, real-time data, and enhanced situational awareness. Founded to reimagine emergency response, Prepared partners with communities nationwide to strengthen safety, improve outcomes, and build trust in critical moments.

4088932187

www.prepared911.com



Priority Dispatch



Structured, protocol-based dispatch

The Priority Dispatch System is a comprehensive approach to Emergency Dispatch built on the International Academies of Emergency Dispatch-approved unified protocol systems. We provide Emergency Communications Centers the vital technology, tools, and training needed to gather essential information, relay timely, accurate information to field responders, and provide life-saving support – all within a single system.

9788665322

www.prioritydispatch.net



RapidSOS



Data Integration & Real-Time Operations

RapidSOS is the intelligent safety platform that connects real-time data from connected devices, apps, and sensors directly to 911 and first responders. Trusted by thousands of public safety agencies, RapidSOS helps emergency teams respond faster and more effectively when every second counts.

www.rapidsos.com



Versaterm



**Data Integration & Real-Time
Operations**

Versaterm, a global public safety solutions company, empowers agencies to transform their organizations by providing innovative technology, expertise and an unwavering dedication to service. Our ecosystem supports community safety through purposeful integrations across the public safety spectrum that improve workflows, customer service and just outcomes.

613-820-0311

www.versaterm.com



Wilmac Technologies



Scheduling, Timekeeping, Wellness & Workforce Mgt.

Continuity WFM from Wilmac Technologies was built for the realities of 911 centers, where staffing can change minute by minute. Manual processes and traditional scheduling tools leave supervisors buried in spreadsheets, blind to coverage gaps, and without meaningful reporting to guide decisions. Continuity WFM automates scheduling and intraday management, delivering real-time visibility, actionable reporting, and flexibility for breaks, callouts, or special events so supervisors save time and every seat stays covered.

1-800-836-1160

www.wilmactech.com





The 911 Directors Forum

Where PSAP Leaders Connect



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