**Columbus, OH 9-1-1 QA Training Day Agenda – July 18th, 2019**

8:00 – 8:30 AM **Registration & Coffee/Tea**

8:30 – 9:00 AM **Welcome and Introductions**

Martyn Gallus of ADS and Nathan Lee from DALF

9:00 – 10:30 AM **QA Training**

10:30 – 10:45 AM Networking break

10:45 – 11:50 AM **QA Training**

11:50 AM – Noon Break and lunch setup

Noon – 1:00 PM Lunch at your seat

1:00 – 2:30 PM **QA Training**

2:30 – 3:00 PM **Town Hall Question & Answer Session**

3:00 – 3:30 PM **NICE Inform Evaluator Demonstration**

3:30 PM Adjourn and Optional PSAP Tour



**9-1-1 QA Training Day Facilitated by:**

**Professional Trainers:**

* Sherrill Ornberg, ENP, RPL – Foundation QA Director, former PSAP director, past president of Illinois APCO
* Nathan Lee – Founder and Trainer, Denise Amber Lee Foundation

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