

Abstract

# Summit 2025

Next Gen call routing and emergency call handling classes

## Track: Next Gen call routing

### Customer roundtable: what PSAPs say about their Next Gen call routing deployments

**Presenters:** Bob Finney, Collier County Sheriff's Office, Tenea Reddick, 911 Director for the City of Baltimore and Sam Bard, Motorola Solutions

**Abstract:** Although Tenea Reddick and Bob Finney operate in very different environments, they are served by the same call routing service that addresses their unique operational needs. Hear what they are getting out of Next Gen call routing to solve their problems and improve efficiencies. Whether your PSAP has deployed Next Gen call routing or you are in the process, walk away with a new appreciation of the practical application and benefits of Next Gen call routing, whatever your operational environment.

### Customer use case: statewide call routing deployment: balancing the needs

**Presenters:** Steven A. Weinkauff, New Mexico 911 Bureau Chief, Tina Mathieu, Executive Director, Utah Communications Authority and Jeff Gillan, Sam Bard, Motorola Solutions

**Abstract:** What is the coordination required between the multiple stakeholders to deliver a successful statewide call routing service? What balance must be achieved between the state's needs and the needs of the individual PSAPs to avoid compromising day-to-day operations and workflows? Hear from your peers as they describe best practices in deploying a statewide call routing service.

Summit  
2025

» To get a look at all of the Summit classes [click here](#).

» Don't miss out on all the education and networking opportunities - [register here](#).

## Track: Next Gen call routing (continued)

---

### Gaining operational efficiencies between call routing and call handing and leaving outdated models behind

**Presenters:** Jeff Gillan, Sam Bard, Motorola Solutions

**Abstract:** What coordination is required between call routing and call handling to enable Next Gen functionality, like RTT (real-time text)? How do you benefit from new features without getting bogged down in old models that don't support the operational evolution needed for today's NG9-1-1 environment? We'll answer these questions and more as we examine Motorola Solutions' approach to managing callflows, workflows and new functionality adoptions in the world of Next Gen.

---

### Call routing industry update and the impacts to your PSAP

**Presenter:** Sam Bard, Motorola Solutions

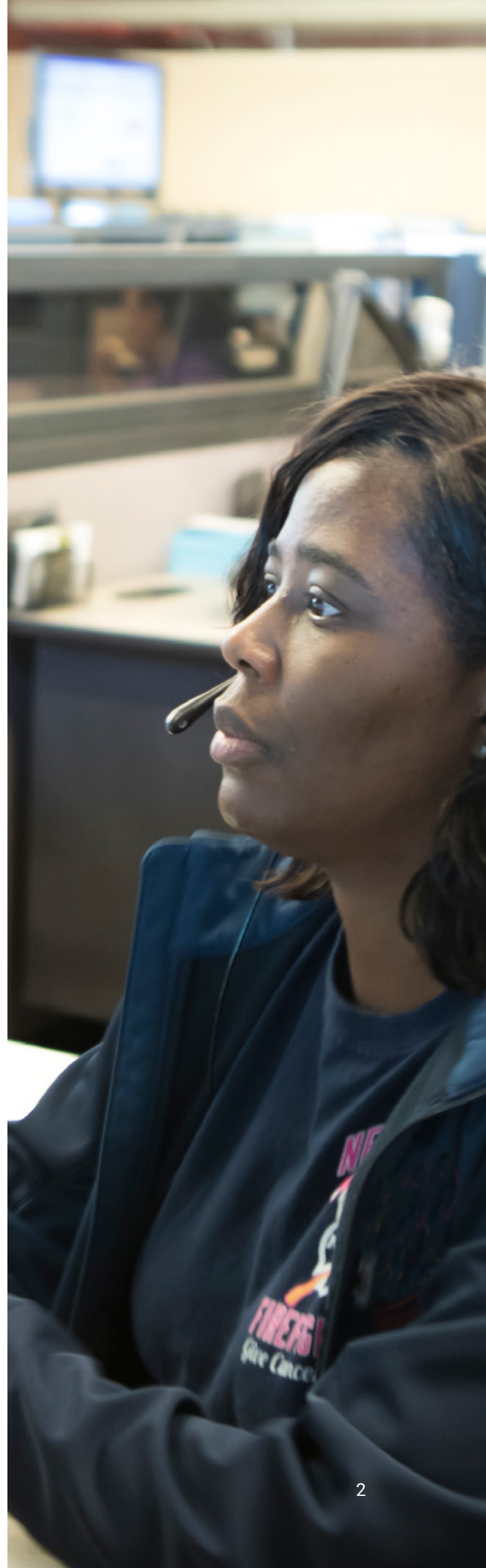
**Abstract:** The FCC recently released several Report and Orders that impact PSAPs' call routing operations, including location-based routing and the responsibilities and deadlines for OSPs (Originating Service Providers). Let's clear the fog on what these orders actually mean for your agency's day-to-day operations. Leave with a better understanding of the Next Gen call routing landscape and how it is being impacted by these historic changes in 9-1-1 regulation.

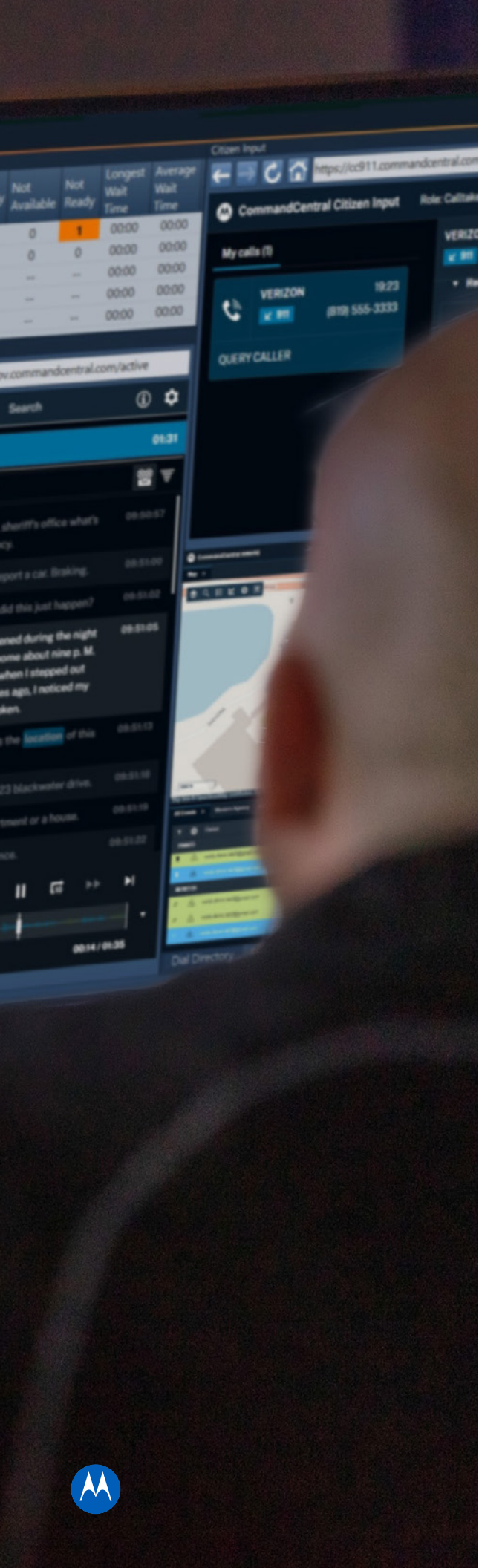
---

### PSAP-to-PSAP communications in Next Gen - three points to consider

**Presenter:** Gary Wine, County Administrator, Berkeley County, WV, Ira Pyles, Motorola Solutions

**Abstract:** The communications exchange between PSAPs, like conferencing and call transfers, is not new, but with Next Gen it changes dramatically. How do you ensure you and your neighbors benefit from the new forms of data exchange, like location and incident data? Hear from colleagues and Motorola Solutions on the three points to consider to ensure rich PSAP-to-PSAP communications exchange.





## Track: Emergency call handling

---

### How can different be a good thing?

**Presenters:** Yanneth Contrada, Assistant Supervisor, Collier County Sheriff's Office and Amy Walker, Chantal Levert, Motorola Solutions

**Abstract:** Training telecommunicators on new software means change and change takes time. How do we reduce training time and actually delight users in what they learn? Hear Collier County and Motorola Solutions talk about their experience in training and learning the new VESTA NXT user interface. Walk away from the session with a new perspective on why 'different' is a good thing.

---

### Fine tune your VESTA 9-1-1 engine

**Presenters:** Marty Bausano, Lori DeBois, Motorola Solutions

**Abstract:** This session is based on questions we've been getting from VESTA 9-1-1 users on how to fine-tune their VESTA skills. Whether you have questions about using VESTA, are a new administrator or want a refresh on your VESTA Analytics reports, we've got you covered. Don't miss the opportunity to make sure you are getting the most out of your VESTA 9-1-1.

---

### Answering 9-1-1 calls with less stress using the AI enabled tool kit

**Presenters:** Jeff Freeland, Motorola Solutions

**Abstract:** How can AI augment the support, critical thinking and communication skills for the telecommunicator, while keeping the human in charge? If AI can take on tasks like sorting and surfacing information from the live call, does that mean fewer clicks, fewer tabs, less digging for information? Hear how AI is helping PSAPs automate routine tasks for big win improvements.

---

### How to manage 9-1-1 mapping data in one secure place

**Presenters:** Jeff Freeland, Jim Kringle, Motorola Solutions

**Abstract:** As the sources of location data increase, what process will 9-1-1 agencies use to submit and manage all mapping data and geographic feeds in one secure place? Join us as we explore how Motorola Solutions unified mapping platform provides a common hub for map data, including CAD data and leveraging unified cloud GIS technology. A key focus will be source map data and 9-1-1 data processing capabilities that provide the foundation for a common hub deployment.



## Track: Emergency call handling (continued)

### Customer roundtable: AI use cases

**Presenters:** Kevin Rose, Executive Director of Weber Area Dispatch 911 and Emergency Services District in UT, Lt. Jennifer Reidy, Commander of the Communications Division and PSAP Director for the Howard County Police Department, MD and Ron Wilson, Jeff Freeland, Motorola Solutions

**Abstract:** How does AI help reduce the mental fatigue telecommunicators experience while simultaneously offering PSAPs increased operational efficiencies? We'll explore two specific examples from two different agencies. Don't miss how AI benefits their centers.

### Customer case study: Peel Regional Police – technology investments that improve 9-1-1 service

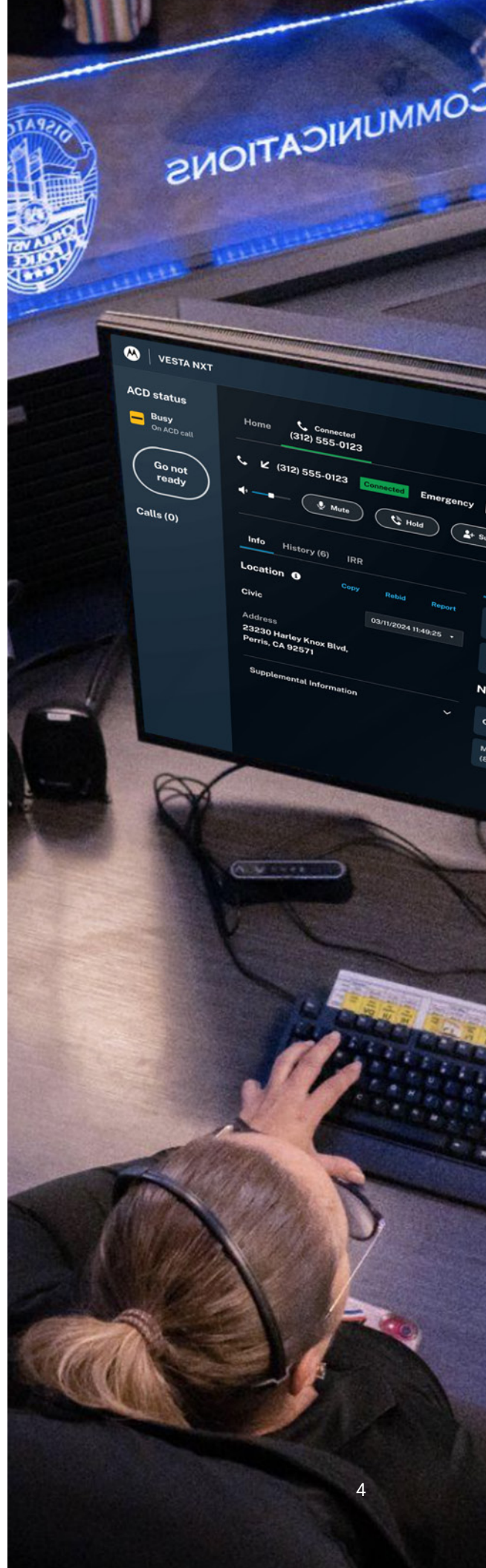
**Presenters:** Mark Noble, Inspector, Peel Regional Police, Canada and Pascal Maheu, Motorola Solutions

**Abstract:** The Peel Regional Police Communications Centre, the first large Public Safety Answering Point in Canada to launch NG9-1-1, leveraged investments in technology to significantly improve 9-1-1 call answer times, reduce incoming call volume and enhance overall service delivery to the community. Hear Inspector Mark Noble explain how these upgrades have provided the technology capabilities to connect callers with emergency services in an expedited manner.

### What you need to know about VESTA Managed and Support Services

**Presenters:** Monette Hurtt, 911 Service Manager, Greater Harris County 911 Emergency Network and David Hartley, Tim Leach, Armando Tello, Kelsey Proctor, Motorola Solutions

**Abstract:** Join us for an overview of the Managed and Support Services for VESTA. With emergency services-grade monitoring, technical support, access to report tickets, a customer advocate and more, the VESTA Services are there for you 24/7. Get the details on how these services help safeguard your community.





## Track: innovation and functionality

Taught by Motorola Solutions subject matter experts

### What's new: Next Gen call routing service, Motorola Solutions

Join us as we review the enhancements made to our Next Gen call routing service over the past year and discuss the upcoming roadmap.

### What's new: VESTA 9-1-1

Join us as we review the enhancements made to VESTA 9-1-1 over the past year and discuss the upcoming roadmap.

### What's new: VESTA NXT

Join us as we review VESTA NXT updates and status and discuss the upcoming roadmap.

To learn more, visit: [motorolasolutions.com/ng911](https://motorolasolutions.com/ng911)



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](https://motorolasolutions.com)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2025 Motorola Solutions, Inc. All rights reserved. 02-2025 [MW05]