

DATE: July 18, 2019
TO: 911 Emergency Response Advisory Committee
FROM: Lisa Rose-Brown, Sparks Police Department, Police Services Manager, 775-353-2304 lrosebrown@cityofsparks.us

THROUGH: Pete Krall, Chief of Police

SUBJECT: PUBLIC SAFETY TRAINING CONFERENCE FOR SPARKS POLICE DEPARTMENT PSAP (Public Safety Answering Point) [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for reimbursement for the costs associated with attending the National Emergency Number Association (NENA) Conference June 14, 2019 through June 19, 2019, in an amount not to exceed \$5,400.00

SUMMARY

PUBLIC SAFETY TRAINING CONFERENCE FOR SPARKS POLICE DEPARTMENT PSAP (Public Safety Answering Point) [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for reimbursement for the costs associated with attending the National Emergency Number Association (NENA) Conference June 14, 2019 through June 19, 2019, in an amount not to exceed \$5,400.00

NRS APPLICABLE:

NRS 244A.7645 provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholder is the primary Public Safety Answering Points (PSAPs) for Sparks Police Department.

PREVIOUS ACTION & BACKGROUND

Yearly a request is made for funding for two (2) individuals from each of the three (3) primary PSAP's to attend four Dispatch Training Conferences. Navigator is one of these pre-approved conferences. This conference will provide critical training on 9-1-1 technology, operations, policies and education issues.

Most recently the committee approved Reno PSAP's request for the same conference at the last meeting, May 16, 2019.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system. Budget authority exists within the E911 Fund to the travel and training to 4 public safety training conferences.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to reimburse Sparks Police Department PSAP the costs associated with attending the NENA conference June 14,2019 through June 19, 2019, in an amount not to exceed \$5,400.

POSSIBLE MOTION

Move to approve the recommendation that the E911 Emergency Response Advisory Committee approve the request to reimburse Sparks Police Department PSAP the costs associated with attending the NENA conference June 14,2019 through June 19, 2019, in an amount not to exceed \$5,400.



Travel Reconciliation Form

City of Sparks

 Invoice Number
BALDUE/

Name (Last, First) Rose-Brown, Lisa		Department Police	Date 6/27/19
Travel Location Orlando, FL	Purpose NENA Conference		

Actual Expenses

Place an "X" if paid with P-Card ↓

Date	6/14 Fri	6/15 Sat	6/16 Sun	6/17 Mon	6/18 Tue	6/19 Wed					Total
Air Travel	\$837.50									X	\$837.50
Auto Rental											
Taxi/Shuttle											
Fuel											
Registration	\$698.00									X	\$698.00
Lodging	\$107.63	\$107.63	\$107.63	\$107.63	\$107.63					X	\$538.15
Subsistence	\$66.00	\$66.00	\$51.48	\$66.00	\$48.18	\$32.34					\$330.00
Parking/Tolls											
Uber	\$60.00										\$60.00
Uber	\$4.77										\$4.77
Misc.											
Misc.											

Total Travel Expenses: \$2,468.42

Advance Received by Traveler: \$390.00

Registration Paid by Check:

Expenses Paid by P-Card: \$2,073.65

Total Due Traveler: \$4.77

Total Due City:

Balance Due Traveler

Name (Last, First) Rose-Brown, Lisa	
Department Police	
603280/090219	
Amount \$4.77	

I hereby certify that this account of travel expenses is accurate and conforms with applicable regulations. The expenses were actual, reasonable, and were personally incurred in performance of my official duties. No portion of this claim was provided free of charge, covered by a registration fee, or paid from another source.

I hereby certify that I have reviewed this travel claim and find it to be reasonable and in compliance with established travel policy.

Lisa Rose-Brown 6/27/19 (66)

[Signature] 6-27-19

Traveler's Signature Department Head's Signature

City of Sparks *COPY TO HELEN ELLIOTT* **Travel Expense Form** *73182* **City of Sparks**

6-12-19 CK RUN

Check Request Number

Name (Last, First) **Rose-Brown, Lisa** Department **Police** Date **6/3/19**

Travel Location **Orlando, FL** Purpose **NENA Conference**

Departure Date **6/14/19** Time **6:30 AM** Return Date **6/19/19** Time **7:45 AM** Subsistence Rate **\$66.00**

Place "1-4" if P-Card or "5" If registration is paid with A/P Check ↓

Date	6/14 Fri	6/15 Sat	6/16 Sun	6/17 Mon	6/18 Tue	6/19 Wed	Thu	Fri		Total
Air Travel	837.50								1	\$837.50
Auto Rental										
Taxi/Shuttle										
Fuel										
Registration	698.00								1	\$698.00
Lodging	<i>106.49</i>	<i>106.49</i>	<i>106.49</i>	<i>106.49</i>	<i>106.49</i>				1	<i>\$532.45</i>
Subsistence	66.00	66.00	51.48	66.00	48.18	<i>32.34</i>				<i>330.00</i>
Parking/Tolls										
UBER	60.00									\$60.00
Misc.										
Misc.										

Put an "X" in the cell if the meal will be provided to the traveler by an outside source.

Breakfast										
Lunch										
Dinner										

Personal Vehicle Use

Departure: Destination: Miles Rate Subtotal Total

Airline Ticket Quote
Must include Printout with Form

Total Travel Expenses: *2457.95*
Expenses Paid by P-Card: *2067.95*
Expenses Paid by Check:
Total Due Traveler: *390.00*

Payments

Advance to Traveler	Registration Check	P-Card
Name (Last, First) Rose-Brown, Lisa	Name	P-Card Number
Department Police	Address	Name on P-Card Lisa Rose-Brown
Account <i>603285/090219</i> 603275	Program 0.090219	Total Charged to P-card <i>2067.95</i>
PE ID/ Vendor Number <i>10592</i>	PE ID/ Vendor Number	
Amount <i>390.00</i>	Amount	

I hereby certify that all costs seem necessary and appropriate for travel.

Marlene M. Praise **6-11-19**

Accounting's Signature

Comments:
The last 2 night's lodging will be paid for by Lisa. Also made adjustments so the meals would not be included on the additional day.
6/20 & 6/21 traveler on own time

I hereby certify that this account of travel expenses is accurate and conforms with applicable regulations. The expenses are actual, reasonable, and will be personally incurred in performance of my official duties. No portion of this claim will be provided free of charge, covered by a registration fee, or paid from another source in the future.

Lisa Rose-Brown

Traveler's Signature

I hereby certify that I have received the following check:

Check Number:
Amount:

6-10-19

Department Head's Signature

Traveler's Signature

GAYLORD
HOTELS®

GAYLORD PALMS

GUEST FOLIO

2042	ROSEBROWN/LISA	94.00	06/19/19	06:40	48946	58463
ROOM	NAME	RATE	DEPART	TIME	ACCT#	GROUP
TQNF	10400 FERNWOOD ROAD		06/14/19	16:52		
TYPE	BETHESDA MD 20817		ARRIVE	TIME		
198						
ROOM		MCXXXXXXXXXXXX7201			MBV#:	838514299
CLERK	ADDRESS	PAYMENT				
DATE	REFERENCES	CHARGES	CREDITS	BALANCES DUE		
06/14	GP ROOM 2042, 1	94.00		107.63		
06/14	ST TAX 2042, 1	13.63				
06/15	GP ROOM 2042, 1	94.00		107.63		
06/15	ST TAX 2042, 1	13.63				
06/16	GP ROOM 2042, 1	94.00		107.63		
06/16	ST TAX 2042, 1	13.63				
06/17	GP ROOM 2042, 1	94.00		107.63		
06/17	ST TAX 2042, 1	13.63				
06/18	GP ROOM 2042, 1	94.00		107.63		
06/18	ST TAX 2042, 1	13.63				
06/19	CCARD-MC		538.15			
PAYMENT RECEIVED BY: MASTERCARD XXXXXXXXXXXXXXX7201						
						.00

See our "Privacy & Cookie Statement" on [Marriott.com](https://www.marriott.com/privacy)

Your Marriott Bonvoy points/miles earned on your eligible earnings will be credited to your account. Check your Marriott Bonvoy Account Statement for updated activity. See members.marriott.com for new Marriott Reward benefits.

GAYLORD
HOTELS®

GAYLORD PALMS
6000 W OSCEOLA PKWY
KISSIMMEE, FL 34746
407-586-0000 FAX 407-586-9556

Treat yourself to the comfort of Gaylord Hotels at home. Visit GaylordHotelsStore.com

This statement is your only receipt. You have agreed to pay in cash or by approved personal check or to authorize us to charge your credit card for all amounts charged to you. The amounts shown in the credit column opposite any credit card entry in the reference column above will be charged to the credit card number set forth above. (The credit card company will bill in the usual manner.) If for any reason the credit card company does not make payment on this account, you will owe us such amount. If you are direct billed, in the event payment is not made within 25 days after check-out, you will owe us interest from the check-out date on any unpaid amount at the rate of 1.5% per month (ANNUAL RATE 18%), or the maximum allowed by law, plus the reasonable cost of collection, including attorney fees.

Elliott, Helen

From: Rose-Brown, Lisa
Sent: Tuesday, June 25, 2019 12:07 PM
To: Elliott, Helen
Subject: FW: Your Friday afternoon trip with Uber

64.77

From: Lisa Brown <litbell22@gmail.com>
Sent: Tuesday, June 25, 2019 12:04 PM
To: Rose-Brown, Lisa <lrosebrown@cityofsparks.us>
Subject: Fwd: Your Friday afternoon trip with Uber

Lisa Brown

Begin forwarded message:

From: "Uber Receipts" <uber.us@uber.com>
Date: June 25, 2019 at 12:03:28 PM PDT
To: <litbell22@gmail.com>
Subject: Your Friday afternoon trip with Uber

Uber

Total: \$34.98
Fri, Jun 14, 2019

Thanks for riding, Lisa

We hope you enjoyed your ride
this afternoon.



Total

\$34.98

Trip Fare	\$21.98
-----------	---------

Subtotal	\$21.98
----------	---------

Tolls, Surcharges, and Fees 	\$13.00
---	---------

Amount Charged

 1743 Switch	\$34.98
---	---------

You rode with David



4.9 ★ Rating

David is known for:
Excellent Service

How was your ride?

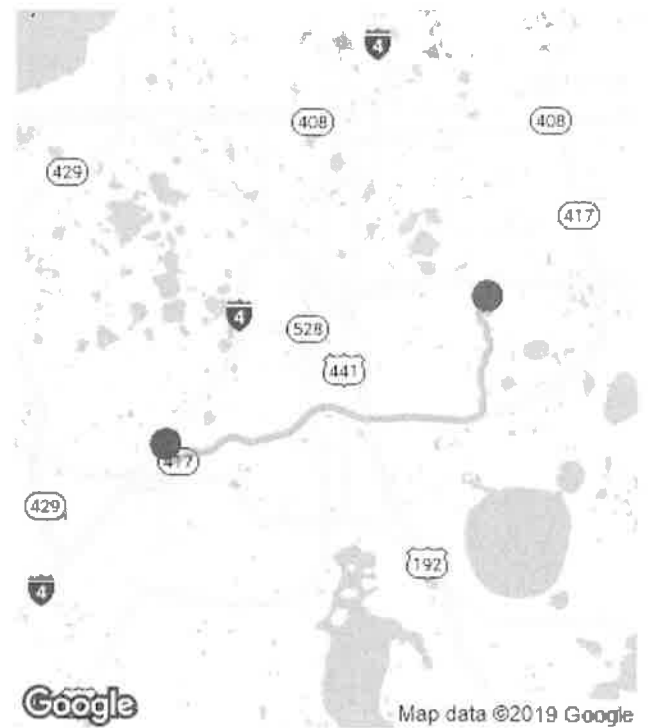
RATE OR TIP

RATE OR TIP

When you ride with Uber, your trips are insured in case of a covered accident. Learn more.



- 04:19pm
Main Building, Orlando, FL
- 04:45pm
Gaylord Way, Kissimmee, FL





Invite your friends and family.

Get \$5 off your next ride when you refer a friend to try Uber. Share code: lisab13275ue

[REPORT LOST ITEM >](#)

[CONTACT SUPPORT >](#)

[MY TRIPS >](#)

Uber

[FAQ](#)

[Forgot password](#)

Uber Technologies, Inc.
1455 Market St
San Francisco, CA 94103

[Privacy](#)

[Terms](#)

Elliott, Helen

From: Rose-Brown, Lisa
Sent: Tuesday, June 25, 2019 12:07 PM
To: Elliott, Helen
Subject: FW: Your Friday morning trip with Uber

From: Lisa Brown <litbell22@gmail.com>
Sent: Tuesday, June 25, 2019 12:05 PM
To: Rose-Brown, Lisa <lrosebrown@cityofsparks.us>
Subject: Fwd: Your Friday morning trip with Uber

Lisa Brown

Begin forwarded message:

From: "Uber Receipts" <uber.us@uber.com>
Date: June 25, 2019 at 12:04:32 PM PDT
To: <litbell22@gmail.com>
Subject: Your Friday morning trip with Uber

Uber

Total: \$29.79
Fri, Jun 21, 2019

Thanks for riding, Lisa

We hope you enjoyed your ride
this morning.



Total

\$29.79

Your upfront price has been adjusted due to unanticipated tolls or surcharges on this trip. Please see the receipt breakdown for details.

Trip Fare \$23.59

Subtotal \$23.59

Tolls, Surcharges, and Fees  \$6.20

Amount Charged



.... 1743 | Switch

\$29.79

You rode with Isrrael



4.92 ★ Rating

Isrrael is known for:
Excellent Service

How was your ride?

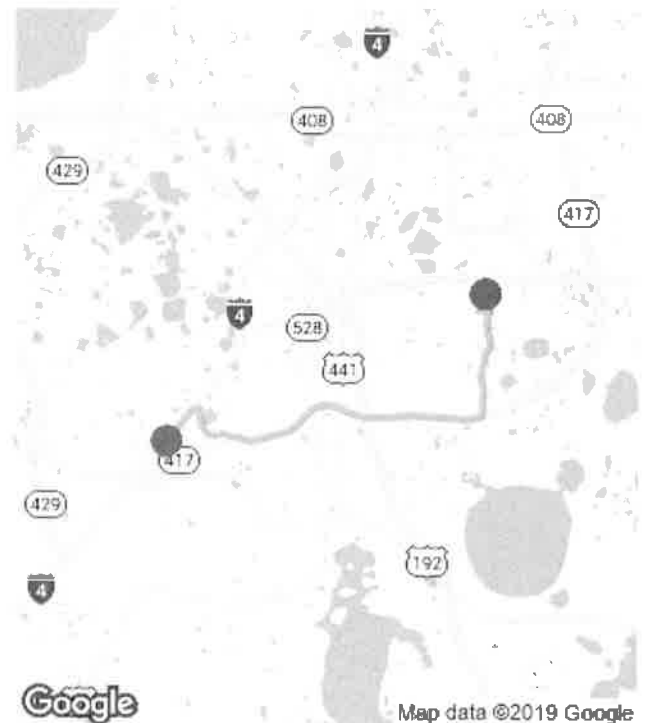
RATE OR TIP

RATE OR TIP

When you ride with Uber, your trips are insured in case of a covered accident. Learn more.



- 05:15am
Gaylord Way, Kissimmee, FL
- 05:45am
Main Building, Orlando, FL





Invite your friends and family.

Get \$5 off your next ride when you refer a friend to try Uber. Share code: lisab13275ue



Unlock benefits with Uber Rewards

Earn points with your meals and miles when you join today. [Learn more](#)

REPORT LOST ITEM >

| CONTACT SUPPORT >

| MY TRIPS >

Uber

FAQ

Forgot password

Uber Technologies

1455 Market St

San Francisco, CA 94103

Privacy

Terms

nena2019


Dear Lisa,

Thank you for registering for the **NENA 2019 Conference & Expo!** We look forward to seeing you June 14 - 19 in Orlando, Florida.

We've expedited the onsite registration process; look for the Express Check-In Counters located in the City Hall Lobby on level 2 of the Gaylord Palms. The computers located at Express Check-In allow you to print your badge by using one of three methods:

- Scanning the bar code listed below (on printed and digital copies)
- Typing in the bar code number listed below
- Typing in your last name

Kindly print this page and bring it with you for quick service!

Scan at the Express Check-In	Registration Information
 * 8 5 6 1 0 2 *	Lisa Rose-Brown Police Service Manager - Communications Sparks Police Department 1701 E. Prater Way Sparks, NV 89434 E-mail: lrosebrown@cityofsparks.us
<p><u>If you are having trouble viewing the above barcode image, click here to print your barcode.</u></p>	

A summary of your conference registration is listed below. Please save this email for future reference.

Sales Date	Description	Unit Price	Qty	Gross Amount
03/13/19	Full Conference NENA Member	\$599.00	1	\$599.00
03/13/19	Kick-Off Celebration Saturday, June 15, 7:15 PM - 9:30 PM	\$0.00	1	\$0.00
03/13/19		\$0.00	1	\$0.00

	Board Installation Lunch & Keynote Session Tuesday, June 18, 12:30 PM - 2:45 PM			
03/13/19	NENA 2019 Closing Celebration Tuesday, June 18, 5:30 PM - 8:30 PM	\$0.00	1	\$0.00
03/13/19	ENP Exam Prep Boot Camp Wednesday, June 19, 8:00 AM - 1:00 PM	\$0.00	1	\$0.00
03/13/19	CMCP Alumni Seminar Member Saturday, June 15, 9:30 AM - 6:00 PM	\$99.00	1	\$99.00
Total Sales				\$698.00
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021	(\$698.00)		
Balance Due				\$0.00

Saturday, June 15, 2019

9:30 AM - 6:00 PM CMCP Alumni Seminar

7:15 PM - 9:30 PM Kick-Off Celebration

Tuesday, June 18, 2019

12:30 PM - 2:45 PM BOARD - Board Installation Lunch & Keynote Session

5:30 PM - 8:30 PM CLOSING - NENA 2019 Closing Celebration

Wednesday, June 19, 2019

8:00 AM - 1:00 PM ENP Exam Prep Boot Camp

PLEASE NOTE: All event information will be coded to your badge, so be sure to keep track of your event selections. [CLICK HERE](#) to see the full conference schedule and other important logistical information.

CHECK-IN PROCESS

Pre-registered conference attendees may pick up badge credentials at the Registration Desk. You will need to have your badge credentials with you at all times to gain access to conference events.

Registration Desk Hours:

Friday, June 14	8:00AM - 4:00PM
Saturday, June 15	8:00AM - 6:30PM
Sunday, June 16	7:00AM - 5:00PM
Monday, June 17	7:30AM - 5:00PM
Tuesday, June 18	8:15AM - 2:00PM

Expo Hall Hours:

Sunday, June 16	11:00AM - 2:30PM
	4:00PM - 6:00PM
Monday, June 17	9:15AM - 4:00PM

HOTEL INFORMATION

Secure your housing online at nena.org/nena2019-housing.

CHANGES AND UPDATES

Log into the [ATTENDEE SERVICE CENTER](#) to make changes to your registration, or add a guest. Use the following login credentials to access your record:

Login: lrosebrown@cityofsparks.us

Password: AQKN5869

THINGS TO KNOW

What to pack: Your days will be filled with learning and networking opportunities, so dress casual to business casual and pack comfortable shoes! Bring along a jacket or sweater for meeting rooms, and leave space in your luggage for some cool new swag from the [NENA Store](#).

Getting there: Gaylord Palms is located at 6000 W Osceola Parkway, Kissimmee, FL and is approximately 30 minutes from Orlando International Airport (MCO). The airport offers several [ground transportation](#) options.

Get Social: Follow the NENA [Facebook](#) and [Twitter](#) accounts for conference updates, and be sure to use the conference hashtag **#NENA2019** in your posts.

CANCELLATIONS, REFUNDS & SUBSTITUTIONS

Cancellations and refunds will be issued less an administrative fee of \$150 per registrant. All refund requests must be submitted in writing. No refunds will be issued for requests received after May 17, 2019. Registrant substitutions from the same organization may be submitted in writing at any time with no penalty. If the membership status of the substitute differs from that of the original registrant, a refund or additional charge may apply. Submit requests to: Fax: +1 847-277-7414 or Email: registration@goeshow.com.

QUESTIONS

Please call (847) 620-4487 or email registration@goeshow.com (**Subject Line: NENA 2018 Conference**)

#ThankYou911

Register Today for the 6th Annual Run for 9-1-1!

On the morning of **Saturday, June 15**, lace up your running or walking shoes in support of 9-1-1 training and wellness programs and participate in the **6th Annual "Run for 9-1-1" Charity 5K in Kissimmee, FL!**

The run/walk promotes healthy living among 9-1-1 professionals, gives the Orlando community and supporters from around the country a chance to say "thank you" to 9-1-1, and generates funds for scholarships and 9-1-1 training opportunities. [Click here](#) to register.

©2019 National Emergency Number Association - All Rights Reserved.

Share (<https://www.addthis.com/bookmark.php?v=250&pub=yourmembership>) |

Monday, June 10 – Wednesday, June 12

8:30AM – 5:00PM Center Manager Certification Program*

Thursday, June 13

8:30AM – 5:00PM Center Manager Certification Program*

8:30AM – 5:00PM Center Supervisor Program*

8:30AM – 5:00PM Center Training Officer Program*

Friday, June 14

8:00AM – 4:00PM Registration Open

8:30AM – 5:00PM Center Manager Certification Program*

8:30AM – 5:00PM Center Supervisor Program*

8:30AM – 5:00PM Center Training Officer Program*

8:30AM – 5:00PM Pre-Conference Courses*

Saturday, June 15

7:00AM – 8:30AM Run for 9-1-1 Charity 5K Run/Walk*

8:00AM – 6:30PM Registration Open

9:30AM – 6:00PM CMCP Alumni Seminar*

9:30AM – 6:00PM Center Supervisor Program*

9:30AM – 6:00PM Center Training Officer Program*

9:30AM – 6:00PM Pre-Conference Courses*

1:30PM – 4:30PM PSAP Tours

5:00PM – 6:00PM ENP Roundtable

6:15PM – 7:00PM Membership Meeting

7:15PM – 9:30PM NENA 2019 Kick-Off Celebration

Sunday, June 16

7:00AM – 5:00PM Registration Open

8:00AM – 9:00AM Regional Breakfasts

9:15AM – 11:00AM Opening Keynote Session

11:00AM – 2:30PM Expo Hall Open

11:15AM – 2:00PM Innovation Theatre Sessions

2:30PM – 4:30PM Guest Tour: Titanic - the Artifact Exhibit*

2:30PM – 5:30PM PSAP Tours

2:30PM – 3:45PM Breakout Block #1

4:00PM – 5:00PM Breakout Block #2

4:00PM – 6:00PM Expo Hall Open

5:00PM – 6:00PM Hall Happy Hour

5:15PM – 5:45PM K-9 Demonstration

5:15PM – 5:45PM Innovation Theatre Session

6:15PM – 7:15PM Excellence in 9-1-1 Reception*

Monday, June 17

7:30AM – 5:00PM Registration Open

8:00AM – 9:15AM Keynote Session

9:15AM – 10:45AM Coffee & Doughnuts With the Exhibitors

LISA 1st

Stay Details

STAY DATES**Fri Jun 14, 2019 – Wed Jun 19, 2019****Room(s): 1****Adult(s): 1****Gaylord Palms Resort & Convention Center**

6000 West Osceola Parkway Kissimmee Florida 34746 USA

Phone: +1 407-586-0000

#82435647

Lisa Rosebrown, thank you for your reservation. Your reservation is guaranteed to your *Mastercard* card. An email with this information has been sent to rosebrown@cityofsparks.us. We look forward to greeting you soon.

Your receipt for hotel stays may be automatically sent to you at the email address above. If you prefer, a paper copy may be requested at the front desk when you check in. [Learn how to change your email address.](#)

Guaranteed: Non-smoking room.

Summary of Charges (USD)

Room Type: Guest room, King or Queen**NENA GOVERNMENT****1 room(s) for 5 night(s)**

Prices in USD

Friday, June 14, 2019	93.00
Saturday, June 15, 2019	93.00
Sunday, June 16, 2019	93.00

7/20/19 3:01 PM
Gilda made
Note 2 queen beds

Monday, June 17, 2019	93.00
Tuesday, June 18, 2019	93.00
<hr/>	
Total cash rate	465.00
Resort Fee	150.00
Estimated government taxes and fees	89.18
<hr/>	
Total for stay in hotel's currency	704.18 USD

Lisa^{2nd}

Stay Details

STAY DATES**Wed Jun 19, 2019 – Sat Jun 22, 2019****Room(s): 1****Adult(s): 2****Gaylord Palms Resort & Convention Center**

6000 West Osceola Parkway Kissimmee Florida 34746 USA

Phone: +1 407-586-0000

#97820204

Lisa Rose-brown, thank you for your reservation. Your reservation is guaranteed to your *Mastercard* card. An email with this information has been sent to rosebrown@cityofsparks.us. We look forward to greeting you soon.

Your receipt for hotel stays may be automatically sent to you at the email address above. If you prefer, a paper copy may be requested at the front desk when you check in. [Learn how to change your email address.](#)

No room preferences were selected.

Summary of Charges (USD)

Room Type: Florida View Room, Guest room, 2 Queen**Long Term Stay rate****1 room(s) for 3 night(s)**

Prices in USD

Wednesday, June 19, 2019

279.30

Thursday, June 20, 2019

279.30

Friday, June 21, 2019

279.30

This will
not be
charge

Total cash rate	837.90
Resort Fee	90.00
Estimated government taxes and fees	134.54

Total for stay in hotel's currency	1,062.44 USD
---	---------------------

Cancellation Policy

You may cancel your reservation for no charge until June 16, 2019 (3 day[s] before arrival).

Please note that we will assess a fee of 319.80 USD if you must cancel after this deadline. If you have made a prepayment, we will retain all or part of your prepayment. If not, we will charge your credit card.

Rose-Brown, Lisa

From: Southwest Airlines <southwestairlines@ifly.southwest.com>
Sent: Tuesday, April 9, 2019 2:33 PM
To: Rose-Brown, Lisa
Subject: Lisa Brown's 06/14 Orlando trip (QMTGHT): Your reservation is confirmed.

Here's your itinerary and other important travel information.

[View our mobile site](#) | [View in browser](#)



[Manage Flight](#) | [Flight Status](#) | [My Account](#)



Hello friends,

We're looking forward to flying together! It can't come soon enough. Below you'll find your itinerary, important travel information, and trip receipt. See you onboard soon!

JUNE 14 - JUNE 21

RNO + MCO

Reno/Tahoe to Orlando

Confirmation # **QMTGHT**

Confirmation date: 04/09/2019

PASSENGER Lisa Brown
RAPID REWARDS # 20098330324
TICKET # 5262462377208
EXPIRATION¹ April 8, 2020
EST. POINTS EARNED 4,444


PASSENGER Sheila Lichius III
RAPID REWARDS # [Join](#) or [Log in](#)
TICKET # 5262462377207
EXPIRATION¹ April 8, 2020
EST. POINTS EARNED 4,444

Rapid Rewards® points are only estimations.

Your itinerary

Flight 1: Friday, 06/14/2019 Est. Travel Time: 6h 35m [Wanna Get Away®](#)

Name (Last, First)				Department				Date			
Travel Location				Purpose							
Departure Date	Time	Return Date	Time	Subsistence Rate							
6/14/19	6:30 AM	6/19/19	2:00 PM	\$66.00							
Place "1-4" if P-Card or "5" If registration is paid with A/P Check ↓											
Date	6/14 Fri	6/15 Sat	6/16 Sun	6/17 Mon	6/18 Tue	6/19 Wed					Total
Air Travel											
Auto Rental											
Taxi/Shuttle											
Fuel											
Registration											
Lodging											
Subsistence	66.00	66.00	51.48	66.00	48.18	32.34					\$330.00
Parking/Tolls											
Misc.											
Misc.											
Misc.											
Put an "X" in the cell if the meal will be provided to the traveler by an outside source.											

FLIGHT # 2153	DEPARTS		ARRIVES
	RNO 06:25AM		MCO 04:00PM
	Reno/Tahoe		Orlando

Stop: Denver no plane change

Flight 2:	Friday, 06/21/2019	Est. Travel Time: 9h 25m	Wanna Get Away®
------------------	--------------------	--------------------------	---------------------------------

FLIGHT # 1121	DEPARTS		ARRIVES
	MCO 07:40AM		LAS 09:15AM
	Orlando		Las Vegas

Stop:  Change planes

FLIGHT # 2298	DEPARTS		ARRIVES
	LAS 12:45PM		RNO 02:05PM
	Las Vegas		Reno/Tahoe

Payment information

Total cost

Air - QMTGHT

Base Fare	\$	1,480.92
U.S. Transportation Tax	\$	111.08
U.S. 9/11 Security Fee	\$	22.40
U.S. Flight Segment Tax	\$	33.60
U.S. Passenger Facility Chg	\$	27.00
Total	\$	1,675.00

Payment

Mastercard ending in 7201
Date: April 9, 2019

Payment Amount: \$837.50

Mastercard ending in 7201
Date: April 9, 2019

Payment Amount: \$837.50

Fare Rules: If you decide to make a change to your current itinerary it may result in a fare increase. In the case you're left with travel funds from this confirmation number, you're in luck! We're happy to let you use them towards a future flight for the individual named on the ticket, as long as the new travel is completed by the expiration date.

Your ticket numbers: 5262462377208, 5262462377207

Prepare for takeoff



24 hours before your departure:

Check-in on Southwest.com® or using the Southwest Mobile App. Use your mobile device and receive a mobile boarding pass.



30 minutes before your departure:

Arrive at the gate prepared to board.

nena2019


Dear Lisa,

Thank you for registering for the **NENA 2019 Conference & Expo!** We look forward to seeing you June 14 - 19 in Orlando, Florida.

We've expedited the onsite registration process; look for the Express Check-In Counters located in the City Hall Lobby on level 2 of the Gaylord Palms. The computers located at Express Check-In allow you to print your badge by using one of three methods:

- Scanning the bar code listed below (on printed and digital copies)
- Typing in the bar code number listed below
- Typing in your last name

Kindly print this page and bring it with you for quick service!

Scan at the Express Check-In	Registration Information
 * 8 5 6 1 0 2 *	Lisa Rose-Brown Police Service Manager - Communications Sparks Police Department 1701 E. Prater Way Sparks, NV 89434 E-mail: lrosebrown@cityofsparks.us
<p><u>If you are having trouble viewing the above barcode image, click here to print your barcode.</u></p>	

A summary of your conference registration is listed below. Please save this email for future reference.

Sales Date	Description	Unit Price	Qty	Gross Amount
03/13/19	Full Conference NENA Member	\$599.00	1	\$599.00
03/13/19	Kick-Off Celebration Saturday, June 15, 7:15 PM - 9:30 PM	\$0.00	1	\$0.00
03/13/19		\$0.00	1	\$0.00

	Board Installation Lunch & Keynote Session Tuesday, June 18, 12:30 PM - 2:45 PM			
03/13/19	NENA 2019 Closing Celebration Tuesday, June 18, 5:30 PM - 8:30 PM	\$0.00	1	\$0.00
03/13/19	ENP Exam Prep Boot Camp Wednesday, June 19, 8:00 AM - 1:00 PM	\$0.00	1	\$0.00
03/13/19	CMCP Alumni Seminar Member Saturday, June 15, 9:30 AM - 6:00 PM	\$99.00	1	\$99.00
Total Sales				\$698.00
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021			(\$698.00)
Balance Due				\$0.00

Saturday, June 15, 2019

9:30 AM - 6:00 PM CMCP Alumni Seminar

7:15 PM - 9:30 PM Kick-Off Celebration

Tuesday, June 18, 2019

12:30 PM - 2:45 PM BOARD - Board Installation Lunch & Keynote Session

5:30 PM - 8:30 PM CLOSING - NENA 2019 Closing Celebration

Wednesday, June 19, 2019

8:00 AM - 1:00 PM ENP Exam Prep Boot Camp

PLEASE NOTE: All event information will be coded to your badge, so be sure to keep track of your event selections. [CLICK HERE](#) to see the full conference schedule and other important logistical information.

CHECK-IN PROCESS

Pre-registered conference attendees may pick up badge credentials at the Registration Desk. You will need to have your badge credentials with you at all times to gain access to conference events.

Registration Desk Hours:

Friday, June 14	8:00AM - 4:00PM
Saturday, June 15	8:00AM - 6:30PM
Sunday, June 16	7:00AM - 5:00PM
Monday, June 17	7:30AM - 5:00PM
Tuesday, June 18	8:15AM - 2:00PM

Expo Hall Hours:

Sunday, June 16	11:00AM - 2:30PM
	4:00PM - 6:00PM
Monday, June 17	9:15AM - 4:00PM

HOTEL INFORMATION

Secure your housing online at nena.org/nena2019-housing.

CHANGES AND UPDATES

Log into the [ATTENDEE SERVICE CENTER](#) to make changes to your registration, or add a guest. Use the following login credentials to access your record:

Login: Irosebrown@cityofsparks.us

Password: AQKN5869

THINGS TO KNOW

What to pack: Your days will be filled with learning and networking opportunities, so dress casual to business casual and pack comfortable shoes! Bring along a jacket or sweater for meeting rooms, and leave space in your luggage for some cool new swag from the [NENA Store](#).

Getting there: Gaylord Palms is located at 6000 W Osceola Parkway, Kissimmee, FL and is approximately 30 minutes from Orlando International Airport (MCO). The airport offers several [ground transportation](#) options.

Get Social: Follow the NENA [Facebook](#) and [Twitter](#) accounts for conference updates, and be sure to use the conference hashtag **#NENA2019** in your posts.

CANCELLATIONS, REFUNDS & SUBSTITUTIONS

Cancellations and refunds will be issued less an administrative fee of \$150 per registrant. All refund requests must be submitted in writing. No refunds will be issued for requests received after May 17, 2019. Registrant substitutions from the same organization may be submitted in writing at any time with no penalty. If the membership status of the substitute differs from that of the original registrant, a refund or additional charge may apply. Submit requests to: Fax: +1 847-277-7414 or Email: registration@goeshow.com.

QUESTIONS

Please call (847) 620-4487 or email registration@goeshow.com (**Subject Line: NENA 2018 Conference**)

#ThankYou911

Register Today for the 6th Annual Run for 9-1-1!

On the morning of **Saturday, June 15**, lace up your running or walking shoes in support of 9-1-1 training and wellness programs and participate in the **6th Annual "Run for 9-1-1" Charity 5K in Kissimmee, FL!**

The run/walk promotes healthy living among 9-1-1 professionals, gives the Orlando community and supporters from around the country a chance to say "thank you" to 9-1-1, and generates funds for scholarships and 9-1-1 training opportunities. [Click here](#) to register.

©2019 National Emergency Number Association - All Rights Reserved.

Share (<https://www.addthis.com/bookmark.php?v=250&pub=yourmembership>) |

Monday, June 10 – Wednesday, June 12

8:30AM – 5:00PM Center Manager Certification Program*

Thursday, June 13

8:30AM – 5:00PM Center Manager Certification Program*

8:30AM – 5:00PM Center Supervisor Program*

8:30AM – 5:00PM Center Training Officer Program*

Friday, June 14

8:00AM – 4:00PM Registration Open

8:30AM – 5:00PM Center Manager Certification Program*

8:30AM – 5:00PM Center Supervisor Program*

8:30AM – 5:00PM Center Training Officer Program*

8:30AM – 5:00PM Pre-Conference Courses*

Saturday, June 15

7:00AM – 8:30AM Run for 9-1-1 Charity 5K Run/Walk*

8:00AM – 6:30PM Registration Open

9:30AM – 6:00PM CMCP Alumni Seminar*

9:30AM – 6:00PM Center Supervisor Program*

9:30AM – 6:00PM Center Training Officer Program*

9:30AM – 6:00PM Pre-Conference Courses*

1:30PM – 4:30PM PSAP Tours

5:00PM – 6:00PM ENP Roundtable

6:15PM – 7:00PM Membership Meeting

7:15PM – 9:30PM NENA 2019 Kick-Off Celebration

Sunday, June 16

7:00AM – 5:00PM Registration Open

8:00AM – 9:00AM Regional Breakfasts

9:15AM – 11:00AM Opening Keynote Session

11:00AM – 2:30PM Expo Hall Open

11:15AM – 2:00PM Innovation Theatre Sessions

2:30PM – 4:30PM Guest Tour: Titanic - the Artifact Exhibit*

2:30PM – 5:30PM PSAP Tours

2:30PM – 3:45PM Breakout Block #1

4:00PM – 5:00PM Breakout Block #2

4:00PM – 6:00PM Expo Hall Open

5:00PM – 6:00PM Hall Happy Hour

5:15PM – 5:45PM K-9 Demonstration

5:15PM – 5:45PM Innovation Theatre Session

6:15PM – 7:15PM Excellence in 9-1-1 Reception*

Monday, June 17

7:30AM – 5:00PM Registration Open

8:00AM – 9:15AM Keynote Session

9:15AM – 10:45AM Coffee & Doughnuts With the Exhibitors

LISA 1st

Stay Details

STAY DATES

Fri Jun 14, 2019 – Wed Jun 19, 2019

Room(s): 1

Adult(s): 1



Gaylord Palms Resort & Convention Center

6000 West Osceola Parkway Kissimmee Florida 34746 USA

Phone: +1 407-586-0000

#82435647

Lisa Rosebrown, thank you for your reservation. Your reservation is guaranteed to your *Mastercard* card. An email with this information has been sent to lrosebrown@cityofsparks.us. We look forward to greeting you soon.

Your receipt for hotel stays may be automatically sent to you at the email address above. If you prefer, a paper copy may be requested at the front desk when you check in. [Learn how to change your email address.](#)

Guaranteed: Non-smoking room.

Summary of Charges (USD)

Room Type: Guest room, King or Queen

NENA GOVERNMENT

1 room(s) for 5 night(s)

Prices in USD

Friday, June 14, 2019

93.00

Saturday, June 15, 2019

93.00

Sunday, June 16, 2019

93.00

5/20/19 309P 151
Gilda made
Note 2 queen beds

Upcoming Reservations

Page 2 of 2

Monday, June 17, 2019	93.00
Tuesday, June 18, 2019	93.00
<hr/>	
Total cash rate	465.00
Resort Fee	150.00
Estimated government taxes and fees	89.18
<hr/>	
Total for stay in hotel's currency	704.18 USD

Lisa 2nd

Stay Details

STAY DATES

Wed Jun 19, 2019 – Sat Jun 22, 2019

Room(s): 1

Adult(s): 2



Gaylord Palms Resort & Convention Center

6000 West Osceola Parkway Kissimmee Florida 34746 USA

Phone: +1 407-586-0000

#97820204

Lisa Rose-brown, thank you for your reservation. Your reservation is guaranteed to your *Mastercard* card. An email with this information has been sent to lorosebrown@cityofsparks.us. We look forward to greeting you soon.

Your receipt for hotel stays may be automatically sent to you at the email address above. If you prefer, a paper copy may be requested at the front desk when you check in. [Learn how to change your email address.](#)

No room preferences were selected.

Summary of Charges (USD)

Room Type: Florida View Room, Guest room, 2 Queen

Long Term Stay rate

1 room(s) for 3 night(s)

Prices in USD

Wednesday, June 19, 2019

279.30

Thursday, June 20, 2019

279.30

Friday, June 21, 2019

279.30

This will not be charged

Memorandum

TO: Lisa Rose-Brown

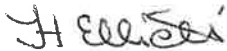
DATE: June 3, 2019

SUBJECT: Itinerary and Subsistence money

I have attached a copy of the Itinerary for your trip, **please carefully review**. The room reservation has been made under your name. Your subsistence check should be ready for pickup at the Customer Service Counter in City Hall, the Wednesday before you leave.

If you have any questions, please call me at ext. # 2239 or Com # 5558. I am here Monday through Thursday from 7:00 a.m. to 5:00 p.m.

Thank you,



Helen Elliott
Patrol Division

\$ 444.18 (\$66.00 for 06-14, 6-15, 6-16, 6-19 & 6-20; \$51.48 for 6-16, \$48.18 for 6-18 &
\$ 14.52 for 06-21)
\$ 60.00 (Receipt Required).
\$ 1023.60 Gaylord Palms Resort & Convention Center # 82435647 & 97820204
(Receipt Required).

\$ 1527.78

Receipts required for ALL expenses except meals. If receipts are not turned in, you will OWE the difference. Receipts MUST be turned in the 1st business day after your return.

Total cash rate	837.90
Resort Fee	90.00
Estimated government taxes and fees	134.54

Total for stay in hotel's currency	1,062.44 USD
---	---------------------

Cancellation Policy

You may cancel your reservation for no charge until June 16, 2019 (3 day[s] before arrival).

Please note that we will assess a fee of 319.80 USD if you must cancel after this deadline. If you have made a prepayment, we will retain all or part of your prepayment. If not, we will charge your credit card.



Travel Reconciliation Form

City of Sparks

Invoice Number

BALDUE/

Name (Last, First)

Lichius-III, Sheila

Department

Police

Date

6/27/19

Travel Location

Orlando, FL

Purpose

NENA Conference

Actual Expenses

Place an "X" if paid with P-Card ↓

Date	6/14 Fri	6/15 Sat	6/16 Sun	6/17 Mon	6/18 Tue	6/19 Wed					Total
Air Travel	\$807.00									X	\$807.00
Auto Rental											
Taxi/Shuttle											
Fuel											
Registration	\$698.00									X	\$698.00
Lodging	\$107.63	\$107.63	\$107.63	\$107.63	\$107.63					X	\$538.15
Subsistence	\$66.00	\$66.00	\$51.48	\$66.00	\$32.34	\$66.00					\$347.82
Parking/Tolls											
Mileage/Equivalent											
Lyft	\$31.28										\$31.28
Misc.											
Misc.											

Total Travel Expenses: \$2,422.25

Advance Received by Traveler: \$347.82

Registration Paid by Check:

Expenses Paid by P-Card: \$2,043.15

Total Due Traveler: \$31.28

Total Due City:

Balance Due Traveler

Name (Last, First)

Lichius-III, Sheila

Department

Police

603280/090219

Amount

\$31.28

Lyft paid by personal card.

I hereby certify that this account of travel expenses is accurate and conforms with applicable regulations. The expenses were actual, reasonable, and were personally incurred in performance of my official duties. No portion of this claim was provided free of charge, covered by a registration fee, or paid from another source.

I hereby certify that I have reviewed this travel claim and find it to be reasonable and in compliance with established travel policy.

Sheila Lichius-III
 Traveler's Signature

6-27-19
 Department Head's Signature

City of Sparks **COPY TO HELEN ELLIOTT** **Travel Expense Form**
City of Sparks 73181

6-12-19 CK RUN

Check Request Number

Name (Last, First) Lichius-III, Sheila Department Police Date 6/7/19

Travel Location Orlando, FL Purpose To attend the NENA Conference

Departure Date 6/14/19 Time 6:15 AM Return Date 6/19/19 Time 11:30 PM Subsistence Rate \$66.00

Place "1-4" if P-Card or "5" if registration is paid with A/P Check ↓

Date	6/14 Fri	6/15 Sat	6/16 Sun	6/17 Mon	6/18 Tue	6/19 Wed					Total
Air Travel	809.50									1	\$809.50
Auto Rental											
Taxi/Shuttle											
Fuel											
Registration	749.00									1	\$749.00
Lodging	106.49	106.49	106.49	106.49	106.49					1	\$532.45
Subsistence	66.00	66.00	51.48	66.00	32.34	66.00					\$347.82
Parking/Tolls											
Misc.											
Misc.											
Misc.											

Put an "X" in the cell if the meal will be provided to the traveler by an outside source.

Breakfast			X							
Lunch										
Dinner					X					

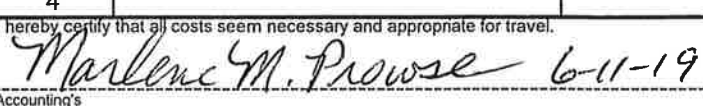
Personal Vehicle Use

Departure:	Destination:	Miles	Rate	Subtotal	
			\$0.580		
			\$0.580		Total

Airline Ticket Quote
Must include Printout with Form


Total Travel Expenses:	\$2,438.77
Expenses Paid by P-Card:	\$2,090.95
Expenses Paid by Check:	
Total Due Traveler:	\$347.82

Payments


Advance to Traveler	Registration Check	P-Card		
Name (Last, First) Lichius-III, Sheila	Name	P-Card Number	Name on P-Card	Total Charged to P-card
Department Police	Address	1	Lisa Rose-Brown	\$2,090.95
Account 603280/092013	Program	2		
		3		
		4		
PE ID/ Vendor Number 10335	PE ID/ Vendor Number	I hereby certify that all costs seem necessary and appropriate for travel.		
Amount \$347.82	Amount	 Marlene M. Prowse 6-11-19 Accounting's Signature		

Comments:
Airline and hotel reservation changed.

I hereby certify that this account of travel expenses is accurate and conforms with applicable regulations. The expenses are actual, reasonable, and will be personally incurred in performance of my official duties. No portion of this claim will be provided free of charge, covered by a registration fee, or paid from another source in the future.


Traveler's Signature

I hereby certify that I have reviewed this travel claim and find it to be reasonable and in compliance with established travel policy.


Department Head's Signature

I hereby certify that I have received the following check:

Check Number:

Amount:

Traveler's Signature



GAYLORD
HOTELS®

GAYLORD PALMS

GUEST FOLIO

2044	LICHIUSILL/S	94.00	06/19/19	11:00	48831	58463
ROOM	NAME	RATE	DEPART	TIME	ACCT#	GROUP
TQNF			06/14/19	16:49		
TYPE			ARRIVE	TIME		
198						

ROOM	ADDRESS	PAYMENT	MBV#:
CLERK			

DATE	REFERENCES	CHARGES	CREDITS	BALANCES DUE
06/14	GP ROOM 2044, 1	94.00		
06/14	ST TAX 2044, 1	13.63	107.63	
06/15	GP ROOM 2044, 1	94.00		
06/15	ST TAX 2044, 1	13.63	107.63	
06/16	GP ROOM 2044, 1	94.00		
06/16	ST TAX 2044, 1	13.63	107.63	
06/17	GP ROOM 2044, 1	94.00		
06/17	ST TAX 2044, 1	13.63	107.63	
06/18	GP ROOM 2044, 1	94.00		
06/18	ST TAX 2044, 1	13.63	107.63	
06/19	MC CARD		\$538.15	

TO BE SETTLED TO: MASTERCARD CURRENT BALANCE .00

THANK YOU FOR CHOOSING GAYLORD! TO EXPEDITE YOUR CHECK-OUT,
PLEASE CALL THE FRONT DESK, OR PRESS "MENU" ON YOUR
TV REMOTE CONTROL TO ACCESS VIDEO CHECK-OUT.

See our "Privacy & Cookie Statement" on [Marriott.com](https://www.marriott.com/privacy)



GAYLORD
HOTELS®

GAYLORD PALMS
6000 W OSCEOLA PKWY
KISSIMMEE, FL 34746
407-586-0000 FAX 407-586-9556

Treat yourself to the comfort of Gaylord Hotels at home. Visit GaylordHotelsStore.com

This statement is your only receipt. You have agreed to pay in cash or by approved personal check or to authorize us to charge your credit card for all amounts charged to you. The amounts shown in the credit column opposite any credit card entry in the reference column above will be charged to the credit card number set forth above. (The credit card company will bill in the usual manner.) If for any reason the credit card company does not make payment on this account, you will owe us such amount. If you are direct billed, in the event payment is not made within 25 days after check-out, you will owe us interest from the check-out date on any unpaid amount at the rate of 1.5% per month (ANNUAL RATE 18%), or the maximum allowed by law, plus the reasonable cost of collection, including attorney fees.

Elliott, Helen

From: Rose-Brown, Lisa
Sent: Wednesday, June 26, 2019 2:49 PM
To: Elliott, Helen
Subject: FW: Sheila Lichius III's 06/14 Orlando trip (NA5QSD): Your change is confirmed.

From: Southwest Airlines <southwestairlines@ifly.southwest.com>
Sent: Saturday, June 15, 2019 8:44 AM
To: Rose-Brown, Lisa <lrosebrown@cityofsparks.us>
Subject: Sheila Lichius III's 06/14 Orlando trip (NA5QSD): Your change is confirmed.

Here's your updated itinerary and trip receipt.
[View our mobile site](#) | [View in browser](#)

Southwest
[Manage Flight](#) | [Flight Status](#) | [My Account](#)
**Hi Sheila,**

We've confirmed the change to your trip. Below you'll find your updated itinerary, important travel information, and trip receipt. See you onboard soon!

JUNE 14 - JUNE 19**RNO ✈ MCO**

Reno/Tahoe to Orlando

Confirmation # NA5QSD


Confirmation date: 06/07/2019

PASSENGER	Sheila Lichius III
RAPID REWARDS #	Join or Log in
TICKET #	5262485091178
EXPIRATION¹	April 8, 2020
EST. POINTS EARNED	4,288

Rapid Rewards® points are only estimations.

Your itinerary

Flight 1: Friday, 06/14/2019 Est. Travel Time: 6h 35m [Wanna Get Away®](#)

FLIGHT # 2153	DEPARTS		ARRIVES
	RNO 06:25AM Reno/Tahoe		MCO 04:00PM Orlando

Stop: Denver no plane change

Flight 2: Wednesday, 06/19/2019 Est. Travel Time: 9h [Wanna Get Away®](#)

FLIGHT # 0435	DEPARTS		ARRIVES
	MCO 05:30PM Orlando		PHX 06:50PM Phoenix

Stop:  Change planes

FLIGHT # 1490	DEPARTS		ARRIVES
	PHX 09:45PM Phoenix		RNO 11:30PM Reno/Tahoe

Payment information

Total cost

Air - NA5QSD

Base Fare	\$	714.42
U.S. Transportation Tax	\$	53.58
U.S. 9/11 Security Fee	\$	11.20
U.S. Passenger Facility Chg	\$	13.50
U.S. Flight Segment Tax	\$	16.80

Total	\$	809.50
--------------	-----------	---------------

Payment

Credit from ticket: #5262462377207 to
#5262485091178
Date: April 9, 2019

Fare Rules: If you decide to make a change to your current itinerary it may result in a fare increase. In the case you're left with travel funds from this confirmation number, you're in luck! We're happy to let you use them towards a future flight for the individual named on the ticket, as long as the new travel is completed by the expiration date.

Your ticket number: 5262485091178

Prepare for takeoff



24 hours before your departure:

Check-in on Southwest.com® or using the Southwest Mobile App. Use your mobile device and receive a mobile boarding pass.



30 minutes before your departure:

Arrive at the gate prepared to board.



10 minutes before your departure:

This is the last opportunity to board your flight if you are present in the gate area and have met all check-in requirements.

If you do not plan to travel on your flight: Things happen, we understand! Please let us know at least 10 minutes prior to your flight's scheduled departure if you won't be traveling. If you don't notify us, you may be subject to our [No Show Policy](#).

[See more travel tips](#)

Don't miss out on automatic check-in



EarlyBird Check-In® reserves your boarding position at 36 hours before your flight, earlier than regular check-in.

[Get it now >](#)



Save up to 30%

and earn up to 2,400 Rapid Rewards® points with Budget® on your trip.



[Book car >](#)



Earn up to 10,000 Rapid Rewards® points per night

Choose a hotel in Orlando.

[Book hotel >](#)



Have questions about your upcoming trip?

Get all the answers before you leave for the airport.

[Prepare now >](#)

5262485091178: NONREF/NONTRANSFERABLE STANDBY REQ UPGRADE TO Y -BG WN RNO WN ORL370.23WN X/PHX WN RNO344.19USD714.42END PD XF MCO4.5RNO4.5PHX4.5 ZP DEN4.20MCO4.20RNO4.20PHX4.20

QLAUMNRO
HLA7WNRO|HLA7WNRO

No Show Policy: you must notify Southwest® at least ten (10) minutes prior to your flight's scheduled departure if you do not plan to travel on your flight. Customers who fail to cancel reservations for a Wanna Get Away® fare segment at least 10 minutes prior to travel and who do not board the flight will be considered a no show, and all remaining unused Wanna Get Away funds will be forfeited. All remaining unused Business Select® and Anytime funds will be converted to reusable travel funds. If you no show your reward travel reservation, the points will be redeposited to the purchaser's Rapid Rewards account. Any taxes and fees associated with your reward travel reservation will be held for future use in the form of reusable travel funds under the name of the traveler(s).

Prohibition on Multiple/Conflicting Reservations: to promote seat availability for our Customers, Southwest prohibits multiple reservations for the same Passenger departing from the same city on the same date, or any multiple reservations containing conflicting

or overlapping itineraries (such as departures for the same Customer from multiple cities at the same time). Furthermore, without advance notice to the Passenger or purchaser, Southwest may cancel such reservations, or any other reservations that it believes, in its sole discretion, were made without intent to travel. With the exception of Southwest gift cards, funds from proactively canceled reservations by Southwest will be returned to the original form of payment. Reservations paid for with a Southwest gift card will have the amount applied from the gift card held as travel funds for use by the Customer on a future Southwest Airlines flight.

Need help?

Contact us

[Customer service](#) | [FAQs](#)

Connect with us



Mobile app



[Get the mobile app](#)

† All travel involving funds from this Confirmation Number must be completed by the expiration date.

This is a post-only mailing from Southwest Airlines®. Please do not attempt to respond to this message. Your privacy is important to us. Please read our privacy policy.

See Southwest Airlines Co. Notice of Incorporation

Cualquier información publicitaria, promocional o de mercadotecnia contenida en este correo electrónico sólo será efectiva y únicamente será aplicable en los Estados Unidos de América.

Southwest Airlines
2702 Love Field Drive
Dallas, TX 75235
1-800-I-FLY-SWA (1-800-435-9792)

© Copyright 2019 Southwest Airlines Co. All Rights Reserved.

Rose-Brown, Lisa

From: Southwest Airlines <southwestairlines@ifly.southwest.com>
Sent: Tuesday, April 9, 2019 2:33 PM
To: Rose-Brown, Lisa
Subject: Lisa Brown's 06/14 Orlando trip (QMTGHT): Your reservation is confirmed.

Here's your itinerary and other important travel information.
[View our mobile site](#) | [View in browser](#)

Southwest
[Manage Flight](#) | [Flight Status](#) | [My Account](#)
**Hello friends,**

We're looking forward to flying together! It can't come soon enough. Below you'll find your itinerary, important travel information, and trip receipt. See you onboard soon!

JUNE 14 - JUNE 21

RNO ✈ MCO

Reno/Tahoe to Orlando

Confirmation # QMTGHT


Confirmation date: 04/09/2019

PASSENGER	Lisa Brown
RAPID REWARDS #	20098330324
TICKET #	5262462377208
EXPIRATION ¹	April 8, 2020
EST. POINTS EARNED	4,444
PASSENGER	Sheila Lichius III
RAPID REWARDS #	Join or Log in
TICKET #	5262462377207
EXPIRATION ¹	April 8, 2020
EST. POINTS EARNED	4,444

Rapid Rewards® points are only estimations.


Your itinerary


Flight 1: Friday, 06/14/2019 Est. Travel Time: 6h 35m [Wanna Get Away®](#)

FLIGHT # 2153	DEPARTS		ARRIVES
	RNO 06:25AM		MCO 04:00PM
	Reno/Tahoe		Orlando

Stop: Denver no plane change

Flight 2: Friday, 06/21/2019 Est. Travel Time: 9h 25m [Wanna Get Away®](#)

FLIGHT # 1121	DEPARTS		ARRIVES
	MCO 07:40AM		LAS 09:15AM
	Orlando		Las Vegas

Stop:  Change planes

FLIGHT # 2298	DEPARTS		ARRIVES
	LAS 12:45PM		RNO 02:05PM
	Las Vegas		Reno/Tahoe

Payment information

Total cost

Air - QMTGHT

Base Fare	\$	1,480.92
U.S. Transportation Tax	\$	111.08
U.S. 9/11 Security Fee	\$	22.40
U.S. Flight Segment Tax	\$	33.60
U.S. Passenger Facility Chg	\$	27.00
Total	\$	1,675.00

Payment

Mastercard ending in 7201
Date: April 9, 2019

Payment Amount: \$837.50

Mastercard ending in 7201
Date: April 9, 2019

Payment Amount: \$837.50

Fare Rules: If you decide to make a change to your current itinerary it may result in a fare increase. In the case you're left with travel funds from this confirmation number, you're in luck! We're happy to let you use them towards a future flight for the individual named on the ticket, as long as the new travel is completed by the expiration date.

Your ticket numbers: 5262462377208, 5262462377207

Prepare for takeoff



24 hours before your departure:

Check-in on Southwest.com® or using the Southwest Mobile App. Use your mobile device and receive a mobile boarding pass.



30 minutes before your departure:

Arrive at the gate prepared to board.

nena2019

CONFERENCE & EXPO * JUNE 14-19


Dear Sheila,

Thank you for registering for the **NENA 2019 Conference & Expo!** We look forward to seeing you June 14 - 19 in Orlando, Florida.

We've expedited the onsite registration process; look for the Express Check-In Counters located in the City Hall Lobby on level 2 of the Gaylord Palms. The computers located at Express Check-In allow you to print your badge by using one of three methods:

- Scanning the bar code listed below (on printed and digital copies)
- Typing in the bar code number listed below
- Typing in your last name

Kindly print this page and bring it with you for quick service!

Scan at the Express Check-In	Registration Information
 * 6 5 0 8 5 7 *	Sheila Lichius-III Police Services Manager Sparks Police Department 1701 E. Prater Way Sparks, NV 89434 E-mail: sill@cityofsparks.us
<p><u>If you are having trouble viewing the above barcode image, click here to print your barcode.</u></p>	

A summary of your conference registration is listed below. Please save this email for future reference.

Sales Date	Description	Unit Price	Qty	Gross Amount
03/13/19	Full Conference Non-Member	\$749.00	1	\$749.00
03/13/19	Kick-Off Celebration Saturday, June 15, 7:15 PM - 9:30 PM	\$0.00	1	\$0.00
03/13/19		\$0.00	1	\$0.00

	Board Installation Lunch & Keynote Session Tuesday, June 18, 12:30 PM - 2:45 PM			
03/13/19	NENA 2019 Closing Celebration Tuesday, June 18, 5:30 PM - 8:30 PM	\$0.00	1	\$0.00
03/13/19	ENP Exam Prep Boot Camp Wednesday, June 19, 8:00 AM - 1:00 PM	\$0.00	1	\$0.00
Total Sales				\$749.00
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021	(\$749.00)		
Balance Due				\$0.00

Saturday, June 15, 2019

7:15 PM - 9:30 PM Kick-Off Celebration

Tuesday, June 18, 2019

12:30 PM - 2:45 PM BOARD - Board Installation Lunch & Keynote Session

5:30 PM - 8:30 PM CLOSING - NENA 2019 Closing Celebration

Wednesday, June 19, 2019

8:00 AM - 1:00 PM ENP Exam Prep Boot Camp

PLEASE NOTE: All event information will be coded to your badge, so be sure to keep track of your event selections. [CLICK HERE](#) to see the full conference schedule and other important logistical information.

CHECK-IN PROCESS

Pre-registered conference attendees may pick up badge credentials at the Registration Desk. You will need to have your badge credentials with you at all times to gain access to conference events.

Registration Desk Hours:

Friday, June 14 8:00AM - 4:00PM

Saturday, June 15 8:00AM - 6:30PM

Sunday, June 16 7:00AM - 5:00PM

Monday, June 17 7:30AM - 5:00PM

Tuesday, June 18 8:15AM - 2:00PM

Expo Hall Hours:

Sunday, June 16 11:00AM - 2:30PM

4:00PM - 6:00PM

Monday, June 17 9:15AM - 4:00PM

HOTEL INFORMATION

Secure your housing online at nena.org/nena2019-housing.

CHANGES AND UPDATES

Log into the [ATTENDEE SERVICE CENTER](#) to make changes to your registration, or add a guest. Use the following login credentials to access your record:

Login: sill@cityofsparks.us

Password: SAZP9888

THINGS TO KNOW

What to pack: Your days will be filled with learning and networking opportunities, so dress casual to business casual and pack comfortable shoes! Bring along a jacket or sweater for meeting rooms, and leave space in your luggage for some cool new swag from the [NENA Store](#).

Getting there: Gaylord Palms is located at 6000 W Osceola Parkway, Kissimmee, FL and is approximately 30 minutes from Orlando International Airport (MCO). The airport offers several [ground transportation](#) options.

Get Social: Follow the NENA [Facebook](#) and [Twitter](#) accounts for conference updates, and be sure to use the conference hashtag **#NENA2019** in your posts.

CANCELLATIONS, REFUNDS & SUBSTITUTIONS

Cancellations and refunds will be issued less an administrative fee of \$150 per registrant. All refund requests must be submitted in writing. No refunds will be issued for requests received after May 17, 2019. Registrant substitutions from the same organization may be submitted in writing at any time with no penalty. If the membership status of the substitute differs from that of

the original registrant, a refund or additional charge may apply. Submit requests to: Fax: +1 847-277-7414 or Email: registration@goeshow.com.

QUESTIONS

Please call (847) 620-4487 or email registration@goeshow.com (**Subject Line: NENA 2018 Conference**)

#ThankYou911

Register Today for the 6th Annual Run for 9-1-1!

On the morning of **Saturday, June 15**, lace up your running or walking shoes in support of 9-1-1 training and wellness programs and participate in the **6th Annual "Run for 9-1-1" Charity 5K in Kissimmee, FL!**

The run/walk promotes healthy living among 9-1-1 professionals, gives the Orlando community and supporters from around the country a chance to say "thank you" to 9-1-1, and generates funds for scholarships and 9-1-1 training opportunities. [Click here](#) to register.

©2019 National Emergency Number Association - All Rights Reserved.

Rose-Brown, Lisa

From: Southwest Airlines <southwestairlines@ifly.southwest.com>
Sent: Tuesday, April 9, 2019 2:33 PM
To: Rose-Brown, Lisa
Subject: Lisa Brown's 06/14 Orlando trip (QMTGHT): Your reservation is confirmed.

Here's your itinerary and other important travel information.

[View our mobile site](#) | [View in browser](#)



[Manage Flight](#) | [Flight Status](#) | [My Account](#)



Hello friends,

We're looking forward to flying together! It can't come soon enough. Below you'll find your itinerary, important travel information, and trip receipt. See you onboard soon!

JUNE 14 - JUNE 21

RNO ✈ MCO

Reno/Tahoe to Orlando

Confirmation # **QMTGHT**


Confirmation date: 04/09/2019

PASSENGER	Lisa Brown
RAPID REWARDS #	20098330324
TICKET #	5262462377208
EXPIRATION ¹	April 8, 2020
EST. POINTS EARNED	4,444
PASSENGER	Sheila Lichius III
RAPID REWARDS #	Join or Log in
TICKET #	5262462377207
EXPIRATION ¹	April 8, 2020
EST. POINTS EARNED	4,444

Rapid Rewards® points are only estimations.

Your itinerary

Flight 1: Friday, 06/14/2019 Est. Travel Time: 6h 35m [Wanna Get Away®](#)

FLIGHT # 2153	DEPARTS		ARRIVES
	RNO 06:25AM		MCO 04:00PM
	Reno/Tahoe		Orlando

Stop: Denver no plane change

Flight 2: Friday, 06/21/2019 Est. Travel Time: 9h 25m [Wanna Get Away®](#)

FLIGHT # 1121	DEPARTS		ARRIVES
	MCO 07:40AM		LAS 09:15AM
	Orlando		Las Vegas

Stop:   Change planes

FLIGHT # 2298	DEPARTS		ARRIVES
	LAS 12:45PM		RNO 02:05PM
	Las Vegas		Reno/Tahoe

Payment information

Total cost			Payment	
Air - QMTGHT			Mastercard ending in 7201	
Base Fare	\$	1,480.92	Date: April 9, 2019	
U.S. Transportation Tax	\$	111.08	Payment Amount: \$837.50	
U.S. 9/11 Security Fee	\$	22.40	Mastercard ending in 7201	
U.S. Flight Segment Tax	\$	33.60	Date: April 9, 2019	
U.S. Passenger Facility Chg	\$	27.00	Payment Amount: \$837.50	
Total	\$	1,675.00		

Fare Rules: If you decide to make a change to your current itinerary it may result in a fare increase. In the case you're left with travel funds from this confirmation number, you're in luck! We're happy to let you use them towards a future flight for the individual named on the ticket, as long as the new travel is completed by the expiration date.

Your ticket numbers: 5262462377208, 5262462377207

Prepare for takeoff



24 hours before your departure:

Check-in on Southwest.com® or using the Southwest Mobile App. Use your mobile device and receive a mobile boarding pass.



30 minutes before your departure:

Arrive at the gate prepared to board.



Your Reservation Details

6/14 - Orlando

JUN 14 - 19

Reno/Tahoe, NV to Orlando, FL

Confirmation # NA5QSD

Amended
email sent to
Lisa Rose-Brown's
email. Sheila will
get a copy on Tuesday.
Flight is \$28.00 less.
(P)

PASSENGERS	EST. POINTS	EXTRAS	FARE
Sheila Lichius III	+ 4,288 PTS	—	Wanna Get Away

Departing 6/14/19 Friday

DEPARTS

6:25 AM

RNO

Reno/Tahoe, NV - RNO

FLIGHT

2153

ARRIVES

9:30 AM

DEN

Denver, CO - DEN

TRAVEL TIME

2hr 5min

stop 1: Denver, CO - DEN

no plane change

TRAVEL TIME

6 hr 35 min

DEPARTS

10:20 AM

DEN

Denver, CO - DEN

FLIGHT

2153

ARRIVES

4:00 PM

MCO

Orlando, FL - MCO

TRAVEL TIME

3hr 40min

Returning 6/19/19 Wednesday

DEPARTS

5:30 PM

MCO

Orlando, FL - MCO

FLIGHT

435

ARRIVES

6:50 PM

PHX

Phoenix, AZ - PHX

TRAVEL TIME

4hr 20min

stop 1: Phoenix, AZ - PHX

Plane change

DEPARTS

9:45 PM

PHX

Phoenix, AZ - PHX

FLIGHT

1490



ARRIVES

11:30 PM**RNO**

Reno/Tahoe, NV - RNO

TRAVEL TIME
1hr 45min**Icon legend**

WiFi available



Live TV available



EarlyBird Check-In®

Helpful Information:

- Please read the [fare rules](#) associated with this purchase.
- When booking with Rapid Rewards® points, your point balance may not immediately update in your account.

Amended Reservation

Sheila 1st

Dear SHEILA,

We are pleased to confirm your reservation for the National Emergency Number Association (NENA) at Gaylord Palms Resort & Convention Center. Our entire staff is looking forward to your arrival.

Below is a summary of your booking and room information. Should your travel plans change and you need to make updates to your reservation, please [click here](#) or call .

We look forward to seeing you soon!

- Gaylord Palms Resort & Convention Center

Reservation Details

Online Confirmation Number: 32LRBSHS

Date Booked: Mar 13, 2019

Reservation Name: SHEILA LICHIOUS-ILL

Arrival Date: Jun 14, 2019

Departure Date: Jun 19, 2019

Room Type: Standard Room Inclusive of Resort Fee

Number of Rooms: 1


Number of Guests: 1

	Date	Guest(s)	Status	Rate
	Jun 14, 2019	1	Confirmed	93.00
	Jun 15, 2019	1	Confirmed	93.00
	Jun 16, 2019	1	Confirmed	93.00
Nightly Rate & Status:	Jun 17, 2019	1	Confirmed	93.00
	Jun 18, 2019	1	Confirmed	93.00

Additional Guest	Rate
Second Guest	0.00
Third Guest	20.00
Fourth Guest	20.00

Total Charges: 465.00

Tax Disclosure: Room rates shown do not include 14.5% Hotel Tax Per Night, and any applicable resort fees. Total

93.00 is a convention rate and includes report fee. 
 contacted hotel Diane stated the daily rate would be 106.49.

charges presented on the website will include all room fees, but will not include the 14.5% tax on any applicable resort fees.



Inclusive Resort Fee: Hotel-wide wireless high speed Internet access, Bottled Water (2) replenished daily, 24-hour access to Relâche Fitness Center, Local, toll-free and domestic long-distance telephone calls, \$10 credit towards dry cleaning services, Private training session (15 min.) at Relâche Fitness Center (Appointments required), One bucket of range balls at Celebration Golf Club, Scheduled shuttle service to Walt Disney World® theme parks & Disney Springs®.

Add On:

Cancellation Policy: Cancellations made within 72 hours of arrival will forfeit one night's room and tax deposit.

Parking: Currently \$22/day plus tax for self-parking, \$33/day plus tax for valet.

Deposit Policy: A deposit of one-night room and tax must be charged to a credit card for reservations to be guaranteed.

6/7/19  GAYLORD PALMS
separate reservation
for 6/19 + 6/20
Cancelled 

Cancellation Confirmation Success

This information has been sent to your email address(es) on file.

Cancellation Details

Room 1
Confirmation # 82503232
Cancellation # 57496768

Cancelled

Need Help? Find answers here >

Follow Us



© 1996 – 2019  Marriott International, Inc. All rights reserved. Marriott Proprietary Information

[Tracking Preferences >](#) • [Terms of Use >](#) • [Program Terms & Conditions >](#) • [Privacy Center >](#)
• [Site Map >](#) • [Help >](#)

prod13,345F03A2-9411-5424-AC11-69D0762E2336

 English

Rose-Brown, Lisa

From: Gaylord Hotels Reservations <reservations@res-marriott.com>
Sent: Wednesday, March 13, 2019 11:21 AM
To: Rose-Brown, Lisa
Subject: Reservation Confirmation #82503232 for Gaylord Palms Resort & Convention Center

Sheila 2nd

ENHANCE YOUR STAY | SUMMARY OF CHARGES | CONTACT US



Gaylord Palms Resort & Convention Center

6000 West Osceola Parkway Kissimmee
Florida 34746 USA

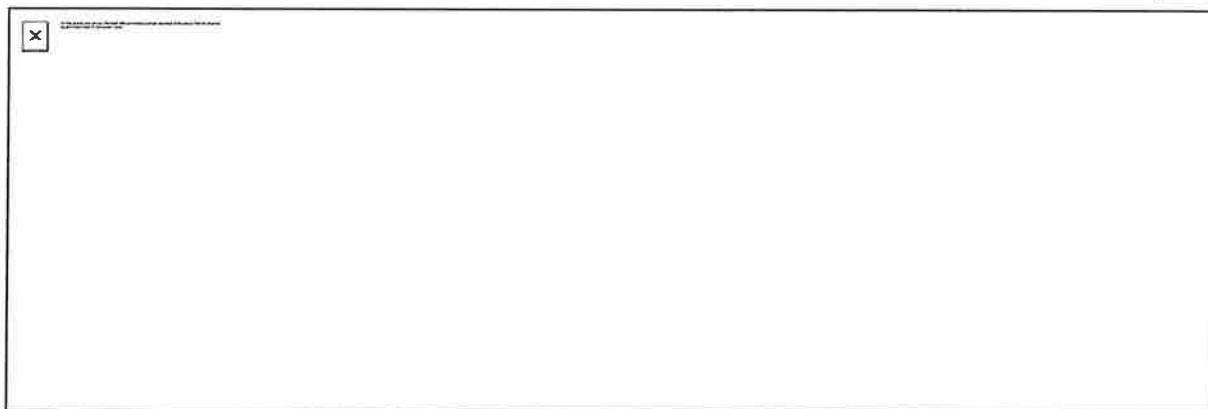
+1-407-586-0000

Thank you for booking directly with us, Sheila Lichiusill.

We're getting everything ready for you.

Wed, Jun 19, 2019 – Fri, Jun 21, 2019

Confirmation Number: 82503232



Check-In: Wednesday, June 19, 2019 04:00 PM

Check-Out: Friday, June 21, 2019 11:00 AM

Number of rooms	1 Room
Guests per room	1 Adult
Guarantee Method	Credit Card Guarantee, Master Card
<hr/>	
Total for Stay (all rooms)	1,051.11 USD

Room 1

Room Type <input type="checkbox"/>	Florida View Room, Guest room, 2 Queen
------------------------------------	--

UPGRADE ROOM ☐

Guaranteed Requests:

None

ALL REQUESTS ☐

Modify or Cancel Reservation

Hotel Alert

USD 30 plus tax daily resort fee added to rate incl enhanced high-speed Internet resort-wide, Disney shuttle and more.

Enhance your stay

Rose-Brown, Lisa

From: Southwest Airlines <southwestairlines@ifly.southwest.com>
Sent: Tuesday, April 9, 2019 2:33 PM
To: Rose-Brown, Lisa
Subject: Lisa Brown's 06/14 Orlando trip (QMTGHT): Your reservation is confirmed.

Here's your itinerary and other important travel information.
[View our mobile site](#) | [View in browser](#)

Southwest

[Manage Flight](#) | [Flight Status](#) | [My Account](#)



Hello friends,

We're looking forward to flying together! It can't come soon enough. Below you'll find your itinerary, important travel information, and trip receipt. See you onboard soon!

JUNE 14 - JUNE 21

RNO ✈ MCO

Reno/Tahoe to Orlando

Confirmation # **QMTGHT**

Confirmation date: 04/09/2019

PASSENGER	Lisa Brown
RAPID REWARDS #	20098330324
TICKET #	5262462377208
EXPIRATION¹	April 8, 2020
EST. POINTS EARNED	4,444
PASSENGER	Sheila Lichius III
RAPID REWARDS #	Join or Log in
TICKET #	5262462377207
EXPIRATION¹	April 8, 2020
EST. POINTS EARNED	4,444

Rapid Rewards® points are only estimations.

Your itinerary

Flight 1: Friday, 06/14/2019 Est. Travel Time: 6h 35m [Wanna Get Away®](#)

FLIGHT # 2153	DEPARTS		ARRIVES
	RNO 06:25AM		MCO 04:00PM
	Reno/Tahoe		Orlando

Stop: Denver no plane change

Flight 2: Friday, 06/21/2019 Est. Travel Time: 9h 25m [Wanna Get Away®](#)

FLIGHT # 1121	DEPARTS		ARRIVES
	MCO 07:40AM		LAS 09:15AM
	Orlando		Las Vegas

Stop:  Change planes

FLIGHT # 2298	DEPARTS		ARRIVES
	LAS 12:45PM		RNO 02:05PM
	Las Vegas		Reno/Tahoe

Payment information

Total cost		Payment
Air - QMTGHT		Mastercard ending in 7201
Base Fare	\$ 1,480.92	Date: April 9, 2019
U.S. Transportation Tax	\$ 111.08	Payment Amount: \$837.50
U.S. 9/11 Security Fee	\$ 22.40	Mastercard ending in 7201
U.S. Flight Segment Tax	\$ 33.60	Date: April 9, 2019
U.S. Passenger Facility Chg	\$ 27.00	Payment Amount: \$837.50
Total	\$ 1,675.00	

Fare Rules: If you decide to make a change to your current itinerary it may result in a fare increase. In the case you're left with travel funds from this confirmation number, you're in luck! We're happy to let you use them towards a future flight for the individual named on the ticket, as long as the new travel is completed by the expiration date.

Your ticket numbers: 5262462377208, 5262462377207

Prepare for takeoff



24 hours before your departure:

Check-in on Southwest.com® or using the Southwest Mobile App. Use your mobile device and receive a mobile boarding pass.



30 minutes before your departure:

Arrive at the gate prepared to board.

nena2019


Dear Sheila,

Thank you for registering for the **NENA 2019 Conference & Expo!** We look forward to seeing you June 14 - 19 in Orlando, Florida.

We've expedited the onsite registration process; look for the Express Check-In Counters located in the City Hall Lobby on level 2 of the Gaylord Palms. The computers located at Express Check-In allow you to print your badge by using one of three methods:

- Scanning the bar code listed below (on printed and digital copies)
- Typing in the bar code number listed below
- Typing in your last name

Kindly print this page and bring it with you for quick service!

Scan at the Express Check-In	Registration Information
 * 6 5 0 8 5 7 *	Sheila Lichius-III Police Services Manager Sparks Police Department 1701 E. Prater Way Sparks, NV 89434 E-mail: sill@cityofsparks.us
<p><u>If you are having trouble viewing the above barcode image, click here to print your barcode.</u></p>	

A summary of your conference registration is listed below. Please save this email for future reference.

Sales Date	Description	Unit Price	Qty	Gross Amount
03/13/19	Full Conference Non-Member	\$749.00	1	\$749.00
03/13/19	Kick-Off Celebration Saturday, June 15, 7:15 PM - 9:30 PM	\$0.00	1	\$0.00
03/13/19		\$0.00	1	\$0.00

	Board Installation Lunch & Keynote Session Tuesday, June 18, 12:30 PM - 2:45 PM			
03/13/19	NENA 2019 Closing Celebration Tuesday, June 18, 5:30 PM - 8:30 PM	\$0.00	1	\$0.00
03/13/19	ENP Exam Prep Boot Camp Wednesday, June 19, 8:00 AM - 1:00 PM	\$0.00	1	\$0.00
Total Sales				\$749.00
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021			(\$749.00)
Balance Due				\$0.00

Saturday, June 15, 2019

7:15 PM - 9:30 PM Kick-Off Celebration

Tuesday, June 18, 2019

12:30 PM - 2:45 PM BOARD - Board Installation Lunch & Keynote Session

5:30 PM - 8:30 PM CLOSING - NENA 2019 Closing Celebration

Wednesday, June 19, 2019

8:00 AM - 1:00 PM ENP Exam Prep Boot Camp

PLEASE NOTE: All event information will be coded to your badge, so be sure to keep track of your event selections. [CLICK HERE](#) to see the full conference schedule and other important logistical information.

CHECK-IN PROCESS

Pre-registered conference attendees may pick up badge credentials at the Registration Desk. You will need to have your badge credentials with you at all times to gain access to conference events.

Registration Desk Hours:

Friday, June 14 8:00AM - 4:00PM

Saturday, June 15 8:00AM - 6:30PM

Sunday, June 16 7:00AM - 5:00PM

Monday, June 17 7:30AM - 5:00PM

Tuesday, June 18 8:15AM - 2:00PM

Expo Hall Hours:

Sunday, June 16 11:00AM - 2:30PM

4:00PM - 6:00PM

Monday, June 17 9:15AM - 4:00PM

HOTEL INFORMATION

Secure your housing online at nena.org/nena2019-housing.

CHANGES AND UPDATES

Log into the [ATTENDEE SERVICE CENTER](#) to make changes to your registration, or add a guest. Use the following login credentials to access your record:

Login: sill@cityofsparks.us

Password: SAZP9888

THINGS TO KNOW

What to pack: Your days will be filled with learning and networking opportunities, so dress casual to business casual and pack comfortable shoes! Bring along a jacket or sweater for meeting rooms, and leave space in your luggage for some cool new swag from the [NENA Store](#).

Getting there: Gaylord Palms is located at 6000 W Osceola Parkway, Kissimmee, FL and is approximately 30 minutes from Orlando International Airport (MCO). The airport offers several [ground transportation](#) options.

Get Social: Follow the NENA [Facebook](#) and [Twitter](#) accounts for conference updates, and be sure to use the conference hashtag **#NENA2019** in your posts.

CANCELLATIONS, REFUNDS & SUBSTITUTIONS

Cancellations and refunds will be issued less an administrative fee of \$150 per registrant. All refund requests must be submitted in writing. No refunds will be issued for requests received after May 17, 2019. Registrant substitutions from the same organization may be submitted in writing at any time with no penalty. If the membership status of the substitute differs from that of

the original registrant, a refund or additional charge may apply. Submit requests to: Fax: +1 847-277-7414 or Email: registration@goeshow.com.

QUESTIONS

Please call (847) 620-4487 or email registration@goeshow.com (**Subject Line: NENA 2018 Conference**)

#ThankYou911

Register Today for the 6th Annual Run for 9-1-1!

On the morning of **Saturday, June 15**, lace up your running or walking shoes in support of 9-1-1 training and wellness programs and participate in the **6th Annual "Run for 9-1-1" Charity 5K in Kissimmee, FL!**

The run/walk promotes healthy living among 9-1-1 professionals, gives the Orlando community and supporters from around the country a chance to say "thank you" to 9-1-1, and generates funds for scholarships and 9-1-1 training opportunities. [Click here](#) to register.

©2019 National Emergency Number Association - All Rights Reserved.

Sheila / St

Dear SHEILA,

We are pleased to confirm your reservation for the National Emergency Number Association (NENA) at Gaylord Palms Resort & Convention Center. Our entire staff is looking forward to your arrival.

Below is a summary of your booking and room information. Should your travel plans change and you need to make updates to your reservation, please [click here](#) or call .

We look forward to seeing you soon!

- Gaylord Palms Resort & Convention Center

Reservation Details

Online
Confirmation Number: 32LRBSHS

Date
Booked: Mar 13, 2019

Reservation Name: SHEILA
LICHIOUS-ILL

Arrival Date: Jun 14, 2019

Departure
Date: Jun 19, 2019

Room Type: Standard Room Inclusive of Resort Fee

Number of
Rooms: 1

Number of
Guests: 1

	Date	Guest(s)	Status	Rate
	Jun 14, 2019	1	Confirmed	93.00
	Jun 15, 2019	1	Confirmed	93.00
	Jun 16, 2019	1	Confirmed	93.00
Nightly Rate & Status:	Jun 17, 2019	1	Confirmed	93.00
	Jun 18, 2019	1	Confirmed	93.00

Additional Guest	Rate
Second Guest	0.00
Third Guest	20.00
Fourth Guest	20.00

Total
Charges: 465.00

Tax
Disclosure: Room rates shown do not include 14.5% Hotel Tax Per Night, and any applicable resort fees. Total

charges presented on the website will include all room fees, but will not include the 14.5% tax on any applicable resort fees.

Inclusive Resort Fee: Hotel-wide wireless high speed Internet access, Bottled Water (2) replenished daily, 24-hour access to Relâche Fitness Center, Local, toll-free and domestic long-distance telephone calls, \$10 credit towards dry cleaning services, Private training session (15 min.) at Relâche Fitness Center (Appointments required), One bucket of range balls at Celebration Golf Club, Scheduled shuttle service to Walt Disney World® theme parks & Disney Springs®.

Add On:

Cancellation Policy: Cancellations made within 72 hours of arrival will forfeit one night's room and tax deposit.

Parking: Currently \$22/day plus tax for self-parking, \$33/day plus tax for valet.

Deposit Policy: A deposit of one-night room and tax must be charged to a credit card for reservations to be guaranteed.

Rose-Brown, Lisa

From: Gaylord Hotels Reservations <reservations@res-marriott.com>
Sent: Wednesday, March 13, 2019 11:21 AM
To: Rose-Brown, Lisa
Subject: Reservation Confirmation #82503232 for Gaylord Palms Resort & Convention Center

Sheila 2nd

ENHANCE YOUR STAY | SUMMARY OF CHARGES | CONTACT US



Gaylord Palms Resort & Convention Center

6000 West Osceola Parkway Kissimmee
Florida 34746 USA

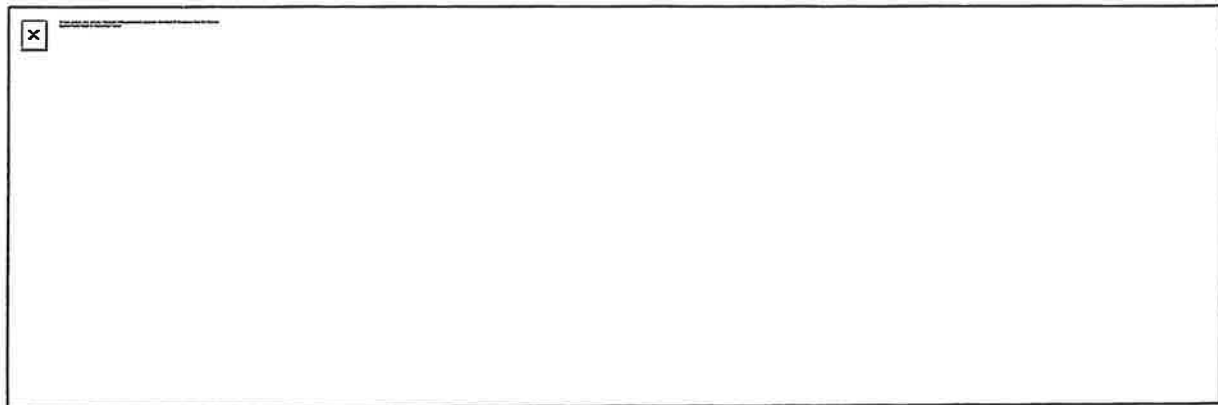
+1-407-586-0000

Thank you for booking directly with us, Sheila Lichiusill.

We're getting everything ready for you.

Wed, Jun 19, 2019 – Fri, Jun 21, 2019

Confirmation Number: 82503232



Check-In: Wednesday, June 19, 2019

04:00 PM

Check-Out: Friday, June 21, 2019

11:00 AM

Number of rooms	1 Room
Guests per room	1 Adult
Guarantee Method	Credit Card Guarantee, Master Card
<hr/>	
Total for Stay (all rooms)	1,051.11 USD

Room 1

Room Type <input type="checkbox"/>	Florida View Room, Guest room, 2 Queen
	UPGRADE ROOM <input type="checkbox"/>

Guaranteed Requests:

None

ALL REQUESTS ☐

Modify or Cancel Reservation

☐ Hotel Alert

USD 30 plus tax daily resort fee added to rate incl enhanced high-speed Internet resort-wide, Disney shuttle and more.

Enhance your stay

From: Sheila Lichius <slichius@yahoo.com>
Sent: Tuesday, June 25, 2019 4:57 PM
To: Lichius-III, Sheila <sill@cityofsparks.us>
Subject: Fw: Your ride with Sebastian on June 19

----- Forwarded Message -----

From: Lyft Ride Receipt <no-reply@lyftmail.com>
To: "slichius@yahoo.com" <slichius@yahoo.com>
Sent: Thursday, June 20, 2019, 11:06:20 AM PDT
Subject: Your ride with Sebastian on June 19



Thanks for riding with Sebastian!

June 19, 2019 at 1:40 PM

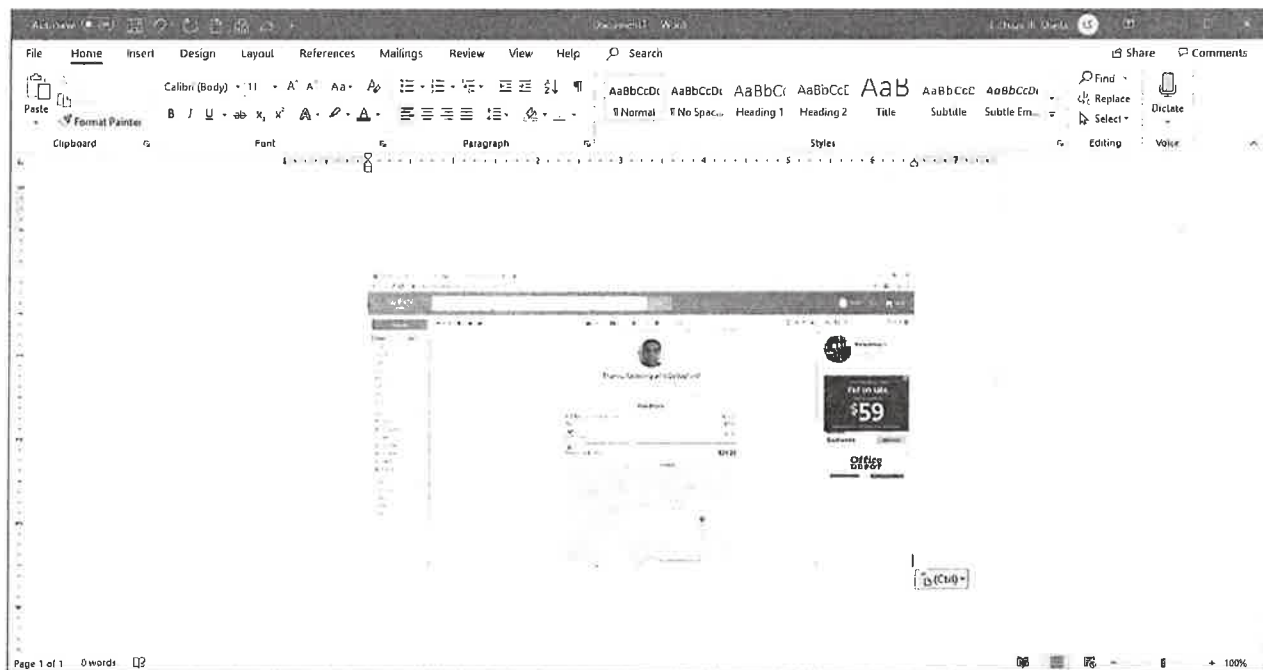
Ride Details

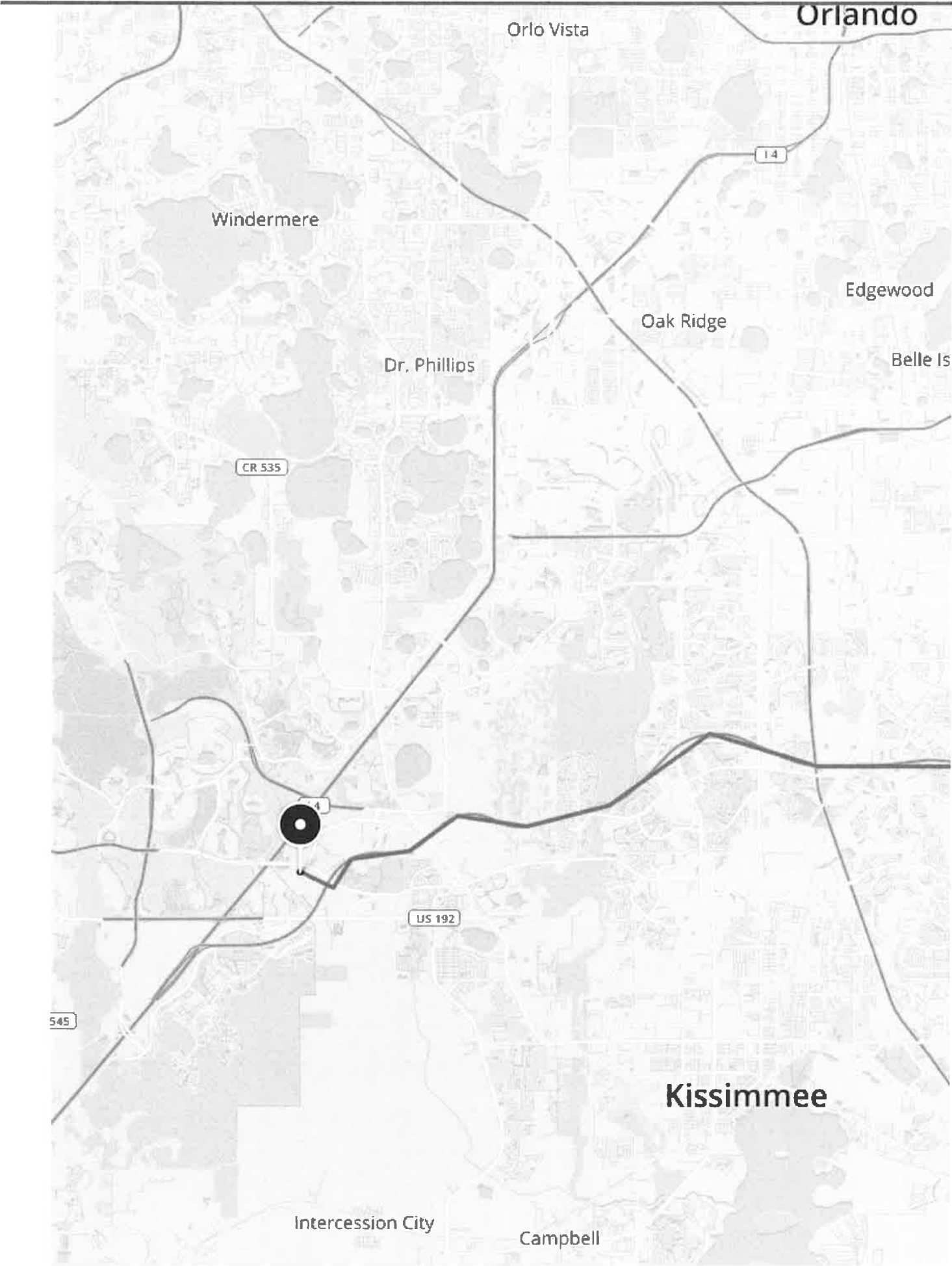
Lyft fare (20.35mi, 22m 36s)

Tip

 Lyft Credits

 MasterCard *3880





● Pickup 1:40 PM

Gaylord Way, , FL

● Drop-off 2:03 PM

Airport Blvd, Orlando, FL

This and every ride is carbon neutral



[Learn more](#)



**Make expensing business
rides easy**

Enable business profile on Lyft to make
expensing rides quick and easy.

[Get Business Profile](#)

[⊕ Tip driver](#)

 Find lost item

 Request review

To protect against unauthorized behavior, you may see an authorization hold on your bank statement. This is to veri

Help Center

Receipt #128274352033386380

We never share your address with your driver after a ride.

Learn more about our commitment to safety.

Map data © OpenStreetMap contributors



Becom

© Lyft 2019

548 Market St., P.O. Box 68514

San Francisco, CA 94104