



After-Action Report and Guidance to the 2020 CO NENA/APCO Virtual Conference

Background: The CO NENA/APCO chapter has held an annual conference for many years. For several years, it was held in October. In more recent years, the Chapter held the conference in the April/May timeframe to better accommodate commercial partners as well as a better time for attendees. Planning was already well underway for the 2020 Conference when the COVID-19 pandemic hit forcing the decision to cancel the in-person conference. We decided in April to move the conference to an online format, and targeted July as our go-live month.

Moetivations, Inc., an established training/QA company based in Colorado and a regular participant in our chapter meetings as well as in-person conferences, reached out to the Chapter to offer their virtual conference platform, which they had recently purchased. They were willing to work with the Chapter to provide affordable conference options. We asked them to present to our conference committee and, after a successful presentation and negotiations, we signed an agreement to partner with them to provide the platform for the virtual conference.

Our Conference Committee included the President, 1st VP, our Treasurer, and three other people who were interested in participating. The 1st VP and Treasurer are required by our bylaws to be on the Conference Committee. The others are volunteers.

Technically, our preparation time was four months, from the time we determined to host a virtual conference until the conference started; a lot of the planning process had already taken place for our in-person and transferred to the virtual conference.

The organization process: By the time we determined that the in-person conference needed to be canceled, all the speakers had been chosen and confirmed, via the call for papers method, including the keynote. This made it easier to pull the conference together quickly. We asked all the presenters if they were willing to record their presentations for inclusion in the virtual conference; the majority said they were willing. We worked with our keynote presenter to ensure that the dates would work for her and determined that we would host the keynote and her subsequent presentations in a live format, using the conference platform. Moetivations, Inc. developed a job aid to provide to instructors on how to record their presentations and worked with the speakers to upload their presentations to the platform. The conference committee outlined a three-day schedule that looked somewhat similar to the in-person conference but made accommodations for both live and recorded presentations. The three-day schedule was chosen because that was the original plan for in-person. We determined that we would

leave the presentations/conference open for 1 month following the conference, to allow people time to access the sessions they may have missed the first time around. We kept the presentations at 50 minutes, to allow a short break in between each class session.

The Moetivations, Inc. platform allowed for pre-recorded and live sessions. It could run multiple recorded sessions at a time, but only one live presentation at a time, and used GoToMeeting for the live platform, integrated with their platform. GoToMeeting allowed for live Q&A opportunities and interaction between the speaker and the audience, either by speaking or by using the chat feature.

Our Commercial Member worked with the committee to develop sponsorship levels for participation by our commercial partners. We decided to keep these low because of the cost-savings we had with the conference in the virtual environment, and also to be respectful of our commercial partners, who were hit by COVID and had their budgets cut. We decided on the following levels of sponsorship:

- **Recorded Presentation = \$50.00**
 - 45 min pre-recorded video presentation listed in the Vendor Library section of the Virtual Conference Platform.
- **Live Presentation = \$100.00**
 - 45 min Live Presentation incorporated in the Virtual Conference Schedule.
 - Live Chat ability with attendees to ask and receive questions/feedback
- **Tier I Sponsorship = \$500.00**
 - 45 min Live Presentation
 - Company Logo placed in Virtual Conference Platforms Vendor Library
 - Company Logo placed on the Vendor Splash page, which will be shown to all Attendees before every recorded session.
- **Tier II Sponsorship = \$1,000.00**
 - 45 min Live Session
 - Company Logo placed in Virtual Conference Platforms Vendor Library
 - Company Logo placed on the Vendor Splash page, which will be displayed before every recorded session.
 - Company Logo placed on all National/State communications used to promote the Virtual Conference.

We ended up with 11 sponsors: 2 at Tier II, 2 at Tier I, 6 for Live Presentations, and 1 for Recorded Presentation. We decided to limit commercial partner access to their session only, to protect potentially proprietary information in other vendor presentations. We did provide our sponsors with attendee names and email addresses, and those who did presentations were provided with a list of attendees and their email addresses.

We also reached out to our commercial partners and asked them to send swag for the conference bags. We tried to make the virtual conference as close an experience to in-person as possible. We had already purchased the conference bags, and we decided it would be worth it to stuff the bags with swag and materials and send them to participants. We did not tell participants ahead of time that we were going to do this, and so the bags were a nice surprise when they showed up in the mail. Several participants mentioned they appreciated them. Postage was approximately \$10 per bag.

The Conference Committee used Trello to keep track of tasks and updates throughout the process. Each session was built into a card on Trello, and tags were used to indicate when they were confirmed to present when their presentation was uploaded, and other benchmarks. Other tasks, including SWAG collection, were also tracked in this manner. We highly recommend using either Trello or a similar method to track tasks, with deadlines and personnel assignments, to minimize the use of email strings.

We used Team911 to facilitate our conference registrations. This company has a registration platform and can provide all registration information in an Excel file for easy reference. Our Treasurer worked closely with Team911 to track financial information, as we also used Team911 for vendor registrations/payments. Team911 makes it easy to accept credit cards, which is how most of our attendees prefer to pay. For the few who needed invoices generated, our Treasurer worked with them to facilitate that process.

Based on a variety of factors, we decided to offer the conference at a very low price: free for CO NENA/APCO members and \$15 for out-of-state members. The reasons behind this were:

- Moetivations, Inc. offered a very affordable price per attendee
- The Chapter incurred much lower costs to host a virtual conference than we would have an in-person conference (savings on food/beverage, room rental, AV, etc.)
- The Chapter's focus for the conference has always been about providing value to our members. Due to the relatively low cost of providing a virtual conference, we wanted to make it as affordable and valuable to our members as possible
- We knew that training budgets were being cut and wanted to remove barriers for attendance.

Final cost breakdowns will be discussed later in the paper.

There was a lot of conversation around what "badges" (participation levels) to use in the conference platform. The badges are a way for people to earn points for participation, and it turned out that some people were very competitive in obtaining them! If your conference platform vendor has them, decide on the badge levels early.

We had a discussion about which sessions would be pre-requisites to access other sessions. We had the option to require that any session be watched before accessing others and considered making our keynote a pre-requisite, or possibly the opening session. We decided to keep it simple and require participants to only watch the two short introduction videos that explained the conference platform.

We also discussed whether or not to assign our sessions to "tracks." We do not have tracks in our in-person conference, and we decided not to have tracks in the virtual environment, mainly because our call for papers does not organize sessions into tracks and therefore the sessions we had did not all easily fit into defined tracks.

One of the highlights of our in-person conference is a door prize giveaway, typically held during our evening social hour, that is separate from prize giveaways the vendors do during the vendor show. We wanted to carry this over into our virtual conference. We decided to tie door prize giveaways to participation in the virtual conference; since we weren't sure how the virtual conference interaction would work or be successful, we wanted to incentivize people to participate. The door prize announcements were used as part of our promotional materials, and the flyer is attached for reference.

Having accurate attendance counts for individual sessions is important if you choose to do this as well, so be sure whatever platform you're using allows for that.

Key takeaways for organization and promotion of the conference:

- ✓ Ensure roles and responsibilities are communicated within the Conference Committee.
- ✓ Publish the schedule with session titles and presenter names as early as possible, to drive participation. The schedule might change as you go along, be sure to keep it as updated as possible.
- ✓ Ask presenters to submit session descriptions with their proposals so they can be included in promotional materials. Be sure to set your presentation deadline early enough to handle unexpected issues that might come up.
- ✓ Use social media and your chapter's website to promote your conference. APCO's PSConnect can also be used to spread the word. NENA's website has a function for Presidents and Secretaries to send emails to your chapter membership.
- ✓ If using door prizes as incentives, include this in your promotional materials.
- ✓ Determine ahead of time if vendors will receive attendee names/emails/contact information for all attendees or just their session attendees.
- ✓ Determine ahead of time if vendors will be allowed to access the entire conference or just their session.
- ✓ Have a firm deadline ahead of the conference for vendor registrations, especially if they want a live session. You need to make sure you have room in your schedule for them.
- ✓ Ensure your platform provider has redundant connectivity capabilities, so no interruption during the conference is likely.
- ✓ Ensure someone logs in and reviews ALL the recorded presentations prior to launch of the conference. Ensure they are working properly, with sound.

During the conference:

Moetivations, Inc. was responsible for entering all registrants into the platform and sending out access instructions ahead of the conference. They created a very helpful PowerPoint presentation to explain how to log in, move through the conference platform, get credit for attendance, how the live presentations would work, and other helpful information. This was sent a few days before the conference opened and helped cut down on questions the day the conference opened.

All three days of the conference, we used our Facebook page to engage with our members and highlight what was going on. This is something we do in our in-person conference as well, to drive engagement. It worked exceedingly well for the virtual conference; in fact, we had an unexpectedly high number of people who wanted to register for the course that day! Luckily we were able to work quickly with Team911 to re-open registrations, and the Moetivations, Inc. team went into overdrive trying to add in the new registrants. In the end, 269 of our registrants came before the conference started, and 82 after the conference began.

We recorded the live presentations and made them available afterward for those who weren't able to attend in person; including our keynote presentation and the live vendor presentations.

We included surveys after each class session, to capture feedback for both the instructor's use and our use. We kept these short to increase the likelihood of getting good information and so people could get to the next session on time. We also included a survey at the end of the conference for feedback on the entire conference.

We did not schedule in program breaks, although in hindsight, it might have been a good idea. Our sessions were 50 minutes in length, theoretically allowing for 10 minutes in between sessions. However, a learning point from the conference was that people need more time in between, especially in the middle of the day. A 15-30 minute break in the morning and afternoon might have been beneficial, as well as a lunch break.

Having the recorded sessions made for a smooth experience during the conference, but it did not allow for an interaction between the audience and the instructor. One learning point was that we needed to provide a pathway for that ongoing conversation, either on the platform or by providing contact information for each presenter so attendees could reach out afterward.

Key takeaways for during the conference:

- ✓ Designate at least two Conference Committee members to be available during conference hours for questions/needs. At least one of those persons should be following along with the conference to ensure things are running smoothly.
- ✓ Ensure your registration vendor/platform can quickly pass new registrant information to the conference platform vendor/person responsible, so new registrants can quickly access the conference.
- ✓ Moetivations, Inc. suggested having a firm deadline for conference registration cutoff, as it was difficult to accommodate last-minute registrants (although they did an amazing job at it).
- ✓ If "following along" on your social media, ensure someone is available to do it each day of the conference, as attendees may ask questions on that platform.
- ✓ Ensure you have a quick turnaround to load the "live" presentations into the conference platform after recording.
- ✓ Use a survey platform that allows you to aggregate the data. Ours was provided in an Excel format; this was good in some respects but did not allow for easy aggregation.
- ✓ If your platform does not provide for a Q&A session during recorded sessions, develop a pathway for attendees to ask follow-up questions of the presenters.

After the conference:

We decided to hold our door prize drawing via Google Meet, to be as transparent as possible during the process and to make it a fun event. We held the drawing a week after the close of the conference, so people had time to catch up on events they may have missed. We had attendee reports for every event. For the door prizes tied to participation in an event, those names were drawn from a bucket. Several prizes were available to all attendees, so all attendee names were put into a separate bucket. One person drew out three names for each prize, and then another person chose one of the three, so it was random. The majority of the prizes were ordered on Amazon and shipped directly to the recipient; we

had a few that were donated from companies and those companies took care of shipping the prize to the recipient, with the chapter paying the shipping cost.

Our Treasurer worked to provide a full report on the finances of the conference. Team911 was very helpful in this process, as they provided reports of payments, payment levels, etc.

Moetivations, Inc. provided final registrant numbers, attendee reports for each session, and survey results for each session, as well as for the overall conference.

We held a post-conference Conference Committee meeting to capture successes/lessons learned from each member. We recommend doing this within a week of closing the conference, as memories start to get fuzzy after that.

We provided the survey results feedback to the instructors after filtering out the individual attendee information.

Overall, the conference went very smoothly, thanks to the hard work of the Committee and Moetivations, Inc. We also attribute our success to the word-of-mouth promotion that occurred on social media during the conference, as well as the support of NENA & APCO members from other states who joined in our conference.

Key takeaway post-conference:

- ✓ Host an after-action meeting within two weeks of closing the conference, to capture successes/lessons learned while they are fresh in people's minds

We are exceedingly grateful to our presenters, who took the time to record their presentations and help make the conference successful! Thank you to those who presented live, for your time and effort and for joining us! A huge thank you to our sponsors, who took a chance on sponsoring a virtual conference and helped make it successful! Thank you to the Conference Committee, who put in countless (no really, we forgot to keep track) hours in preparation and execution of the conference. Thank you to the CO NENA/APCO Chapter Board, who supported the Conference Committee every step of the way. Finally, thank you to our NENA and APCO members, who are the reason we put on this conference and the purpose for which the Chapter exists. We are stronger because of you.

2020 CO NENA/APCO VIRTUAL CONFERENCE COMMITTEE:

Ralene Poncelow, Co-Chair rponcelow@weldgov.com

Adam Hathcock, Co-Chair ahathcock@weldgov.com

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Jennifer Kirkland, Executive Council Representative jenniferk@gjcity.org

Brian Kelley, CCAM bkelly@convergeone.com

NUMBERS AT A GLANCE

- ✓ 351 registrants as of 8/5
- ✓ 191 people participated in the 3 days of the conference
- ✓ 205 participated in July (during the conference and immediately afterward)
- ✓ Average # of attendees in all sessions: 57
- ✓ During the three conference days, 38 people completed more than half of the total 49 sessions
- ✓ 155 completed at least 1 class during the conference
- ✓ 2676 overall completed courses
- ✓ 1513 courses completed during conference dates by 191 people
- ✓ 1287 courses completed after July 30 up to 8/21 by 159 people
- ✓ 1843 survey reports filled out
- ✓ 158 active users after the close of conference (July 29)

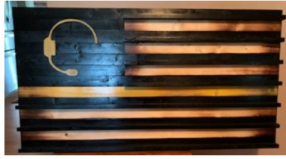
APPENDIX A—DOOR PRIZE ADVERTISEMENT

CO NENA/APCO VIRTUAL CONFERENCE

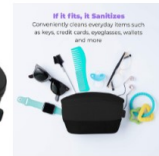
DOOR PRIZES!!

How to win:

Each person who earns the top badge in all categories (participates in the entire conference) will be entered to win a beautiful handmade wood coin flag or a beautiful handmade metal sign!



All who attend the chapter meeting Tuesday, July 28 from 12p-1250p will be entered to win a Homedics UV-Clean Portable Sanitizer!



All who complete the keynote session will be entered to win a Fitbit Charge!



All who attend the Manager/Director Roundtable on Monday, July 27, 12p-1350p will be entered to win a meditation cushion!



All who attend the closing session will be entered to win a set of Powerbeats3 Wireless Earphones!

All who participate in the peer forum conversations will be entered to win a Kindle Fire tablet!



EVERYONE who attends the conference will be entered to win a variety of door prizes, including shaker bottles, massage sticks, foam rollers, sports store gift cards, and Starbucks gift cards!

Finally, all who complete the end-of-conference survey will be entered to win a Keurig!



APPENDIX B—VIRTUAL CONFERENCE COST BREAKDOWN

Virtual Conference Cost

Total Attendees	351								
Total Attendees at no cost	223								
Total Attendees at \$15 PP	128	X \$15		\$1,920.00					
Total Registration				\$1,920.00					
Total Vendor Sponsorships	11								
Tot Vendor Sponsorships at \$50	1	X \$50		\$50.00					
Total Vendor Sponsorships at \$100	6	X\$100		\$600.00					
Total Vendor Sponsorships at \$500	2	X 500		\$1,000.00					
Total Vendor Sponsorships at \$1000	2	X 1000		\$2,000.00					
Total Vendor Sponsorships				\$3,650.00					
Total Revenue - E13 + E20				\$5,570.00					
Expenses									
Virtual Conference Platform - Includes user fee, administrative costs, and shipping fees				\$6,202.85					
Door Prizes				\$758.71					
Conference Speakers				\$2,500.00					
Affinipay Expenses July 2020				\$227.96					
Affinipay Expenses Aug 2020									
Total Expenses				\$9,689.52					
Total Revenue - Expenses				-\$4,119.52					

APPENDIX C—LIST OF PRESENTERS

APCO President Tracey Hilburn

NENA President Monica Million

Ana-Christina Hicks, Keynote

Tools of Hope

Jodi Slate & Brian McGlawn

Denver 9-1-1

Adam Timm

The Healthy Dispatcher

Dr. Kimberly Miller

Kimberly A. Miller & Associates

Alicia Romero

City of Aurora

Joe Serio

The 360 Dispatcher

Stephen Devine

FirstNet

Mark Lanning

State of Colorado

Jim Marshall

9-1-1 Training Institute

Tim Brown

Larimer County

Christal Rons

Westminster 9-1-1

Halcyon Frank

The Dispatch Lab

Jennifer Donnelly-Hunter

Weld County 9-1-1

Daryl Branson

Colorado Department of Regulatory Affairs

Dr. Ann Rush Crampton

Code 4, Inc.

Matt Harwell

Larimer County 9-1-1

Jennifer Kirkland

Grand Junction Regional Communication Center

COMMERCIAL PARTNER PRESENTERS

GeoComm, Eventide, Teleira, NICE, Informer Systems, RapidDeploy, Evans Consoles, Datamark GIS, Russ Bassett, ATOS

APPENDIX D—SPONSORS

Tier II Sponsors (highest level): EVENTIDE, GEOCOMM

Tier I Sponsors: Evans Consoles, ConvergeOne

Live Presentation Sponsor: Informer Systems, RapidDeploy, DataMark, Atos, Russ Bassett, ADSi Software

Recorded Presentation Sponsor: Xybix Systems, Inc.

APPENDIX E—CONFERENCE SURVEY RESULTS

(Q1) What is your role at your center? (42 times answered)

- 71% (1) Telecommunicator/Line Level
- 17% (2) Manager/Director
- 0% (3) IT
- 2% (4) Administrative Support
- 12% (5) Other

(Q3) Please rate Ana-Christina Hicks' keynote address: (40 times answered)

- 38% (1) Excellent
- 58% (2) Good
- 0% (3) Needs Improvement
- 0% (4) Poor

(Q5) Overall, please rate the breakout sessions: (39 times answered)

- 56% (1) Excellent
- 41% (2) Good
- 0% (3) Needs Improvement
- 0% (4) Poor

(Q6) Overall, please rate our vendor partner sessions: (39 times answered)

- 13% (1) Excellent
- 79% (2) Good
- 0% (3) Needs Improvement
- 0% (4) Poor

(Q7) If you are not currently a NENA or APCO member, did attending the conference influence your decision to become a member of either organization? (39 times answered)

- 13% (1) Yes
- 0% (2) No
- 13% (3) Maybe
- 26% (4) I'm currently a member of APCO
- 8% (5) I'm currently a member of NENA
- 49% (6) I'm currently a member of both

SEE BELOW FOR FURTHER RESULTS

Note: some of the responses were left blank, there are not 39 comments for each question
(Q9) What do you think worked well about the virtual format? (39 times answered)

- It was nice to be able to attend whenever worked for my schedule and I think it was a great way to get more engagement to an event that normally would not have so many people able to attend. In the world of always understaffed 911 centers this opened up the opportunity for those centers to get more training from people they would not normally have the chance to do. I think it would be cool if in the future you could offer in person conferences that are also recorded in this type of format for those that cant attend.
- I enjoyed the fact it was recorded since I work graveyards
- The length of each presentation was perfect, the description was adequate, I didn't notice any technical difficulties, I liked the amount of different presenters!
- We could attend and benefit from the training without leaving the center.
We are too short staffed to have been able to attend otherwise.
- I think it worked really well.
- I think it was great!!!! I think the virtual platform allows for more to attend as they can rather than being constricted to an in-person schedule. Also, I think this benefits departments that can't afford to send someone to the conference, they can get a lot of the same benefits for a fraction of the price.
- recording the sessions for later viewing
- I think the virtual format was "nailed"
You all did an amazing job of presenting every aspect of a normal in person conference.
- opportunity to choose what I wanted to see- ability to watch later from recorded sessions.
- Watch at your own time
- Very useful!
- I really liked it - I didn't get to attend as many classes as I wanted - staffing issues in the center, but I really like this format. Its easy for so many people to attend and keeps it affordable for centers.

Budgets are always a big issue, especially right now.

- I liked the ability to attend at times other than posted. I also like the ability to be able to attend from home.
- MORE RELAXED ATMOSPHERE
- I really enjoyed it as I am not from Colorado and due to both of my jobs it is difficult to get out of state for any training. I hope that you decide to keep it online or at least stream it online next year as well.
- The availability, I would not have been able to attend the conference if it was in person, so having the sessions online made it accessible for me to attend them. I also liked that they were at my own pace, I could complete the sessions when it was convenient for me.
- The ability to do it from home while I was awake during the night.
- I personally liked that fact that they were recorded and I could go back and listen to them at a different time. I am a Telecommunicator and our shifts are constantly rotating, so it was more convenient for me to be able to watch them on a night shift, rather than try to watch them on a day shift, when it gets too busy. I enjoyed learning even if I exceeded the amount of hours needed and tried to listen to all of them.
- The Virtual format, worked great with the way everything is going on in the world today. It also gave the opportunities to listen to the Keynote speakers on your own time.
- Got to see every course as in person you miss some.
- The ability for flexibility in attendance. No challenges with scheduling and budgets to send people in person. While in person is definitely preferred, maybe doing something similar in the future that allows for after the fact participation as well as the traditional in person option is good.

Even releasing individual webinars weekly or biweekly following to keep the interaction going long after the conference ends.

- I enjoyed being able to take the classes at my own pace. I would have liked more handout options to download. I didn't always know the handouts were there. It took me a while to figure out how that worked.
- Being able to pause and start the training I did all the session once they were recorded.
- The virtual format was amazing for me! I am a night shifter so being able to do the conference on my own time and stick to my normal schedule was greatly beneficial to me. In addition the information being available at any time made it possible for me to even go back and review some of the information when I had downtime.
- Everything!
- Because I am a night shifter i was unable to attend the live sessions, but i do appreciate them being recorded.
- Being able to remain in the office and still attend sessions.
- It was a good virtual format, however, I prefer in-person conferences.
- I liked that the classes were recorded and added later so I could fit them in with my schedule instead of having to be live
- This format was very user friendly and easy to access
- It allowed people to attend training and not have to travel (which many agencies can't afford).
- It made it easier to attend the courses you wanted without having to miss something that was being presented at the same time
- I think it was a great alternative and very resourceful.

(Q10) What can we improve about the virtual format? (39 times answered)

- Quicker upload of the recorded live events and closed captioning so we can watch while on the console and not interrupt those around us.

Also, because it was supposed to be Colorado based I feel there were several things geared towards just that area, in the virtual setting it would be nice to see that put in a more broad setting if out of state people are being welcomed in.

- Maybe more in the descriptions of each session, I wasn't sure on some what they would be about of if they would pertain to me
- Maybe have the webinars available for always on the APCO website. There is excellent training I would have liked to have been able to give to new employees for years to come.
- Getting the recorded sessions onto the platform quicker.
- have the hosts mute everyone's mikes
- Need dedicated time to attend- real world work got in the way and the time difference messed me up a couple times and I missed a few sessions I wanted to attend.
- Some of the speakers were just so-so.
- Having more live people talking - not as many recorded sessions.
- I WISHED THE LIVE RECORDINGS COULD HAVE BEEN RELEASED TO VIEW SOONER
- I thought some of the slideshows were a little boring and monotone...But that's an easy enough fix and I'm sure presenters had to switch things up last minute in order to make all of this week... For having to switch gears and modify materials so quickly to move everything online due to the corona virus, I thought everyone did well!
- Some courses were unavailable when I attempted to watch them. Could have been user error, but working nights does not allow me to be available during the daytime presentations.

- I would encourage all of your speakers to use the video option, as the sessions that were just a slide show were harder to get into than the ones who actually had a video of the speaker.
- Don't have a theme, as it got very repetitive.
- Some technical challenges can be addressed individually. Some were related to specific courses, such as participants having hot mics or cameras during live sections that were distracting, some pre-recorded presentations that had technical challenges. If I had known ahead of time what did not work properly in my fitness presentation, I could have fixed the problem.
- Some of the classes with power point were difficult, I would have appreciated some type of voice. Some of the classes did not have the power points go along with the voice and they were too fast to read, either talk about them or keep them up long enough to be able to read them, i was so worried i was missing good information I spent a ridiculous amount of time trying to watch them and some I had to admit I couldn't catch it all and move on. I didn't like it at all. Otherwise, the format was amazing, the classes were good, and I really enjoyed the conference.
- I think everything went good
- If there is a way to remove the complete button during the video and have it pop up at the very end. It is very easy to hit complete even if the video hasn't been watched.
- Integrate live sessions into the LMS that the recorded sessions used. 'Drip feed' the recorded sessions. It seemed a bit overwhelming on first signing in and seeing ALL classes available.
- Having less pre-recorded sessions and more in-person would be better. I also like to have more interactive time.
- The website was blocked by my agencies IT department do we ended up having to do

the conference from a cell phone which was not as easy. The one session didn't work correctly and I only got to attend half the session.

- A couple of the sessions had audio problems during part of the presentation. I would also like the ability to download the power point or some of the slides that were shown. I did do a couple of screen shots, but there's probably a better way to save some of the information to refer to later.
- I honestly believe everything was great given the circumstances... I can not think of one thing that would improve it.

SEE NEXT PAGE FOR NEXT QUESTIONS

(Q13) What other feedback would you like to provide regarding the 2020 Colorado NENA/APCO virtual conference? (39 times answered)

- As i mentioned I think this was a great opportunity to get more involvement and I think it would be great to have the opportunity to do a hybrid virtual and in person conference to reach more people.
- I think it was great and would have attended more if I had time!
- None
- Great journey- thanks for being innovative.
- N/a
- I did not like that we were automatically signed up for the vendors to send us info. Finished the conference and my email has exploded with vendor emails I want nothing to do with.
- The only thing I didn't like was how long it took to make live recorded sessions accessible for playback for those who couldn't attend in real time. It took multiple days. Otherwise thank you again so much for a training that actually really enjoyed and have already been able to integrate into my professional and personal life. Its making a difference, thank you :)
- I found it beneficial. Thank you.
- I needed to hear a lot of these messages. I think it greatly improved my attitude and outlook on things, as I have been having a pretty hard time as of late. So thank you to all the speakers and people who put everything together, as it was greatly needed and very appreciated.
- A good solution for a unique challenge this year. It can be improved upon for future needed use or hybrid type use.

- The training was amazing. The instructors were good. The information is good for new and tenured employees alike. There were a couple of courses I wish there was a way we could keep to share with new employees later, specifically suck it up buttercup, Increase your bouncability and keeping superheroes super. If there is a way to download those classes for later use, I would love to know how.

Thank you again for opening this up to other states,
and for the quality training you put out. I learned something from every class and completed with 100% completion rate.

I enjoyed every moment. I added comments of suggestions to each class survey, so I hope they help instructors improve and grow as well.

- Everything was great
- I was very impressed with the conference content and format and thankful it was offered to out-of-state folks!
- Great job!
- Overall it was a great conference. Thank you for putting it together and allowing attendees from out of state.
- I found the website a bit confusing in the beginning.
- I thought that it was a great idea since all the other conferences were cancelled for the year, being from Kansas it was awesome to be able to attend your open conference. It was great to get training hours in for the year to keep up certifications since opportunities have been sparse.
- Overall it was a good conference and I appreciate that you allowed other states to attend.
- I think we had a lot of late sign ups this year

because the message was only sent out once or twice to register. We may get more participation if it was better advertised or at least more frequently advertised.

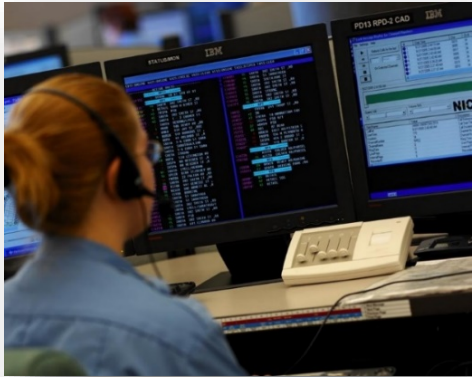
- You all did an amazing job!

VIRTUAL CONFERENCES FOR 9-1-1

Responding to meet the needs of your new normal...

Our **Team On Demand** instructors, Moetivators and Public Safety Professionals are committed to supporting your staff where new environments create challenges not easily overcome without admin support & heavy lifting.

Using our **MOE911 online training** platform, we have converted an entire section now dedicated to hosting **VIRTUAL TRAINING days**, APCO & NENA state **conferences**, Statewide Training conferences and regional agency hosted virtual **workshops**.



MOE911.COM IS AN ONLINE VIRTUAL TRAINING & CONFERENCE SYSTEM: when you set up virtual conferences or training, you need an organized platform that will easily display and categorize training tracks, **roundtables**, vendor presentations and demos **'exhibit hall'** with easy to access features for attendees in a mobile and busy working world. We have a **virtual conference team** that will help you pull together one day or multi-day virtual conferences!

- INSTRUCTOR LED LIVE TRAINING LIVE VENDOR DEMOS
- HANDOUTS DURING THE CLASS VIRTUAL ROUNDTABLES
- RECORDING LIVE FOR AVAILABILITY PRE-RECORDED SESSIONS
- MULTIPLE FILE FORMATS CONTESTS CALENDAR SCHEDULES
- MANAGEMENT MEETINGS DOOR PRIZES ATTENDEE REPORTS
- VIRTUAL SURVEYS REGISTRATION HELP DESK LIVE CHAT
- LIVE DISCUSSION FORUMS TRAINING, TRAINING & more TRAINING

SUPPORT SERVICES

- REGISTRATION DESK
- COMMUNICATIONS & MARKETING
- SCHEDULE PREP
- SPEAKER REHEARSAL FOR 'LIVE'
- VENDOR LIAISON
- TEST, LOAD & COORDINATE WITH PRESENTERS
- ATTENDEE SET UP & ORIENTATION TO THE SYSTEM
- TRAINING SUPPORT & CALL FOR PAPERS

HOW CAN WE HELP YOU?

DENVER HEADQUARTERS 303-993-7850
SALES TEAM 720-667-4444

CORPORATE@MOETIVATIONS.COM