



## Tracy Eldridge

Tracy has been in Public Safety since the late 90's, she is currently the 9-1-1 Operations Lead at RapidSOS, she was the Chief Dispatcher for a Massachusetts Communications center from 2003 to 2016 and is also firefighter / EMT. Her passion for teaching telecommunicators, EMTs and firefighters started in 2006 and in her spare time she travels around the country teaching telecommunications with The Public Safety Group and is also working with the Denise Amber Lee Foundation on their Quality Assurance initiative.

## NG911, Now what? It's up to YOU to deliver on the promise!

The industry has been talking about Next Generation 9-1-1 for over a decade now, and PSAPs and the general public have been promised major improvements: more **accurate location information**, **location-based call routing**, **multimedia to the PSAP** and much more. Citizens are used to smartphones and expect more and more innovation from public. While most of the country is still undergoing major upgrades to their network and telephony infrastructure, this session looks at the more practical aspects for PSAP managers, supervisors and Telecommunicators. It will focus on what you in the PSAP need to know, and more importantly, what you need to do.