

**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

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**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.

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**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 (RL)*

*[Signature] 6-27-19*

Traveler's Signature Department Head's Signature

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

**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 ~~2:00 PM~~ 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	106.49	106.49	106.49	106.49	106.49				1 \$532.45
Subsistence	66.00	66.00	51.48	66.00	48.18	32.34			330.00
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			X						
Lunch					X				
Dinner									

Personal Vehicle Use

Departure:	Destination:	Miles	Rate	Subtotal
			\$0.580	
			\$0.580	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		Total Charged to P-card
Name (Last, First) Rose-Brown, Lisa	Name	P-Card Number	Name on P-Card	2067.95
Department Police	Address	1	Lisa Rose-Brown	
Account 603280/090219 803275	Program 0.090219	2		
PE ID/ Vendor Number 10592	PE ID/ Vendor Number	3		
Amount 390.00	Amount	4		

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

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

Traveler's Signature

Department Head's Signature  
  
 6-10-19

I hereby certify that I have received the following check:

Check Number:  
 Amount:

Traveler's Signature



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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	ADDRESS	MCXXXXXXXXXXXX7201			MBV#:	838514299
CLERK		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 XXXXXXXXXXXXX7201						
					.00	

See our "Privacy & Cookie Statement" on [Marriott.com](http://Marriott.com)

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](http://members.marriott.com) for new Marriott Reward benefits.



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HOTELS®

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KISSIMMEE, FL 34746  
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Treat yourself to the comfort of Gaylord Hotels at home. Visit [GaylordHotelsStore.com](http://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**

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**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?

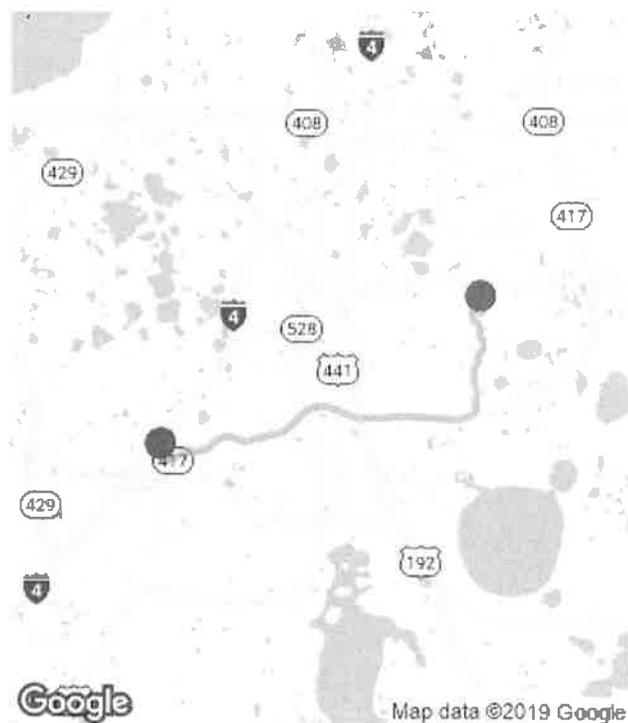
RATE OR TIP  
RATE OR TIP

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  
1455 Market St  
San Francisco, CA 94103

[Privacy](#)

[Terms](#)

**Elliott, Helen**

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**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





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



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
 <p>* 8 5 6 1 0 2 *</p>	<p>Lisa Rose-Brown                      Police Service Manager - Communications                      Sparks Police Department                      1701 E. Prater Way                      Sparks, NV 89434                      E-mail: lrosebrown@cityofsparks.us</p>
<p><u><a href="#">If you are having trouble viewing the above barcode image, click here to print your barcode.</a></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
<b>Total Sales</b>				<b>\$698.00</b>
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021			(\$698.00)
<b>Balance Due</b>				<b>\$0.00</b>

**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

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**HOTEL INFORMATION**

Secure your housing online at [nena.org/nena2019-housing](http://nena.org/nena2019-housing).

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**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:** [lrsebrown@cityofsparks.us](mailto:lrsebrown@cityofsparks.us)  
**Password:** AQKN5869

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**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.

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**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](mailto:registration@goeshow.com).

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## QUESTIONS

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

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#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.

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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 <sup>1st</sup>

# 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](mailto: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	<b>93.00</b>
Saturday, June 15, 2019	<b>93.00</b>
Sunday, June 16, 2019	<b>93.00</b>

3/12/2019 3:01 PM  
Gilda made  
Note 2 queen beds

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

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](mailto: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 charged

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<b>Total cash rate</b>	<b>837.90</b>
<b>Resort Fee</b>	<b>90.00</b>
<b>Estimated government taxes and fees</b>	<b>134.54</b>
<hr/>	
<b>Total for stay in hotel's currency</b>	<b>1,062.44 USD</b>

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## **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  
EXPIRATION<sup>1</sup> April 8, 2020  
EST. POINTS EARNED 4,444

**PASSENGER Sheila Lichius III**  
RAPID REWARDS # [Join](#) or [Log in](#)  
TICKET # 5262462377207  
EXPIRATION<sup>1</sup> 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
	<b>RNO 06:25AM</b> Reno/Tahoe		<b>MCO 04:00PM</b> Orlando

Stop: Denver no plane change

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

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

Stop:  Change planes

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

## Payment information

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

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
 <p>* 8 5 6 1 0 2 *</p>	<p>Lisa Rose-Brown            Police Service Manager - Communications            Sparks Police Department            1701 E. Prater Way            Sparks, NV 89434            E-mail: <a href="mailto:lrosebrown@cityofsparks.us">lrosebrown@cityofsparks.us</a></p>
<p align="center"><u><a href="#">If you are having trouble viewing the above barcode image, click here to print your barcode.</a></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
<b>Total Sales</b>				<b>\$698.00</b>
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021			(\$698.00)
<b>Balance Due</b>				<b>\$0.00</b>

**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 &amp; 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](http://nena.org/nena2019-housing).

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**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](mailto: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.

---

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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 <sup>ist</sup>

# 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](mailto: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 3:09 PM EST  
~~Queen~~ Guilda made  
note 2 queen beds

## Upcoming Reservations

Page 2 of 2

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

Lisa <sup>2nd</sup>

# 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 [lrosebrown@cityofsparks.us](mailto: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.](#)

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

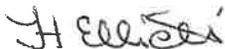
SUBJECT: Itinerary and Subsistence money

---

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 1<sup>st</sup> business day after your return.

---

<b>Total cash rate</b>	<b>837.90</b>
<b>Resort Fee</b>	<b>90.00</b>
<b>Estimated government taxes and fees</b>	<b>134.54</b>
<hr/>	
<b>Total for stay in hotel's currency</b>	<b>1,062.44 USD</b>

---

## **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/**  
Date  
**6/27/19**

Name (Last, First)  
**Lichius-III, Sheila**

Department  
**Police**

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* *6/27/19*  
Traveler's Signature

*[Signature]* *6-27-19*  
Department Head's Signature

**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	Time	Return Date	Time	Subsistence Rate
6/14/19	6:15 AM	6/19/19	11:30 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	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	Total
			\$0.580		
			\$0.580		

**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:	
<b>Total Due Traveler:</b>	<b>\$347.82</b>

**Payments**

Advance to Traveler	Registration Check	P-Card		
Name (Last, First) <b>Lichius-III, Sheila</b>	Name	P-Card Number	Name on P-Card	Total Charged to P-card
Department <b>Police</b>	Address	1	Lisa Rose-Brown	\$2,090.95
Account <b>090219</b> <del>603280/092013</del>	Program <del>603275/092013</del>	2		
PE ID/ Vendor Number <b>10335</b>	PE ID/ Vendor Number	3		
Amount <b>\$347.82</b>	Amount	4		
Comments: <b>Airline and hotel reservation changed.</b>		I hereby certify that all costs seem necessary and appropriate for travel. <i>Marlene M. Prowse</i> 6-11-19 Accounting's Signature		

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.

*Sheila Lichius-III*  
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.

*[Signature]* 6-10-19  
Department Head's Signature

I hereby certify that I have received the following check:

Check Number:  
  
Amount:

Traveler's Signature



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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](http://Marriott.com)



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407-586-0000 FAX 407-586-9556

Treat yourself to the comfort of Gaylord Hotels at home. Visit [GaylordHotelsStore.com](http://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](#)



[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

<b>PASSENGER</b>	<b>Sheila Lichius III</b>
RAPID REWARDS #	<a href="#">Join</a> or <a href="#">Log in</a>
TICKET #	5262485091178
EXPIRATION <sup>1</sup>	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
	<b>RNO 06:25AM</b> Reno/Tahoe		<b>MCO 04:00PM</b> Orlando

Stop: Denver no plane change

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

FLIGHT # 0435	DEPARTS		ARRIVES
	<b>MCO 05:30PM</b> Orlando		<b>PHX 06:50PM</b> Phoenix

Stop:  Change planes

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

## Payment information

Total cost		Payment	
<b>Air - NA5QSD</b>		<b>Credit from ticket: #5262462377207 to #5262485091178</b>	
Base Fare	\$ 714.42	Date: April 9, 2019	
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		
<b>Total</b>	<b>\$ 809.50</b>		

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**

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**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)

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**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

<b>PASSENGER</b>	<b>Lisa Brown</b>
RAPID REWARDS #	20098330324
TICKET #	5262462377208
EXPIRATION <sup>1</sup>	April 8, 2020
EST. POINTS EARNED	4,444

<b>PASSENGER</b>	<b>Sheila Lichius III</b>
RAPID REWARDS #	<a href="#">Join</a> or <a href="#">Log in</a>
TICKET #	5262462377207
EXPIRATION <sup>1</sup>	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®](#)

<p><b>FLIGHT # 2153</b></p>	<p><b>DEPARTS</b>  <b>RNO 06:25AM</b>                  Reno/Tahoe</p>		<p><b>ARRIVES</b>  <b>MCO 04:00PM</b>                  Orlando</p>
<p>Stop: Denver no plane change</p>			

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

<p><b>FLIGHT # 1121</b></p>	<p><b>DEPARTS</b>  <b>MCO 07:40AM</b>                  Orlando</p>		<p><b>ARRIVES</b>  <b>LAS 09:15AM</b>                  Las Vegas</p>
<p>Stop: ✕✕ Change planes</p>			

<p><b>FLIGHT # 2298</b></p>	<p><b>DEPARTS</b>  <b>LAS 12:45PM</b>                  Las Vegas</p>		<p><b>ARRIVES</b>  <b>RNO 02:05PM</b>                  Reno/Tahoe</p>
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## Payment information

Total cost	Payment																		
<p><b>Air - QMTGHT</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Base Fare</td> <td style="width: 10%; text-align: right;">\$</td> <td style="width: 60%;">1,480.92</td> </tr> <tr> <td>U.S. Transportation Tax</td> <td style="text-align: right;">\$</td> <td>111.08</td> </tr> <tr> <td>U.S. 9/11 Security Fee</td> <td style="text-align: right;">\$</td> <td>22.40</td> </tr> <tr> <td>U.S. Flight Segment Tax</td> <td style="text-align: right;">\$</td> <td>33.60</td> </tr> <tr> <td>U.S. Passenger Facility Chg</td> <td style="text-align: right;">\$</td> <td>27.00</td> </tr> <tr style="border-top: 1px solid black;"> <td><b>Total</b></td> <td style="text-align: right;"><b>\$</b></td> <td><b>1,675.00</b></td> </tr> </table>	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	<b>Total</b>	<b>\$</b>	<b>1,675.00</b>	<p>Mastercard ending in 7201                  Date: April 9, 2019  <b>Payment Amount: \$837.50</b></p> <p>Mastercard ending in 7201                  Date: April 9, 2019  <b>Payment Amount: \$837.50</b></p>
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Your ticket numbers: 5262462377208, 5262462377207

## Prepare for takeoff

- L
**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.
- L
**30 minutes** before your departure:
  - Arrive at the gate prepared to board.



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
 <p>* 6 5 0 8 5 7 *</p>	Sheila Lichius-III Police Services Manager Sparks Police Department 1701 E. Prater Way Sparks, NV 89434 E-mail: sill@cityofsparks.us
<p align="center"><u><a href="#">If you are having trouble viewing the above barcode image, click here to print your barcode.</a></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
<b>Total Sales</b>				<b>\$749.00</b>
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021			(\$749.00)
<b>Balance Due</b>				<b>\$0.00</b>

**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 &amp; 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](http://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](mailto:registration@goeshow.com).

---

**QUESTIONS**

Please call (847) 620-4487 or email [registration@goeshow.com](mailto: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.

---

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**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,**

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JUNE 14 - JUNE 21

RNO ✈ MCO

Reno/Tahoe to Orlando

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Confirmation date: 04/09/2019

<b>PASSENGER</b>	<b>Lisa Brown</b>
RAPID REWARDS #	20098330324
TICKET #	5262462377208
EXPIRATION <sup>1</sup>	April 8, 2020
EST. POINTS EARNED	4,444

<b>PASSENGER</b>	<b>Sheila Lichius III</b>
RAPID REWARDS #	<a href="#">Join</a> or <a href="#">Log in</a>
TICKET #	5262462377207
EXPIRATION <sup>1</sup>	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®](#)

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

Stop: Denver no plane change

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

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

Stop:  Change planes

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

## Payment information

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

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Your ticket numbers: 5262462377208, 5262462377207

## Prepare for takeoff

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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.*

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

### Departing 6/14/19 Friday

	DEPARTS	<b>6:25</b> AM	<b>RNO</b> Reno/Tahoe, NV - RNO	FLIGHT <b>2153</b>	
	ARRIVES	<b>9:30</b> AM	<b>DEN</b> Denver, CO - DEN	TRAVEL TIME 2hr 5min	
	stop 1: Denver, CO - DEN		no plane change		TRAVEL TIME <b>6 hr 35 min</b>
	DEPARTS	<b>10:20</b> AM	<b>DEN</b> Denver, CO - DEN	FLIGHT <b>2153</b>	
	ARRIVES	<b>4:00</b> PM	<b>MCO</b> Orlando, FL - MCO	TRAVEL TIME 3hr 40min	

### Returning 6/19/19 Wednesday

	DEPARTS	<b>5:30</b> PM	<b>MCO</b> Orlando, FL - MCO	FLIGHT <b>435</b>	TRAVEL TIME <b>9 hr 0 min</b>
	ARRIVES	<b>6:50</b> PM	<b>PHX</b> Phoenix, AZ - PHX	TRAVEL TIME 4hr 20min	
	stop 1: Phoenix, AZ - PHX		Plane change		
	DEPARTS	<b>9:45</b> PM	<b>PHX</b> Phoenix, AZ - PHX	FLIGHT <b>1490</b>	



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
Nightly Rate & Status:	Jun 14, 2019	1	Confirmed	93.00
	Jun 15, 2019	1	Confirmed	93.00
	Jun 16, 2019	1	Confirmed	93.00
	Jun 17, 2019	1	Confirmed	93.00
	Jun 18, 2019	1	Confirmed	93.00
	Jun 19, 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 resort 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  
seperate 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 >

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- [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

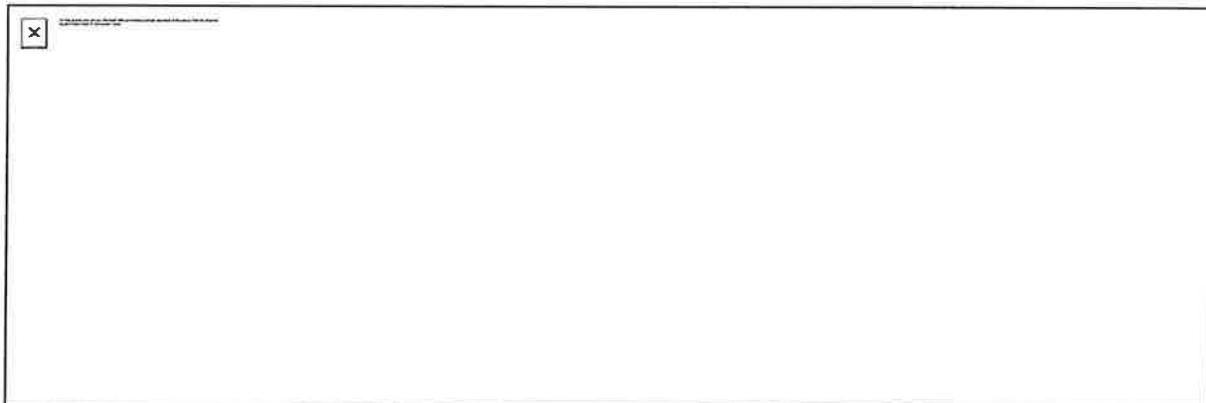
+1-407-586-0000

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  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  
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RNO ✈ MCO

Reno/Tahoe to Orlando

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Stop:  Change planes

<b>FLIGHT # 2298</b>	<b>DEPARTS</b>		<b>ARRIVES</b>
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-  **30 minutes** before your departure:  
Arrive at the gate prepared to board.

# nena2019

Dear Sheila,

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

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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
<b>Total Sales</b>				<b>\$749.00</b>
03/13/19	Payment By MC Lisa Rose-Brown *7201 04/01/2021			(\$749.00)
<b>Balance Due</b>				<b>\$0.00</b>

**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 &amp; 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

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**HOTEL INFORMATION**

Secure your housing online at [nena.org/nena2019-housing](http://nena.org/nena2019-housing).

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**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

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**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.

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**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



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
Nightly Rate & Status:	Jun 14, 2019	1	Confirmed	93.00
	Jun 15, 2019	1	Confirmed	93.00
	Jun 16, 2019	1	Confirmed	93.00
	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 Znd*

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

---

Total for Stay (all rooms) 1,051.11 USD

Room 1

---

Room Type  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

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

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

**From:** Lyft Ride Receipt <[no-reply@lyftmail.com](mailto:no-reply@lyftmail.com)>  
**To:** "[slichius@yahoo.com](mailto:slichius@yahoo.com)" <[slichius@yahoo.com](mailto: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**

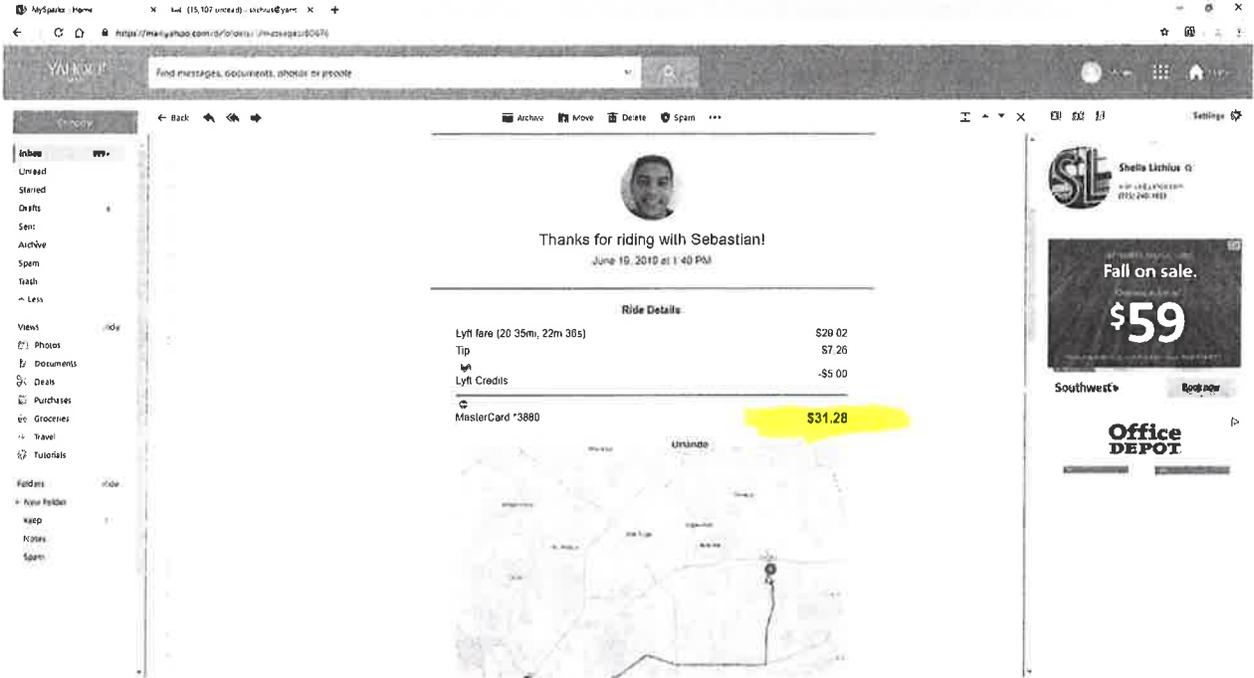
Lyft fare (20.35mi, 22m 36s)

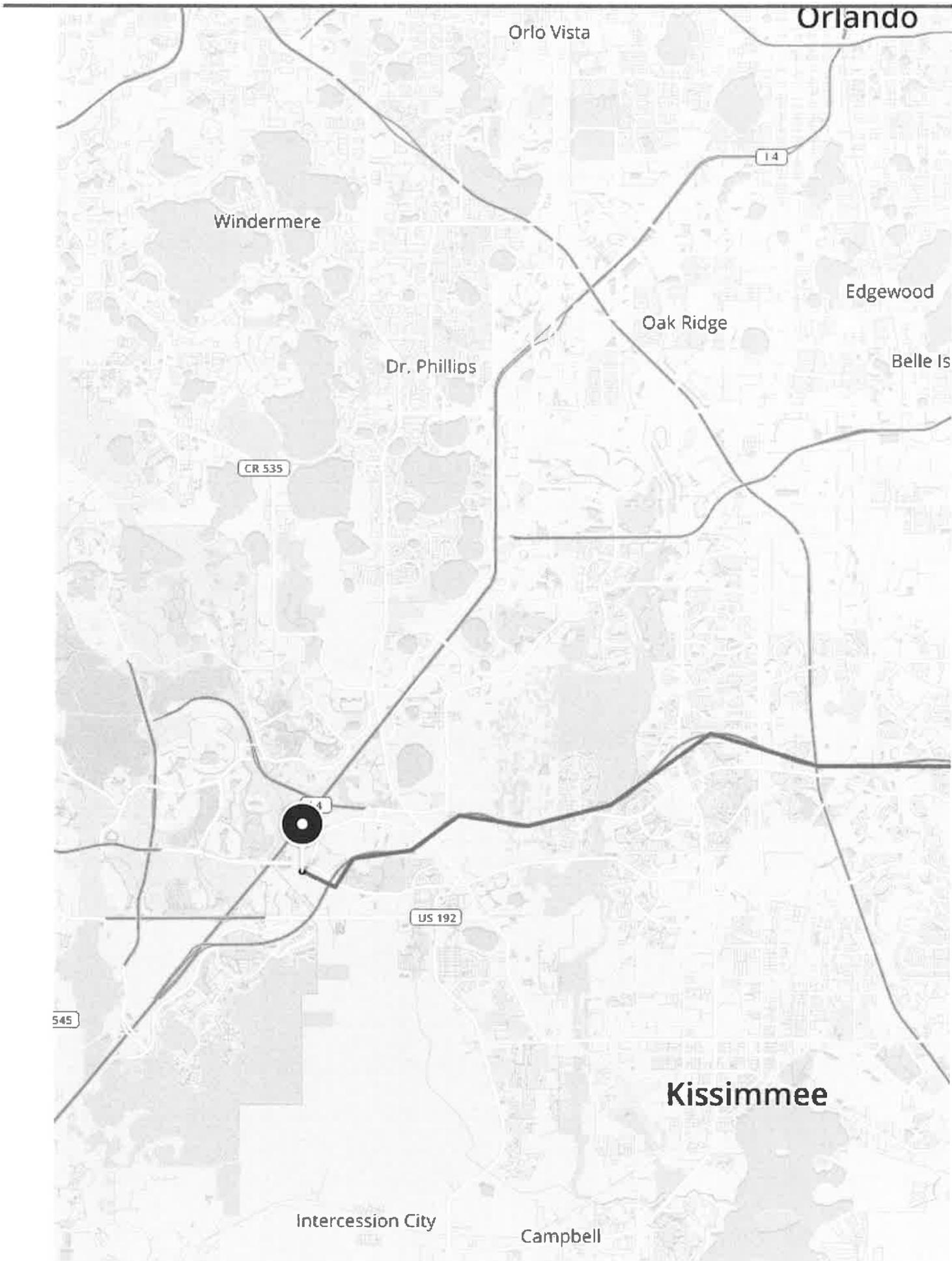
Tip

 Lyft Credits

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 MasterCard \*3880





Orlo Vista

Orlando

Windermere

Dr. Phillips

Oak Ridge

Edgewood

Belle Is

CR 535

US 192

545

Kissimmee

Intercession City

Campbell

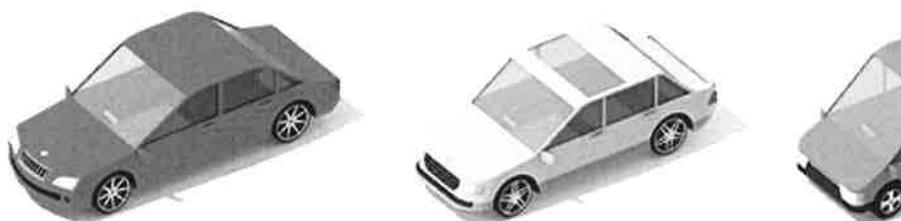
● Pickup 1:40 PM

Gaylord Way, , FL

● Drop-off 2:03 PM

Airport Blvd, Orlando, FL

**This and every ride is carbon neut**



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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 #1282743520333386380

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

Learn more about our commitment to safety.

Map data © OpenStreetMap contributors



Becom

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