

## April/May 2009 Issue

Focus: Emergency Notification Systems / PSAP Recording Solutions  
Now In Production – Shipping by Mid-May

### Featured Stories:

#### After Columbine: A Decade of Change

Ten years after mass shooting at Columbine High School, communications team has plenty of lessons to share  
Active Shooting Response

#### The Call Taker's Role

#### Emergency Notification Systems: Past, Present & Future

#### Lessons Learned and Future Technologies

#### Recording Systems & Workforce Optimization

#### Supporting the Drive Toward Next-Generation 9-1-1

#### That's My House!

#### The 9-1-1 Call you don't want to take – and when it happens

#### Intelligence Sharing in 2009

#### The Dispatcher's Role in Data Management