1. **Welcome** – Barry Luke, NPSTC Deputy Executive Director

2. **Public Safety Use of Social Media Today**
   
a. Outbound messaging from public safety agencies to citizens are the most common forms of social media usage today (e.g., Twitter, Facebook, and websites).
   
b. Intelligence analysis using “crowd sourced” social media data is more common in metropolitan areas with UASI Fusion Centers.
   
c. Inbound messages from citizens to public safety agencies and PSAPs requesting response are a new issue. It is difficult for public safety agencies to manage these requests, which have resource implications as well as data privacy and risk management aspects.

3. **Recent Disaster Response Events**
   
a. **California Wildland Fires**
   Daron Wyatt, Public Information Officer, Anaheim Police Department and Anaheim Fire and Rescue
   
b. **Hurricane Irma**
   Alan Harris, Emergency Manager, Seminole County, Florida
   Mark Economou, Public Information Manager, Boca Raton Police Department
   
c. **Hurricane Harvey**
   Michael Walter, Public Information Officer, Houston Emergency Management
   
d. **Pulse Nightclub Shooting**
   Michelle Guido, Public Information Officer, Orlando Police Department

4. **Panel Discussion**
   
a. Are the existing software tools that you use to manage social media sufficient for public safety use? (Is there a technology gap between what is available and what is needed?)
   
b. Did you find any operational gaps in managing social media information between the PIO, the PSAP and Incident Command?
   
c. Who was involved in the creation of your agency (or regional) social media policy?
   
d. What social media challenges do you think public safety agencies will experience in the future, including instances where citizens post messages seeking emergency response?

5. **Audience Question and Answer**
   
a. Please submit questions at any time during the presentation to support@npstc.org.