

## Monday – May 20, 2024

|                     |  |   |   |
|---------------------|--|---|---|
| 7:30 am – 3:30 pm   | <b>Registration Desk Open</b>  |   |   |
| 8:30 am – 8:45 am   | <b>Welcome &amp; Presentation of Colors – Section A</b><br>Michigan NENA President Michigan APCO President |   |   |
| 8:45 am – 10:45 am  | <b>Recruiting Gen Z – Kim Turner – Section A</b>   |   |   |
| 10:45 am – 11:00 am | <b>Break</b>   |   |   |
|                     | <b>White Lake Room</b>   | <b>Twin Lake Room</b>   | <b>Muskegon/Mona Lake Rooms</b>   |
| 11:00 am – 12:00pm  | Improving Outcomes of Special Needs<br>Interactions Through Dispatch<br>S. Zoltowski-Siordia<br>Session 1  | Contact PSAPS in Seconds with the<br>NENA EPRC<br>K. Decker<br>Session 2          | The Golden Brick Road<br>J & K Lott<br><br>Session 3                                |
| 12:00 am – 1:30 pm  | <b>Young Hero Luncheon – Section A</b>   |   |   |
| 1:30 pm – 2:30 pm   | Staffing in the 9-1-1 World<br>E. Howland<br><br>Session 4   | AI is Empowering, Not Replacing<br>Dispatchers<br>T. Shaw<br>Session 5            | 0 to 60: Career Survival & Emotional<br>Wellness<br>M. Wierenga<br>Session 6 Part 1 |
| 2:30 pm – 2:45 pm   | <b>Break</b>   |   |   |
| 2:45 pm – 3:45 pm   | CJIS Compliance Audit Update<br>T. Carlsen<br>Session 7  | GIS and Dispatching:<br>Make your Map Useful!<br>J. Whipple<br>Session 8          | 0 to 60: Career Survival &<br>Emotional Wellness<br>M. Wierenga<br>Session 6 Part 2 |
| 3:45 pm – 4:00 pm   | <b>Break – Snack</b>   |   |   |
| 4:00 pm – 5:00 pm   | TEXTY- Using AI and Location Services<br>P. Fuller & J. Selig<br>Session 9                                 | Exploring the Life Saving Impact of Next<br>Gen 9-1-1<br>S. Raucher<br>Session 10 | 0 to 60: Career Survival & Emotional<br>Wellness<br>M. Wierenga<br>Session 6 Part 3 |
| 6:00 pm – 9:00 pm   | <b>WELCOME RECEPTION – SOCIBOWL (offsite)</b>  |   |   |

## Tuesday – May 21, 2024

|                     |   |  |   |
|---------------------|---|--|---|
| 7:30 am – 3:30 pm   | <b>Registration Desk Open</b>   |  |   |
| 8:30 am – 10:30 am  | <b>Be An Encourager – Halcyon Frank – Section A</b>                                     |  |   |
| 10:30 am – 10:45 am | <b>Break</b>  |  |   |
|                     | <b>White Lake Room</b>  | <b>Twin Lake Room</b>  | <b>Muskegon/Mona Lake Rooms</b>   |
| 10:45 am – 11:45 am | Get the F Out of the Way<br>J. Keleher<br>Session 11                                    | Outsourcing Cybersecurity<br>in Public Safety<br>J. Ginn<br>Session 12   | Dispatching Resilience<br>J. Robertson<br>Session 13                              |
| 10:30 am – 12:00 am | <b>911 Training Subcommittee (NTS) Meeting – Transnation Title Room (lower level)</b>   |  |   |
| 12:00 pm – 1:00 pm  | <b>Lunch – Section A</b>  |  |   |
| 1:00 pm – 2:00 pm   | Bridging the Gap: When Legacy Meets<br>Next Gen<br>C. Branch<br>Session 14              | Communicating Discipline: The<br>Critical Exchange<br>K. Inman<br>Session 15                                       | De-Escalation & Critical Thinking<br>B. Pizzuti<br>Session 16                     |
| 1:00 pm – 3:00 pm   | <b>911 Certification Subcommittee Meeting – Transnation Title Room (lower level)</b>    |  |   |
| 2:00 pm – 2:15 pm   | <b>Break</b>  |  |   |
| 2:15 pm – 3:15 pm   | CHOO CHOO! It's the Adult Train<br>C. LeCureux<br>Session 17                            | Responding to the Mental & Behavioral<br>Health Needs of 1 <sup>st</sup> Responders<br>A. Javanbakht<br>Session 18 | How Leaders Champion Change<br>in the 9-1-1 Center<br>A. King-Smith<br>Session 19 |
| 3:15 pm – 3:30 pm   | <b>Break – Snack</b>  |  |   |
| 3:30 pm – 4:30 pm   | Introducing DE&I Thought Leadership<br>for 911 Professionals<br>T. Kelsey<br>Session 20 | A Bite of the Apple and Beyond:<br>Dispatching in NYC<br>C.Carver<br>Session 21                                    | AVI Preparation & Training ...<br>and then Knowing<br>B. Davidson<br>Session 22   |
| 4:30 pm – 7:30 pm   | <b>VENDOR SHOW – SECTION B &amp; C</b>  |  |   |

## Wednesday – May 22, 2024

|                           |  |
|---------------------------|--|
| <b>7:30 am – 3:30 pm</b>  | <b>Registration Desk Open</b>  |
| <b>8:00 am – 9:30 am</b>  | <b>Never Fly Solo – Lt. Col (ret) Waldo Waldman – Section A</b>                  |
| <b>9:30 am – 9:45 am</b>  | <b>Break</b>   |
| <b>9:45 am – 11:15 am</b> | <b>Critical Incident Stress – Public Safety Group/Tony Harrison – Section A</b>  |
| <b>11:15 am – 1:15 pm</b> | <b>Vendor Exhibits, Lunch &amp; Vendor Drawings – SECTION B &amp; C</b>          |
|                           |  |
| <b>1:15 pm – 3:15 pm</b>  | <b>The Changing Face of the Active Shooter– Macnlow/Rich Thacker – Section A</b> |
| <b>3:15 pm – 3:30 pm</b>  | <b>Break – Snack</b>   |
| <b>3:30 pm – 5:00pm</b>   | <b>APCO/NENA Chapter Meeting – Section A</b>                                     |
|                           | <b>No Evening Events</b>   |

**Thursday – May 23, 2024**

|                            |   |
|----------------------------|---|
| <b>7:30 am – 9:00 am</b>   | <b>Registration Desk Open</b>                             |
| <b>8:30 am – 9:30 am</b>   | <b>Legacy Makers - Doug Showalter – Section A</b>         |
| <b>9:45 am – 10:00 am</b>  | <b>Break</b>  |
| <b>10:00 am – 12:00 pm</b> | <b>Pathfinder Resilience – Renee Thornton – Section A</b> |