

Monday – May 20, 2024

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

Tuesday – May 21, 2024

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

Wednesday – May 22, 2024

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

Thursday – May 23, 2024

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