

Monday – April 17, 2023

7:30 am – 3:30 pm	Registration Desk Open – Arcadia Ballroom		
8:30 am – 8:45 am	Welcome & Presentation of Colors – Arcadia Ballroom Michigan NENA President Michigan APCO President		
8:45 am – 10:15 am	Opening Keynote – 9-1-1 Superheroes- Stories from the Front Line Adam Timm – Arcadia Ballroom		
10:15 am – 10:30 am	Break		
	TRACK 1 Stone Theater	TRACK 2 Prairies 4 & 5	TRACK 3 Great Lakes 1-3
10:30 am – 12:00pm	The Anxious Brain Dr. J. Robertson/D. Wright Session 1	Cowboy Ethics: What we can learn from the Code of the West Chief N. Rossow Session 2	Peer Support: Bringing your Team/Self to the Next Level M. Wierenga Session 3
12:00 am – 1:30 pm	Young Hero Luncheon – Arcadia Ballroom		
1:30 pm – 2:30 pm	Building Mentally Tough/High Morale 911 Teams in the Hardest of Times J. Marshall Session 4 Part 1	Getting Radio Locations in Front of the Dispatcher B./ Gaukel/B. Alford Session 5	Public Safety Project Management Success C. Carver Session 6
2:30 pm – 2:45 pm	Break		
2:45 pm – 3:45 pm	Building Mentally Tough/High Morale 911 Teams in the Hardest of Times J. Marshall Session 4 Part 2	How States are Leveraging Next Generation Technology to Improve Outcomes S. Raucher Session 7	What's New in the COMU R. Hasil Session 8
3:45 pm – 4:00 pm	Break – Snack		
4:00 pm – 5:00 pm	This is YOU Time! April Heinze Session 9	Audit Preparation, Common Findings and New Stuff T. Carlsen Session 10	Michigan Mutual Aid Box Alarm System/MABAS E. Youngblood Session 11
6:00 pm – 9:00 pm	WELCOME RECEPTION CASINO NIGHT – KALAMAZOO BALLROOM		

Tuesday – April 18, 2023

7:30 am – 3:30 pm	Registration Desk Open – Arcadia Ballroom		
8:30 am – 10:30 am	Opening Keynote – The Fight After the Fight -Officer Ann Carrizales – Arcadia Ballroom		
10:30 am – 10:45 am	Break		
10:45 am – 11:45 am	Keynote Effective Communication for People who are Deaf, Deafblind and Hard of Hearing in Emergency Settings – Annie Urasky – Arcadia Ballroom		
10:00 am – 12:00 am	911 Training Subcommittee (NTS) Meeting – Meadows		
12:00 pm – 1:00 pm	Lunch – Arcadia Ballroom		
	TRACK 1 Stone Theater	TRACK 2 Prairies 4 & 5	TRACK 3 Great Lakes 1-3
1:00 pm – 2:00 pm	Lessons in Teamwork – Reprogramming 11,000 Radios in the Field J. Allenfort Session 12	Maximizing Interactions with the Special Needs Population S. Zoltkowski-Siordia Session 13 Part 1	The Dispatchers Impact on Michigan Fatal Fires K. Svoboda Session 14
1:00 pm – 3:00 pm	911 Certification Subcommittee Meeting – Meadows		
2:00 pm – 2:15 pm	Break		
2:15 pm – 3:15 pm	FOIA- The Basics L. Hinkley Session 15 Part 1	Maximizing Interactions with the Special Needs Population S. Zoltkowski-Siordia Session 13 Part 2	Training For Success D. Showalter Session 16 Part 1
3:15 pm – 3:30 pm	Break – Snack		
3:30 pm – 4:30 pm	FOIA- The Basics L. Hinkley Session 15 Part 2	Next Level GIS- Making Z-Axis 911 Location Technology Meaningful Session 17	Training For Success D. Showalter Session 16 Part 2
4:30 pm – 7:30 pm	VENDOR SHOW – KALAMAZOO BALLROOM		

Wednesday – April 19, 2023

7:30 am – 3:30 pm	Registration Desk Open – Arcadia Ballroom
8:00 am – 10:00 am	Opening Keynote Grit, Leadership and Goal Setting – Dave Swanson – Arcadia Ballroom
10:00 am – 10:15 am	Break
10:15 am – 11:15 am	National APCO and National NENA Representatives – Arcadia Ballroom
11:15 am – 1:30 pm	Vendor Exhibits, Lunch & Vendor Drawings – Kalamazoo Ballroom Dave Swanson Book Signing
1:30 pm – 3:30 pm	Right of Bang: Promoting Mental Health, Wellness and Personal Development for All First Responders – Great Lakes 1-3
3:30 pm – 3:45 pm	Break – Snack
3:45 pm – 4:45 pm	APCO/NENA Chapter Meeting – Great Lakes 1-3
	No Evening Events

Thursday – April 20, 2023

7:30 am – 9:00 am	Registration Desk Open – Arcadia Ballroom
8:00 am – 10:00 am	Opening Keynote First 22 Words – Matt Grogan – Arcadia Ballroom
10:00 am – 10:15 am	Break
10:15 am – 11:00 am	SNC Update – Joni Harvey – Arcadia Ballroom
11:00m – 12:15 am	Closing Keynote Learning to Embrace the Journey – Lindsay Tarpley