



Minnesota  
APCO NENA



## 2024 PSAP 9-1-1 Communications Conference Agenda

### MONDAY, MARCH 18

6:00 pm - 7:00 pm	Early Registration - Lower Conference Lobby
7:00 pm - 11:00 pm	Welcome - Professional Networking (\$10 Fee) - LeHomme Dieu/Carlos

### TUESDAY, MARCH 19

6:30 am - 8:00 am	Breakfast Buffet - Lake Café (meal ticket required)
7:00 am - 8:00 am	Registration - Lower Conference Lobby- Training in Lower Conference Center
8:00 am - 8:15 am	<b>Conference Opening Ceremony</b> - Douglas County Honor Guard
	Welcome MN APCO/NENA & MSA PSAP Board
8:15 am - 9:15 am	<b>Opening Speaker: "Generation Z Survival Guide" - Steve Bench</b>
9:15 am - 9:30 am	Break
9:30 am - 10:45 am	<b>"Growth after Trauma" - Captain Gwen Martin</b>
10:45 am - 11:45 am	<b>Public Safety Telecommunicators 2024 Legislative Updates and Panel Discussion</b>
12:00 pm - 1:00 pm	Lunch - Itasca/Vermillion
1:00 pm - 2:30 pm	<b>PTSD/PTSI and the Effect it has on a Family - Todd and Kathy Messer</b>
2:30 pm - 2:45 pm	Break
2:45 pm - 4:30 pm	<b>PTSD/PTSI and the Effect it has on a Family - Todd and Kathy Messer - Cont.</b>
5:30 pm - 7:30 pm	<b>Exhibitor Show and Dinner - Tennis Center</b>
7:30 pm - 11:00 pm	Professional Networking (\$10 Fee) - LeHomme Dieu/Carlos

### WEDNESDAY, MARCH 20

6:30 am - 8:00 am	Breakfast Buffet - Lake Café (meal ticket required)
	<b>Training in Lower Conference Center; Breakout Room is Minnewaska for Breakouts 2, 4 &amp; 6</b>
8:00 am - 10:00 am	<b>M2M "American Stories of Cultural Change" - LETAC (Lee Vague &amp; Dr. Shawn Moore)</b>
10:00am - 10:15 am	Break
10:15 am - 11:30 am	<b>911 Calls and Solving Crime: A Presentation of Case Studies- BCA Special Agent Colleen Myhre</b>
11:30 am - 1:00 pm	<b>Exhibitor Show and Lunch- Door prize drawings - Tennis Center</b>
1:00 pm - 2:00 pm	<b>Breakout #1- The Good, Bad and Ugly of Social Media - Moetivations</b>
1:00 pm - 2:00 pm	<b>Breakout #2- BCA Updates - Eric Knutson (Minnewaska)</b>
2:00 pm - 2:15 pm	Break
2:15 pm - 3:15 pm	<b>Breakout #3- Lead the Way - Emerging Leaders - Moetivations</b>
2:15 pm - 3:15 pm	<b>Breakout #4- 911 Center COOP Planning - ECN (Minnewaska)</b>
3:15 pm - 3:30 pm	Break
3:30 pm - 4:30 pm	<b>Breakout #5- School Safety and 9-1-1: How Interoperable Data Can Save Lives - Geo-Comm</b>
3:30 pm - 4:30 pm	<b>Breakout #6- Organizational and Physical Remodeling of Your PSAP - Wright County (Minnewaska)</b>
6:00 pm - 6:30 pm	Social Gathering - Lake Darling Ballroom
6:30 pm - 8:00 pm	<b>Banquet Dinner, "Make a Difference" Awards Ceremony - Lake Darling Ballroom</b>
8:00 pm - 11:00 pm	<b>BINGO for PRIZES - Cash Bar</b>

### THURSDAY, MARCH 21

6:30 am - 8:00 am	Breakfast Buffet - Lake Café (meal ticket required)
8:00 am - 9:30 am	<b>Presentation- "Drive the Road Leadership" Paul Laney &amp; Mary Phillips</b>
9:30 am - 10:00 am	Break - Checkout
10:00 am - 11:30 am	<b>"Drive the Road Leadership" cont.</b>
11:30 am - 11:45 am	Closing Remarks