



Minnesota
APCO NENA



2023 PSAP 9-1-1 Communications Conference Agenda

MONDAY, MARCH 20

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 21

6:30 am - 8:00 am	Breakfast Buffet - Lake Café (meal ticket required)
7:00 am - 8:00 am	Registration - Lower Conference Lobby
8:00 am - 8:15 am	Conference Opening Ceremony - Douglas County Honor Guard
	Welcome MN APCO/NENA & MSA PSAP Board
8:15 am - 10:15 am	Opening Presentation – Active Shooter- Wayne Freeman
10:15 am - 10:30 am	Break
10:30 am - 11:30 am	Presentation – Active Shooter- Wayne Freeman
11:30 am- 12:30pm	Lunch - Itasca/Vermillion
12:30 pm - 2:30 pm	Presentation – Active Shooter- Wayne Freeman- cont.
2:30 pm - 2:45 pm	Break
2:45 pm - 4:30 pm	Presentation – Active Shooter- Wayne Freeman- cont.
5:30 pm - 7:30 pm	Exhibitor Show and Dinner - Tennis Center
7:30 pm - 11:00 pm	Professional Networking (\$10 Fee) - LeHomme Dieu/Carlos

WEDNESDAY, MARCH 22

6:30 am - 8:00 am	Breakfast Buffet - Lake Café (meal ticket required)
8:00 am - 9:30 am	Presentation- State of MN vs. Julian Valdez: A Telecommunicator Role in a Homicide Investigation
9:30 am - 9:45 am	Break
9:45 am - 11:15 am	Presentation: Cross-cultural Crisis Communication- Dr. Shawn Moore
11:30 am - 1:00 pm	Lunch in the Exhibitor Hall, vendor networking, door prize drawings - Tennis Center
1:00 pm - 2:00 pm	Breakout #1- Under(standing) Pressure in the 9-1-1 World- Bobby Adney- Ramsey County
	Breakout #2- BCA- Updates
2:00 pm - 3:00 pm	Breakout #3- ECN- Update / ECN 101 breaking down ECN relationship with the PSAP
	Breakout #4- FirstNet is more than a Smartphone!
3:00 pm - 3:15 pm	Break
3:15 pm - 4:30 pm	Breakout #5- Data Practices for the PSAP - Rick Hodsdon
3:15 pm - 4:30 pm	Breakout #6- Mental Health & 9-1-1
6:00 pm - 6:30 pm	Social Gathering - Lake Darling Ballroom
6:30 pm - 8:00 pm	Banquet Dinner, " Make a Difference " Awards Ceremony - Lake Darling Ballroom
8:00 pm -11:00 pm	BINGO for PRIZES - Cash Bar

THURSDAY, MARCH 23

6:30 am - 8:00 am	Breakfast Buffet - Lake Café (meal ticket required)
8:00 am - 9:30 am	Presentation- "What You Do Matters" Todd Larson
9:30 am - 10:00 am	Break - Checkout
10:00 am - 11:30 am	What You Do Matters Todd Larson
11:30 am - 11:45 pm	Closing Remarks