

2019 PSAP 9-1-1 Communications Conference Agenda

TUESDAY, MARCH 12

6:30 am - 8:15 am	Breakfast Buffet in Lake Café
8:30 am - 9:00 am	Conference Opening Ceremony
9:00 am - 11:30 am	OPENING KEYNOTE: "Jody Janati"
11:30 am- 12:30pm	Lunch - Guest Speaker MSA - Incident Command Leadership Development
12:30 pm - 1:45 pm	EDUCATION TRACK 1 - Breakout Sessions
	1) Break out #1 Customer Service
	2) Break out #2 Emergency Communications Network project updates
1:45 pm - 2:00 pm	Break
2:00 pm - 3:15 pm	EDUCATION TRACK 2 - Breakout Sessions
	1. Break-out #3 NCIC and auditing
	2. Break-out #4 PSAP Performance Metrics: How does your PSAP measure up?
3:15 pm - 3:30 pm	Break
3:30pm - 4:45 pm	EDUCATION TRACK 3 - Breakout Sessions
	1. Break-out #5 Top 10 lessons learned North Dakota pipeline civil unrest
	2. Break-out #6 RapidLite
6:00 pm - 8:00 pm	Exhibitor Show and Dinner
8:30 pm - 12:00 am	Social Networking - Hospitality

WEDNESDAY, MARCH 13

6:30 am - 7:45 am	Breakfast Buffet in Lake Café
8:00 am - 9:15 am	EDUCATION TRACK 2 - Breakout Sessions
	1. Break-out #7 AMBER/Blue Alert
	2. Break-out #8 The PSAP of the future
	3. Break-out #9 Alliance pipeline
	Break
10:00 am - 11:15 am	EDUCATION TRACK 3 - Breakout Sessions
	1. Break-out #9 Update from BCA Fusion Center
	2. Break-out #10 GIS what is all means for PSAPS and Call Takers
	3. Break-out # 11 CTO Burnout
11:45 - 1:00	Lunch, vendor networking, door prize drawings
1:15 pm - 3:00 pm	SUPERSESSION: "Train Your Brain for Success" Roger Seip
3:00 pm - 3:15 pm	Break
3:15 pm - 5:00 pm	SUPERSESSION: Tim Eggebraaten
6:00 pm - 6:30 pm	Social
6:30 pm - 9:00 pm	Banquet Dinner, "Make a Difference" Awards Ceremony
	Entertainment Tim Eggebraaten

THURSDAY, MARCH 14

6:30 am - 8:00 am	Breakfast Buffet in Lake Café (meal ticket required)
8:30 am - 11:30 am	CLOSING KEYNOTE: "Dispatcher Health & Wellness" Adam Timm