

2020 PSAP 9-1-1 Communications Conference Agenda

MONDAY, MARCH 23

6:00 pm - 7:00 pm	Early Registration- Lower Conference Lobby
7:00 pm - 11:00 pm	Welcome - Social Networking in Hospitality Room (\$10 Fee) Lake Le Homme Dieu

TUESDAY, MARCH 24

6:30 am - 8:15 am	Breakfast Buffet in Lake Café
7:00 am - 8:30 am	Registration- Lower Conference Lobby
8:30 am - 9:00 am	Conference Opening Ceremony
9:00 am - 11:30 am	OPENING KEYNOTE: Kim Ratz- Ability to Positvely Influence Others
10:00 am - 10:15 am	Break
10:15 am - 11:30 am	OPENING KEYNOTE: Kim Ratz- Ability to Positvely Influence Others continued
11:30 am- 12:30pm	Lunch
12:30 pm - 1:45 pm	EDUCATION TRACK 1 - Breakout Sessions
	1. Break out #1 Playing Nice in the Sandbox: Teamwork - Kim Ratz
	2) Break out #2 Vulcan Oil Railroad Safety - What you need to know
1:45 pm - 2:00 pm	Break
2:00 pm - 3:15 pm	EDUCATION TRACK 2 - Breakout Sessions
	1. Break-out #3 Playing Nice in the Sandbox: Customer Service - Kim Ratz
	2. Break-out #4 Cybersecurity for the PSAP - Dept of Homeland Security
	3. Break-out #5 State Emergency Response Team at a Glance - MN Dept of Public Safety
3:15 pm - 3:30 pm	Break
3:30pm - 4:45 pm	EDUCATION TRACK 3 - Breakout Sessions
	1. Break-out #6 Location Services - Recent developments in wireless location & supplemental data - Dan Craigie & RICS
	2. Break-out #7 Stressed out about Public Alert, Warning and Notification? - Patrick Walzko & Scott Haas
6:00 pm - 8:00 pm	Exhibitor Show and Dinner- Exhibitor Center
8:30 pm - 12:00 am	Social Networking - Hospitality Room (\$10 Fee) Lake Le Homme Dieu

WEDNESDAY, MARCH 25

6:30 am - 8:15 am	Breakfast Buffet in Lake Café
8:30 am - 9:45 am	EDUCATION TRACK 4 - Breakout Sessions
	1. Break-out #8 PSAP Evacuation drills - lessons learned
	2. Break-out #9 Overcoming today's top 9-1-1 Challenges - NICE
	3. Break-out #10 Getting the information you need through the BCA
9:45 am - 10:00 am	Break
10:00 am - 11:15 am	EDUCATION TRACK 5 - Breakout Sessions
	1. Break-out #11 NG9-1-1 and GIS - ECN
	2. Break-out #12 OnStar
	3. Break-out #13 Administering your Alert, Notification and Warning Program - John Dooley
11:30 am - 1:00 pm	Exhibitor Show and Lunch, door prize drawings- Exhibitor Center
1:00 pm - 3:00 pm	SUPERSESSION: Jonathan Bundt: "Managing the Mental Health Crisis: Dispatcher Perspective"
3:00 pm - 3:15 pm	Break
3:15 pm - 5:00 pm	SUPERSESSION: Nutritionist Jamie Withrow: "Your Career is a Hazard to Your Health"
6:00 pm - 6:30 pm	Social
6:30 pm - 9:00 pm	Banquet Dinner, "Make a Difference" Awards Ceremony Entertainment "Magician" Adam Perry

THURSDAY, MARCH 26

6:30 am - 8:15 am	Breakfast Buffet in Lake Café (meal ticket required)
8:30 am - 11:30 am	CLOSING KEYNOTE: Dr. Jody Janati "Protect Yourself from Control Dramas"
11:30 am - 11:45 am	Closing Remarks- Conference concludes- Please Drive Safely