

MONDAY- May 20, 2019

7:30 am – 3:30 pm	Registration Desk Open		
8:30 am – 9:30 am	Welcome – Theater Room Michigan NENA President & Michigan APCO President Regional Rep?		
9:30 am – 9:45 am	B R E A K – Coffee & Water		
9:45 am – 11:45 am	Front Line Leaders – Adam Timm		
12:00 pm – 1:30 pm	Young Hero Luncheon		
	TRACK 1 Sugar Loaf	TRACK 2 Atrium	TRACK 3 Amphitheater
1:30 pm – 2:30 pm	What's Up Doc? Social Media Deployments in the PSAP Session 1	Support, Connect, Manage – Handling Spectrum Disorder Calls Session 2	9-1-1 Legislative Updates Session 3
2:30 pm – 2:45 pm	B R E A K		
2:45 pm – 3:45 pm	9-1-1 & Fire Services Communication Session 4	Missing Persons Updates and Human Trafficking Awareness Session 5	MPSCS Voice and Text Paging Session 6
3:45 pm – 4:00 pm	B R E A K – Afternoon Snack		
4:00 pm – 5:00 pm	Next Generation Community Outreach: How to Leverage Today's Technology Session 7	Developing Evidence-Based Practice in Emergency Telecommunications Session 8	There's No Such Thing as Routine Session 9
5:30p – 7:30pm	ENP/RPL Reception		

TUESDAY- May 21, 2019

7:30 am – 3:30 pm	Registration Desk Open		
	TRACK 1 Sugar Loaf	TRACK 2 Atrium	TRACK 3 Amphitheater
8:00 am – 10:00 am	Everyone is Leading – Doug Showalter		
10:00 am – 10:15 am	B R E A K – Coffee & Water		
10:15 am – 11:15 am	PSAP Performance Metrics: How Does Your PSAP Measure UP? Session 10	Defusing Comm Center Conflict Session 11	LEIN: Audit Prep, Common Findings & New Stuff Session 12
11:15 am – 12:30 pm	LUNCH		
12:30 pm – 1:30 pm	Got Indoor Maps? Session 13	The Power of Positive Attitudes in Call Centers Session 14	Succession Planning & Mentoring Session 15
1:30 pm – 1:45 pm	B R E A K		
1:45 pm – 2:45 pm	Technology Project Management Success Session 16	0 to 60: ECO Career Survival & Emotional Wellness Session 17 – Part 1	Thousands of PSAP's are receiving Lifesaving Device Location and Data; is yours? Session 18
2:45 pm – 3:00 pm	B R E A K – Afternoon Snack		
3:00 pm – 5:00 pm	Generational Differences: Blending Generations for a Successful Workplace Session 19	0 to 60: ECO Career Survival & Emotional Wellness Session 17 – Part 2 & 3	A Dispatcher's Vital Role in a HAZMAT Incident Session 20
5:00 pm – 8:00 pm	VENDOR SHOW – Sound Stage		

WEDNESDAY- May 22, 2019

7:30 am – 3:30 pm	Registration Desk Open		
	TRACK 1 Sugar Loaf	TRACK 2 Atrium	TRACK 3 Amphitheater
8:00 am – 10:00 am	A Mother's Addiction Journey – Katie Donovan		
10:00 am – 11:30 am	Vendor Exhibits – Sound Stage		
11:30 am – 12:30 pm	Vendor Exhibits, Lunch & Vendor Drawings, Installation of NENA Officers		
12:30 pm – 1:30 pm	FOIA for Law Enforcement Session 21	Next Gen Leadership Session 22 – Part 1	The Data Spicket is Bursting-Now What? Session 23
1:30 pm – 1:45 pm	B R E A K		
1:45 pm – 2:45 pm	Wireless Caller Location in an NG World (and what we can do with it) Session 24	Next Gen Leadership Session 22 – Part 2	Don't Just Sit There, Move Something Session 25
2:45 pm – 3:00 pm	B R E A K – Afternoon Snack		
3:00 pm – 4:00 pm	Real-Time Text, oh my! Session 26	Soft Target: Site and Personnel Security Considerations Session 27 – Part 1	So You Want(ed) to be a Supervisor: What to Expect and Tools for Success Session 28
4:00 pm – 4:15 pm	B R E A K		
4:15 pm – 5:15 pm	Michigan Dispatcher Role in Crisis Intervention Team (CIT) Development Session 29	Soft Target: Site and Personnel Security Considerations Session 27 – Part 2	Active Shooter for Telecommunicators Session 30

THURSDAY – May 23, 2019

7:30 am – 9:00 am	Registration Desk Open
9:00 am – 12:00 pm	Emotional Wellness & Resilience – Jim Marshall & Ryan Dedmon