

Monday - May 16, 2022

7:30 am - 3:30 pm	Registration Desk Open - Arcadia Ballroom		
8:30 am - 8:45 am	Welcome & Presentation of Colors - Arcadia Ballroom Michigan NENA President Michigan APCO President		
8:45 am -10:15 am	Opening Keynote - Iron Jen - Calming the Chaos		
10:15 am -10:30 am	Break		
	TRACK 1 Stone Theater (60)	TRACK2 Prairies 4 & 5 (100)	TRACK 3 Glens 1 & 2 (100)
10:30 am -12:00pm	Stereotype Threat: Diagnosing for Potential Public Safety Bias - Tyrone Kelsey Session 1	Drama Free Environment Iron Jen Session 2	Peer Support Two The Rescue Session 3
12:00 am -1 :30 pm	Young Hero Luncheon - Arcadia Ballroom		
1 :30 pm - 2:30 pm	Hot Topics in Labor & Employment Law N. Canute/N . Wolf Session 4	Everyone Has a Role in Creating an Effective 911 Center N. Rossow Session 5 part 1	Zero to 60: ECO Career Survival and Emotional Wellness Two The Rescue Session 6 part 1
2:30 pm - 2:45 pm	Break		
2 : 4 5 pm - 3:45 pm	Training Sucks: Thoughts on Fundamentally Restructuring a CTO Program C. LeCureux Session 7 oart 1	Everyone Has a Role in Creating an Effective 911 Center N. Rossow Session 5 part 2	Zero to 60: ECO Career Survival and Emotional Wellness Two The Rescue Session 6 oart 2
3:45 pm - 4:00 pm	Break - Snack		
4:00 pm - 5:00 pm	Training Sucks: Thoughts on Fundamentally Restructuring a CTO Program C. LeCureux Session7part2	Making 911 Incident Reconstruction Easier J. Hansen Session 8	Zero to 60: ECO Career Survival and Emotional Wellness Two The Rescue Session 6 part 3
6:00 pm - 9:00 pm	WELCOME RECEPTION CASINO NIGHT - KALAMAZOO ROOM		

Tuesday - May 17, 2022

7:30 am - 3:30 pm	Registration Desk Open - Arcadia Ballroom		
8:00 am - 9:30 am	Opening Keynote - Joe Serio- Arcadia Ballroom		
9:30 am - 9:45 am	BREAK		
	TRACK 1 - Stone Theater (60)	TRACK 2 - Prairies 4 & 5 (100)	TRACK 3 - Glens 1 & 2 (100)
9:45 am -10:45am	LEIN Audit Tips and Common Findings T. Carlsen Session 9	Textty Tips for Telecommunicators P. Fuller & J. Seling Session 10	7 Tips for a Successful Career in 911 C. Herron Session 11 Part 1
10:00 am -12:00pm	911 Training Subcommittee (NTS) Meeting - Meadows		
10:45 am -11:00 am	Break		
11:00 am-12:00 pm	Leadership Transitions: Developing a Strategic Plan for New Leaders C. LeCureux Session 12	The Use of A. I. in Emergency Dispatch C. Bradford Session 13	7 Tips for a Successful Career in 911 C. Herron Session 11 Part 2
12:00 pm -1 :00 pm	Lunch - Arcadia Ballroom		
1:00 pm - 3:00 pm	911 Certification Subcommittee Meeting - Meadows		
1 :00 pm - 2:00 pm	OnStar Emergency Services Beyond the Vehicle S. Leveque Session 14	Practical Strategies & Tactics to Overcome Hiring Challenges J. Robinson Session 15	Detox Your GIS Data S. Gross Session 16
2:00 pm -2:15 pm	BREAK		
2:15 pm - 3:15 pm	Cybersecurity Threats to Public Safety P. Hill Session 17	No Longer a Voice Call 2.0: Digital Transformation of the PSAP V. Beals Session 18	Implicit Bias? Not Me! T. Chaffin Session 19 Part 1
3:15 pm - 3:30 pm	BREAK		
3:30 pm - 4:30 pm	Before the Phone Rings: Data-First Requests for Service J. Berthelote & A. Marion Session 20	Community Outreach Strategies for Individuals with Specific Needs S. Vargas-Gregory Session 21	Implicit Bias? Not Me! T. Chaffin Session 19 Part 2
4:30 pm - 7:30 pm	VENDOR SHOW - KALAMZOO ROOM		

Wednesday- May 18, 2022

7:30 am - 3:30 pm	Registration Desk Open - Arcadia Ballroom		
8:00 am - 9:00 am	Opening Keynote - Chief Richard Picciotto - Arcadia Ballroom		
9:00 am -10:00 am	National APCO and National NENA Representatives		
10:00 am -10:15 am	Break		
	TRACK 1 Stone Theater	TRACK2 Prairies 4 & 5	TRACK3 Glens 1 & 2
10:15 am-11:15 am	911 For Everyone S. Sturgis Session 22	Public Alerting and 911 M. Armitage Session 23	Managed Services vs. Capital Investment: Public Safety Procurement Considerations Pyramid Consulting Session 24
11:15 am-1:30 pm	Vendor Exhibits, Lunch & Vendor Drawings - Kalamazoo Room Richard Picciotto Book Signing		
1 :30 pm - 3:30 pm	Maximizing the Effectiveness of Interactions with the Special Needs Population S. Zoltowski Session 25	Telecommunicators Brain Health J. Robertson Session 26	Understaffed, Are you Part of the Problem or the Solution? T. Chaffin Session 27
3:30 pm - 3:45 pm	B R E A K - Afternoon Snack		
3:45 pm - 4:45 pm	MI APCO/NENA Membership Meeting - Arcadia Ballroom		
	No Evening Events		

Thursday- May 19, 2022

7:30 am - 9:00 am	Registration Desk Open - Arcadia Ballroom
8:00 am -10:00 am	Opening Keynote - Matt Grogan - Arcadia Ballroom
10:00 am -10:15 am	Break
10:15 am -11:00 am	988 - Joni Harvey-Arcadia Ballroom
11:00m -12:15 am	Closing Keynote - Sam Glenn - Arcadia Ballroom and Conference Closing