

## Georgia Emergency Communications Conference Columbus Trade and Convention Center Schedule of Events

**The Conference Committee reserves the right to make unannounced changes to the agenda based on unforeseen circumstances. This agenda does not guarantee the delivery of any specific course.**

*Daily registration will close at 8:00 a.m. and will not reopen until 7:00 a.m. the next day. Please arrive in time to register before the registration booth closes; otherwise, you will not be able to attend any training sessions or conference activities until you receive your badge.*

**Key:**

<b>Sycamore B/D (Super Sessions)</b>
<b>Sycamore B</b>
<b>Sycamore A</b>
<b>Sycamore C</b>
<b>Vendors</b>
<b>Meals and Entertainment</b>

<b>Sunday March 3, 2019</b>	
12:00 pm-4:00 pm	Conference Prep and Registration Set-up
4:00 pm-6:00 pm	Early Registration

<b>Monday March 4, 2019</b>	
7:00 am-9:00 am	Registration
7:00 am-8:00 am	Continental Breakfast
8:15 am-9:00 am	New Attendee Orientation, Welcome, and Opening Ceremonies
9:15 am-10:45 am	Survive & Thrive: A Path through Trauma into Resilience - Ryan Dedmon
11:00 am-12:00 pm	Crisis Intervention Training for Communications Nancy Greathouse, Megan Ethridge and Anessa Westmoreland
12:00 pm-1:30 pm	Luncheon Provided and Business Meetings of Ga. APCO & NENA
1:30 pm-3:30 pm	Liability in the PSAP - Ken Jarrard
3:45 pm-5:00 pm	911 As a Career, Panel Discussion Patricia Giordano, Tamika Kendrick, Sonya, Jackson, Trudy McDevitt & Lynn Smith
5:30 pm-7:30 pm	User's Group Meetings
7:30 pm-10:30 pm	Bingo at the Convention Center

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Tuesday March 5, 2019			
7:00 am-8:00 am	Registration		
7:00 am-8:00 am	Continental Breakfast		
8:00 am-4:00 pm	Vendor Setup		
8:00 am – 10:00 am	Response to Serious Incidents - Matthew Wurtz		
10:15 am – 11:00 am	Georgia Emergency Communications Authority Update Michael Nix	Customer Service: Are they really customers and why is “being nice” so important? Sabrina Caraway	Aged Bias in the Communications Center: Is It Really Just Bullying? Dustin Buckner
11:15 am-12:15 pm	I’m A Supervisor....Now What? Myisha Callaway	Making the Transition to Real Time Text (RTT) in 911 Toni Dunne	Managing Public Information and Media Relations for the PSAP GBI PIO Nelly Miles
12:15 pm-1:30pm	Lunch on Your Own		
1:30 pm-2:30 pm	911 Directors Association Pat Giordano	Bad Moon Rising In Dispatch: Deadly Dispatch Omissions Gary Galasso	What Services Can We Offer? DNR
2:45 pm-3:45 pm	NG911 and the PSAP, What does it all mean? April Heinze	Keeping the black and white from turning gray- How to write effective SOP's Danny Murray	ASAP to PSAP Ben Bolin
4:00 pm-5:00 pm	How Important is QA/QI Dustin Buckner	RapidSOS & 911 Location Accuracy Tracy Eldridge	The Approachable Employee Appraisal Sonya Jackson
5:00 pm-8:00 pm	Exclusive Vendor Hours		
5:00 pm-8:00 pm	Vendor Welcome Reception		

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Wednesday March 6, 2019			
7:30 am-9:00 am	Registration		
7:30 am-9:00 am	Breakfast in the Vendor Hall		
7:30 am-9:00 am	Exclusive Vendor Hours		
9:00 am-10:00 am	DREAM BIG.....Why not YOU?! - Steve Usher		
10:15 am-11:30 am	Be a leader. It will be fun, they said... Jason Lawson	Boosting Morale and Staying Positive in 911 Culture- Sabrina Caraway	<i>APCO IntelliComm</i>
11:30 am -1:00 pm	Lunch with the Vendors		
1:00 pm-3:00pm	Exclusive Vendor Hours		
3:30 pm-5:00 pm	Vendor Breakdown		
3:00 pm-3:50 pm	Text-to-911: Fact, Fiction, Realities and Unintended Consequences Nicole Pianalto	How Many Dispatchers Does Your Emergency Communications Center Really Need? Ben Collins	Dispatcher's as Evidence Collectors Samara Key
4:00 pm-5:00 pm	Downed Firefighters Ike McConnell	Through Darkness Beauty Grows: A 9-1-1 PTSD Story! Tracy Eldridge	Cyber Security Challenges and Opportunities for NG911- Robert Leonard
6:00 pm-9:00 pm	Awards Banquet		

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<b>Thursday March 7, 2018</b>	
7:00 am-8:00 am	Registration
7:00 am-8:30 am	Continental Breakfast
8:30 am-12:30 pm	GA Response to Hurricane Florence and Hurricane Michael GA TERT Teams & Affected PSAP's
12:30 pm -1:00 pm	Closing & Dismissal - GECC Chairs