

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 9:00 a.m. and will not reopen until 8:00 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:

Super Sessions (Dining Gallery)
Sycamore B
Sycamore A
Vendors
Meals and Entertainment

Sunday March 8, 2020	
12:00 pm-4:00 pm	Conference Prep and Registration Set-up
4:00 pm-6:00 pm	Early Registration

Monday March 9, 2020			
7:30 am-9:00 am	Registration		
7:30 am-9:00 am	Continental Breakfast		
9:00 am-9:30 am	New Attendee Orientation, Welcome, and Opening Ceremonies		
9:30 am-11:30 am	Ricardo Martinez- Keep Broadcasting Your Message		
11:30 pm-1:00 pm	Luncheon Provided and Business Meetings of Ga. APCO & NENA		
1:00 pm-1:50 pm	Jennifer Dysart- Eyewitness Memory: How to Increase the Accuracy of Eyewitness Statements	Neil Horden- Radio 101 for the PSAP Manager	Laloni Smith- How Good is Your Basic Medical Knowledge?
2:00 pm-2:50 pm	Keegan Merritt- State of Georgia Peer Support Team Overview	Dru Clarke- The Art of Communication: Giving and Receiving Feedback	Sabrina Caraway- Are They Really "Customers" Tho
3:00 pm-3:50 pm	Sherry LeVeque- OnStar Emergency Services Update	Rodney Watson- Leading From The Middle	Dustin Buckner- Foundations Of Successful Training Programs
4:00 pm-4:50 pm	Matthew Grogan- The Power of Choice: Customer Service and Liability in the 911 Center		
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 10, 2020			
7:30 am-9:00 am	Registration		
7:30 am-9:00 am	Continental Breakfast		
9:30 am-4:30 pm	Vendor Setup		
9:00 am – 10:50 am	Traci Eldridge- Saving Lives on Both Sides of the Headset, A 911 PTSD Journey		
11:00 am – 11:50 am	Requel Williams- What is GDOT 511, HERO and CHAMP?	Maureen Dieckmann- The Good, The Bad and Ugly of Social Media	Tony Harrison- Shots Fired
12:00 pm-1:30pm	Lunch on Your Own		
1:00 pm-5:00pm	<i>Michael Nix- Director's Training Class **Director's Only**</i>		
1:30 pm-2:30 pm	Megan Gleeson- Georgia Crisis and Access Line and Mobile Crisis- And how it all works (Panel)	Lucas Harmsen- Georgia Pipeline Emergency Response Initiative	
2:45 pm-5:00 pm	Gang Supersession- Jose Ramirez (GPSTC)		
5:00 pm-8:00 pm	Exclusive Vendor Hours		
5:00 pm-8:00 pm	Vendor Welcome Reception		

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Wednesday March 11, 2020			
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-9:50 am	Steve Usher- Building an Effective Communications Center		
10:00 am-10:50 am	Ryan Dedmon- Emergency Mental Health Dispatching		
11:00 am-11:50 am	Tony Harrison-Stress It's all in your head	Tracy Eldridge- Beyond Location: Data-Driven Emergency Response	Daniel Dunlap- Chutes and Ladders: The Up's and Down's In Public Safety Communications Careers
12:00 pm -1:00 pm	Lunch with the Vendors		
1:00 pm-2:30pm	Exclusive Vendor Hours		
2:30 pm-5:00 pm	Vendor Breakdown		
2:30 pm-3:30 pm	Jhan Frias- 911's Critical Role in School Safety	Ricardo- Within the Trench's Pod Cast	Cyber Security- Chuck Spalding & Chis Essid
3:45 pm-4:45 pm	Terry Burnworth- Dispatcher Paradigms	Ryan Dedmon- Power of Peer Support	Abby Magtoto- Making the transition to RTT in 911
6:00 pm-9:00 pm	Awards Banquet		

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Thursday March 12, 2020	
7:30 am-9:00 am	Registration
7:30 am-9:00 am	Continental Breakfast
9:00 am-9:50 am	Georgia Emergency Communications Authority Update- Michael Nix
10:00 am-11:50 am	Human Trafficking- Jennifer Biles (GPSTC)
12:00 pm -12:30 pm	Closing & Dismissal- GECC Chairs