



SCHEDULE

Tuesday, February 27							
Andros	Athenia	Delphi	Milos	Mykonos	Rhodes	Syros	
1315-1430	9-1-1 Quality Assurance and Performance Measurement Best Practices	Lessons Learned from ESInet Deployments	TERT 101	NG9-1-1 & FirstNet: A New Era in Public Safety Communications Begins	Text – What are you waiting for?	Dispatcher Wellness	Fatigue Risk Management (Special time 1315-1745)
1500-1615	What? Real Time Text (RTT) is replacing TTYs?!	Staffing a Comm Center in the 21 st Century	Tactical Dispatch and Mutual Aid Dispatcher Deployments - Lessons Learned from Oroville and Sonoma	The Hard Facts About the Soft Skills	Why People Die in Fires (Residential Fires)	Broadband Services and FirstNet in California	Fatigue Risk Management (CONTINUED)
1630-1745	Essential Training for Callers: Your 9-1-1 Public Education Program	AY CARAMBA! Understanding Language and Cultural Barriers on 9-1-1 Calls	TERT 101 (ENCORE PRESENTATION)	The Deaf and Disabled Telecommunications Program	Text – What are you waiting for? (ENCORE PRESENTATION)	Crisis Communications	Fatigue Risk Management (CONTINUED)
Wednesday, February 28							
Andros	Athenia	Delphi	Milos	Mykonos	Rhodes	Syros	
1345-1445	The Changing World of PSAP Network Management	Is Regionalization the Same as Consolidation and is it Right for Me?	Discover the Why, Who, What, How – Promoting in your 9-1-1 Career	State of California Stress Study Update	What is an Emergency Rule and Why a Dispatch Center Should Have It	Why is Addressing so hard?	95% in 15 Seconds: Strategies for Meeting California's 9-1-1 Call Answer Standard
1530-1630	Working Together to Achieve Quality GIS Data Format	Principled Policing and Procedural Justice in your Dispatch Center (1530-1730)	ECaTS New Features	Communications Planning for Special Events and Critical Incidents	Driver/Pedestrian Orientation Screen for Cognitive Impairment (DOSCI): The Dispatcher's Role in Safeguarding California's Older Roadway Users	Trauma Exposure and Management	CA 9-1-1 Branch Updates
1645-1745	NG911. It's up to you to deliver on the promise	Principled Policing and Procedural Justice in your Dispatch Center (CONTINUED to 1730)	Bringing the Theory of "Diffusion of Innovations" to 9-1-1	Training to Retain	Bad Mood Rising in Dispatch	ALI Analysis 101	CA 9-1-1 Branch Updates (CONTINUED to 1730)
Thursday, March 1							
Andros	Athenia	Delphi	Milos	Mykonos	Rhodes	Syros	
0800-0915	NENA COURSE "Leadership in the 9-1-1 Center" (Pre-registration required) ALL DAY COURSE 0800-1600	Command Post Planning for Milo Yiannopoulos' CSUF Event	Dispatch Preparedness: Are You Ready for the Big One?	Managing the CPE Procurement Process	Human Trafficking (Special time 0800-1000)	Connecting with your Enterprise GIS Support	Gatekeepers/Complacency and Critical Decision-Making
0930-1045		Push the Resilience Restart Button	Tactical Dispatch and Mutual Aid Dispatcher Deployments - Lessons Learned from Oroville and Sonoma (ENCORE PRESENTATION)	Training to Retain (ENCORE PRESENTATION)	Human Trafficking till 1000 Human Trafficking begins 1015	Improving PSAP/Public Safety Operations via CAD-to-CAD/PSAP-to-PSAP connectivity	Who is Your Tribe?
1100-1215		California ProCHRT Update	Active Shooters: The First 15 Minutes	Top 10 Things You Don't Know About Nlets	Human Trafficking (Special time 1015-1215) (ENCORE PRESENTATION)	GIS Data Development and Validation for Next Generation 9-1-1	Privacy and Security in Public Safety