

Track	Tuesday, February 28 - Breakout Sessions		
Management	Mykonos AB	13:15 - 14:30	ECaTS New Features
Fire/EMD	Athenia AB	13:15 - 14:30	One Minute to Dispatch: Fact versus Myth
Management	Delphi AB	13:15 - 14:30	Lessons Learned from ESInet Deployments
Operations	Milos	13:15 - 14:30	Police, Fire & Dispatch: Managing Active Shooter Response
Career Development	Syros	13:15 - 14:30	Powered by Experience: Career Longevity in 9-1-1
Management	Rhodes	13:15 - 16:45	Stress Management for Supervisors and Managers
Operations	Andros	13:15 - 14:30	Text to 9-1-1 Lessons Learned
Track	Tuesday, February 28 - Breakout Sessions		
Operations	Mykonos AB	14:45 - 16:00	GIS-WHIZ! An Introduction to the Role of GIS in Your PSAP
Fire/EMD	Athenia AB	14:45 - 16:00	Why People Die in Fires
Management	Delphi AB	14:45 - 16:00	LRPC Board Panel Discussion - PSAP Regionalization
Career Development	Milos	14:45 - 16:00	The Retirement Race- Every Finisher Medals
Management	Syros	14:45 - 16:45	Wireless Routing: Tips, Tools, and Annual Review
Management	Rhodes	13:15 - 16:45	Stress Management for Supervisors and Managers (continued)
Operations	Andros	14:45 - 16:00	A 10 Step Model for CPE Procurement in California
Track	Tuesday, February 28 - Breakout Sessions		
Operations	Mykonos AB	16:15 - 17:30	iAY CARAMBA! Understanding Language and Cultural Barriers on 911 Calls
Fire/EMD	Athenia AB	16:15 - 17:30	The Dispatch Evolving Role in Resuscitation
Operations	Delphi AB	16:15 - 17:30	Radio Workload - Update
Management	Milos	16:15 - 17:30	First Responder Network (FirstNet) Update
Management	Syros	14:45 - 16:45	Wireless Routing: Tips, Tools, and Annual Review (continued)
Management	Rhodes	13:15 - 16:45	Stress Management for Supervisors and Managers (continued)
Management	Andros	16:15 - 17:30	Next Gen Multimedia Recording, Incident Reconstruction and QA/QI: Are You Ready?

Track	Wednesday, March 1 - Breakout Sessions		
All	Mykonos A	07:30 - 09:45	Ethics in Leadership (POST Course) Part 1
All	Mykonos B	07:30 - 09:45	Fundamentals of Supervision (POST Course) Part 1
Management	Athenia AB	07:30 - 08:30	The Evolving Role of the County Coordinator
Operations	Milos	07:30 - 08:30	Police, Fire & Dispatch: Managing Active Shooter Response
Operations	Delphi AB	07:30 - 08:30	GIS-WHIZ! An Introduction to the Role of GIS in Your PSAP
Fire/EMD	Rhodes	07:30 - 08:30	Is the Fire Dispatcher the First Incident Commander?
Operations	Syros	07:30 - 08:30	One Common Goal: People-Oriented PSAP Leadership
Management	Andros	07:30 - 08:30	LRPC Board Panel Discussion - PSAP Regionalization
Track	Wednesday, March 1 - Breakout Sessions		
All	Mykonos A	07:30 - 09:45	Ethics in Leadership (POST Course) Part 1 (continued)
All	Mykonos B	07:30 - 09:45	Fundamentals of Supervision (POST Course) Part 1 (continued)
Management	Athenia AB	08:45 - 09:45	First Responder Network (FirstNet) Update
Management	Milos	08:45 - 09:45	A 10 Step Model for CPE Procurement in California
Career Development	Delphi AB	08:45 - 09:45	The Retirement Race- Every Finisher Medals
Management	Rhodes	08:45 - 09:45	ECaTS New Features
Operations	Syros	08:45 - 09:45	Text to 9-1-1 Lessons Learned
Management	Andros	08:45 - 09:45	Lessons Learned from Developing a National Capital Region Dataset
Track	Wednesday, March 1 - Breakout Sessions		
All	Mykonos A	13:45 - 16:00	Ethics in Leadership (POST Course) Part 1 (continued)
All	Mykonos B	13:45 - 16:00	Fundamentals of Supervision (POST Course) Part 1 (continued)
Operations	Athenia AB	13:45 - 15:45	Cultural Awareness Between Chaldean Christians and Middle Eastern Muslims
Management	Milos	13:45 - 14:45	The Need for a Dynamic Documentation and Asset Management Program that Works
Operations	Delphi AB	13:45 - 14:45	Essential Training for Callers: Your 9-1-1 Public Education Program
Operations	Rhodes	13:45 - 14:45	iAY CARAMBA! Understanding Language and Cultural Barriers on 911 Calls
Management	Syros	13:45 - 16:45	CA 9-1-1 Branch Updates - State 9-1-1 Panel
Career Development	Andros	13:45 - 14:45	Powered by Experience: Career Longevity in 9-1-1
Track	Wednesday, March 1 - Breakout Sessions		
All	Mykonos A	13:45 - 16:00	Ethics in Leadership (POST Course) Part 1 (continued)
All	Mykonos B	13:45 - 16:00	Fundamentals of Supervision (POST Course) Part 1 (continued)
Operations	Athenia AB	13:45 - 15:45	Cultural Awareness Between Chaldean Christians and Middle Eastern Muslims (continued)
Management	Milos	15:00 - 16:00	The Need for a Dynamic Documentation and Asset Management Program that Works
Operations	Delphi AB	15:00 - 16:00	Germ Warfare In Dispatch - Your Dirty Little Secret
Management	Rhodes	15:00 - 16:00	Next Gen Multimedia Recording, Incident Reconstruction and QA/QI: Are You Ready?
Management	Syros	13:45 - 16:00	CA 9-1-1 Branch Updates - State 9-1-1 Panel (continued)
Career Development	Andros	15:00 - 16:00	"Are you Promotable"? - From new hire to Director and everything in between.

Track	Thursday, March 2 - Breakout Sessions		
All	Mykonos A	08:00 - 12:00	Ethics in Leadership (POST Course) Part 2
All	Mykonos B	08:00 - 12:00	Fundamentals of Supervision (POST Course) Part 2
Operations	Athenia AB	08:00 - 09:15	Radio Workload - Update
Management	Delphi AB	08:00 - 10:00	Wireless Routing: Tips, Tools, and Annual Review
Career Development	Milos	08:00 - 09:15	The Retirement Race- Every Finisher Medals
Career Development	Syros	08:00 - 09:15	Powered by Experience: Career Longevity in 9-1-1
Fire/EMD	Rhodes	08:00 - 09:15	Why People Die in Fires
Operations	Andros	08:00 - 10:00	Field Dispatch
All	San Remo	08:00 - 16:00	Emotional Intelligence in Public Safety (POST Course) *Separate Registration Required*
Track	Thursday, March 2 - Breakout Sessions		
All	Mykonos A	08:00 - 12:00	Ethics in Leadership (POST Course) Part 2 (continued)
All	Mykonos B	08:00 - 12:00	Fundamentals of Supervision (POST Course) Part 2 (continued)
Operations	Athenia AB	09:30 - 11:30	Cultural Awareness Between Chaldean Christians and Middle Eastern Muslims
Management	Delphi AB	08:00 - 10:00	Wireless Routing: Tips, Tools, and Annual Review (continued)
Career Development	Milos	09:30 - 10:45	"Are you Promotable"? - From new hire to Director and everything in between.
Operations	Syros	09:30 - 10:45	One Common Goal: People-Oriented PSAP Leadership
Fire/EMD	Rhodes	09:30 - 10:45	One Minute to Dispatch: Fact versus Myth
Operations	Andros	08:00 - 10:00	Field Dispatch (continued)
All	San Remo	08:00 - 16:00	Emotional Intelligence in Public Safety (POST Course) *Separate Registration Required* (continued)
Track	Thursday, March 2 - Breakout Sessions		
All	Mykonos A	08:00 - 12:00	Ethics in Leadership (POST Course) Part 2 (continued)
All	Mykonos B	08:00 - 12:00	Fundamentals of Supervision (POST Course) Part 2 (continued)
Operations	Athenia AB	09:30 - 11:30	Cultural Awareness Between Chaldean Christians and Middle Eastern Muslims (continued)
Operations	Delphi AB	11:00 - 12:15	Police, Fire & Dispatch: Managing Active Shooter Response
Management	Milos	11:00 - 12:15	The Evolving Role of the County Coordinator
All	Syros	11:00 - 12:15	How to Get Involved in Our Industry -CALNENA Board Panel Discussion
Fire/EMD	Rhodes	11:00 - 12:15	The Dispatch Evolving Role in Resuscitation
Operations	Andros	11:00 - 12:15	<b>V A C A N T</b>
All	San Remo	08:00 - 16:00	Emotional Intelligence in Public Safety (POST Course) *Separate Registration Required* (continued)

All
Fire/EMD
Management
Operations
Career Development