Breakouts | Tue, 09.22

12PM – 1PM
- Combating Unconscious Bias: Taking the Blinders Off
- Getting Your NG9-1-1 RFP Right the First Time!
- GIS Basics for the Public-Safety Professional

1PM – 2PM
- Closing the Revolving Door: Turnover, Staffing, & Retention
- Cloud-Tech Rollout at Lightning Speed
- Reclassification: More Than Just a Job Category

2PM – 3PM
- FCC Update
- Public-Safety Broadband & NG9-1-1's Impact on the PSAP
- Stop, Collaborate, & Listen

3PM – 4PM
- Functional Mindfulness
- The Latest Liability Issues in the PSAP
- Preparing for NG9-1-1: A Resource Update

All times Eastern. Watch sessions live or on-demand!
Breakouts | Wed, 09.23

12PM – 1PM
- Developing a Successful Crisis-Communications Plan
- The Future of 9-1-1: Data-Driven Emergency Response
- NG9-1-1 in Canada: A Technical & Operational Perspective

1PM – 2PM
- The FCC’s Dispatchable-Location Requirements & You
- i3 v3: The Latest on NENA’s NG9-1-1 Standard
- Using the 9-1-1 Leaders’ Post-Tragedy Care Plan

2PM – 3PM
- Breaking Up With Negativity
- The Future of Inter-Agency Communications
- PSAP Staffing Plans: How Many People Do I Really Need?

3PM – 4PM
- The Importance of International Collaboration
- Improving Service to Callers With Mental-Health Issues
- Introducing the New PSAP Call-Handling Standard

All times Eastern. Watch sessions live or on-demand!
Breakouts | Thu, 09.24

12PM – 1PM
- Beyond Whiteboards & Radios: Collaboration for Smart Cities
- Change Management: Keys to Success
- COVID-19’s Impact on International 9-1-1 Systems

1PM – 2PM
- Empowering Women in 9-1-1
- Physical-Security Concerns for Comm Centers
- Z-Axis Location: Regulatory & Technical Guidance

2PM – 3PM
- Actionable Insights for Cybersecurity in Your Organization
- How Live-Video Streaming Improves 9-1-1 Response
- Improving Your Communications Through Non-Verbal Cues

3PM – 4PM
- Budgeting 101 for Managers
- Building Interoperability & Oversight for NG9-1-1
- Peer Support Team Development

All times Eastern. Watch sessions live or on-demand!