



# Schedule

## 2024 Alabama 9-1-1 User Conference

EXPORT DATE  
06-03-2024

### DAY- 1

8 April, 2024

##NOTRACK##

Time	Topic
1:00 PM - 5:00 PM Camelia	<b>Pre-Conference - Cyber WarGames</b> By Jamie Ginn Presented by OTM Cyber SIGN UP HERE: <a href="https://wargames.otmcyber.com/alabama-otm-cyber-wargames-0">https://wargames.otmcyber.com/alabama-otm-cyber-wargames-0</a>
6:00 PM - 8:00 PM Magnolia Ballroom	<b>Sips, Snacks, and Stand-Up: The Welcome Reception</b> with Comedian Mr. Clayburn Cox

### DAY- 2

9 April, 2024

##NOTRACK##

Time	Topic
8:00 AM - 5:00 PM Azalea & Dogwood	<b>Headshots by Belmont Studios</b> Register for your timeslot here: <a href="https://seniorappointment.as.me/911Conference">https://seniorappointment.as.me/911Conference</a>
8:15 AM - 9:45 AM Magnolia Ballroom	<b>Bridging Generational Gaps</b> By Kristin Scroggin Understanding the 'origin story' behind key generational differences can really help Bridge the Gaps in your office. This presentation will briefly examine the date divisions of American generations before launching into an exploration of where many of those different view points came from. From understanding how each generation views intelligence to explaining why some groups are better at managing time than others we figure out how to better appreciate one another by discovering that its usually less about rebellion and power and more about how you grew up.
10:00 AM - 11:30 AM Magnolia Ballroom	<b>Inside the Alabama 911 Board: Roles, Functions, and Impact</b> By Leah Missildine, Adam Brown, Laura Ehrhart, Anderson Brooms Overview of what the Alabama 911 Board does, what we offer to you, and how we can help.
11:30 AM - 12:30 PM Camelia	<b>Lunch</b> BHAM GRILL-OUT Salad, Angus Beef Burgers, Grilled Chicken Breast, Baked Beans, Broccoli Slaw, Corn on the Cob, Apple Cobbler
12:30 PM - 1:00 PM Magnolia Ballroom	<b>Sponsor Spotlight</b>
1:00 PM - 2:30 PM Magnolia Ballroom	<b>Certify and Thrive: Strategies for Professional Development and CEU Success</b> By Laura Ehrhart, Daniel Hipps, Jeanie Pharis, Robbie Young Telecommunicator Certifications and CEU Maintenance
2:45 PM - 4:15 PM Magnolia Ballroom	<b>Alabama Telecommunicators Emergency Response Taskforce (AL TERT)</b>

Time	Topic
8:00 AM - 4:00 PM Azalea Room	<b>DataMark Doctor's Office</b> Datamark will be available for those attending and not attending the conference to answer 9-1-1 GIS questions, help solve issues, and work with the VEP. Sign up here: <a href="https://www.signupgenius.com/go/10C0B4EAAA62CA4FBC43-48017538-datamark">https://www.signupgenius.com/go/10C0B4EAAA62CA4FBC43-48017538-datamark</a>
8:15 AM - 9:45 AM Magnolia Ballroom	<b>Saving Lives, One Text at a Time: Next-Gen 911 Success Stories &amp; Live Workshop</b> Prepared
10:00 AM - 11:30 AM Magnolia Ballroom	<b>EMD Evolution: Navigating the Latest Program Updates</b> By Daniel Hipps, Laura Ehrhart EMD Update Presentation
11:30 AM - 12:30 PM Camelia	<b>Lunch</b> TASTE OF ALABAMA BBQ Sandwiches and more
12:30 PM - 1:00 PM Magnolia Ballroom	<b>Sponsor Spotlight - DATAMARK GIS</b> DATAMARK GIS
1:00 PM - 2:30 PM Magnolia Ballroom	<b>Sensory Inclusive Training for First Responders: The Vital Role of 911 Dispatchers as the First Line</b> By Katie Entrekin Sensory inclusion training is becoming increasingly important for emergency services agencies to provide to their dispatchers. Dispatchers who receive this training learn how to identify and interact with individuals who may have sensory processing needs during emergencies and modify their communication style accordingly. This training helps ensure efficient and effective emergency response for all members of the community.
2:45 PM - 4:15 PM Magnolia Ballroom	<b>Operational Excellence: Strategies for Peak Performance</b> By Adam Brown, Leah Missildine, Anderson Brooms, Caleb Branch Tools in your toolkit
6:00 PM - 8:00 PM Topgolf Birmingham, 1111 24th St N, Birmingham, AL	<b>Taco Tee-Off: A Night of Networking at Topgolf</b> with Taco Bar and one drink ticket per person. Sponsored by INdigital!

Time	Topic
8:15 AM - 9:45 AM	<b>QA and QI for the Front Line Telecommunicator</b> By Jason Scott
10:00 AM - 11:30 AM Magnolia Ballroom - I & II	<b>PTSD and Suicide</b> By Jason Long In this class, we will focus on Post-Traumatic Stress Disorder (PTSD) and the significance of good mental health among Telecommunicators and responders. Our objective is to examine strategies for managing PTSD throughout your career, as well as identifying signs of possible suicide within your network of responders and co-workers. It's essential to prioritize self-care to ensure we're capable of helping others effectively.

11:30 AM - 12:30 PM

Camelia

### Lunch

LITTLE ITALY Soup, Salad, Grilled Italian Sausage, Lasagna, Penne alla Vodka, Sauteed Vegetables, Tiramisu

12:30 PM - 1:00 PM

Magnolia Ballroom - I & II

### Sponsor Spotlight

1:00 PM - 2:30 PM

Magnolia Ballroom - I & II

### Acting on Urgency: Strategies for Suicide Prevention and 988 Response

### Response to Domestic Violence

By [Jason Long](#)

In this course, we will delve into the hazards that come with responding to and handling domestic-related incidents. We will explore the reasons why victims may choose to remain in such situations, as well as other relevant domestic-related statistics. Additionally, we will evaluate methods through which Telecommunicators can contribute to preventing responder injuries and fatalities during these routine calls for service.

2:45 PM - 4:15 PM

Magnolia Ballroom - I & II

## DAY- 4

11 April, 2024

Leadership

Time

Topic

8:15 AM - 9:45 AM

Magnolia Ballroom - III & IV

### 911 Funding Dynamics: Mastering Grants and Financial Oversight

By [Leah Missildine](#), [Adam Brown](#)

10:00 AM - 11:30 AM

Magnolia Ballroom - III & IV

### GIS Essentials for 9-1-1 Leadership

By [Anderson Brooms](#)

Featuring the City of Auburn.

12:30 PM - 1:00 PM

Magnolia Ballroom - III & IV

### Sponsor Spotlight

Rapid Deploy

1:00 PM - 2:30 PM

Magnolia Ballroom - III & IV

### Legal Navigation for 911 Leadership: Open Records and Beyond

2:45 PM - 4:15 PM

Magnolia Ballroom - III & IV

### Benchmarking Success: Strategies for Effective QA/QI in 911 Operations

By [Jason Scott](#)

## DAY- 5

12 April, 2024

##NOTRACK##

Time

Topic

8:15 AM - 9:45 AM

Magnolia Ballroom

### Interactive Recap: Q&A, Polls, and the Grand Raffle Finale

By [Laura Ehrhart](#), [Leah Missildine](#)

Q&A, Networking Games, and Raffle Prizes!

### Put Some "Magic" in Your Customer Experience

By [Pete Blank](#)

If you have ever visited a Disney Theme Park across the globe, you may feel that 'nobody does customer service like Disney.' Although the execution is complex, the baseline concepts are quite simple. This program is designed for you to uncover customer service strategies from Walt Disney himself, and then learn how to apply these lessons to your own organization which will enhance your levels of customer service. In this session, participants will learn: the Disney secret to magical customer service why there is value in providing 'excellent' customer service how to use consistency, connections, and creativity to drive service level

10:00 AM - 11:30 AM

Magnolia Ballroom

1:00 PM - 4:00 PM

Magnolia Ballroom

## Building A Human Alliance: Helping 911 Pros Connect with Callers and Each Other

By Jason Scott

Post Conference Session

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